

Back to basics

Mobiles come with all kinds of extras these days – but what about if you just want to text and make phone calls?

Apple recently launched the long-awaited iPhone in the US to a huge fanfare. The device, which is expected to arrive in the UK at the end of the year, is packed with the latest cutting-edge technology (for more on the iPhone, see p10 and visit www.which.co.uk/iphone).

Yet for many people such high-tech devices are too complex. This is particularly true of mobiles. It seems that all new handsets let you take photos, listen to music and surf the net.

And while GSM (second-generation) phones are still the most popular handsets, retailers are keen to push the latest 3G (third-generation) devices, which are able to make video calls and play video content. Now there are even smartphones. These combine the functions of a phone and a handheld computer.

The essential phone functions – making calls and sending texts – seem to have been forgotten. But not by us. We've found a great new basic Best Buy phone (see Nokia 2626, p60) that is simple to operate, has good reception and a long-lasting battery. And if you do love phones with gadgets we've also tested plenty of those.

Choosing a tariff

Regardless of the handset you want, for many people getting the best-value tariff is top priority. Those who don't use their phones much are probably best off on a pay-as-you-go (PAYG) tariff. You'll have to buy your handset outright – basic models start from around £40 (our Best Buy basic costs around £75) – and choice is limited, but there's no long-term tie-in. You have to top up with pre-paid credit to use your phone and make at least one short call within each six-month period to keep your phone active.

Some PAYG deals offer some free texts or minutes if you top up by a minimum amount each month – usually at least £10 – but maybe you want a basic PAYG tariff with no minimum commitment and with flat-rate UK calls regardless of network or time of day. If so, try Tesco Value or Fresh One-Rate (15p a minute for calls and 5p a text).

Pay monthly

Regular mobile users, typically spending more than £20 a month on PAYG, will get more for their money with a pay-monthly contract. A fixed monthly fee gets you some inclusive minutes and texts. Contracts cost from £15 a month for a deal that

offers only off-peak calls, to around £75 a month for a tariff offering thousands of minutes and unlimited texts. There's more choice of free or heavily subsidised handsets, but you'll be tied in for 12 to 24 months. Suppliers offer greater incentives, such as more texts or minutes, to tie you in for longer. It can be worth it if you feel the service is up to scratch, but deals change fast and it will be harder to switch if you find a better deal in 12 months' time. Find out the winners

and losers in our satisfaction survey of mobile service providers on p62. Alternatively, if you're happy with your existing contract (or PAYG deal) but still want a new phone, you could buy a Sim-free mobile. You then just insert your existing Sim card.

How we choose our tariffs

For each of our Best Buys we highlight a good-value, 12-month contract deal available as we went to press. You may get more for your money with an 18-month contract but you won't be able to switch so soon if you find the contract isn't right for you. Calls are anytime/any network unless otherwise stated. If possible, we've chosen a deal where the phone is free and available direct from tariff providers (online or in store); some tariffs are online or high-street exclusives. We picked Virgin tariffs where possible as Virgin did well in our latest satisfaction survey.

Hidden costs

Remember that advertised prices are usually just for calls to UK numbers (starting 01 or 02) or 03 numbers, or calls and texts to UK mobiles. Other use usually isn't included in pay-monthly tariffs and may cost more than standard calls on PAYG. This includes calls to revenue-sharing numbers (see *Which?*, June 2007, p12), calls to 0800 numbers, calls and texts while you're abroad and surfing the net (see p62).



13G

69% Sony Ericsson W880i £250

A new design from the Walkman music phone range, the 3G W880i is a great all-round device that oozes style, and despite weighing only 71g, packs a lot into its slim, candy-bar frame. There's a good 2Mp camera and, as you'd expect, an impressive music player. It also comes with a generous 1GB memory card, which can hold around 220 songs.

GOOD-VALUE CONTRACT Free handset with £25 Virgin deal, including 200 anytime minutes and 200 texts. Available online only.

Cheapest PAYG networks O2, Virgin Weight 71g
Camera 2Mp Memory 1GB MS Micro
(M2) card FM radio No

WHICH?
BEST
BUY

2 GSM

69% Sony Ericsson W610i £130

Another Walkman phone, the W610i is similar in performance and features to the W880i. However, it's not a 3G device, and is a touch larger, so is cheaper. Unsurprisingly, there's a great music player, while the W610i also includes an FM radio.

There's a reasonable 2Mp camera, although overall picture quality can't match that of the W880i.

GOOD-VALUE CONTRACT
This handset is free on the Virgin £20 contract with 100 minutes and 100 texts. Available online only.

Cheapest PAYG networks O2, Orange Weight 94g
Camera 2Mp Memory 512MB Micro (M2) card
FM radio Yes

WHICH?
BEST
BUY

MODEL	AVAILABILITY		SPECIFICATION						WHICH?		
	NETWORKS	PRICE (£)	3G	CAMERA (Mp)	MUSIC PLAYER	RADIO	HEADPHONE JACK	MEMORY CARD (MB)	SOUND	BATTERY	PORTABILITY
GSM AND 3G											
1 SONY ERICSSON W880i	O ⁺ O ⁺ T ⁺ Vi ⁺ Vo ⁺	250	✓	2	✓		✓	1GB	★★★★	★★★★★	★★★★★
2 SONY ERICSSON W610i	O ⁺ O ⁺ Vi ⁺ Vo ⁺	130		2	✓	✓	✓	512	★★★★★	★★★★★	★★★★★
3 NOKIA 6085	Vo ⁺	105		0.3	✓ ^a	✓		✓	★★★★★	★★★★★	★★★★★
4 NOKIA 6151	3	90	✓	1.3	✓	✓		✓	★★★★★	★★★★★	★★★★★
5 NOKIA E65	3 O ⁺ O ⁺ Vo ⁺	270	✓	2	✓ ^a			512	★★★★★	★★★★★	★★★★
6 SONY ERICSSON K550i	O ⁺ T ⁺ Vi ⁺	100		2	✓	✓		✓	★★★★★	★★★★★	★★★★★
7 LG KE850 Prada	O ⁺ O ⁺ T ⁺ Vi ⁺	350		2	✓	✓	✓	256	★★★★★	★★★★★	★★★★★
8 NOKIA 6300	O ⁺ O ⁺ T ⁺ Vo ⁺	120		2	✓	✓	✓	128	★★★★	★★★★★	★★★★★
9 SAMSUNG D840	Vo ⁺	205		2	✓			✓	★★★★★	★★★★	★★★★★
10 LG KE970 Shine	O ⁺ O ⁺ T ⁺ Tn ⁺ Vi ⁺	180		2	✓		✓	✓	★★★★★	★★★★	★★★★★
11 SONY ERICSSON W200i	T ⁺ Vi ⁺	50		0.3	✓	✓	✓	128	★★★★★	★★★★★	★★★★★
12 SAMSUNG E390	n/a	70		1.3	✓			✓	★★★★★	★★★★★	★★★★★
13 SAMSUNG ZV40	n/a	150	✓	1.3	✓			✓	★★★★★	★★★★★	★★★★★
14 SAMSUNG P310	n/a	285		2	✓			✓	★★★★★	★★★★ ^b	★★★★★
15 SAMSUNG U600	O ⁺ T ⁺ Vi ⁺	230		3.2	✓	✓		✓	★★★★★	★★★★	★★★★★
16 NOKIA N93i	n/a	494	✓	3.2	✓	✓		1GB	★★★★★	★★★★★	★★
17 SONY ERICSSON K320i	n/a	55		0.3					★★★★★	★★★★★	★★★★★
18 SAMSUNG F300	Vo ⁺	220		2	✓	✓	✓	1GB	★★★★★	★★★★ ^b	★★★★★
19 LG KU970 Shine	3	55	✓	2	✓		✓	see ^c	★★★★★	★★★★	★★★★★
20 MOTOROLA W375	Vi ⁺	40		0.3		✓	✓		★★★★★	★★★★★	★★★★★
21 SONY ERICSSON Z310i	T ⁺	50		0.3					★★★★★	★★★★	★★★★★
22 LG KP202	n/a	35		0.3			see ^a		★★★★★	★★★★	★★★★★
23 SAMSUNG SGH-X510	n/a	100		0.3			see ^a		★★★★★	★★★★★	★★★★★
24 NOKIA N95	O ⁺ O ⁺ T ⁺ Vo ⁺	465	✓	5	✓	✓	✓	✓	★★★★	★★★★★	★★★★
BASIC											
25 NOKIA 2626	n/a	75				✓	✓		★★★★	★★★★★	★★★★★
26 SAMSUNG C140	n/a	20					see ^a		★★★★★	★★★★★	★★★★★
27 SAMSUNG C300	Vi ⁺	30					see ^a		★★★★★	★★★★★	★★★★★
28 SAGEM my200C	n/a	50							★★★★★	★★★★★	★★★★★

a Mono headsets only, so no rating for music player b These phones come with cases that include an additional battery.
If used with the case, both battery scores improve to ★★★★★ but weight doubles c No card slot but 512MB internal memory

USING THE TABLE

We tested the latest handsets. Basic phones don't have a music player or camera. Their score is not penalised. The more stars the better.

Availability

Networks Availability on a monthly contract. 3, O⁺ O2,

O Orange, T Tesco, T T-Mobile, Tn Toucan, Vi Virgin, Vo Vodafone, Some contracts may be specific to certain shops. **Price** The cheapest PAYG price for a handset on the high street. Prices in *italics* show Sim-free phones that are available online.

Specification

3G Third-generation phones, offering video calling and the fastest mobile internet surfing.

Camera Resolution in megapixels (Mp).

Headphone jack Standard headphones can be connected to the phone via either a 3.5mm or 2.5mm plug.

Memory card Size in megabytes (MB) of memory card supplied.

✓ means that the phone has a memory card slot but is not supplied with a card (1GB = 1,000MB). A typical pop song is 4.5MB.

Test performance

Sound The quality on calls.

TEST PERFORMANCE					SCORE %
DURABILITY	PICTURES	MUSIC	EASE OF USE FOR CALLING	EASE OF USE FOR TEXTING	
★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	69
★★★★★	★★★★	★★★★★	★★★★★	★★★★★	69
★★★★★	★★	n/a	★★★★★	★★★★★	68
★★★★	★★★★	★★★	★★★★★	★★★★★	67
★★★★★	★★★★★	n/a	★★★★★	★★★★★	67
★★★★★	★★★★	★★★★★	★★★★★	★★★★★	67
★★★★★	★★★★	★★★	★★★★★	★★★★	66
★★★★★	★★★★★	★★★	★★★★★	★★★★★	66
★★★★★	★★★★	★★	★★★★★	★★★★★	66
★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	65
★★★★★	★★	★★★★★	★★★★	★★★★	65
★★★★★	★★★★	★★	★★★★★	★★★★★	64
★★★★★	★★★★	★★★	★★★★★	★★★★	64
★★★★★	★★★★	★★	★★★★★	★★★★★	64
★★★★★	★★★★	★★★	★★★★★	★★★★★	64
★★★★	★★★★★	★★★	★★★★★	★★★★★	63
★★★★★	★★	n/a	★★★★	★★★★	63
★★★★★	★★★★	★★★	★★★★★	★★★★	60
★★★★★	★★★★	★★	★★★★★	★★★★★	59
★★★★★	★★	n/a	★★★★★	★★★★	59
★★★★★	★★	n/a	★★★★★	★★★★	59
★★★★★	★★	n/a	★★★★★	★★★★	58
★★★★★	★	n/a	★★★★★	★★★★	58
★★	★★★★★	★★★★★	★★★★★	★★★★★	50
★★★★	n/a	n/a	★★★★★	★★★★★	67
★★★★★	n/a	n/a	★★★★★	★★★★	62
★★★★★	n/a	n/a	★★★★★	★★★★	62
★★★★★	n/a	n/a	★★	★★	53

Battery Charging and use times.

Pictures Quality of camera, display and photo storage and sorting.

Music Sound, ease of use and battery life.

Score

Ignores price and based on:

Battery, portability, durability, ergonomics **35%**

Sound, reception, ease of use for calling **30%**

Ease of use for text messaging **10%**

Pictures **10%**

Games, extras, office functions **10%**

Music player **5%**

3 GSM

68% Nokia 6085 £105

This inexpensive clamshell phone has a great battery that gives nearly six hours of talk time. Reception levels are also impressive and it's simple to use. It's a budget model so there are some drawbacks – the basic 0.3Mp camera is disappointing and Nokia supplies only mono headphones, but if you're looking for a simple phone it could be just what you need.

GOOD-VALUE CONTRACT

Free handset with £20

Vodafone tariff, including 75 anytime minutes and 100 free texts. Comes with free Nokia 1600 PAYG phone.

Available online only.

Cheapest PAYG network Sim free Weight 107g Camera 0.3Mp Memory Micro-SD card slot FM radio Yes



5 3G

67% Nokia E65 £270

This smartphone is aimed primarily at the business community. It's quad band, so you can use it in most countries around the world, supports email and allows full web access. It's also reassuringly durable for such an advanced device. It has only mono headphones, though.

GOOD-VALUE CONTRACT

Free handset on Orange's £30 a month Racoon package, including 300 anytime minutes and 50 texts.

Cheapest PAYG network Sim free Weight 116g Camera 2Mp Memory 512MB Micro-SD card FM radio No

4 3G

67% Nokia 6151 £90

This is Nokia's attempt to promote the benefits of 3G technology, such as video calling, at an affordable price. At 100g, it's fairly lightweight but packs in a reasonable 1.3Mp camera and a decent music player. Calling and texting is straightforward, reception levels are good and there's an impressive battery that can be fully charged in a 95 minutes.

GOOD-VALUE CONTRACT

Free handset with 3's £35 Video Talk & Text 700 deal – 400 anytime minutes, 250 texts, 25 video minutes, 25 video messages and £5 worth of free downloads each month.

Cheapest PAYG network 3 Weight 100g Camera 1.3Mp Memory Micro-SD card slot FM radio Yes



6 GSM

67% Sony Ericsson K550i £100

Phone functions are noteworthy on this latest Cyber-shot camera phone. Sound and reception levels are strong and there's a decent battery. And photographers will like the 2Mp camera with auto-focus. But it's the music player that really impresses. It's easy to use and the sound quality is good.

GOOD-VALUE CONTRACT

Free handset on the Virgin £15 contract with 50 minutes and 100 texts. Available on the high street only.

Cheapest PAYG network O2 Weight 95g Camera 2Mp Memory MS Micro (M2) card slot FM radio Yes





7 GSM

66% LG KE850 Prada £350

Like the much-hyped iPhone, this LG Prada touch-screen phone is packed with features. Its sleek, stylish and minimalist design incorporates a 2Mp camera with built-in autofocus. There's also a massive viewfinder display, which is great when taking photos or recording video clips and makes operating the touch-screen buttons easy.

WHICH?
BEST
BUY

GOOD-VALUE CONTRACT

Free handset with Virgin £40 deal – 500 free anytime minutes and 500 free texts.

Cheapest PAYG network Virgin Weight 86g Camera 2Mp Memory 256MB Micro-SD card FM radio Yes



8 GSM

66% Nokia 6300 £120

This phone is a great all-round buy. It comes with a decent set of features, including an above-average 2Mp camera. This produces impressive photographs that look great on the colour screen. There's also an FM radio and reasonable music player.

GOOD-VALUE CONTRACT Handset free on T-Mobile Flex 25 tariff (£25 a month). You can vary your text/minute usage up to an allowance cap worth £40. This gives you, for example, about 130 minutes and 130 texts.

WHICH?
BEST
BUY

Cheapest PAYG network O2 Weight 94g Camera 2Mp Memory 128MB Micro-SD card FM radio Yes



9 GSM

66% Samsung D840 £205

This stylish phone is available in either a sleek black finish or a brushed-silver casing. It's also very slim yet, despite this, pretty robust. Battery life is nothing special, providing less than five hours of talk time, but the phone's other basic functions are good. Calls are clear and it's great at picking up signals in weak reception areas.

WHICH?
BEST
BUY

GOOD-VALUE CONTRACT Handset free on Vodafone's £25 online tariff, which includes 150 anytime minutes and 100 texts. Comes with free Samsung E250 PAYG phone.

Cheapest PAYG network Sim free Weight 104g Camera 2Mp Memory Micro-SD card slot FM radio No



25 BASIC

67% Nokia 2626 £75

If you want a simple handset to call and text, this is a great choice. It's an upgraded version of the Best Buy Nokia 2610 that now incorporates an FM radio. Phone functions are good, especially the battery, which can last 425 hours on standby. Reception levels are also notable for such a cheap handset and it looks great. Sound quality on calls could be better, though.

WHICH?
BEST
BUY

GOOD-VALUE CONTRACT Handset free on Vodafone Anytime 200. Tariff offered via directmobilephones.com Package has 200 anytime minutes, 250 texts.

Cheapest PAYG network Sim free Weight 82g Camera No Memory No FM radio Yes

Not such a smart phone

The much-heralded new Nokia N95 may be a smartphone, but there's nothing too clever about its performance

The Nokia N95 (24) boasts the most advanced collection of functions ever crammed into one handset – there's even a built-in satnav. It's attracted huge attention since its launch earlier this year and we've been keen to include it in our tests. Sadly, once you've put all the gimmicks to one side, we found its performance as a mobile phone to be disappointing. It really struggled in our durability

assessment and failed the rain test – in which we spray the handset with water to simulate a passing shower and then check the phone's functions. We then recheck the functions again after four to five days. This is a real concern for such an expensive device. We plan to assess its more advanced functions in a special test of smartphones later in the year.



The Nokia N95 smartphone really struggled in our durability assessment

Contacts

3 0800 358 6946; www.three.co.uk
Apple 0845 600 1683
www.apple.com/uk
BT Mobile 0800 800152
www.btmobile.bt.com
Fresh 0870 111 5000
www.freshmobile.co.uk
Envirophone 0870 979 9652
www.envirophone.com
Fonebak 01708 683400
www.fonebak.com
LG 0870 873 5454; uk.lge.com
Mopay 0845 456 7929
www.mopay.co.uk
Motorola 0870 901 0555
www.motorola.com/uk
Nokia 0870 055 5777; www.nokia.co.uk
O2 0870 225 7879; www.o2.co.uk
Orange 0800 079 2000
www.orange.co.uk
Sagem 0870 240 5613
www.sagem.com
Samsung 0870 242 0303
www.samsung.com/uk
Sony Ericsson 0870 523 7237
www.sonyericsson.com
Tesco 0845 600 4411
www.tesco.com/mobilenetwork
T-Mobile 0845 412 5000
www.t-mobile.co.uk
Virgin 0845 600 0070
www.virginmobile.com
Vodafone 0808 040 8408
www.vodafone.co.uk

BASIC CAN BE BEST**Elizabeth West**

53, housewife

Mobile phone retailers are always trying to persuade us that we need the latest high-tech handset, packed with sophisticated features. Yet for many people, these expensive phones are unnecessary.

Elizabeth West bought a 3G Samsung Z500 phone 18 months ago and was unimpressed. 'I use my mobile only to make calls and send texts, yet I ended up with a model that had a music player and could take videos,' she said. 'To make matters worse, the battery life was poor and I had bad reception at my home address.'

Elizabeth's contract had recently expired and, as she didn't use all her talk time each month, she



decided to switch to a basic model on a pay-as-you-go tariff. She opted for the Nokia 2610, a Best Buy basic phone in our last report. 'I'm really pleased with my new phone, it's battery life is much better and it's very easy to use,' she told us.

Checklist

How to get the best from your phone and tariff

■ Take your time

Consider whether you want a phone just for calls and texts or a high-tech gadget.

■ Choose your tariff

Estimate how much you use your phone each month. Find a deal that includes free minutes and texts close to your estimated usage, or a PAYG tariff that offers low-price calls. If you're happy with your phone, Sim card-only deals are pay-monthly tariffs that don't include a new handset. Contracts are usually much shorter.

■ Your network

Your choice shouldn't depend on price alone – customer service is very important. Check out our satisfaction survey (p62).

■ **Where to buy** Shop around for the best deal, with mobile operators and high-street suppliers. Also check online.

■ Cashback deals

Many mobile retailers offer cut-price deals for three months or more. Be wary of these. You usually have to pay full-price monthly fees upfront and claim cash back discounts at intervals. We've had several complaints from members about this. Gail Cookson told us: 'We missed our first claim deadline and then discovered that this

disqualified us from making any further claims. We weren't told this when we bought the phone, and now we're stuck with an expensive 18-month contract.'

■ Handset upgrades

Happy with your tariff but fancy a new handset? If you're nearing the end of a contract, ask your provider to upgrade your handset – although this may not be free and you'll start a new tie-in period. Don't just take the first phone your provider offers.

■ Get a better deal

If you're happy with your handset, ask for more minutes/texts or a reduced fee in exchange for your loyalty. If all else fails, ask for your porting authorisation code (Pac) – this lets you keep your phone number when you switch. You'll probably get put through to the customer retention centre, which will do all it can to keep your custom.

■ **Insurance** Think before buying mobile insurance. Visit www.which.co.uk/mobileinsurance for more.

■ **Recycling** Mopay and Envirofone will recycle your old phones in return for cash. Alternatively, most networks and mobile-phone shops are part of the Fonebak recycling scheme.

Which should you choose?

Best for music

SONY ERICSSON W880i £250 Both new Walkman Best Buys (1 and 2) score well in our music player tests. They're simple to use, have impressive battery lives and sound great, too. This model stands out because of the large 1GB memory card provided.

Best for photography

NOKIA E65 £270 ONLINE This smartphone (5) may have only a 2Mp camera but it produces great pictures, which look brilliant on the large display. The Nokia N95 includes a superb camera but we are concerned about the phone's durability (see 'Not such a smart phone', opposite).

Best for texting

NOKIA 6151 £90 If you're a heavy texter, this 3G Nokia (4) is a good choice thanks to its user-friendly keypad and clear display.

Best for reception

SAMSUNG D840 £205 ONLINE If you can never get a signal, this Samsung (9) could be the answer. It can be used in Europe and the US and has great reception levels. However, be aware that signal problems may be due to your network rather than your phone.

Best on a budget

SAMSUNG C140 £20 This basic Samsung (26) may not have many advanced features but it offers good all-round performance, with notable battery life and signal strength.

MORE MOBILES FOR MEMBERS**FREE website access**

There are well over 100 phones reviewed online. Visit www.which.co.uk/mobilephones for more information.

Top of the line

Virgin and Tesco beat the big networks in our latest survey on mobile satisfaction

A recent Carphone Warehouse survey suggested that many people are so attached to their mobiles that they wouldn't give them up for £1 million. A bit extreme, perhaps, but the truth remains that for many of us, mobiles have become as important in our everyday lives as cars or TVs.

Making the service grade

Our attachment to our mobiles doesn't come cheap and it would be nice to think you'd get excellent service in exchange for your expenditure. Unfortunately, our latest survey shows that not every mobile service provider has a high proportion of very satisfied customers.

As was the case last year, Virgin has the highest percentage of very satisfied pay-monthly customers (52 per cent), with Tesco leading the PAYG pack (54 per cent). Most of the five big networks (O2, Orange, T-Mobile, 3 and Vodafone) are much in line with last year's scores, with around 20 to 30 per cent very satisfied customers. Orange, which launched its 'free' broadband service in mid-2006, has significantly fewer very satisfied pay-monthly customers than last year.

Network coverage

The last year has seen a dramatic increase in the number of things you can do with your mobile – mobiles now let you surf the net, download music and ringtones and watch TV. A lot of these functions rely on the 3G network, which is less extensive than the traditional GSM one. If you go outside 3G coverage, your phone will revert to GSM coverage, so you'll lose those functions that rely on 3G.

As more people are moving on to 3G phones and expect to be able to do more with them, it might explain why 'very good' ratings for network coverage have decreased as a whole this year. Just 39 per cent of people we surveyed said their network coverage was very good, compared with 41 per cent last year.

USING THE TABLES

Satisfaction

Overall Percentage who were very satisfied with service.

Cost of calls Percentage who were very satisfied with price.

Queries Percentage who said quality and speed of response were very good.

Bills Percentage who said accuracy and clarity of bills were very good.

COMPANY	SATISFACTION (%)	
	OVERALL	COST OF CALLS
PAYG		
TESCO (240)	54	41
VIRGIN (417)	45	30
O2 (491)	33	11
ORANGE (445)	30	12
VODAFONE (475)	28	7
FRESH (87)	28	33
T-MOBILE (381)	21	8
ALL PAYG (2,593)	33	17

Sample size in brackets. We show ratings for all companies with 30 or more respondents

COMPANY	SATISFACTION (%)					
	OVERALL	COST OF CALLS	QUERIES		BILLS	
			RESPONSE QUALITY	RESPONSE SPEED	ACCURACY	CLARITY
PAY MONTHLY						
VIRGIN (166)	52	53	58	57	81	73
BT (68)	35	32	30	40	51	38
VODAFONE (493)	30	16	28	29	52	40
O2 (532)	29	17	28	28	51	43
ORANGE (545)	27	18	28	26	60	51
T-MOBILE (441)	25	21	31	34	56	42
3 (116)	22	46	30	30	63	58
ALL PAY MONTHLY (2,572)	30	22	30	31	57	47

OUR SURVEY

In May 2007, we sent questionnaires to 6,959 online panel members; 5,237 responded. We asked about overall satisfaction and individual aspects of service. These individual aspects do not make up the overall satisfaction score. Our thanks to all who took part.

Using your mobile abroad

Fifty-eight per cent of you are dissatisfied with the cost of roaming

If you travel a lot, consider the cost of using your mobile in foreign lands – calls and texts made abroad (roaming) can really bump up your bill. In our survey, 44 per cent of you who used your phone abroad found the cost higher than expected.

Roaming calls, texts and internet usually aren't included in your deal and can be much more expensive than UK charges. In 'Rip-off Britain?' (*Which?*, June 2007, p9) we outlined plans for a new Eurotariff – a roaming tariff that would reduce the cost of calls in Europe. Using this, the

maximum you'll pay for roaming in the EU is about 38p a minute to make calls and about 19p a minute to receive them.

The Eurotariff has now been launched and your mobile service provider should already have proactively offered it to you. If you haven't heard, ask your provider. If you were already on one of your company's roaming tariffs before the Eurotariff was introduced, you may have to ask to switch to the new Eurotariff if you think it's better value. Otherwise, you'll be signed up to the Eurotariff by default no later than



MOBILE INTERNET

If you want to make the most of the new mobile functionality, check how much it costs

Only one in six people in our survey has used their mobile for internet access in the past year, but this seems likely to increase as providers offer more services. Three's customers are most likely to use the internet – 54 per cent have done so over the last year.

But internet usage is rarely included in your deal, so check costs carefully especially if you're going abroad. Our table shows how much it will cost to surf the net in the UK with different providers (excluding providers' own pages, which may be free). Emailing and mobile TV may be charged differently. Most companies charge per megabyte (MB), although some charge per day. Vodafone estimates that 1MB of use will let you view ten standard web pages, 40 mobile-friendly web pages, or one minute of video. Pay-as-you-use is usually more expensive per MB than buying an internet add-on in advance.

USING THE TABLE

Mobile internet use

Prices correct at time of going to press.

Contract type Whether the prices are

PAYG or pay monthly. **Pay as you use**

Prices for surfing the mobile internet on an adhoc basis. **Pay in advance** Prices if you pay an upfront fee for surfing the net.

PROVIDER	MOBILE INTERNET USE			MOBILE TV AVAILABILITY
	CONTRACT TYPE	PAY AS YOU USE	PAY IN ADVANCE	
BT	Pay monthly	£4 per MB ^a	£3.50 for 1MB	
O2	Pay monthly	£3 per MB ^b	2MB for £3 4MB for £5 20MB for £10	
	PAYG	£3 per MB ^b	2MB for £3 4MB for £5	
ORANGE	Pay monthly	£3 per MB ^c	Unlimited usage for £1 a day ^d Evening and weekend usage for £5 a month 30MB Anytime usage for £8 a month	✓
	PAYG	£4 per MB ^c	Unlimited usage for £1 a day or £5 a week ^d	✓
TESCO	PAYG	£4 per MB	n/a	
3	Pay monthly	£2 per MB	£2.50 a month for 10MB £5 a month for unlimited access ^d 50p for one hour from purchase (up to 50MB of use)	✓
	PAYG	n/a	£1 for 24 hours from purchase (up to 120MB of use) £2.50 for a week's access (up to 500MB of use)	✓
T-MOBILE	Pay monthly	£7.30 per MB ^c	£7.50 a month for unlimited data ^d	✓
	PAYG	£7.30 per MB ^c	n/a	✓
VIRGIN	Pay monthly	£5 per MB	n/a	✓
	PAYG	£5 per MB ^e	n/a	✓
VODAFONE	Pay monthly	£1 a day ^f	£7.50 a month for 120MB	✓
	PAYG	£1 a day ^f	n/a	✓




^a BT Fusion customers receive £20 a month free ^b 100KB free with high-street, pay-monthly plans below £35 a month. 512KB free with high-street plans £35 or above. Online PAYG and pay-monthly customers receive 1MB a month free ^c Max daily charge applies – £1 T-Mobile, £1.50-£2 Orange ^d Subject to fair usage limit ^e 30p a day for browsing Virgin pages ^f Up to 15MB – £2 charge applies for each additional MB used

30 September 2007, or sooner if you've already requested it. Texts and internet are not covered.

Worldwide costs

Roaming in countries like Australia, South Africa or the US (see right) could stay expensive unless mobile service providers choose to lower prices.

As our sample prices show, international roaming costs can exceed £1.50 a minute. Prices vary wildly, however. T-Mobile, for example, has a US network so it's cheaper for roaming in the States. If you're planning a US holiday, you could buy a PAYG T-Mobile Sim card to use during your holiday. Visit www.which.co.uk/roaming for more details.

	Provider	Make call (ppm)	Receive call (ppm)	Send text (p)
	O2	99	99	49
	Orange	130	70	45
	T-Mobile	75	70	40
	3 ^a	35	0	10
	Virgin	95	60	35
	Vodafone	79	75	49
	O2	99	99	49
	Orange	145	90	50
	T-Mobile	140	130	40
	3	180	100	25
	Virgin	170	80	35
	Vodafone	79	75	49
	O2	99	99	49
	Orange	130	70	45
	T-Mobile	55	55	40
	3	120	80	25
	Virgin	140	80	35
	Vodafone	125	99	49

USING THE TABLE

ppm = pence per minute. (Prices correct at time of going to press.) Standard costs – no roaming tariffs included. Costs are for PAYG users. Pay-monthly costs may be different. Assumes outgoing calls made to UK landlines and texts sent to UK mobiles. Calls/texts to other countries may be higher. Assumes company's preferred network is selected where relevant.

^a These costs apply when roaming on 3 Australia – costs using other networks will be higher