



Competition and Service (Utilities) Act 1992

1992 CHAPTER 43

PART I

STANDARDS OF PERFORMANCE AND SERVICE TO CUSTOMERS

Telecommunications

9 Enforcement of standards of performance, etc

The following section shall be inserted in the Telecommunications Act 1984, after section 27J—

“27K Enforcement of standards of performance, etc

- (1) Sections 16 to 18 above shall apply in relation to a designated operator as if it were a condition of the licence granted to him under section 7 above that he shall—
- (a) achieve the standards of overall performance determined in relation to him under section 27B above;
 - (b) take steps to inform those of his customers to whom he supplies relevant services about—
 - (i) those standards, and
 - (ii) the levels of performance which he has achieved as respects those standards,in accordance with section 27D above;
 - (c) comply with—
 - (i) the requirements of section 27E above, and
 - (ii) any direction given by the Director under subsection (4) or (6) of that section;

Status: This is the original version (as it was originally enacted).

- (d) comply with any order made under section 27F(3) above;
 - (e) comply with any direction given by the Director under section 27H(6) above;
 - (f) comply with any direction given under section 27I(3) above; and
 - (g) comply with the requirements of section 27J above.
- (2) For the purposes of the application by this section of sections 16 to 18 above, any term of a licence granted under section 7 above which has or which might have the effect—
- (a) of excepting a designated operator from liability for a contravention of a condition of that licence, or
 - (b) otherwise restricting any such liability,
- shall not apply in relation to any contravention of the condition mentioned in subsection (1) above.”