



Competition and Service (Utilities) Act 1992

1992 CHAPTER 43

PART I

STANDARDS OF PERFORMANCE AND SERVICE TO CUSTOMERS

Telecommunications

^{F1} Standards of performance.

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Textual Amendments

- F1** Ss. 1-10 repealed (25.7.2003 for specified purposes) by [Communications Act 2003 \(c. 21\), s. 411\(2\), Sch. 19\(1\)](#) Note 1 5 (with [Sch. 18](#)); [S.I. 2003/1900, arts.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\(3\)](#))

^{F1} Information with respect to levels of performance.

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Textual Amendments

- F1** Ss. 1-10 repealed (25.7.2003 for specified purposes) by [Communications Act 2003 \(c. 21\), s. 411\(2\), Sch. 19\(1\)](#) Note 1 5 (with [Sch. 18](#)); [S.I. 2003/1900, arts.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\(3\)](#))

Status: Point in time view as at 25/07/2003.

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F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) by [Communications Act 2003 \(c. 21\), s. 411\(2\), Sch. 19\(1\)](#) Note 1 5 (with [Sch. 18](#)); S.I. 2003/1900, arts.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))

F14 Procedures for dealing with complaints.

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Textual Amendments
F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) by [Communications Act 2003 \(c. 21\), s. 411\(2\), Sch. 19\(1\)](#) Note 1 5 (with [Sch. 18](#)); S.I. 2003/1900, arts.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))

F15 Disputes about discrimination etc. in fixing charges.

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Textual Amendments
F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) by [Communications Act 2003 \(c. 21\), s. 411\(2\), Sch. 19\(1\)](#) Note 1 5 (with [Sch. 18](#)); S.I. 2003/1900, arts.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))

F16 Billing disputes.

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Textual Amendments
F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) by [Communications Act 2003 \(c. 21\), s. 411\(2\), Sch. 19\(1\)](#) Note 1 5 (with [Sch. 18](#)); S.I. 2003/1900, arts.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))

F17 Deposits.

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Status: Point in time view as at 25/07/2003.

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Textual Amendments

- F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) 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\(3\)](#))

F18 Disconnections.

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Textual Amendments

- F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) 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\(3\)](#))

F19 Enforcement of standards of performance, etc.

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Textual Amendments

- F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) 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\(3\)](#))

F110 Interpretation.

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Textual Amendments

- F1 Ss. 1-10 repealed (25.7.2003 for specified purposes) 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\(3\)](#))

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