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## Our promise

Which? aims to help you choose the best goods and services – and avoid the worst. We're entirely independent – we take no ads, no freebies and everything we test is paid for at full price. Since

1957 we've informed, influenced and campaigned on behalf of all consumers in the UK.



### Best Buys

Our coveted Best Buy award goes only to products

that achieve high total test scores. Where you see it, you can be sure a product has performed consistently well in all parts of our rigorous test programme and excelled in all of the main areas.



### Don't Buys

These are products that have performed extremely poorly in one or more of our key tests or achieve very low total test scores due to poor performance in all tests.

**MEMBERS' HELPLINE** Call 0845 307 4000 Email [which@which.co.uk](mailto:which@which.co.uk) Expert advice when you need it

**'We don't have money to pay for requests. Shouldn't we all have access to the same information, never mind how much money we've got?' PAGE 22**



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Our Best Buys let you keep your hands free while you're on your mobile



## Comment

### Unfair for motorists

**F**ines for motoring offences now seem to be part of everyday life. Home Office statistics show that 13.5 million such offences were committed in 2004 – with nearly half of all vehicles in the UK having been 'guilty' in one way or another.

This month we highlight one example of how these fines are often dished out unfairly, reporting on a council that has netted more than £1 million in penalties because its signs were badly sited and confusingly worded (p7).

This adds to the cases that you've told us about in your hundreds – from parking fine scams to illegal clamping. With our use of four wheels showing no sign of slowing down, we'll undoubtedly see more and more measures introduced to restrict car use and to keep traffic moving.

But for these to be acceptable, they must be fairly and legally applied – and focused on managing traffic, not raising cash. Judging by the number of cases you've sent us, and the rising anger that you display, we seem to be a long way from that.

### Follow June

The Which? campaign against the appalling mis-selling of endowments has been highly successful – but there are still many thousands of mortgage holders who face nasty shocks in the future when their policies come in short of their expectations.

Make sure you are not one of them, by following our straightforward advice. June Blake, on p27, did – and gained £6,000 redress. Follow June – it makes huge financial sense.

### A new look

Your *Which?* magazine has a new look this month – aimed at giving you, our members, more news and test results in a more accessible manner.

We aim to involve you more in the magazine as well – more letters, more issues, more feedback. We work for you – and we look forward to continuing our rich tradition of making things happen for you, too.

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### THIS ISSUE IN NUMBERS

**1,140**

The number of songs we loaded to see which MP3 players are compatible with different music formats. See the results on p46

**2,100**

The number of times we dropped our mobile phones to test their durability. Find out which did well and which didn't on p58

**670**

The number of technical picture measurements we took for our TVs report. To see which sets have the best picture quality, turn to p34