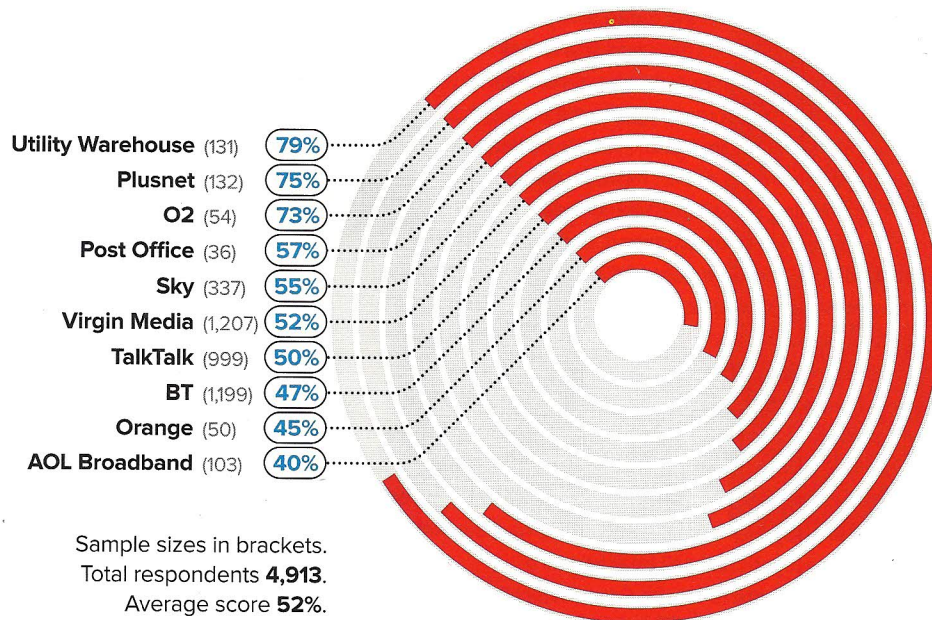


YOUR RIGHTS

THIS MONTH **BROADBAND BUNDLE SURVEY** WHICH? LOCAL BUSINESS AWARD **SOLAR PANEL MIS-SELLING**

THE BEST AND WORST PHONE AND BROADBAND BUNDLES



^a Customer score combines overall satisfaction and likelihood of recommending to a friend

Our latest survey reveals you now have a choice of three Which? recommended broadband bundle providers – Utility Warehouse (79%), Plusnet (75%) and O2 (73%). Which? members rated them highly for customer service, billing accuracy and value for money, with four- and five-star ratings across the board.

Bundling your broadband and home phone services together can save you £100 or more a year compared with buying equivalent services separately. They're also convenient, as you only have to deal with one provider. Some providers let you roll in mobile and digital TV too, which can cut costs even more.

See www.which.co.uk/bundles for package costs and features from all leading providers. Three quarters of the people we surveyed who had bundled services believe they save money.

Our survey shows some big-name providers are best avoided. AOL Broadband and Orange achieved customer scores^a of just 40% and 45% respectively, and were awarded just two stars apiece for customer service. For broadband-only ratings, see p68.

WHICH? WORKS FOR YOU

As a result of our investigation into solar panel mis-selling in May 2010 (p22), two companies were suspended by the industry standards body Real Assurance Scheme for failing to comply with its consumer code.

Both Everest Ltd (now Everest Energy Ltd) and Ideal Solar Energy Ltd are now on probation for a year, having had their suspensions lifted following promises to clean up their acts. Real Assurance Scheme assures us it will monitor both companies closely.

If you think you have experienced mis-selling of solar panels, please get in touch at helpwanted@which.co.uk, quoting 'Solar' in the subject header.

HELP A TRUSTED TRADER BLOOM

Review your favourite local traders at www.which.co.uk/local/award by 31 March to put them up for the 2011 Which? Local Business Award. You could also win an iPad.

Which? Local allows Which? members to recommend good local traders to each other – from butchers to bookshops – and was set up after you told us you were fed up of being ripped off by cowboys. The annual award celebrates the very best of these trusted traders.

2010 winner, Surrey electrician Steve Daws, said: 'The approval from customers and an outstanding organisation meant a lot to me and my business, SMD Electrical Services Ltd.'



Last year's award winner, electrician Steve Daws