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06/005234

Thursday, 16 February, 2006 9:55 AM

From: "TIO Investigations Team" <response@tio.com.au>

To: g_looney2000@yahoo.com.au

Dear Gary,

Thank you for your email.

Telstra do not have an obligation to pay CSG compensation to ISDN customers, only PSTN customers.

Further, they do not have to provide you with their customer care notes.

Regards

Michelle Iscaro

Enquiry Officer

Telecommunications Industry Ombudsman

Phone: 1800 062 058

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