



# Telecommunications Act 1984

## 1984 CHAPTER 12

### PART II

#### PROVISION OF TELECOMMUNICATION SERVICES

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

#### **[<sup>F1</sup>27D Information to be given to customers about overall performance.**

- [<sup>F2</sup>(1) Each designated operator shall, in such form and manner and with such frequency as the Director may direct, take steps to inform those of his customers to whom he supplies relevant services of—
- (a) the standards of overall performance determined under section 27B above which are applicable to that operator; and
  - (b) that operator's level of performance as respects each of those standards.
- (2) In giving any such direction, the Director shall not specify a frequency of less than once in every period of twelve months.]]

#### **Textual Amendments**

- F1** S. 27D inserted (1.7.1992) by [Competition and Service \(Utilities\) Act 1992 \(c. 43\)](#), [s.3](#); [Competition and Service \(Utilities\) Act 1992 \(Commencement No. 1\) Order 1992](#), 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- F2** [Ss. 27A-27L](#) repealed (25.7.2003 for specified purposes, 29.12.2003 otherwise) by [Communications Act 2003 \(c. 21\)](#), [ss. 147\(e\), 406, 408, 411](#), [Sch. 19\(1\)](#) (with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 27D.