



# Competition and Service (Utilities) Act 1992

## 1992 CHAPTER 43

### PART I

#### STANDARDS OF PERFORMANCE AND SERVICE TO CUSTOMERS

##### *Telecommunications*

#### <sup>F1</sup> Standards of performance.

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##### **Textual Amendments**

- F1** Ss. 1-10 repealed (25.7.2003 for specified purposes, 29.12.2003 in so far as not already in force) by Communications Act 2003 (c. 21), s. 411(2), **Sch. 19(1)** Note 1 5 (with Sch. 18); S.I. 2003/1900, arts. 1(2), 2(1), Schs. 1 (with art. 3) (as amended by S.I. 2003/3142, art. 1(3)); S.I. 2003/3142, art. 3(1), Sch. 1 (with art. 11)

#### <sup>F12</sup> Information with respect to levels of performance.

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##### **Textual Amendments**

- F1** Ss. 1-10 repealed (25.7.2003 for specified purposes, 29.12.2003 in so far as not already in force) by Communications Act 2003 (c. 21), s. 411(2), **Sch. 19(1)** Note 1 5 (with Sch. 18); S.I. 2003/1900, arts. 1(2), 2(1), Schs. 1 (with art. 3) (as amended by S.I. 2003/3142, art. 1(3)); S.I. 2003/3142, art. 3(1), Sch. 1 (with art. 11)

*Changes to legislation: There are currently no known outstanding effects for the Competition and Service (Utilities) Act 1992, Cross Heading: Telecommunications. (See end of Document for details)*

**F13 Information to be given to customers about overall performance.**

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**Textual Amendments**  
**F1** Ss. 1-10 repealed (25.7.2003 for specified purposes, 29.12.2003 in so far as not already in force) by Communications Act 2003 (c. 21), s. 411(2), **Sch. 19(1)** Note 1 5 (with Sch. 18); S.I. 2003/1900, arts. 1(2), 2(1), Schs. 1 (with art. 3) (as amended by S.I. 2003/3142, art. 1(3)); S.I. 2003/3142, art. 3(1), Sch. 1 (with art. 11)

**F14 Procedures for dealing with complaints.**

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**Textual Amendments**  
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**F15 Disputes about discrimination etc. in fixing charges.**

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**Textual Amendments**  
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**F16 Billing disputes.**

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**F17 Deposits.**

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**F18 Disconnections.**

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**Textual Amendments**

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**F19 Enforcement of standards of performance, etc.**

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**Textual Amendments**

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**F110 Interpretation.**

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**Textual Amendments**

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