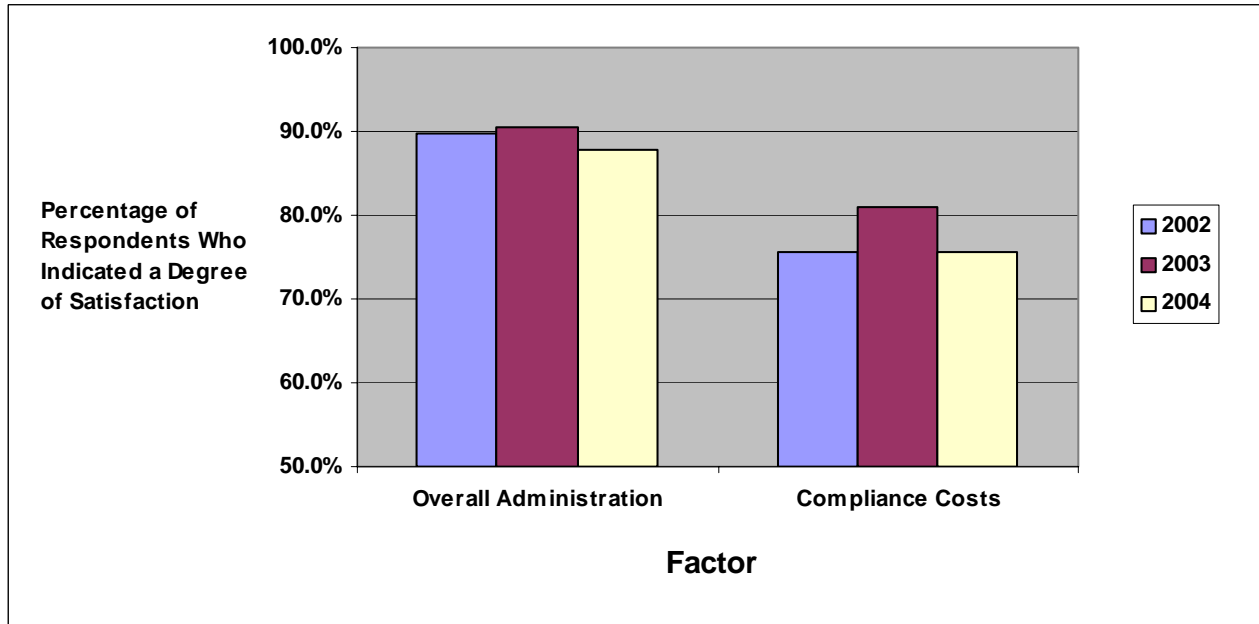


Results Comparison for the Years 2002 to 2004



Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- The 310-0000 toll-free calling line should be available for fax use. When I use it to fax documents to TRA from Calgary, I am charged for the call. (1)
- With a debt-free Alberta Government, there should be no room tax or tourism levy. (1)
- Local residents shouldn't be required to pay a tourism levy. (1)
- We are a very rural customer who would like to see more "Human" contact as the Internet is not a viable option for us. (1)
- I am not comfortable with using the Internet and prefer to file using paper returns. (1)
- The commission rate is too low. We pay our staff much more than 25.00 a month to collect room tax. (1)
- Unsatisfied with the Internet Payment System. We have tried to use it, but have not been successful. (1)
- Satisfied with the administration of the program. (1)
- Unsatisfied with TRA service regarding a payment we made that was not credited to our account due to an incorrect account number that was written on the cheque. (1)