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Our promise

Not for profit and totally independent

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. Any

profit goes back into informing, influencing and campaigning on behalf of you, our members.



Best Buys

These are products that achieve high total test scores.

Don't Buys

These are products that have performed extremely poorly in at least one of our key tests or that have achieved very low total test scores.



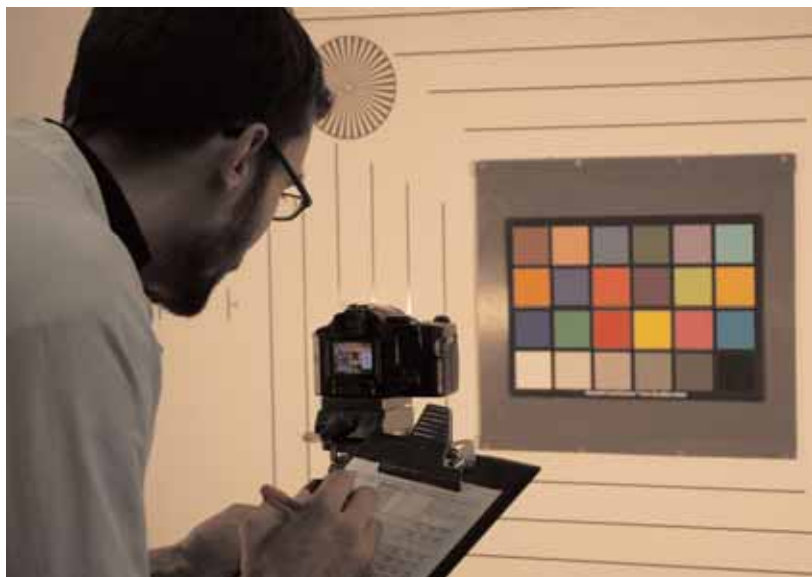
Exceptional Value



Our coveted award is given on those rare occasions to products that are both of superb quality and outstandingly priced.

MEMBERS' HELPLINE Call 01992 822 800/0845 307 4000 **EMAIL** which@which.co.uk

Before buying a satnav, consider how you will use it – occasional trips to the country, daily use in the city, holidays abroad and so on **PAGE 62**



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Comment

Freedom of information saved – now let's use it

Christmas came early for Which? when the government confirmed recently it had scrapped unwelcome plans to alter how the Freedom of Information (FOI) Act works. Proposed changes to the cost of FOI requests and numbers allowed – aimed at tackling heavy workloads caused by malicious requests – would have made it difficult for us to research and campaign on your behalf.

Government and public bodies would have been able to reject many more requests for information on issues that affect all of us. Restaurant hygiene scores and enforcement policies of the Financial Services Authority are just two of the many requests we've made that could have been rejected under the changes.

We, alongside many other campaigning bodies and MPs, fought hard to overturn these proposals. The result? The government has pledged to reform the system instead, so that all interested parties benefit.

Which? hopes, in particular, that any organisation performing a public function will be encouraged to make much more information available to the public, so that people don't have to resort to FOI requests. This is already happening with hygiene scores; following requests for these, more than 100 councils have agreed to make their inspection results publicly available.

So we look forward to reporting on further FOI successes in 2008. But don't forget that you can make requests as an individual, too. Both www.foi.gov.uk and www.cfoi.org.uk are useful sites and will advise you on procedures. FOI should make our country a more open place – and the more individuals who use it, the better.

You can ask, for example, for details of a local planning decision or a question about education services for your child, or query changes to health services in your area. It's your right, so do use it.

Calling time on premium-rate numbers

The era of the hidden costs of premium-rate telephone numbers is drawing to a close. We want to praise those who dump 08 in favour of 03, so let us know who they are – and we'll do the rest.

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THIS ISSUE IN NUMBERS

225+

The number of hours we ran our 17 electric toothbrushes for. Our extensive testing helped root out any problems the brushes may have had. Full set of results on p38.

550

The number of video clips we asked our experts to watch, to assess our 30 DVD players and recorders. They watched the same clips twice for some. Results on p45 and p48.

800

The number of shaves we made our panel of 32 men have, so we could test our 16 electric shavers. We also made them fill in 160 questionnaires – what barefaced cheek! See p58.