

February 2005



KEY ISSUE

**On track?**  
Passengers tell us about their rail-travel woes

## The Railways Bill **p10**



**Your views**  
Blueyonder judged better than BT

## Broadband

**North Wales**  
Harlech Castle is part of a Unesco World Heritage Site



## Spring mini

### EXPOSED

#### 05 INSIDE STORY

- Paying £40 for a history check on a second-hand car doesn't guarantee peace of mind
- New rules come into force this month giving air passengers more compensation after delays, cancellations or overbooking

#### 10 THE RAILWAYS BILL

We all know that travelling by rail can sometimes be a nightmare. The government plans to shake up the organisations running the railways – but will that help ordinary customers?

#### 17 LASER EYE SURGERY

Laser eye surgery can be life changing, but there are risks, and they vary between surgeons. Patients aren't given enough information to make an informed choice

#### 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 have informed, influenced and campaigned for all consumers in the UK.

“It's impossible unless you can limbo dance between the door, the sink and the toilet” Freda Stephenson, p13

### YOUR LIFE

#### 19 NEW CARS REVIEWED

Readers rate five new models: the Prius is praised, but reliability lets down the Scénic

#### 24 SWITCHING ACCOUNTS

What's it really like to change your credit card, mortgage or current account? We follow three readers through the process

#### 28 SPRING MINI-BREAKS

North Wales, the Isles of Scilly and the Perthshire Highlands are recommended by Holiday Which? for the perfect getaway

#### 32 BROADBAND

Converts to broadband love the speedy, always-on internet access. We explain why it's so good, and pick out the best deals

#### WHICH? EXTRA

Log on to your members-only website and find out everything we know – and that you need to know – before you buy. Your username and password are on your Which? membership card.

##### Features include

- Tables with extra information
- Easy-to-use buying guides on 35 topics
- Links to dozens of websites
- Full archive of Which? articles published since January 2001

[www.which.co.uk/whichextra](http://www.which.co.uk/whichextra)

p32



-breaks p28



Cordless drills p50

## TESTING, TESTING

### 38 ALL CHANGE

A shirt that doesn't get stained, a new state-of-the-art generator ironing system, a novel baby feeder and a solar-powered toothbrush that claims not to need toothpaste

### 40 COMPUTER SECURITY SOFTWARE

An insider's view of the world of computer hacking, plus viruses and spyware explained, and the best software to protect you

### 46 CORDLESS PHONES

Your landline needn't tie you down as cordless phones let you wander while you talk. The latest models rival mobile phones for features

### 50 CORDLESS DRILLS

Drill It Yourself with one of our four new Best Buys. Cordless drills are great for screwdriving and drilling in hard-to-reach places – but watch out for two models that we've rated 'Don't Buy'

### 53 PRINTERS

For pages of text or artistic digital shots, find the right Best Buy here

### 54 DISHWASHERS

A bumper crop of new models on test

**WIN**

You can now enter our Best Buy competition to win a Canon Pixma iP500 printer by TEXT MESSAGE.

Each text entry costs 25p plus your normal text charge, so the total cost will depend on your network and tariff. See p56 for more details and full competition rules.



## REGULARS

### 27 ASK THE EXPERTS

Questions on Isas

### 36 MONEY MONITOR

Cash Isas and credit card balance transfers

### 37 MATERIAL WORLD

Including how to buy a yacht

### 55 BEST BUY MONITOR

Find our Best Buys at the lowest prices: MP3 players

### 56 CONTACTS A TO Z

Save time when shopping around

### 58 TAKE ISSUE

Your letters, plus campaigning activities

### 60 BRIEF CASES

Two cases from our lawyers' files

### THIS ISSUE IN NUMBERS

#### Broadband

Files downloaded 170,140

#### Cordless phones

Phone calls made 2,500

#### Electric drills

Screws screwed in 2,484

Distance drilled (in metres) 104