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MAIN FEATURE

SHOP TACTICS

Plus

We examine the ploys used by supermarkets to encourage us to buy

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ISPs How you rate your broadband and dial-up providers

Dentists Access, charges, service, and how to complain

Mobile phone shops We assess the problems customers are having

Best Buys Digital radios; toasters; sandwich makers; child trust funds

'The only dentist taking people on was

40 minutes away by car'

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