

AUGUST 2005



KEY ISSUE

## Supermarkets p10



## Mobile phone



## Sandwich

### EXPOSED

#### 05 INSIDE STORY

- The councils that issue dodgy parking tickets
- Supermarkets start to scrap heart-clogging trans fats from own-brand foods

#### 10 SUPERMARKETS

We reveal how much you really save when you buy three things instead of one and why you buy more than you intended to

#### 16 MOBILE PHONE SHOPS

We lift the lid on the huge number of faulty phones and give advice on securing your rights in-store

#### 18 DENTAL SURGERIES

What you can expect to pay if you go private, area by area – and an explanation of the government's new NHS charges

### YOUR LIFE

#### 22 CHILD TRUST FUNDS

How to choose between the different types of fund – cash, stakeholder and share-based accounts – plus our Best Buys

#### 26 CAR RELIABILITY

We rate the reliability of 91 different models of car so you can be sure you won't be stranded on the hard shoulder

#### 30 PERSONAL SHOPPERS

If you thought they were just for people with more money than time, think again

#### 32 INTERNET SERVICE PROVIDERS

Speeds are going up, prices are going down – should you switch to broadband?

#### 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.

**'I personally phoned every single dentist in Dumfries and not one was taking NHS or private patients'**

Kirsten Holt, Which? reader

#### 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 40 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)



**Get the message**  
Your rights if your  
mobile goes wrong

**ne shops p16**



**makers p46**



**BEST  
BUY**

**Babe watch**  
Tomy Walkabout  
Premier Advance baby  
monitor – clear sound  
and easy to use

**Child safety p40**

## TESTING, TESTING

### 38 ALL CHANGE

The first frost-free chest freezer, TV through your mobile, universal wall plugs and stainless-steel smell busters

### 40 CHILD-SAFETY EQUIPMENT

Your home can be a dangerous place for a child, but there's plenty of equipment around that can help you make it safer. Plus Best Buy stair gates and baby monitors

### 46 SANDWICH MAKERS

We test out trendy panini presses as well as that trusty old student standby, the sandwich toaster

### 49 TOASTERS

Crumbs! Our latest test of 19 toasters finds that dazzling design and displays don't necessarily result in brilliant breakfasts

### 52 DIGITAL RADIO

Best Buy table-top and hand-held models

## REGULARS

### 35 ASK THE EXPERTS

Sending money abroad

### 36 MONEY MONITOR

Mini cash Isas and children's accounts

### 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 legal files

**WIN**

We've got five Sony XRDM1 hand-held digital radios to give away in our Best Buy competition

Just answer a simple question from this month's report and you could be one of our lucky winners. Turn to p56 for more details and full competition rules.



### THIS ISSUE IN NUMBERS

Sandwich makers	
Kilos of baked beans heated	5
Toasters	
Minutes watching pop-ups	957
Internet service providers	
Members' views analysed	15,538
Services compared	41