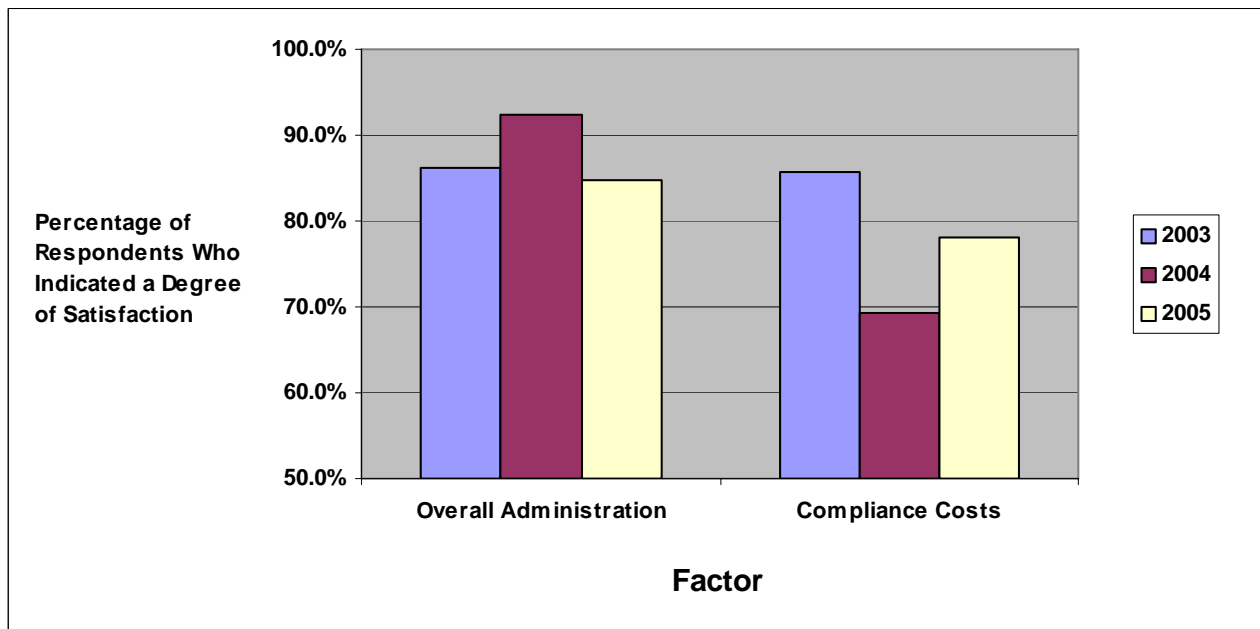


Results Comparison for the Years 2003 to 2005



Summary of Client Comments and Suggestions Provided on the 2005 Survey

Similar comments were combined and the number of times the comment was received is noted in parenthesis.

- Satisfied with TRA's administration of the program. (3)
- Unsatisfied with the 310-0000 telephone system. (1)
- Cut taxes across the board to eliminate the budget surplus. (1)
- Alberta firewall is a good idea. (1)
- Eliminate or reduce Federal contact. (1)
- Our small business will be registered off shore by 2007 so that we can avoid paying federal taxes. (1)
- Band together with the BC, SASK, and MAN to deal with American trade. (1)
- Due to Internet security issues, we will not use it to file information with TRA. (1)
- Not everyone is comfortable using the Internet. (1)
- Not everyone wants to know how to use a computer. (1)

- Internet services are only useful when provider services are working, which is not all the time. (1).
- I have trouble obtaining information from Internet site, because I have dial-up Internet access, which is too slow. I prefer to call in and talk to someone and have the needed information mailed to me. (1)