

## SCHEDULES

### SCHEDULE 1

#### Amendments to Communications Act 2003 and related amendments

**28.** In section 52 (customer interests)—

- (a) in subsection (2)(a) after “customers” insert “, where the complaint relates to contractual conditions, or to the performance of a contract for the supply of an electronic communications network or service ”,
- (b) in subsection (2)(b) after “customers” insert “, where the complaint relates to contractual conditions, or to the performance of a contract for the supply of an electronic communications network or service ”,
- (c) after subsection (2)(c) insert—
  - “(ca) the payment of compensation to a person in respect of delay in porting a number to another public communications provider, or abuse of the process for porting a number;”, and
- (d) in subsection (3)(a), after “transparent” insert “, non-discriminatory ”.

**Changes to legislation:**

There are currently no known outstanding effects for the The Electronic Communications and Wireless Telegraphy Regulations 2011, Paragraph 28.