line-up



Mike Naylor researched credit card interest, p16. He says: 'Cards with low rates can cost more than

cards with higher rates.'



Victoria Pearson researched carpet cleaners, p60. She says: 'Some carpet stain removers are barely better than

washing up liquid or soda water.

Editorial Jaclyn Clarabut, Malcolm Coles, Jon Dunning, Kirsten Edwards, Liz Edwards, Elizabeth Eyre, Shauna Massey, Simon Spruce, Abigail Waraker, Barbara White, Kim Winter

Production Bev Jordan, Joanna Bregosz

Design lan Bartholomew, Neil Darby, Sofia Henry, Mark Massey, Suzanne Taylor, Sam Williams

Which? Research Donna Baker, Jon Barrow, James Beardon, Paola Bonetti, Elizabeth Bowden, Michael Briggs, Matthew Brown, Catherine Cherry, Chris Christoforou, Alastair Colman, Jenni Conti (Head of Services), David Evans, Lyn Evans, Alison Eastwood Jan Ferrell Rehecca Fearnley, Rosie Fletcher, Lal Forfar, Teresa Fritz, Lisa Galliers, Melanie Green, Ashleve Gunn (Head of Money), Edward Hare, Jenny Hart, Ćamilla Hassan, Dave Holes, Anthony Hume, Julie Hunter, Simone Johnson, Julie Lennard, Nick Kirby, Jo Langenhan, Ayesha Lawrence, Liam McCormack (Head of Research), George Marshall-Thornhill, Faye Martinez, Chris Matthews, Sandie Mattioli, Mike Naylor, Andrew Neeson, Naomi Newman, Robert Nicholls, Oliver Pawley, David Pawsey, Lizzy Payne, Victoria Pearson, Kate Shipp, Cassie Smith, Paul Smith (Head of Products), Ceri Stanaway, James Tallack, Pete Tynan, Fiona Vanier, Alison Watson Catherine West, Guy Widdowson, Richard Wilkinson, Andy Woodward, Tim Young

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EDITORIAL



Phone cool

An American answering a London phone number is not that unusual. Him saying he couldn't talk as he was just about to get his flight from Chile to the USA is. Eh?

It turns out I'd made my first phone call to someone using VoIP – voice-over-internet protocol. He'd picked up the call using his laptop, a microphone, a headset and the airport's wireless network.

Experts predict that VoIP will revolutionise phone calls – it's cheap (or even free) and you can make and answer calls anywhere there's a broadband connection.

We explain the pros and cons of VoIP on p32. But watch out for BT Fusion (p36), which combines a home phone and mobile in one. The home bit uses cheap VoIP technology - but charges the same as a traditional phone for UK calls and expensive mobile rates for international calls. Other BT packages using VoIP have lower call rates but the Fusion clobbers customers with excessive charges that miss the moneysaving point of calling over the internet.

Malcolm

Malcolm Coles. Editor

