





GENERAL INFORMATION NOTE

6th International Conference on Tourism Statistics: Measuring Sustainable Tourism

21 – 24 June 2017 Manila, Philippines



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COUNTRY PROFILE

MABUHAY!



Located at the South-East Asian Subcontinent, the Philippines is an archipelago made up of 7,641 Islands that covers a land area of 300,000 square kilometers. From North to South, it is divided into three major island groupings: Luzon, Visayas, and Mindanao and is made up of 16 regions. The Climate of the Philippines is tropical. It is similar in many respects to the climate of the countries of Central America.

The Philippines has a population of over 100 million. It is a culturally-diverse country with over 110 ethno-linguistic groups which amounts to 17 million Indigenous People. The country was a Spanish colony for more than three centuries and was named after a 16th Century Spanish King, King Philip II. The Philippines was under the United States for 50 years.

The Philippines is one of the most bio-diverse countries in the world. It ranks fifth in the number of plant species and maintains 5% of the world's flora. The Philippines is known as the "Center of the Center" for Marine Biodiversity. The Verde Island Passage, located halfway between the Province of Batangas and Mindoro, has the highest concentration of marine species in the planet. It is home to nearly 60% of the world's known shore fish, as well as over 300 species of coral.

The Philippines is considered as a key emerging market and is classified as a Newly Industrialized Country (NIC). In 2016, its economy grew by 8.6 percent, the fastest in the Asian region. One of the country's major driver for economic growth is tourism. The contribution of the Tourism Industry to the Philippine's economy has risen steadily over the past five years. In 2015, it contributed 8.2 percent to Gross Domestic Product (GDP) with value of Php 1.43 trillion.

THE CONFERENCE



Host City



Geo-Political Map of present day Metro Manila

Manila will be the host city for the 6th UNWTO International Conference on Tourism Statistics. The capital city of the Philippines is Manila and is the center for economic, political, social, and cultural activities. With a population of 1,780,148, Manila is the second largest city in the Philippines. It is located on the island of Luzon and spreads along the eastern shore of Manila Bay at the mouth of the Pasiq River. The city's name, originally Maynilad, is derived from that of the nilad plant, a flowering shrub adapted to marshy conditions, which once grew profusely along the banks of the river; the name was shortened first to Maynila and then to its present form.

In 1975, by virtue of Presidential Decree, Manila and its contiguous cities and municipalities were integrated to function as a single administrative region known as Metropolitan Manila. It was the first chartered City by virtue of the Philippine Commission Act 183 on July 31, 1901 and gained autonomy with the passage of Republic Act No. 409. Present day Manila is distributed into 16 territorial districts.

Meeting Dates and Venues

The 6th International Conference on Tourism Statistics: Measuring Sustainable Tourism on 21 to 24 June 2017 will be held at the Marriott Hotel Manila Grand Ballroom in Resorts World Manila located in Pasay City.





Opening Ceremony

The Opening Ceremony of the Conference will be held on 21 June 2017 to be presided by the UNWTO Secretary General, Dr. Taleb Rifai; the Secretary for Tourism of the Philippines, Ms. Wanda Corazon Tulfo-Teo; and the Secretary for Socio-Economic Planning of the Philippines, Mr. Ernesto M. Pernia.

Onsite Registration and Conference Badge

Only delegates with identification badge will be allowed entry to the Conference.

Identification Badge can be secured from the Registration Desk at the foyer of the Grand Ballroom of the Marriot Hotel on 19 June 2017. Delegates should present their passport to secure the badge.

Working Language and Documentation

Discussion at the Conference will be in English. However, simultaneous interpretation (SI) system will be provided in six (6) languages, namely: English, French, Russian, Arabic, Spanish, and Chinese. The SI equipment may be secured at the entry point of the Conference.

Presentation papers will be uploaded in the Conference website.

Climate

The Philippines enjoys a tropical climate. It is characterized by relatively high temperature, high humidity and abundant rainfall.

Manila is warm and humid most of the year. The month of June is characterized by *gradually falling* daily high temperatures, with daily highs around 32°C throughout the month, exceeding 35°C or dropping below 29°C only. Daily low temperatures are around 25°C, falling below 24°C or exceeding 27°C only.

TRANSPORTATION

Getting there

The Ninoy Aquino International Airport (NAIA)j is 7 kilometers from the Manila. It is being served by 21 major international airlines as well as charter flights from Japan, Hong Kong, Taiwan and several other countries.

The Philippine Airlines is the official flag carrier that links Manila to 36 cities in 19 routes. It also provides daily service to 12 routes outside the country.



Getting around

Within the Metropolitan Manila, public transportation is provided principally by buses, taxis, the rapid transit system (MRT and LRT), and the colorful and ubiquitous jeepneys. The major routes into Manila are Epifanio de los Santos Avenue (EDSA), the

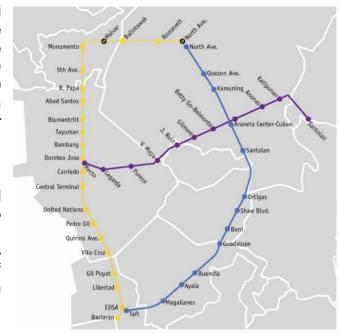
South Super Highway, the C-5 Highway, and the ESDA-North Diversion link.

City Buses that traverses through major highways. Most bus routes are prominently displayed on the side of the bus as well as on the dashboard, listing both the route's endpoints and major points in between which will be served by that particular route.



Metro Manila has plentiful of taxi cabs. From the Airport, one may choose to take the Yellow Airport Taxis. White Taxis are available at the rate of ₱70 (\$1.40) flag down and ₱4 per 300 meters. Ordinary cabs charge a flag down rate of ₱40 (80 US Cents) and ₱3.50 per 300 meters.

Manila has light transit systems, namely: the Light Rail Transit LRT) and Metro Rail Transit (MRT). LRT has two lines, Purple and Yellow line. The MRT, which is Blue line is the busiest as it runs north to south along the major highway of the Metro. LRT and MRT operate from 5:30 AM to 10:30 PM daily.



The most unique mode of transportation is the Jeepney which serve as iconic transport system depicting the Filipino culture and tradition. Fares begin at ₱ 8.00 for the first four kilometers.

During the Conference, local transportation will be provided to all delegates for all official functions. Resorts World Manila also has regular shuttle service to all hotels using an electronic shuttle bus. Kindly coordinate with your respective hotels for the pick point and pick up time.

For all arriving delegates, transportation from the airport to the hotels will be provided by the Department of Tourism. However, Resorts World Manila has regular Airport-Hotel Shuttle Service. The following is the schedule and pick-up points.

TERMINAL	PICK-UP POINT	PICK-UP TIME
Terminal 1	Pick-up, in front of the Resorts	
	World Manila Airport Lounge	
Terminal 2	Bay 15	24 Hours / On the Hour, by
Terminal 3	Bay 12 (inner lane)	the Hour

For more information and assistance regarding the pick-up, you may reach the Marriott Hotel Airport Host at (+6 39) 1758-4947.

SOCIAL EVENTS

- Philippine Department of Tourism is honored to host the following social events to the participants:
 - o Thematic Welcome Dinner on 21 June 2017
 - o Farewell Luncheon on 23 June 2017
 - o Farewell Dinner on 23 June 2017
- A Half-day tour has been scheduled on 23 June 2017. This tour is open to all foreign and local delegates. The description of the tour is as follow:

Tour to the Walled City of Intramuros -

Intramuros, or the 'Walled City', was built by the Spaniards, more specifically by Miguel Lopez de Legaspi, in 1571, is situated on the southern bank of river Pasig, and is one of Manila's oldest districts. It is bound on all sides by moats and thick high walls, with some over six meters high, hence the name. Although, previously the site served as a large Indianized-Malayan-Islamic settlement, during the 16th century, it was the centre of



religious, political and military power, when Philippines were under the control of Spain, and were a Spanish colony. Only the elite Spaniards and Mestizos were allowed accommodation in Intramuros. In fact, during this era, Intramuros was itself regarded as Manila.

Today, this is the only district in Manila that has been successful in retaining a part of the old Spanish-era influences. Present-day developments in Manila have not been able to break into the walls of Intramuros, leaving the old walls, churches and streets of this fortress unscathed and untouched by the winds of modernization. A visit to Intramuros is incomplete without seeing San Agustin Church & Museum (see below), Fort Santiago (see below), Manila Cathedral, Casa Manila Museum and Rizal Shrine.

Tour Schedule:

2:40 PM - Assembly at Marriott Grand Ballroom

2:50 PM - Depart for Intramuros

3:10 PM - Arrive at Plaza San Luis Complex, Intramuros Tour of Casa Manila Museum

Photo Opportunity at Patio

3:40 PM - Walk to San Agustin Church

Tour of San Agustin Church

3:55 PM - Ride Tranvía/Carruaje to Baluarte de San Diego

4:05PM - Arrive at Baluarte de San Diego

Tour of Baluarte de San Diego

4:10 PM - Ride Tranvía/Carruaje to Fort Santiago

4:25 PM - Arrive at Fort Santiago entrance

Ride E-trike to moat

Walk to Fort Santiago Gate

Photo Opportunity at Fort Santiago Gate

Walk to Memorial Cross

Tour of Dungeon

Walk to Baluarte de Santa Barbara

Proceed to Gallery of Translations

Watch cultural show

Refreshments

5:15 PM - Walk to Plaza Moriones

Depart Fort Santiago for Marriott Grand Ballroom

5:45 PM - Arrive Marriott Grand Ballroom

 A Technical Tour has also been scheduled on 24 June 2017. The tour will start at 8 AM until 5 PM. Participants can choose from any of the following:

Option 1 - Mt. Pinatubo Tour – Mount Pinatubo is a volcano located on the island of Luzon in the Philippines. Nestled in the central part of the Zambales mountain range, the volcano lies 55 miles northwest of the capital city of Manila. After lying dormant for almost 500 years, the volcano's eruption in June 1991 resulted in one of the most destructive volcanic eruptions of the 20th century.

Today, people are trekking in Pinatubo. The volcano is a safe place to visit. The crater of the



volcano is a beautiful lake that is 2.7 kilometers wide and the water is crystal clear. However it is advised not to swim in the water of the lake. Trekking Mount Pinatubo is a popular activity among locals and foreigners alike. The mountain is located only about 3 hours away from Manila. It is easy to get there by oneself but it is best advised to join a tour.



Option 2 - Tagaytay Tour - City of Tagaytay is one of the country's most popular tourist destinations because of its outstanding scenery and cooler climate provided by its high altitude. Tagaytay overlooks Taal Lake in Batangas and provides one of the iconic views of the Philippines, the view of Taal Volcano Island in the middle of the lake, viewable from several vantage points in the city.

For the above options, only 100 delegates can only be accommodated for each tour. Registration is on first-come, first-serve basis.

ACCOMMODATIONS

Manila is a bustling Metropolis teeming with colorful, multi-cultural heritage and varied nightlife. The city is home to many luxury 5-star hotels that caters to business travelers and tourists who seek to experience the country's tropical climate.

Delegates are advised to contact and book directly to the official hotels. Delegates will be responsible for their hotel expenses in Manila. The following are the list of official hotels which have been selected by the Host Government. Given the high occupancy level in June, rooms will be allocated on a first come, first served basis. All room rates are subject to 10% service charge and 12% value added tax.

MARRIOTT HOTEL MANILA 5-Star



Address: 2 Resorts Drive, Resorts World Manila, Pasay City, Metro Manila **Website**: http://www.marriott.com/hotels/travel/mnlap-manila-marriott-hotel/

Contact Person: Mr. Neil Delos Reyes E-mail: neil.delosreyes@marriott.com Phone: (+632) 988 9999 Fax: (+632) 836 9998

ROOM TYPE ROOM RATE

DELUXE ROOM

(Good for Single or Double Occupancy)



Php 5,032.47 (USD 102 appx)

JUNIOR SUITE



Php 17,000.00 (USD 342 appx)

The Marriott Hotel is connected to the Marriot Grand Ballroom via the Sky Bridge

BELMONT HOTEL 4-Star



Address: Newport Boulevard, Newport City, Pasay City, Metro Manila

Website: http://www.belmonthotelmanila.com/

Distance from the Conference Venue: 150 m (via E. Palm Drive

and Newport Blvd.)

Contact Person: Ms. Mary Grace Delfin E-mail: marygrace.delfin@rwmanila.com / reservations.manila@thebelmonthotels.com Phone: (+632) 318 8888 / (+632) 318 8816 loc. 7925

ROOM TYPE ROOM RATE

DELUXE ROOM

(Choice of 1 Queen Bed or 2 Beds)



Php 5,600.00 (USD 113 appx)

FAMILY ROOM

(Connecting Room with 1 Queen Bed and 2 Single Beds)



Php 11,200.00 (USD 226 appx)

REMINGTON HOTEL 3-Star



Address: 1 Jasmine Drive, Resorts World Manila, Pasay City Website: https://www.rwmanila.com/web/remington-hotel-manila/Distance from the Conference Venue: 400 m (via Newport Blvd.)
Contact Person: Ms. Mary Grace Delfin

E-mail: marygrace.delfin@rwmanila.com / reservations@rwmanila.com Phone: (+632) 908 8600/ (+632) 908 8000 loc. 7925

ROOM TYPE	ROOM RATE
STANDARD ROOM	Php 4,636.00 (USD 94 appx)

PREMIERE ROOM



Php 5,856.00 (USD 118 appx)

FOOD

The Philippines offers a wide array of food choices that showcases its rich and unique gastronomical culture. In 2015, the CNN ranked the Philippines as 2nd World's Best Destination for Food.

Madrid Fusion Manila, the first and only Asian edition of Madrid Fusion has been organized in the Philippines for 3 years since 2015. The event brings together the mostacclaimed Michelin Chefs from across



the globe. Such accolades are proof that the Philippines is fast becoming the gastronomy capital of Asia.

Manila is also home to many restaurants that serve international cuisine. Some popular restaurants are Mecha Uma, Sensei, The Fireplace, Behrouz and Beni's Falafel for Middle Eastern dishes, and Brasas & Gaucho for Latin American cuisine.

Delegates who have strict dietary requirements must inform the Host Committee.



VISA AND ENTRY INFORMATION

Visa Application

Applications for temporary visitor's visa are available at the Philippine Embassy or Consulate in various countries. The following are the minimum requirements for applying a temporary visitor's visa:

- 1. Passport/Travel Document Valid for at least six (6) months beyond the intended period of stay in the Philippines;
- 2. Duly Accomplished Visa application forms;
- 3. Passport Photos (2 pieces);
- 4. Proof of bona fide status as tourist or businessman:
- 5. Confirmed tickets for return or onward journey to the next port of destination; and
- 6. Payment of Visa Fees

Extension of Authorized Period of Stay

In case any visitor would to extend their stay in the country, he/she must apply for a visa extension with the Bureau of Immigration for a corresponding fee. Information on fees may be obtained at the www.immigration.gov.ph.

Visa Requirements and Nationalities

Nationals from the following countries are allowed to enter the Philippines without a visa for a period of stay of thirty (30) days or less:

Andorra	Colombia	Greece
Angola	Comoros	Grenada
Antigua and Barbuda	Congo	Guatemala
Argentina	Costa Rica	Guinea
Australia	Cote d'Ivoire	Guinea Riccau

Cote d'Ivoire Guinea Bissau Australia

Croatia Guyana Austria Bahamas Cyprus Haiti Bahrain Czech Republic Honduras Democratic Republic of Barbados Hungary the Congo Belgium Iceland Belize Denmark Indonesia Benin Diibouti Ireland Dominica Israel* Bhutan Dominican Republic Bolivia Italy Ecuador Botswana Jamaica Brazil* El Salvador Japan Brunei Darussalam **Equatorial Guinea** Kazakhstan

Bulgaria Eritrea Kenya Burkina Faso Estonia Kiribati Burundi Ethiopia Kuwait Cambodia Fiji Kyrgyzstan Finland Cameroon Lao People's

Democratic Republic Canada France

Cape Verde Gabon Latvia Central African Republic Lesotho Gambia Chad Germany Liberia

Chile Ghana Liechtenstein Lithuania Papua New Guinea Sweden
Luxembourg Paraguay Switzerland
Madagascar Peru Tajikistan
Malawi Poland Thailand
Malaysia Portugal Togo

Maldives Qatar Trinidad and Tobago

MaliRepublic of KoreaTunisiaMaltaRomaniaTurkeyMarshall IslandsRussiaTurkmenistan

Mauritania Rwanda Tuvalu Mauritius Saint Kitts and Nevis Uganda

MexicoSaint LuciaUnited Arab EmiratesMicronesiaSaint Vincent and theUnited Kingdom of GreatMonacoGrenadinesBritain and Northern

Mongolia Samoa Ireland

Morocco San Marino United Republic of

Mozambique Sao Tome and Principe Tanzania

Myanmar Saudi Arabia United States of

Namibia Senegal America Nepal Seychelles Uruguay Netherlands Singapore Uzbekistan New Zealand Slovak Republic Vanuatu Nicaragua Slovenia Vatican Solomon Islands Niger Venezuela Norway South Africa Vietnam Oman Spain Zambia Zimbabwe Palau Suriname

Panama Swaziland

The following are allowed to enter the Philippines without a visa for a stay not exceeding fourteen (14) days:

- 1. Holders of Hong Kong Special Administrative (SAR) passports.
- 2. Holders of Macau Special Administrative Region (SAR) passports.

The following are allowed to enter the Philippines without a visa for a stay not exceeding seven (7) days:

- 1. Holders of Macau-Portuguese passports
- 2. Holders of Hong Kong British passports.

General information concerning visa application is available at the Philippine

^{*}Brazilian and Israeli nationals are given fifty-nine (59) days stay based on existing agreements.

Department of Foreign Affairs official website: http://www.dfa.gov.ph

Customs Requirements

All arriving passengers are required to accomplish a Customs Declaration Form. The Customs allow 400 cigarettes or 50 cigars or 250 grams tobacco and 2 bottles of alcohol drink of not more than 1 liter each. Foreign currencies exceeding USD 10,000, or its equivalent must be declared.

Upon arrival, inbound passengers may take the Green or Red Lane. The Green Lane is for those who have "nothing to declare" while the Red lane is for passengers with goods subject to import duties or taxes.

Other Useful Information

Currency and Exchange Rate

The official currency is Philippine peso (Php) with the denomination of 1,000; 500; 100; 50; and 20. Centavo is also available in the denomination of 1, 5, 10, and 25.

De De	ublic of the F epartment of REAU OF C	Finance	
CUSTOMS	ECLAR	ATION	
All arriving passengers must provide the only one (1) declaration is required to be thereof. Please fill-up completely and legi	made by the he ibly.	ead or any respon	sible membe
SURNAME / FAMILY NAME FIRST	NAME	MIDDLE NAM	E
SEX	BIRTHDAY	(MM/DD/YY)
CITIZENSHIP	OCCUPAT	ION / PROFES	SION
PASSPORT NO.	DATE AND	PLACE OF ISS	UE
ADDRESS (Philippines)	ADDRESS	(Abroad)	-
	100000000000000000000000000000000000000		
FLIGHT NO. AIRPORT	OF ORIGIN	DATE OF AR	RIVAL
PURPOSE / NATURE OF TRAVEL TO	THE PHILIPP	INES	
1. Balikbayan	4. D Busi		
2. Returning Resident	5. D Tour		
3. Overseas Filipino Worker		ers (Specify)	
NO. OF ACCOMPANYING MEMBERS OF T	1.000 7.310117.000		
NO. OF BAGGAGE: Checked-in	_ Pcs.	Handcarried:	Pcs.
GENERAL DECLARATION: (Please	read important	information at the	e back)
Are you bringing in live animals, plan products and by-products? (If yes, plan Officer before proceeding to the Quar	ease see a Cu	stoms	es 🗆 No
 Are you carrying legal tender Philipp checks, money order and other bills of pesos against banks operating in the PHP10,000.00? 	of exchange dr	awn in	fes No
			es 🗆 No
 Are you carrying foreign currency or denominated bearer negotiable more travellers checks in excess of US\$10, (If yes ask for and accomplish Foreign Form at the Customs Desk at Arrival 	tary instrumer ,000.00 or its on Currency De	nts (including equivalent? eclaration	res □ No
 Are you bringing in prohibited items (and part thereof, drugs, controlled chitems (VCDs, DVDs, communication) 	emicals) or rec	gulated	es 🗆 No
5. Are you bringing in jewelries, el commercial merchandise and/or sacquired abroad?			es 🗆 No
ALL PERSONS AND BAGGAGE AR (Section 2210 and 2212 Tariff & Customark)	E SUBJECT 1	TO SEARCH AT ne Philippines as	ANY TIME. amended)
THEREBY CERTIFY UNDER PENALTY OF LAW THAT THIS DECLARATION IS TRUE AND CORRECT		DATE OF LAST DEPART FROM THE PHILIPPIN	TURE (ES
SIGNATURE OF PASSENGER			
FOR CUSTO	MS US	EONLY	
	•		DATE

Foreign exchange counters are available in most areas, such as shopping malls, airports, and entertainment areas. Credit cards are widely accepted in all entertainment, recreational and shopping areas. Approximately exchange rate is 1USD = 50 Pesos.

Time Difference

The Philippines is 8 hours ahead of the Greenwich Mean Time (GMT +8)

Official Language

Filipino is the official language. However, English is widely spoken in all commercial and business areas, as well as in government and schools.

Health Requirements

There are vaccines required for travelers to the Philippines. The

government requires proof of yellow fever vaccination if the traveler is from a country with risk of yellow fever.

Dress Code

Business attire is required during the conference. For official functions, national dress and smart casual wear may be appropriate. Kindly check the schedules for relevant dress code.

Delegates are also advised to bring light clothes, raincoat or jacket as June is the start of the rainy season.

Business and Banking Hours

Private and government offices are open from 8 AM to 5 PM during weekdays. Some are open on Saturdays from 8 AM to 12 NN. Banks are open from 9 AM to 3 PM Mondays to Fridays.

Electricity Requirements

Type A, B, and C Electrical Outlets are used throughout the country, with Type A being the most commonly used.

TYPE	INFORMATION
North American/Japanes e 2-blade Electrical Adapter Plug and Electrical Outlet	Technically known as the NEMA 1-15 (North American 15 A/125 V ungrounded), this simple plug has two flat parallel pins, or blades.
TYPE B American 3-pin Electrical Adapter Plug and Electrical Outlet	The technical name for the Type B is NEMA 5-15 (North American 15 A/125 V grounded). It is also called the North American 3-pin.
TYPE C European 2-pin Electrical Adapter Plug and Electrical Outlet	Popularly known as the Europlug, the Type C electrical plug is a two-pin unearthed plug.

EMERGENCY CONTACTS

National Emergency Hotline	911
Philippine National Police	Hotline: 117
	Text Hotline: 0917-847-5757
Bureau of Fire Protection	(02) 426-0219 / (02) 426-3812 /
	(02) 426-0246
Philippine Atmospheric, Geophysical	433-8256
and Astronomical Services	
Administration (PAGASA)	
Philippine Department of Tourism	459-5200

Taxi Hotlines

Listed are the known Taxi Companies in Manila:

24/7 Taxi	642-3525 / 634-5980
Avis Taxi	831-27-01
Basic Taxi	900-1447 / 900-1448 / 643-7777

Dollar Taxi	921-2383 / 927-8718
EMP Taxi	293-5930 / 293-5931 / 291-7005
MGE Transport	363-6096 / 364-8260 / 366-8267 / 366-6214
Airport Shuttle Service, Inc.	879-5732
assi_transport@yahoo.com.ph	

CONTACT INFORMATION

UNWTO Secretariat	Philippines
Ms. Hyeon Jin Lee World Tourism Organization Regional Programme for Asia and the Pacific C/ Capitán Haya 42, 28020 Madrid, Spain Tel: +34 91 567 8100 Fax: 91 571 3733 Email: mstconference@unwto.org	Undersecretary Rolando CAÑIZAL Philippine Department of Tourism Administration & Special Concerns DOT Building, 351 Sen. Gil Puyat Avenue Makati City, Philippines Tel: +63(2) 459 5200 to 30 local 615 Fax: +63 (2) 890 0544 Email: rcanizal@tourism.gov.phorrcanizal@gmail.com
Ms. Leandry Moreno World Tourism Organization Statistics and Tourism Satellite Account Programme C/ Capitán Haya 42, 28020 Madrid, Spain Tel: +34 91 567 8100 Fax: 91 571 3733 Email: mstconference@unwto.org	Mr. Alex M. MACATUNO Philippine Department of Tourism Chief, Policy Formulation and International Cooperation Division DOT Building, 351 Sen. Gil Puyat Avenue Makati City, Philippines Tel: +63(2) 459 5200 to 30 local 514 Fax: +63 (2) 815 0859 Email: ammacatuno@tourism.gov.phorpdot.pfic d@gmail.com
	Mr. Noubert Emmanuel S.T. OLIVEROS Office of the Undersecretary Administration & Special Concerns DOT Building, 351 Sen. Gil Puyat Avenue

Makati City, Philippines
Tel: +63(2) 459 5200 to 30 local 615 Fax: +63 (2) 890 0544 Email: nsoliveros@tourism.gov.phoremmanoliv eros.tourism@gmail.com