

SHAH ENTERPRISES INC DBA DAYS INN AND SUITE SUNNYVALE, SUNDOWNER

504 ROSS DRIVE, SUNNYVALE, CA 94089

March 5, 2015

TOT Payment for August 2014

My Fellow Residents and Council Members

I was late by 15 minutes in paying my TOT for the month of August, 2014 for the following reasons. My flight from Europe (Italy and Germany were delayed) due to the air controller strike in Europe and burning of Chicago air controller tower episode. My Wells Fargo Bank account was also frozen due to the fact that there was a cyberattack even though we had sufficient funds in the account the bank held the payment.

The city has an antiquated TOT payment system. There is no Facility to pay TOT on line. They do not accept credit card. One must pay TOT either in person or by mail.

The city has levied in excess of \$2800 in penalty plus interest charges. I am requesting that this large sum of penalty be waived. Also the city should have the TOT payment system similar to the utility bill where one can pay the taxes from their computer.

C. K. Shah, Manager

