

FDML\08-06\1823

Mr. Neil Winchurst  
9 St. Pauls Drive  
Holsworthy  
Devon  
EX22 6FD

**Customer Account Number** CX118698  
**Bill Number** CX118698-038  
**Bill Date** 11 Oct 2011  
**Payment Due** 21 Oct 2011  
**Bill Period** 01 Sep 2011 - 30 Sep 2011  
**VAT Registration Number** GB 867 2447 91

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Dear Mr. Winchurst

## Your Telephone Bill

### Summary

Previous balance		£	21.19
Payments received with thanks	-	£	21.19 cr

<b>Outstanding balance</b>	=	£	<b>0.00</b>
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### New Charges (Payment Type: Direct Debit)

Account charges and credits	+	£	3.78
Telephone	+	£	13.91

<b>Total new charges</b>	=	£	<b>17.69</b>
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VAT @20%	+	£	3.54
<b>Total charges</b>	=	£	<b>21.23</b>

<b>TOTAL NOW DUE</b>	=	<b>£</b>	<b>21.23</b>
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This bill is for information only. Your payment will be collected on or after 21 Oct 2011

**We also supply  
cheap electricity  
and gas**

To switch call  
0845 215 5000 or  
visit [www.first-utility.com](http://www.first-utility.com)

**first:utility**

## Payments

<b>Payments</b>			
Direct Debit payment - received 20 Sep 11	+	£	21.19 cr
<b>TOTAL PAYMENTS</b>	=	<b>£</b>	<b>21.19 cr</b>

## Account Charges and Credits

<b>Account Charges and Credits</b>			
Monthly Package Fee	+	£	3.78
	=	<b>£</b>	<b>3.78</b>

## Telephone Statement

<b>Summary of Charges for 01409254799</b>			
Line rental charge for period	(01 Oct 11 - 31 Oct 11)	+	£ 8.94
Caller Display	(01 Oct 11 - 31 Oct 11)	+	£ 1.49
Number Withheld	(01 Oct 11 - 31 Oct 11)	+	£ 0.00
Call charges		+	£ 3.478
		=	<b>£ 13.91</b>

## Call Summary

Call type	Number of calls	Duration	Cost
Local voice call	23	0:56:43	£0.000
National voice call	10	1:34:06	£0.000
UK mobile voice call	8	0:17:00	£3.060
International voice call	0	0:00:00	£0.000
Non-geographic voice call	2	0:10:39	£0.418
<b>Totals</b>	<b>43</b>	<b>2:58:28</b>	<b>£3.478</b>

## New Call Charges for 01409254799

Date	Time	Dialled	Destination	Duration	Charge
01 Sep	11:23	01793748283	swindon	0:00:03	free
01 Sep	12:18	08452151640	uk: local rate	0:04:05	£0.250
01 Sep	19:03	01793748283	swindon	0:10:29	free
02 Sep	09:17	01271349180	barnstaple	0:00:41	free
02 Sep	14:32	01274688666	bradford	0:01:13	free
02 Sep	18:39	01566784431	local	0:21:27	free
02 Sep	19:10	01793748283	swindon	0:11:53	free
03 Sep	14:10	01409253241	local	0:00:48	free
03 Sep	18:48	07814379767	uk: orange mobile	0:00:42	£0.169
03 Sep	18:50	01409259444	local	0:00:41	free
05 Sep	12:50	01288254699	local	0:00:10	free
05 Sep	12:51	01288354699	local	0:00:30	free
06 Sep	10:37	01409253381	local	0:00:50	free
06 Sep	10:42	01409253692	local	0:00:38	free
06 Sep	10:45	01409253461	local	0:01:29	free
06 Sep	11:30	01392214044	exeter	0:04:06	free
08 Sep	18:52	01409253241	local	0:00:12	free
08 Sep	19:39	07814379767	uk: orange mobile	0:00:28	£0.169
10 Sep	18:30	08456100100	uk: local rate	0:06:34	£0.168
12 Sep	10:05	01769573081	south molton	0:01:16	free
12 Sep	17:16	01237451868	local	0:10:33	free
13 Sep	10:16	01409253692	local	0:01:01	free
14 Sep	09:18	01409254985	local	0:03:39	free
14 Sep	15:10	01566773671	local	0:03:10	free
14 Sep	18:22	07794455151	uk: orange mobile	0:06:31	£0.716
15 Sep	10:52	01769560515	south molton	0:04:24	free
15 Sep	12:47	01409253241	local	0:01:07	free
15 Sep	20:42	01793748283	swindon	0:58:23	free
16 Sep	19:31	01409253043	local	0:00:29	free
19 Sep	09:05	01566773671	local	0:01:00	free
20 Sep	11:13	01778392478	bourne	0:01:38	free
20 Sep	12:15	07966469277	uk: orange mobile	0:00:46	£0.208
20 Sep	19:42	01409253509	local	0:00:39	free
21 Sep	09:36	01409253241	local	0:01:33	free
21 Sep	18:11	01409254985	local	0:00:50	free
22 Sep	12:38	01409253241	local	0:02:15	free
22 Sep	13:12	07971864875	uk: orange mobile	0:01:02	£0.339
28 Sep	09:58	01409253241	local	0:00:50	free
28 Sep	14:13	01566773671	local	0:02:40	free
28 Sep	19:14	01409253043	local	0:00:12	free
28 Sep	19:15	07814379767	uk: orange mobile	0:01:01	£0.260
30 Sep	11:58	07814379767	uk: orange mobile	0:00:01	£0.208
30 Sep	12:15	07814379767	uk: orange mobile	0:06:29	£0.991
				<b>Total :</b>	<b>£3.478</b>

## Information About Your Calls From Telephone Number: 01409254799

### Top 5 Numbers Called

Number called	Type	Destination	Number of calls	Duration	Total cost
07814379767	mobile	uk: orange mobile	5	0:08:41	£1.797
07794455151	mobile	uk: orange mobile	1	0:06:31	£0.716
07971864875	mobile	uk: orange mobile	1	0:01:02	£0.339
08452151640	non-geographic	uk: local rate	1	0:04:05	£0.250
07966469277	mobile	uk: orange mobile	1	0:00:46	£0.208

### Your Most Expensive Call

Number called	Duration	Total cost
07814379767	0:06:29	£0.991

### Your Longest Call

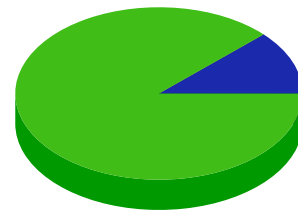
Number called	Duration	Total cost
01793748283	0:58:23	£0.000

## Your Calling Patterns:

### Total Cost of Calls

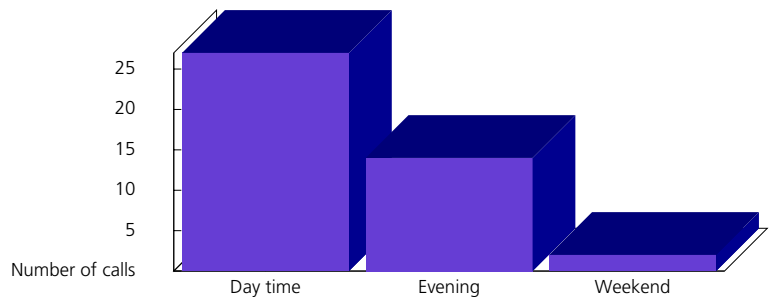
Type of call	Total spend	% spend
local call	£0.000	0.0
national call	£0.000	0.0
mobile call	£3.060	88.0
international call	£0.000	0.0
non-geographic	£0.418	12.0

■ Local  
■ National  
■ Mobile  
■ International  
■ Non-Geographic



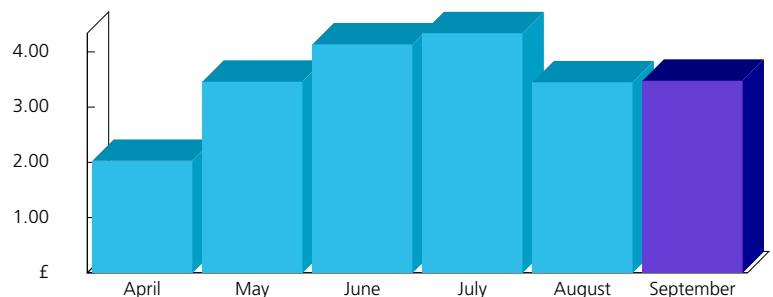
### When You Make Your Calls

Time of day	Number of calls	% calls
Day time	27	62.8
Evening	14	32.6
Weekend	2	4.7



### Your Call Spend For The Last 6 Months

Month	Total Spend	% spend
April	£2.027	9.7
May	£3.460	16.6
June	£4.136	19.8
July	£4.338	20.8
August	£3.449	16.5
September	£3.478	16.7



## Contacting us:



### By phone:

Customer service: **0845 215 1640**  
Credit control: **0845 215 3851**  
Business support: **0845 215 3895**



### By email:

customer.service@firsttelecom.com



### By post:

first:telecom, PO BOX 4360, Warwick, CV34 9DB  
Please include your first:telecom account number on all correspondence  
(as shown in the top right corner of your bill)



### Via our website:

Visit [www.firsttelecom.com](http://www.firsttelecom.com)

### If you are not satisfied:

We are committed to providing you with a great value and reliable service. Our Code of Practice sets out our full commitment to you, including a comprehensive complaint handling process to solve any problems. Contact us in the first instance or in the rare event you remain dissatisfied with the outcome, please call Otelo (the Office of the Telecommunications Ombudsman) on 0845 050 1614.

### Questions about your bill:

Please contact us if you have any questions or concerns about your bill. If you are worried about recent premium rate internet dial up scams, please call the credit control team or visit our website for help and advice.

### Register for TPS and stop cold calling

Register with The Telephone Preference Service (TPS) at [www.tpsonline.org.uk](http://www.tpsonline.org.uk). TPS helps you to make sure your telephone number is no longer available to organisations that may telephone you with offers and information you do not wish to receive.

### Non-geographic 0845/0870 calls

Non-geographical numbers are typically used by businesses or organisations as contact numbers for customer service centres or access to the Internet, and begin with the prefix 0845, 0870. They do not relate to a specific UK location, these numbers are not regarded as local or national calls and maybe charged at a higher rate.

## Paying your bill:

The easiest way to pay your first:telecom bill is by Direct Debit. We tell you in advance when each payment will be made, so you remain in control. It also helps us to keep the cost of your calls as low as possible.

### To set up a Direct Debit payment:

To set up a payment by Direct Debit or to change your bank details, simply call us - or complete and return the form below.

### Paying by cheque:

If you do need to send a cheque, allow at least 5 working days before the due date for us to receive your payment.

Send cheques to:

**First:telecom**  
**Payment Centre**  
**Milton Keynes**  
**MK77 1ZZ**

(please write your account number on the reverse of the cheque and remember to attach a stamp).

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Registered office: 19 South Audley Street, London, W1K 2NU.

## Moving home?

It's easy to take your first:telecom service with you. Simply call us and let us know where you are moving, 14 days in advance, and we will take care of everything for you.

If your personal details are changing, please contact customer service.

For low cost  
**Directory Enquiries**  
Simply dial **118 814**

first:telecom

Instruction to your Bank or  
Building Society to pay by Direct Debit



Please fill in the form and send to: first:telecom : PO BOX 4360 : Warwick : CV34 9DB

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society  
Address  
Postcode  
Name(s) of Account Holder(s)

Originator's Identification Number

8	3	6	6	6	4
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Reference

CX118698

Instruction for your Bank of Building Society

Please pay first:telecom Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with the first:telecom and, if so, details will be passed electronically to my Bank/Building Society.

Branch Sort Code

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Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.



### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change first:telecom will notify you 5 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by first:telecom or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time, by writing to your Bank or Building Society. Please also send a copy of your letter to us.