

CONVENCIÓN SOBRE EL COMERCIO INTERNACIONAL DE ESPECIES
AMENAZADAS DE FAUNA Y FLORA SILVESTRES



Decimoséptima reunión del Comité de Flora
Ginebra (Suiza), 15-19 de abril de 2008

Informes regionales

OCEANÍA

1. El informe adjunto ha sido presentado por el representante regional para Oceanía.
2. Habida cuenta de que se remitió a la Secretaría después de la fecha límite para la presentación de documentos, se distribuye únicamente en inglés (el idioma original en que fue recibido).

REGIONAL REPORT FOR OCEANIA

1. General information

- a) Representative: Greg Leach (Australia)
- b) Alternate: Osia Gideon (Papua New Guinea)
- c) Number of Parties in the region: 8
- d) Parties responding to communications: Australia, New Zealand, Papua New Guinea
- e) Communications sent to all regional parties included a meeting report following PC16, the agenda for PC17 with items of concern to the region highlighted and soliciting interest for hosting future meetings. There has been no regional meeting in the region since the meeting in Brisbane, May 2006, in association with a capacity building workshop. CoP14 provided opportunities for regional meetings and these were held on a daily basis during the CoP.
- f) As flagged by the Oceania representative on AC, the region is dominated by the marine environment and marine resources form an important component of many small island states in the region. Marine species on CITES therefore form the major interest to Parties. Capacity remains the greatest issue to full and effective implementation of CITES in the region.

2. Directory

A new Regional directory is attached.

3. Activities carried out**Significant trade**

There are no species from the region in the current activities of the Plants Committee under the Significant Trade Review process.

Review of the Appendices

There are no species from the region in the current activities of the Plants Committee under the process of Review of taxa included in the Appendices.

CITES projects in the region

A workshop on Sustainable Use of Papua New Guinea's wildlife was held in Madang from 20-21 January 2007. Attended by government, private, NGO's and University representatives, the workshop deliberated on issues to promote viable and profitable trade in wildlife, to prevent illegal trade and ensure conservation of the species involved in trade, develop management plans for sustainable trade for species, control using CITES regulations and easy access on wildlife trade information by stakeholders.

Consultations were held with stakeholders on the need to develop management plans for eagle wood (PNG term for Agarwood). A draft management plan developed for eaglewood needs further work by stakeholders.

PNG has continued activities relating to proposed amendments to the International Trade Act with the Office of the State Solicitor and National Executive Council.

Public awareness activities have been held in the province of the PNG border region with Indonesia on wildlife trade regulations, cross border issues as well as developing networks with border enforcement officers in the province. This is an important area of harvest and illegal trade in Agarwood.

6. Capacity Building

The Australian Government has placed an Australian Youth Ambassador for Development (AYAD), with the Vanuatu Environment Unit (CITES Management Authority) for twelve months to assist on a range of issues, including legislative and administrative arrangements.

The Australian Government and the CMA of Palau engaged in a capacity building project which entailed the review of Palau's current legislative and administrative arrangements and assistance in drafting improved CITES implementation legislation. A representative from the CMA of Australia also visited Palau to share Australia's experiences in the effective implementation of CITES with Palau Government Ministers, officials and border enforcement staff.

The Australian Government presented a half-day training and awareness session to Customs representatives from the Pacific, South East, Central and Western Asia at the annual Customs International Executive Management Program (CIEMP) hosted by Australian Customs Service and the Centre for Customs and Excise Studies at the University of Canberra. The session, held in November 2007, addressed the global significance of wildlife trade, reinforced the important role of enforcement in global initiatives, and helped to facilitate discussion about regional organisation and communication, significant taxa and enforcement strategies.

The Australian Government contributed to the inaugural Pacific Customs Management Forum (PCMP) hosted by Australian Customs Service and the Centre for Customs and Excise Studies at the University of Canberra in May 2007. Australian experiences were used as a case study of how relationships between agencies can help protect wildlife and strengthen regional capacity. Participants inspected wildlife specimens seized by Australian Customs and shared stories on their own experiences with wildlife enforcement.

The Australian Government in cooperation with the Government of the Netherlands provided funding for a representative from the Solomon Islands to attend the 14th Conference of the Parties as an observer. Attendance was useful for the Solomon Islands to gain an understanding of CITES processes and issues prior to becoming a Party in late June 2007.

The Australian Government has provided funding of AUD 250,000 to establish a Timber Officer staffing position in the CITES Secretariat to combat illegal trade in timber. Funding of this position will build international capacity to effectively address deforestation, illegal logging and unsustainable trade in timber species. Mr Neil Ellis has taken up this appointment in the Secretariat.

Contact with specialists and/or NGO's

The major contact and extensive consultation during the period has been with TRAFFIC in regard to the Agarwood NDF.

7. Difficulties of implementation encountered

Product identification for medicinal plants has been highlighted as a difficulty in the region. Specific examples cited are *Panax quinquefolius* with respect to the amount coming into New Zealand without documentation, particularly from China. *Saussurea costus* is another example, and even more of a problem than American ginseng root. Much of the ginseng as well as the costus root is probably artificially propagated but as there is no supporting documentation it gets seized.

Annotations are not always easy to follow for border control people or for those applying for and issuing permits. The present orchid annotations do not seem to be causing problems for exporters but there are problems explaining them to individual importers who are not able to understand the nuances in the present annotations. Improved clarity would be welcome.

Border control officers have expressed concern about the difficulty of identifying tree species of imports, particularly for manufactured products.

8. Other topics

The regional representative attended a technical workshop on Strategies for the Sustainable Use and Management of Timber Tree Species Subject to International Trade: Southeast Asia in Kuala Lumpur, Malaysia. The workshop focused on 115 Southeast Asian timber tree species, including CITES-listed species. Many of the species considered had distributions into Oceania range states.

9. Work to be done until next Plants Committee meeting

The region supports further work being done on how to treat parts and derivatives of medicinal plants packaged for retail trade for medicinal purposes.

Application of the 'R' code continues to cause confusion. For example, with artificially propagated orchids the code R may have been used in some permit documents for clarity to ensure the source was recognised as an approved art prop source.

In regards to agar wood it is important products are defined and clear exclusions/inclusions are established to better focus the control effort.

The region supports the effort going into a number of annotations to improve clarity.

Annex

TO THE MANAGEMENT AND SCIENTIFIC AUTHORITIES OF THE REGION: Oceania
INFORMATION TO THE REGIONAL REPORT AND DIRECTORY OF EXPERTS ON CITES PLANTS ISSUES

Period: July 2006 to December 2007

CITES Oceania Regional Representatives and Alternatives

CITES Standing Committee Representative

AUSTRALIA

The Department of the Environment, Water, Heritage and the Arts

Address: International Wildlife Trade Section
GPO Box 787
CANBERRA ACT 2601
Australia

Telephone: +61 2 6274 1900

Fax: +61 2 6274 1921

Email: wildlifetrade@environment.gov.au

Name: Ms Kerry Smith (Assistant Secretary)

Telephone: +61 2 6274 1223

Email: kerry.smith@environment.gov.au

CITES Standing Committee Alternate Representative

FIJI

Ministry of Environment

Address: Government Buildings
PO Box 2131
SUVA
Fiji

Telephone: +679 330 43 64

Fax: +679 330 35 15

Email: camatuiloma@connect.com.fj

Name: Mr. Napolioni Masirewa - The Chief Executive Officer

CITES Plants Committee Representative

AUSTRALIA

Parks & Wildlife Commission of the Northern Territory

Address: PO Box 496
PALMERSTON NT 0831
Australia

Telephone: +61 8 8999 4520

Fax: +61 8 8999 4527

Name: Dr Greg Leach

Mobile: 0401 118454

Email: greg.leach@nt.gov.au

CITES Plants Committee Alternate Representative

PAPUA NEW GUINEA

University of Papua New Guinea

Address: Biology Department
P.O. Box 320
UNIVERSITY PO, NCD
Papua New Guinea

Telephone: +675 326 7155

Fax: +675 326 0369

Name: Dr Osia Gideon

Email: oggideon@upng.ac.pg

CITES Animals Committee Representative

NEW ZEALAND

Department of Conservation

Address: Private Bag 4715
CHRISTCHURCH
New Zealand

Telephone: +643 3713712

Fax: +644 471 1082

Name: Dr Rod HAY (also on Scientific Authorities Committee)

Email: rhay@doc.govt.nz

CITES Animals Committee Alternate Representative

PAPUA NEW GUINEA

Department of Environment and Conservation

Address: Level 7 Somare Foundation
P.O. Box 6601
BOROKO, NCD
Papua New Guinea

Telephone: +675 325 0195

Fax: +675 325 0182

Name: Mr John ARUGA (Head, Biodiversity Branch)

Email: odir@daltron.com.pg

Oceania Regional Wildlife Trade Contacts

AUSTRALIA

CITES MANAGEMENT AUTHORITY OF AUSTRALIA

The Department of the Environment, Water, Heritage and the Arts

Wildlife Branch

Address: International Wildlife Trade Section
GPO Box 787
CANBERRA ACT 2601
Australia

Telephone: +61 2 6274 1900

Fax: +61 2 6274 1921

Email: wildlifetrade@environment.gov.au

Ms Kerry Smith (Assistant Secretary)

Telephone: +61 2 6274 1223

Email: kerry.smith@environment.gov.au

International Wildlife Trade Section

Ms Jane O'Sullivan (A/g Director)

Telephone: +61 2 6274 2270

Email: jane.o'sullivan@environment.gov.au

Ms Nina Thappa (Assistant Director, Regional Capacity Building/CITES)

Telephone: +61 2 6274 2302

Email: nina.thappa@environment.gov.au

Ms Marnie Rowe (Assistant Director, Compliance and Monitoring)

Telephone: +61 2 6274 1128

Email: marnie.rowe@environment.gov.au

Compliance and Enforcement Branch

Address: Environment Investigations Unit
G.P.O. Box 787
CANBERRA, ACT 2601

Telephone: +61 (2) 62 74 27 86

Fax: +61 (2) 62 74 18 78

Email: deh.investigations@environment.gov.au

CITES SCIENTIFIC AUTHORITY OF AUSTRALIA

The Department of the Environment, Water, Heritage and the Arts

Terrestrial and Freshwater species:

Wildlife Branch

Address: Wildlife Trade Assessments Section
GPO Box 787
CANBERRA ACT 2601

Telephone: + 61 2 6274 1900

Fax: + 61 2 6274 1921

Email: wildlifetrade@environment.gov.au

Wildlife Trade Assessments Section

Mr Frank Antram (A/g Director)

Telephone: + 61 2 6274 2880

Email: frank.antram@environment.gov.au

Mr Iqbal Muhammad (Assistant Director, Flora and Zoo Permits)

Telephone: + 61 2 6274 2343

Email: iqbal.muhammad@environment.gov.au

Ms Cindy STEENSBY (Assistant Director, Fauna, Scientific Permits and CITES)

Telephone: + 61 2 6274 1353

Email: cindy.steensby@environment.gov.au

Marine Species:

Marine Environment Branch

Address: Migratory and Marine Species Section
PO Box 787
CANBERRA ACT 2601

Fax: + 61 2 6274 1006

Ms Robyn BROMLEY (Director)

Telephone: + 61 2 6274 1906

Email: robyn.bromley@environment.gov.au

COOK ISLANDS

COMPETENT AUTHORITY

National Environment Service (NES)

Address: National Environment Service (NES)
Government of the Cook Islands
PO Box 371
RAROTONGA

Telephone: +682 21256

Fax: +682 22256

Mr Ian BERTRAM (Secretary for Ministry of Marine Resources)

Telephone: +682 28730

Fax: +682 29721

Email: i.bertram@mmr.gov.ck

Ms Tania TEMATA (Manager, Environment International Division, NES)

Email: tania@environment.org.ck

Mr Vaitoti TUPA (Director, NES)

Email: vaitoti@oyster.net.ck

Education, Awareness and Capacity Building

Address: Tu'anga Taporoporo
PO Box 371
AVARUA RAROTONGA

Fax: +682 25556

Email: resources@environment.org.ck

CITES MANAGEMENT AUTHORITY OF FIJI	
Ministry of Environment	
Address:	Chief Executive Officer, Ministry of Environment (Chairperson) Government Buildings PO Box 2131 Suva
	Mr Manasa SOVAKI (Principal Environment Officer, Ministry of the Environment)
Address:	2nd Floor, Harm Nam Building Suva Street, Toorak, Suva G.P.O. Box 2109 Government Building Suva
Telephone:	+ 679 331 1069
Fax:	+ 679 331 8098
Email:	msovaki@govnet.gov.fj
	Louise ISIMELE (Department of Fisheries)
Address:	Management Services Takayawa Towers TOORAK Fiji
Telephone:	+ 679 330 1011
Fax:	+ 679 331 8769
Email:	fishfj_lou@yahoo.com

CITES SCIENTIFIC AUTHORITY OF FIJI	
Fiji Islands CITES Scientific Council	
Address:	PO Box 2131 Government Buildings SUVA
Telephone:	+ 679 331 1699
Fax:	+ 679 331 2879
	Marike TUIWAWA (Curator, Herbarium)
	University of South Pacific
Telephone:	+ 679 323 2970
Fax:	+ 679 323 1534
Email:	tuiwawa_m@usp.ac.fj
	Aisake BATIBASAGA (Principal Fisheries Officer, Department of Fisheries) Research Division, Department of Fisheries
Telephone:	+ 679 336 1122 or 336 1184
Fax:	+ 679 336 3500
Email:	abatibasaga@yahoo.com

KIRIBATI

COMPETENT AUTHORITY

Ministry of Fisheries and Marine Resources Development

Address: PO Box 64
BAIRIKI TARAUA

Fax: +686 21145
Tukabu Teroroko (Permanent Secretary)

Telephone: +686 21128
Matiota Kairo (CITES Contact Officer)

Email: ps0@tskl.net.ki
Mr Berenato Timon Benetito (Project Economist)

Telephone: +686 21099
Email: berenatot@mnr.gov.ki

Ministry of Natural Resources Development

Address: PO Box 276
BIKENIBEU TARAUA

Fax: +686 21120
Ms Tooti Tekanaiti (Senior Fisheries Officer)

Telephone: +686 21099
Email: tootit@mnr.gov.ki

MARSHALL ISLANDS

COMPETENT AUTHORITY

Marshall Islands Marine Resources Authority (MIMRA)

Address: P.O. Box 860
Majuro, MH 96960
Republic of the Marshall Islands

Telephone: + 692 625-8262/5632

Fax: + 692 625-5447

Glen Joseph, Director

Email: gjoseph@mimra.com

Florence Edwards, Chief Fisheries Policy & Planning Officer

Email: fedwards@mimra.com

Office of Environmental Policy & Planning Coordination (OEPPC)

Address: P.O. Box 975
Majuro, MH 96960
Republic of the Marshall Islands

Telephone: + 692 625-7944

Fax: + 692 625-7918

Yumiko Crisostomo, Director

Email: oeppc@ntamar.net

Deborah Barker, Deputy Director

Environmental Protection Agency (RMIEPA)

Address: P.O. Box 1322
Majuro, MH 96960
Republic of the Marshall Islands

Telephone: + 692 625-3035/5203

Fax: + 692 625-5202

John Bungitak, General Manager

Email: rmiepa@ntamar.net; <http://www.mimra.com>

MICRONESIA, FEDERATED STATES OF

COMPETENT AUTHORITY	
Department of External Affairs	
Address:	PO Box PS-123 PALIKIR POHNPEI 96941 Mr Epel K ILON (Secretary)
UN/Multilateral - Treaties Division	
Address:	PO Box PS-123 PALIKIR POHNPEI 96941
Fax:	+ 691 3202933 Mrs Tanya HARRIS RODRIGUEZ (Foreign Service Officer)
Telephone:	+ 691 3207666; 3202613; 3202544
Office for Marine Resources	
Facsimile:	+ 691 320 5854 Mr Francis ITIMAI (Deputy Assistant Secretary, Economic Affairs)
Telephone:	+ 691 320 2646
Email:	fsmfisheries@mail.fm

NEW CALEDONIA (DEPENDENCY OF FRANCE)

MANAGEMENT AUTHORITY OF NEW CALEDONIA	
Haut Commissariat de la République en Nouvelle-Calédonie	
Address:	4, rue Paul Monchoet Immeuble Waruma PORT PLAISANCE BP 05 98844 NOUMEA CEDEX
Fax:	+ 68 7 246708
Email:	cites@dafe.nc Secrétaire général
Telephone:	+ 68 7 246701

SCIENTIFIC AUTHORITY OF NEW CALEDONIA

Institut de Recherche Pour le Développement (IRD)

Address: BP A5
98848 NOUMEA CEDEX

Telephone: +68 7 261000
Fax: +68 7 264326
Email: dir.noumea.ird.nc; segura@noumea.ird.fr

NEW ZEALAND

MANAGEMENT AUTHORITY OF NEW ZEALAND

Department of Conservation

Address: PO Box 10420
WELLINGTON 6143

Telephone: +64 4 471 07 26
Fax: +64 4 381 3057

Mr Wilbur DOVEY (CITES contact)

Telephone: +64 4 471 3106
Email: wdovey@doc.govt.nz

Ms Jan COATES (Enforcement / CITES)

Telephone: +64 9 307 92 79
Fax: +64 9 377 2919
Email: jcoates@doc.govt.nz

SCIENTIFIC AUTHORITY OF NEW ZEALAND

Department of Conservation

Address: PO Box 13049
CHRISTCHURCH

Dr Rod HAY

Telephone: +64 3 371 3712
Email: rhay@doc.govt.nz

NIUE

COMPETENT AUTHORITY	
Department of Agriculture, Forestry and Fisheries	
Address:	PO Box 74 ALOFI
Fax:	+ 683 4079
	Mr Sauni Tongatule (Director)
Telephone:	+ 683 4032

PALAU

CITES AUTHORITIES CONTACTS OF PALAU	
Ministry of Resources and Development	
Address:	PO Box 100 KOROR Palau PW 96940
Telephone:	+ 680 4882701
Fax:	+ 680 4883380; 4881725
	Fernando M. Sengebau (Plant Protection Officer)
Telephone:	+ 680 488 2504 or 8171
Fax:	+ 680 488 1475
Email:	FFMS@palaunet.com
	Tarita Holm (Forest Management Coordinator)
Telephone:	+ 680 488 3555 or 5435 or 6777
Fax:	+ 680 488 3555
Email:	tarita_holm@yahoo.com ; tarita@palaunet.com (always use both email addresses)
	Edwin T Chiokai (Quarantine Officer)
Telephone:	+ 680 488 2504
Fax:	+ 680 488 1475
Email:	edwinchiokai@yahoo.com

PAPUA NEW GUINEA

CITES MANAGEMENT AUTHORITY OF PAPUA NEW GUINEA

Department of Environment and Conservation

Address: Dr Wari Iamo
Secretary
Department of Environment and Environment and Conservation
PO Box 6601
Boroko
Port Moresby, National Capital District

Telephone: +675 325 0180
Fax: +675 325 01 82
Email: odir@daltron.com.pg

Dr Wari IAMO (Secretary)

Telephone: +675 325 0180

CONTACT PERSON FOR PLANT ISSUES

Dr Gae Gowae – Forestry

Address: Department of Environment and Conservation
PO Box 6601
Boroko, Port Moresby, NCD

Telephone: +675 325 0195
Fax: +675 325 01 80
Email: gmaxau@yahoo.com

SCIENTIFIC AUTHORITY OF PAPUA NEW GUINEA

Address: PNG Forest Research Institute
PO Box 314
Lae
Morobe Province

CONTACT PERSON FOR PLANT ISSUES

Mr Roy Banka – Plant Taxonomy/Ecology

Address: PNG Forest Research Institute
PO Box 314
Lae
Morobe Province

Telephone: +675 4725820
Fax: 675 4724357
Email: rbanke@fri.pngfa.gov.pg

SCIENTIFIC AUTHORITY OF PAPUA NEW GUINEA (cont.)

OTHER EXPERTS FOR PLANT ISSUES

Dr Oseah Gideon - Botany

Address: University of Papua New Guinea
PO Box 320
University
Port Moresby

Telephone: (675) 3267155 / (675) 3267201

Fax: (675) 3267187

Email: oggidon@upng.ac.pg

SAMOA

MANAGEMENT AUTHORITY OF SAMOA

Ministry of Foreign Affairs and Trade

Aiono Mose Su'a (Chief Executive Officer)

Telephone: +685 21171

Fax: +685 21504

SCIENTIFIC AUTHORITY OF SAMOA

Ministry of Natural Resources, Environment and Meteorology (MNREM)

Division of Environment and Conservation

Address: Private Bag
APIA

Fax: +685 25856

Mr Sailimalo PATI. LIU (Assistant CEO)

Telephone: +685 31197, 31198

Fax: +685 25869

Email: Pati.Liu@mnre.gov.ws

SOLOMON ISLANDS

MANAGEMENT AUTHORITY OF SOLOMON ISLANDS

Ministry of Forestry and Environmental Conservation

Address: PO Box G24
HONIARA

Fax: +677 2 12 45

Mr Joe HOROKOU (Deputy Director)

Telephone: +677 28802

Fax: +677 2 46 60

Mr Tia MASOLO (Principal Environment Officer)

Telephone: +677 28802

Fax: +677 24660

Email: t_masolo@yahoo.com.au

Ministry of Fisheries and Marine Resources

Address: PO Box G13
HONIARA

Ms Rosalie MASU

Telephone: +677 3 91 41; 3 0564

Fax: +677 3 87 30

Email: sbfish@ffa.int; rosalie.masu@yahoo.com.au

SCIENTIFIC AUTHORITY OF SOLOMON ISLANDS

Ministry of Forestry and Environmental Conservation

Address: P.O. Box G24
HONIARA

Telephone: +677 2 46 15; 2 68 11

Fax: +677 2 46 60

Email: psforestry@pmc.gov.sb

Ministry of Agriculture and Livestock

Address: P.O. Box G8
HONIARA

Dr Israel Wore (Permanent Secretary)

Telephone: +677 2 86 15

Fax: +677 2 87 05

Email: psfisheries@pmc.gov.sb; wore_israel@yahoo.co.uk

SCIENTIFIC AUTHORITY OF SOLOMON ISLANDS (cont.)

Ministry of Fisheries and Marine Resources

Address: P.O. Box G13
HONIARA

Ms Ruth Liloqula (Permanent Secretary)

Telephone: + 677 2 86 04

Fax: + 677 3 87 30

Email: psagriculture@pmc.gov.sb

SECRETARIAT OF THE PACIFIC COMMUNITY

Address: SPC
BPD 5
98848 NOUMEA CEDEX
New Caledonia

Fax: + 687-263818

Dr Jimmie RODGERS (Director General)

Telephone: + 687 262000

E-mail: JimmieR@spc.int

Mr Being YEETING (Senior Fisheries Scientist)

Telephone: + 687 262000

Email: BeingY@spc.int

SECRETARIAT OF THE PACIFIC REGIONAL ENVIRONMENT PROGRAM (SPREP)

Address: SPREP
PO Box 240
APIA
SAMOA

Telephone: + 685 21929

Fax: + 685 20231

Email: sprep@sprep.org

Mr Asterio TAKESY (Director)

Telephone: + 685 21929

Email: asteriot@sprep.org

TONGA, KINGDOM OF

COMPETENT AUTHORITY	
Ministry of Agriculture and Food	
Address:	PO Box 14 NUKU'ALOFA
Fax:	+ 676 24271
	Haniteli'O FA'ANUNU (Director)
Telephone:	+ 676 23038
Email:	hfaanunu@maf.gov.to ; hfaanunu@hotmail.com

TRAFFIC OCEANIA

TRAFFIC Oceania - Regional Office	
Address:	PO Box U115 University of Wollongong NSW 2522, Australia
Telephone:	+ 61 2 4221 3221
Fax:	+ 61 2 4221 3346
Email:	traffic@traffico.org

TUVALU

COMPETENT AUTHORITY	
Ministry of Natural Resources Development	
Address:	Department of Agriculture FUNAFUTI
Telephone:	+ 688 825
Fax:	+ 688 826

VANUATU

CITES AUTHORITIES CONTACTS OF VANUATU

Environment Unit

Address: Private Mail Bag 9063
PORT VILA

Fax: +678 23565 or 26475

Telex: 1040 vangor nh

Email: environ@vanuatu.com.vu

Mr Russell Nari, Director General
Ministry of Lands and Natural Resources

Touasi Tiwok, Senior Biodiveristy Officer
Vanuatu Environment Unit

Email: rtiwok@gmail.com

Fisheries Department

Address: VMB 9045
PORT VILA

Fax: +678 2 36 41

Email: fishery@vanuatu.com.vu

Mr Graham NIMOHO

Telephone: +678 2 31 19; 2 36 21

Jason J. RAUBANI

Telephone: +678 23119 or 23621

Email: 3jraudinbani@gmail.com