



# Telecommunications Act 1984

## 1984 CHAPTER 12

### PART II

#### PROVISION OF TELECOMMUNICATION SERVICES

#### *[<sup>F1</sup> Standards of performance]*

#### <sup>F1</sup>27K Enforcement of standards of performance, etc.

<sup>F2</sup>(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;
- (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—

---

*Changes to legislation: There are currently no known outstanding effects for the Telecommunications Act 1984, Section 27K. (See end of Document for details)*

---

- (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.]

#### Textual Amendments

- F1** S. 27K inserted (1.7.1992) by [Competition and Service \(Utilities\) Act 1992 \(c. 43\), s. 9](#); Competition and Service (Utilities) Act 1992 (Commencement No. 1) Order, art. 3, Sch. Pt.I
- F2** Ss. 27A-27L repealed (25.7.2003 for specified purposes, 29.12.2003 otherwise) by [Communications Act 2003 \(c. 21\), ss. 147\(e\), 406, 408, 411, Sch. 19\(1\)](#) (with [Sch. 18](#), [Sch. 19\(1\)](#) Notes 1, 5); S.I. 2003/1900, arts. 1(2), [2\(1\)](#), 3(1), Sch. 1 (with art. 3(2) (as amended (8.12.2003) by S.I. 2003/3142, art. 1(3))); S.I. 2003/3142, [art. 3](#), Sch. 1 (with art. 11)

**Changes to legislation:**

There are currently no known outstanding effects for the Telecommunications Act 1984, Section 27K.