





# Find the phone deal for you

Best Buy handsets, phones for particular needs and choosing the deal that is best for you

Walk into a mobile phone shop and you'll no doubt be bombarded with questions about how much you'll use the phone, when and what for. You'll have the option of getting a handset that will let you surf the internet or watch telly, and be steered in the direction of the latest shiny deals. It

can be daunting, which may explain why just one in ten of you switched mobile provider in the past year.

But it all boils down to what handset you want and how you want to pay for using it. We've tried to make your choice as painless as possible, whether you want

**Just one in ten of you switched mobile provider in the past year**

an all-singing, all-dancing smartphone, or a simple handset to use in an emergency.

Choosing a handset is about finding one for your needs. You may want a specialist music phone, camera phone or even a smartphone. In this test we have a tough phone from JCB (17) and a Samsung model for the style-conscious created with designer Giorgio Armani (22). Go to [www.which.co.uk/mobilephones](http://www.which.co.uk/mobilephones) for information on 161 handsets.

## Which deal?

These are three main ways you can pay for mobile use: pay as you go (PAYG), pay monthly, and Sim-only.

■ If you don't use your phone much, you're probably best off going for PAYG.

■ But PAYG mobile users who typically spend more than £20 a month will get more for their money with a contract. There are hundreds of such deals. We suggest a good-value one for our Best Buys.

■ Sim-only contract tariffs such as O2's Simplicity, which include a new Sim card but no new handset, have been around for a while. Now other networks, such as O2, Orange, T-Mobile, Virgin and Vodafone, also offer them.



### PAY AS YOU GO (PAYG)

#### PROS

- You can leave when you want (but watch for terms that fix your handset to a particular network unless you pay a fee to unlock it).
- You pay only for the minutes/texts you use.

#### CONS

- You have to buy your handset upfront. This costs from about £30 for a basic model and there's usually less choice.
- You have to top up every time your credit runs out.
- You'll normally pay more per minute or text.



### PAY MONTHLY

#### PROS

- There's a wide choice of 'free' or subsidised handsets, including all the latest models.
- You get a set number of texts and call minutes included in a fixed monthly payment.
- You'll never be left without a service because of your credit running out.

#### CONS

- You're tied in for (typically) 12 or 18 months at a time.
- Your minimum payment is fixed whether or not you use all call minutes/texts included.



### SIM-ONLY

#### PROS

- Monthly fees are lower for equivalent numbers of minutes/texts than pay monthly.
- You're tied in for only a month at a time.
- Sim-only is ideal for anyone happy with their handset but who fancies switching to a new provider, saving up to £15 a month compared with equivalent traditional pay-monthly deals.

#### CONS

- Unlike traditional contract deals, no handset is included in the deal.



WHICH?  
**BEST  
BUY**

## 73% Nokia N82 £350

The Nokia N82 has many advanced features, such as a 5Mp camera and a good music and video player and FM radio, but is surprisingly easy to use, with an especially simple menu system. The phone performs all the basics well. Sound quality is impressive, just beating the other Nokia Best Buys. The camera has auto focus, Xenon flash and a Carl Zeiss lens, and pictures look great on the large display.

The Nokia N82 is Wi-Fi compatible, with a very quick internet connection. **GOOD-VALUE CONTRACT** Handset free on O2's '30' tariff with 500 texts and 400 minutes for £30 a month via [www.carphonewarehouse.com](http://www.carphonewarehouse.com).

Cheapest PAYG network O2 Weight 116g 3G Yes  
Wi-Fi compatible Yes



WHICH?  
**BEST  
BUY**

## 72% Nokia N81 £270 Sim-free

Like any smartphone, this is expensive and heavy, but it performs excellently. The sound is great, and for such an advanced device it's remarkably easy to make calls and send texts. Battery life is first-rate, too. The music player is great, although the 2Mp camera is less impressive. There are two versions of the N81. This one has the smaller memory (25MB) but a microSD card slot to add more. The other, 8GB, version costs more and has no card slot.

**GOOD-VALUE CONTRACT** Handset free on Vodafone Anytime 300 via [www.thelink.co.uk](http://www.thelink.co.uk) with 300 minutes and 250 texts for £30 a month.

Cheapest PAYG network Sim-free Weight 138g 3G Yes  
Wi-Fi compatible Yes



WHICH?  
**BEST  
BUY**

## 72% Nokia N95 8GB £450

The 5Mp auto-focus camera on this phone is one of the best we've seen, taking great photos you can view on the pin-sharp screen. The easy-to-use music and video player is the best on test. It's good as a phone too, with first-rate sound and reception, and the battery charges quickly. This upgraded version of the N95 has solved that model's durability problems.

**GOOD-VALUE CONTRACT** Handset included in £36 monthly cost on Three's Mix&Match 700, with up to 700 minutes or texts and 300 minutes or 150 video minutes to 3 mobiles.

Cheapest PAYG network O2 Weight 131g 3G Yes  
Wi-Fi compatible Yes

**The Nokia N81 is an advanced device, but it's remarkably easy to make calls and send texts**

## Which is the cheaper way to buy your phone?

You might think that if you enter a contract for at least a year at a time, you'd get a cheaper handset as part of the deal than if you bought the handset on its own.

This isn't always the case. For some handsets you'll pay more over the term of a traditional contract than if you buy the handset upfront and go for a Sim-only deal with the same number of minutes and texts. Plus you'll be tied into a much longer contract.

Take the Nokia 6300, pictured right. It costs about £130 to buy separately, using [www.pricerunner.co.uk](http://www.pricerunner.co.uk)

or other price-comparison sites. But how do costs compare on a contract or Sim-only deal?

**We compared:**

- buying the phone as part of a 12- or 18-month contract
- getting a Sim-only deal with equivalent inclusive minutes and texts and the handset separately.

We found we would typically spend about £50 less over the 12 or 18 months with the Sim-only deal and wouldn't be tied into a long-term contract. We've used O2 as an example here, but the principle applies to many companies.



a From Pricerunner, February 2008



**Minimum term**  
**Handset cost**  
**Monthly cost**  
**Minutes**  
**Texts**  
**12-month cost**

### CONTRACT NAME

	Online 35	Online 20 simplicity
<b>Minimum term</b>	12 months	1 month
<b>Handset cost</b>	Free	£131 <sup>a</sup>
<b>Monthly cost</b>	£35	£20
<b>Minutes</b>	400	400
<b>Texts</b>	1000	1000
<b>12-month cost</b>	£420	£371

### VERDICT

We found you'll generally save more on Sim-only with cheaper handsets and over shorter periods, while with more high-spec handsets and/or longer (two year)

contracts you might be better off with a traditional contract. The top-of-the range Sony Ericsson W910i (p72) was always cheaper with a contract than a comparable Sim-only tariff.



## 71% Sony Ericsson W910i Walkman

£180

A fantastic-sounding and easy-to-use music player is at the heart of this model. You can shuffle between tracks by shaking your wrist or choose to match music to your mood. There is also an FM radio.

You can get information from the internet quickly and there's a decent, if basic, 2Mp camera. The phone's sound and reception levels and battery life are all good.

**GOOD-VALUE CONTRACT** Free handset on Virgin £25 tariff, including 300 minutes and 300 texts.

Cheapest PAYG network O2, Vodafone Weight 86g 3G Yes Wi-Fi compatible No



## 70% Nokia 3109 Classic £80; Sim-free

This is a simple phone that is value for money. It's fantastically easy to make calls and text, and menus are easy to follow. The sound and reception are first-rate. There is a music player, but no stereo headset. We don't test players where a headset isn't provided because of variance in sound with people using their own headsets. Battery life could be better and it charges slowly.

**GOOD-VALUE CONTRACT** Handset free on T-Mobile's Flexi 20 tariff (£15 a month) which suits peoples who don't use their mobiles much. You can vary text/minute use up to £34, which gives 95 minutes and 150 texts.

Cheapest PAYG network Sim-free Weight 90g 3G No Wi-Fi compatible No

The Nokia 3109 Classic is a simple phone that is value for money



## 69% Sony Ericsson W960i Walkman

£320

This model's easy-to-use music player impresses. There is an FM radio, stereo Bluetooth and a huge 8GB memory (you can't add extra). The headphones supplied are poor. Calls are clear and the reception fantastic, so it's great if you live in a weak signal area. The 3.2Mp camera is reasonable. Snaps look good on the large display, but aren't easy to put on computer.

**GOOD-VALUE CONTRACT** Handset free with Vodafone £35-a-month deal including 500 minutes and unlimited texts. Only from high-street stores.

Cheapest PAYG network O2 Weight 120g 3G Yes Wi-Fi compatible Yes

# Are you satisfied with your phone network provider?

If you want a pay-as-you go deal, go for Tesco; for pay monthly, choose Virgin. That was the message when we asked you how satisfied you were with your mobile phone provider. Both topped our tables for the third year running. Members highlighted Virgin's good customer service.

One Which? member said: 'The phone works, it doesn't cost much and they answer the phone quickly if there is a problem.'

Vodafone and Orange came bottom for pay-monthly and pay as you go (PAYG). Both scored less for the quality and speed of response to queries than in our May 2007 survey. One long-standing Vodafone customer said that it took five or six calls to renegotiate his contract and it wasn't until he rang up to cancel that anyone tried to do anything to help. T-Mobile also

came bottom for PAYG. All three did poorly on cost, although Vodafone did better for its range of handsets – particularly for contract customers – than several other companies. We rate network coverage, how providers

deal with phone upgrades, how well they keep you informed of terms and conditions, and satisfaction with using your mobile abroad – see [www.which.co.uk/mobilephones](http://www.which.co.uk/mobilephones) for more details on this.

PAY MONTHLY	SATISFACTION (%)						
	QUERIES				BILLS		
	OVERALL	COST OF CALLS	QUALITY OF RESPONSE	SPEED OF RESPONSE	ACCURACY	CLARITY	RANGE OF HANDSETS
VIRGIN (81)	70	56	33	38	87	70	24
3 (72)	54	41	27	26	63	58	23
T-MOBILE (150)	52	26	25	28	57	44	25
O2 (598)	52	16	22	22	51	45	36
BT (42)	52	24	21	17	67	55	9
ORANGE (501)	50	15	18	18	55	44	24
VODAFONE (619)	49	13	20	22	51	41	33
ALL CONTRACTS (2,141)	51	19	21	22	55	46	30

PAYG	SATISFACTION (%)		
	OVERALL	COST OF CALLS	RANGE OF HANDSETS
TESCO (161)	67	34	25
VIRGIN (343)	60	31	17
O2 (505)	54	12	26
ORANGE (699)	51	12	24
T-MOBILE (123)	51	18	20
VODAFONE (450)	50	11	24
ALL PAYG (2,360)	54	17	23



# Which are the best phones for older people?

## Clear displays and well-spaced buttons are most important

All the talk in mobile phones is of gadgets such as touchscreens and music players.

But are these really the features all users consider important?

About 40 million adults in Europe have problems using mobiles, and the number of people having difficulty increases with age.

For the first time, we've carried out extra tests to see whether a selection of phones met the needs of a group of older phone users.

We pitted five specialist handsets, designed for those with dexterity, hearing or sight problems, against 17 normal phones.

We found that the specialist phones had much better buttons, inscriptions and displays. However, there was no significant difference in terms of speech quality. Here are some of the other main

findings of the tests.

### Specialist phones

■ Keys are bigger and simpler to use.

■ Displays are easier to read and bigger.

■ Handsets are much larger than normal, so are easier to grip.

■ Simple monochrome displays may look ugly compared with the latest colour screens.

However, they're easier to read and less likely to have busy wallpaper cluttering up the screen.

■ They're expensive and often available only from specialist retailers.

■ They don't have features such as music players. This is deliberate, to make them easier to use.

■ Designs can cause problems. Some

specialist handsets feature only five buttons to make them easier to use. However, setting them up in the first place is tricky, as you need to save phone numbers to the Sim card using a regular mobile before inserting it back into the specialist phone.

■ Some handsets don't have screens, so you can't check contact details or even how much battery is left.

■ Some handsets can't send or receive text messages.

### Conventional phones

■ Menus used by many conventional phones are too complicated.

■ A fairly new trend is touchscreens. One of the conventional models in this test, the LG Prada, had one that our panel found particularly difficult to use. For more on easy-to-use mobiles, see

[www.which.co.uk/mobilephones](http://www.which.co.uk/mobilephones).



## Best for anyone with sight problems

**EMPORIA LIFE, £170** This specialist handset is very large, which means there is enough space for clearly labelled, outsized keys. The large 2.7-inch screen shows black text on an orange background to make it easy to read.

**NOKIA 3110 CLASSIC, £60** This is a good choice if you prefer a conventional handset.

## Best for anyone with dexterity problems

**EMPORIA LIFE, £170** The well-spaced and large keys of the Emporia Life reduce the chance of pressing the wrong button. There's also a big emergency button on the back of the phone which can be programmed to call a designated number for help. It's quite chunky, so it's easy to hold.

**NOKIA 2760, £40; NOKIA 3110 CLASSIC, £60**

These are good choices if you want large keys, but prefer a conventional handset.



## Best for anyone with hearing problems

**NOKIA 3109 CLASSIC, £80** The sound quality of this conventional handset (5), which was also a Best Buy in our regular testing, was the clearest on test, better than any of the specialist models.

### USING THE TABLES (opposite)

Sample size in brackets. We show ratings for all companies for which we had 30 or more respondents.

### Satisfaction

#### Overall rating

Combines satisfaction and likelihood of recommending to a friend. **Cost of calls**

Percentage who were very satisfied with the cost of calls. **Queries**

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

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

#### Range of handsets

Percentage who said their provider's range of handsets was very good.

## How we test

We put mobile phones through a vast range of tests, from reception level and battery life to shutter delay on the camera.

In this report, we carry out for the first time a new series of tests to see how specialist and general phones cater for people with dexterity, hearing and sight needs.

We put together a panel of 11 people with an average age

of 63. All wear glasses and three have hearing aids.

We ask them to perform 12 tasks with each phone, ranging from inserting the Sim card to editing telephone book contact details.

The panel rate how readable the buttons and display are, the quality of the sound and how easy it is to handle the buttons.



It took a panel member 30 minutes to find the LG Prada's charging point

## Jargon buster

### ■ BLUETOOTH

A mobile with Bluetooth can connect without wires over short distances (about 10m) to devices such as other mobile phones and computers. With stereo Bluetooth (A2DP), you can listen to music using wireless headphones.

### ■ INTERNET

**GPRS** The lowest level of mobile internet connection. It lets you send multimedia messages (MMS) and connect to regular websites at the equivalent of dial-up internet access speeds.

**Edge** Three times faster

than GPRS. Makes it easier to download large files such as video.

**3G** A phone with 3G offers high-speed services such as video calling and messaging, email, games and news.

### ■ MEMORY CARDS

These store pictures and music and let you move files between a handset and compatible computer.

**■ SIM CARD** The microchip that you put into your mobile which lets you make calls. Your operator will give you a card, which can also store information such as your phone numbers.



### ■ SMARTPHONES

Smartphones let you make calls, send emails and view Microsoft Word Office documents. The most well known is the BlackBerry.

**■ WI-FI** Compatible devices can connect wirelessly to the internet in Wi-Fi hotspots.

## SWITCHING PROVIDER

**You'll often save money, so here's how to make the switch**

■ Choose a deal by shopping around among mobile operators and third-party suppliers like Carphone Warehouse. Check online – you may get more minutes/texts for your money.

■ To keep your phone number, ask your old service provider for your porting authorisation code (Pac) – this is valid for 30 days. You can do this even if you're switching to/from a PAYG tariff.

■ If you threaten to switch, your network may offer a better deal to keep you. Find out about other deals first and you'll have more bargaining power. If you still want to switch, give your Pac to



your new provider when you sign with it.

■ When your new contract starts, you'll get a temporary number. Your existing number should transfer over in two working days. By late 2009 this delay is due to be reduced to just a few hours. Before April 2008 it took five days from giving your new provider your Pac to transfer a number over.

This might partially explain why, despite four fifths of survey respondents knowing about Pacs, only 56 per cent of those who switched kept their number.

■ If you've decided not to keep your phone number, cancel your old deal according to its terms and conditions. You may need to give 30 days' notice.

MODEL	AVAILABILITY	
	NETWORKS (CONTRACT)	PRICE (£) (PAYG/NETWORKS)
1 NOKIA N82	O <sup>2</sup>	350 O <sup>2</sup>
2 NOKIA N81	O <sup>2</sup>	270
3 NOKIA N95 8GB	3 O <sup>2</sup> Vo	450 O <sup>2</sup>
4 SONY ERICSSON W910i	3 O <sup>2</sup> O T Vo	180 O <sup>2</sup> Vo
5 NOKIA 3109 Classic	O T	80
6 SONY ERICSSON W960i	O <sup>2</sup> Vo	320 O <sup>2</sup>
7 NOKIA 5310 XpressMusic	O T	85 Te
8 NOKIA 6500 slide	3 O <sup>2</sup> O T	170 3 O
9 SONY ERICSSON K850i Cyber-shot	3 O <sup>2</sup> O T Vi Vo	230 O <sup>2</sup>
10 MOTOROLA Motorazr_ V9	3 Vo	400
11 NOKIA 6500 classic	3 O <sup>2</sup> O T Vi Vo	170 O
12 SONY ERICSSON K770i Cyber-shot	3 O <sup>2</sup> Vi Vo	117 Vo
13 NOKIA 7900 Prism	O <sup>2</sup>	253
14 SAMSUNG G800	O <sup>2</sup> O T Vo	280 O <sup>2</sup>
15 SAMSUNG C170		30 Vi
16 NOKIA 1200		15 Vi
17 JCB Toughphone		180
18 LG VIEWTY	3 O <sup>2</sup> O T Vi	250 3
19 SAMSUNG F210	O Vo	100 O
20 SONY ERICSSON K530i	3	90 3
21 VODAFONE 810	Vo	54 Vo
22 SAMSUNG P520 Armani	O	350 O <sup>2</sup>
23 NOKIA 2760	T	40 O <sup>2</sup> Te
24 MOTOROLA Motorizr R8	O <sup>2</sup>	280 O <sup>2</sup>
25 3 Skypephone	3	50 3
26 LEVI'S The Original	O	280 O
27 LG KG 130		150 Te

a Mono headset only, so no rating for music player

### USING THE TABLE

We tested the latest handsets. The more stars the better. Phones without a music player or camera aren't penalised for this.

### Availability

#### Networks (contract)

Availability on monthly contract. 3 3, O<sup>2</sup> O<sup>2</sup>,

O Orange, Te Tesco, T T-Mobile, Vi Virgin, Vo Vodafone. Prices depend

on contract terms. Contracts may be specific to some shops. **Price (Pay as you go/networks)** The cheapest price that a handset could be bought for on the high street as we went to press. A blank next to the price means that this is a Sim-free deal (ie handset only).

### Specification

**Frequency bands** The frequency on which a phone

SPECIFICATION						WHICH? TEST PERFORMANCE								SCORE %	
FREQUENCY BANDS	3G	CAMERA (Mp)	MUSIC PLAYER	RADIO	MEMORY CARD (MB)	SOUND	RECEPTION	BATTERY	PORTABILITY	DURABILITY	EASE OF USE FOR CALLING	EASE OF USE FOR TEXTING	CAMERA	MUSIC PLAYER	
4	✓	5	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★★★	★★★★★★	★★★★	★★★★★	73
4	✓	2	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★★★	★★★★★★	★★★★	★★★★★★	72
4	✓	5	✓	✓		★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★★★	★★★★★★	★★★★★	★★★★★★	72
4	✓	2	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★★	★★★★★	★★★★	★★★★★	71
3			✓		✓	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★★	★★★★★	n/a	n/a <sup>a</sup>	70
3	✓	3.2	✓	✓		★★★★★	★★★★★★	★★★★★	★★★★	★★★★★	★★★★	★★★★★★	★★★★	★★★★★	69
3		1.9	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★★★	★★★★★	★★★★★★	★★★★★	★★	★★★★★	68
4	✓	3.2	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★★	★★★★★	★★★★	★★★★	68
4	✓	5	✓	✓	✓	★★★★★	★★★★	★★★★★★	★★★★	★★★★★	★★★★★★	★★★★★	★★★★	★★★★★	68
4	✓	2	✓		✓	★★★★★	★★★★★	★★★★	★★★★★	★★★★★★	★★★★★★	★★★★★	★★★★	★★★★★	67
4	✓	2	✓			★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★★	★★★★★	★★★★	★★	67
3	✓	3.2	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	67
4	✓	2	✓			★★★★★	★★★★★	★★★★★	★★★★★	★★	★★★★★★	★★★★★	★★★★	★★★★★	65
3	✓	5	✓	✓	✓	★★★★★	★★★★	★★★★★	★★★★	★★★★★	★★★★★★	★★★★★★	★★	★	65
2				✓		★★★★★	★★★★★	★★★★★	★★★★★★	★★★★★	★★★★★★	★★★★★	n/a	n/a	65
2						★★★★★	★★★★★	★★★★★★	★★★★★	★★★★	★★★★★	★★★★	n/a	n/a	63
3						★★★★★	★★★★★	★★★★★★	★★★★	★★★★★	★★★★★	★★	n/a	n/a	64
3	✓	5	✓	✓	✓	★★★★★	★★★★★	★★★★	★★★★	★★★★★	★★★★★★	★★★★★	★★★★	★★	63
3		2	✓	✓	✓	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★★	★★★★	★★★★	★★★★★	63
3	✓	2	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★★	63
3	✓	2	✓		✓	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★	63
3		3	✓		✓	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★	★★★★	62
2		0.3		✓		★★★★★	★★★★★	★★★★★	★★★★★	★★★★★★	★★★★★★	★★★★★	★★	n/a	61
4	✓	2	✓		✓	★★★★★	★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★	60
2	✓	2	✓		✓	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★★★	★★★★	★★★★★	60
3		2	✓	✓	✓	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★	★★	56
2						★★★★★	★★★★★	★★★★	★★★★★	★★★★★	★★★★★	★★★★	★★	n/a	52

operates. All mobiles sold in the UK are at least dual band and can be used throughout Europe (you usually need to arrange this with your provider). You need a tri-band phone in Africa, Asia, Australia and most of the US. For some parts of the the US, you may need quad band, which also covers the rest of the world. **3G** Third-generation phones offer

the fastest mobile internet connection; video calls and video streaming are possible. **Camera** Resolution in megapixels (Mp). A blank in this column means that there is no camera. **Music player** Can the handset play digitally stored music (such as MP3s). **Memory card** Whether there's a slot for a memory card. 1GB of memory will hold

approximately 250 songs.

#### Test performance

**Sound** Call quality.

**Battery** Use and charging times. **Portability**

Handset's weight and volume. **Camera** Picture quality, display, photo management and how easy it is to transfer pictures to a computer.

**Music player** Sound, ease of use, battery.

#### Score

Ignores price and based on:

Sound quality	20%
Battery	15%
Ease of use for texting	15%
Camera	15%
Music player	10%
Ease of use for calling	10%
Ergonomics	5%
Reception	5%
Games, extras	5%

#### WHICH? ONLINE

Check out our website at [www.which.co.uk/mobilephones](http://www.which.co.uk/mobilephones) for 23 Best Buys and reviews of 161 handsets. This information is regularly updated with new models, availability, prices and information on finding the deal that is suited to your needs.



# Your questions answered

## Insurance, security and what to do with your old phone

### SHOULD I GET INSURANCE?

Just over one in ten of you have specialised mobile phone insurance (£6 a month or more from major networks) and a similar number insure your phone by other means. Excesses are often steep (typically £25 upwards). Extending home insurance to cover the phone outside home might be cheaper.

Don't feel pressured to take insurance when you buy a handset – you can go back later if you decide it's the right option.

Check terms and conditions to see if the insurance covers theft from a car, or if there are exclusions such as lack of cover for calls made by a thief before you report your phone stolen. We found that one in ten people who claimed on mobile insurance were unsuccessful.

### WHAT IF MY PHONE IS STOLEN?

About 10,000 mobiles are stolen every month and six out of ten owners have no security in place. These steps may help.

- Keep your phone out of sight when not in use and never leave it unattended, even in your car.
- Use your handset's security lock (Pin) code, if it has one, as this will stop thieves being able to use it. See your manual for how to set it.
- Register the phone at [www.immobilise.com](http://www.immobilise.com), as this enables police to return stolen property.



immobilise.com, as this enables police to return stolen property. ■ Keep a note of the phone's unique 15-digit IMEI number (usually printed under the battery). If a phone is stolen, this number helps your service provider block the phone.

■ If your phone is stolen, report it as soon as possible. Your service provider is unlikely to cover you for calls made before you tell them. More than a quarter of people wrongly think their provider automatically covers them for the cost of calls made after a phone is stolen but before they report the theft.

### ■ WHAT SHOULD I DO WITH MY OLD HANDSET?

Most networks and mobile phone shops are part of the Fonebak recycling scheme. Give them your phone, whichever brand, and they will recycle the components or refurbish it and send it to areas where new phones are prohibitively expensive, such as parts of Africa or Asia. Many charities will take your old phone. Oxfam says each mobile could provide five school books. Groups such as [www.envirofone.com](http://www.envirofone.com) and [www.mopay.co.uk](http://www.mopay.co.uk) will pay you for your old handset and recycle it. Check what your old handset is worth on their websites.

### OUR SURVEY RESEARCH

In winter 2007/2008 we surveyed 4,631 Which? Online panel members about their mobile phone provider.

We spoke to 2,072 members of the public in January 2008 about mobile phone security and insurance. All figures refer to mobile phone users.

## HOW YOU USE YOUR MOBILE

We asked Which? members how you use your phones. Here is what we found



## Contacts

3 0800 358 6946; [www.three.co.uk](http://www.three.co.uk)

**BT Mobile** 0800 800152  
[www.btmobile.bt.com](http://www.btmobile.bt.com)

**Carphone Warehouse**  
0870 087 0870  
[www.carphonewarehouse.com](http://www.carphonewarehouse.com)

**Emporia Life** 0845 217 7712  
[www.emporialifephone.co.uk](http://www.emporialifephone.co.uk)

**Envirofone** 0870 979 9652  
[www.envirofone.com](http://www.envirofone.com)

**Fonebak** 01708 683 400  
[www.fonebak.com](http://www.fonebak.com)

**JCB** 01889 593564  
[www.jcbphone.co.uk](http://www.jcbphone.co.uk)

**LG** 0870 873 5454  
<http://uk.lge.com>

**Mopay** 0845 456 7929  
[www.mopay.co.uk](http://www.mopay.co.uk)

**Motorola** 0870 901 0555

[www.motorola.com/uk](http://www.motorola.com/uk)

**Nokia** 0870 055 5777  
[www.nokia.co.uk](http://www.nokia.co.uk)

**O2** 0870 225 7879  
[www.o2.co.uk](http://www.o2.co.uk)

**Orange** 0800 079 2000  
[www.orange.co.uk](http://www.orange.co.uk)

**Samsung** 0870 242 0303  
[www.samsung.com/uk](http://www.samsung.com/uk)

**Sony Ericsson** 0870 523 7237  
[www.sonyericsson.co.uk](http://www.sonyericsson.co.uk)

**Tesco** 0845 600 4411  
[www.tesco.com/mobilenetwork](http://www.tesco.com/mobilenetwork)

**T-Mobile** 0845 412 5000  
[www.t-mobile.co.uk](http://www.t-mobile.co.uk)

**Virgin** 0845 600 0070  
[www.virginmobile.com](http://www.virginmobile.com)

**Vodafone** 0808 040 8408  
[www.vodafone.co.uk](http://www.vodafone.co.uk)