

Schedule of Rates, Charges, and
Regulations governing

SPRINGPORT TELEPHONE COMPANY

Applying in the Exchange of this Company
in Michigan as designated in the Table of
Contents herein.

LOCAL TELEPHONE EXCHANGE SERVICE

TABLE OF CONTENTS AND CHECK LIST

<u>Subject</u>	<u>Sheet Number</u>	<u>Revision</u>	<u>Issued</u>
Title Page	1	Original	03/02/93
Table of Contents and Check List	2	17 th	07/23/15 *
Subject Index	3	3rd	07/23/15*
Application of Tariff	4	Original	03/02/93
Index of Exchanges	5	Original	03/02/93
Local Service Rates - Springport	6	6 th	07/10/09
Local Service Rates - Springport	6.1	Original	03/02/93
	6.1.0	Original	07/10/09
	6.2	1 st	07/10/09
Exchange Map Sheet - Springport	7	Original	03/02/93
Application of Boundary Descriptions	8	Original	03/02/93
Service Charges	9	Original	03/02/93
Service Charges	9.1	Original	03/02/93
	10	1 st	04/23/97
	10.1	1 st	04/23/97
Lifeline Service	11	8 th	11/04/13
Lifeline Service	11.1	3 rd	11/04/13
Federal Programs	12	Original	12/28/99
Individual Case Basis Arrangements	13	Original	07/23/15 *
Seasonal Service	14	Original	07/23/15 *

* New or Revised sheet

Issued: July 23, 2015

Effective: July 24, 2015

Issued under the authority of the Michigan Telecommunications
Act as amended, MCL 484.2101 et seq.

By: Janet Beilfuss, General Manager
400 E. Main St. – P.O. Box 208
Springport, MI 49284-0208

(517) 857-3100
janet@springcom.com

SUBJECT INDEX

	<u>Sheet</u>		<u>Sheet</u>
Application and General Provisions.....	4	Index of Exchanges.....	5
		Individual Case Basis Arrangements.....	13 (N)
Application of Boundary Designations	8 - 8.1	Lifeline Service	11 & 11.1
		Local Exchange Area Map . . .	7
Exchange Boundary Descriptions . . .	6.1 & 6.2	Local Tariff.....	6 - 6.2
Federal Programs	12	Seasonal Service	14 (N)
		Service Charges	9-9.3

Issued: July 23, 2015

Effective: July 24, 2015

Issued under the authority of the Michigan Telecommunications Act as amended, MCL 484.2101 et seq.

By: Janet Beilfuss, General Manager, Springport Telephone Company, PO Box 208, Springport, Michigan 49284-0208,
(517) 857-3100, janet@springcom.com

LOCAL TELEPHONE EXCHANGE SERVICE
APPLICATION AND ARRANGEMENT OF TARIFF

APPLICATION

1. This Tariff applies to Local Telephone Exchange Services of the Springport Telephone Company - hereinafter referred to as the Telephone Company - in exchanges in Michigan as designated herein.
2. Local Telephone Exchange Service is that of furnishing facilities for telephone intercommunication between customers within a Local Service Area.
3. The provision of service is subject to regulations specified in the M.P.S.C. Tariffs of the Telephone Company, which tariffs as they now exist or as they may be revised, added to, or supplemented by superseding issues are hereby made a part of this Tariff.

EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation.
- (D) Signifies a discontinued rate, treatment or regulation.
- (I) Signifies an increased rate, or new treatment resulting in increased rate.
- (N) Signifies a new rate, treatment or regulation.
- (R) Signifies a reduced rate, or new treatment resulting in reduced rate.

Issued: March 2, 1993

12/23/93 U-10064

By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE
INDEX OF EXCHANGES SHOWING INCORPORATED
VILLAGES, TOWNSHIPS, AND COUNTIES WITHIN
ITS EXCHANGE SERVICE AREA

<u>Exchange</u>	Incorporated		<u>County</u>
	<u>Villages</u>	<u>Townships</u>	
Springport	Springport	Springport Parma Tompkins	Jackson
		Lee Clarence Sheridan	Calhoun
		Onondaga	Ingham
		Brookfield Hamlin	Eaton

Issued: March 2, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service
Commission Order dated December 22, 1992, in Case No. U-10064

By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

Exchange: SPRINGPORT

A. GENERAL

1. The provision of service at the rates shown below is subject to the regulations given in the General Rules and Regulations as they now exist and are filed with and form part of this Tariff.
2. The rates shown below entitle the customer to call all stations bearing the designation of a central office at the following (C) exchanges, which comprise the Local Service Area:

SPRINGPORT, ALBION, CHARLOTTE, EATON RAPIDS,
MARSHALL, OLIVET, ONONDAGA, PARMA, RIVES JUNCTION,

8. MONTHLY RATES: Within the Base Rate Area:

<u>Class of Service</u>	<u>ALL</u>
Residence 1-Party Line	\$24.55
Business 1-Party Line	\$ 26.80

LOCAL TELEPHONE EXCHANGE SERVICE

Exchange: Springport

C. EXCHANGE SERVICE AREA - Which is that area described as follows:

Beginning at the southwest corner Section 19, T1N, R2W, Onondaga Township, Ingham County; thence north 1/10 mile; thence east 1/2 mile; thence south to the south line Section 30; thence west to a point 1/10 mile west of Waverly Road, Hamlin Township; thence south to the Jackson-Eaton County line; thence east 2/10 mile; thence south parallel to and 1/10 mile east of the west boundary Tompkins Township, Jackson County, to a point 1/10 mile south of the north line Section 19, Tompkins Township; thence west to a point that is 1/4 mile west of the east line Section 24, Springport Township; thence south to the north line Section 1, T2S, R3W, Parma Township; thence west to the northwest corner Section 2; thence south to the west 1/4 post, Section 11; thence west to the west line Section 10; thence southwesterly to the intersection of Pickett and Peckham Roads; thence south along Pickett Road to the south line Section 16, Parma Township; thence west to the south 1/4 post Section 17; thence north 1/10 mile; thence west parallel to and 1/10 mile north of Zeuhlke Road to the abandoned railroad right-of-way in the SW 1/4 Section 18; thence northeasterly along the railroad right-of-way to a point 1/10 mile south of Devereaux Road, north line Section 7; thence west parallel to and 1/10 mile south of Devereaux Road to a point that is 1/10 mile east of Calhoun Road; thence northwest through the intersection of Devereaux Road and Calhoun Road to a point 1/10 mile north of the south line of Section 1, Sheridan Township, Calhoun County; thence west parallel to and 1/10 mile north to a point on the north/south 1/4 line Section 1, Sheridan Township; thence north to the north 1/4 post of Section 1; thence west on the center of L Drive to the northwest corner Section 1; thence north 1/10 mile; thence west parallel to and 1/10 mile north of L Drive North to a point 1/10 mile east of 27 Mile Road; thence north parallel to and 1/10 mile east of 27 Mile Road to a point 1/10 mile south of the north line of Section 22, T1S, R4W, Clarence Township; thence east to the north and south 1/8 line of the northwest 1/4 Section 22; thence north to the east/west centerline of Section 15; thence west to a point that is 100 feet west of the east shore line of Duck Lake and opposite Lot 28, Zebell Plat, on Cottage No. 2731; County Club Way; thence southerly, westerly, and northerly remaining 100 feet from the shoreline of Duck Lake to a point that is 200 feet north of a line extended east from R Drive N, Section 16; thence west to a point that is 1/10 mile east of 26 Mile Road; thence southwesterly through the intersection of 26 Mile Road and R Drive N to a point 1/10 mile west of 26 Mile Road; thence south parallel to and 1/10 mile west of 26 Mile Road to a point that is 1/10 mile north of M Drive North; thence southwesterly paralleling M Drive North to the south section line of Section 29 thence west to the southwest corner of Section 30; thence north to the northwest corner of Section 19; thence west to the southwest corner of Section 13, Lee Township, Calhoun County, T1S, R5W; thence north to the northwest corner of Section 13; thence east to the south 1/8 post of SE 1/4 Section 12; thence north to the north 1/8 post of NE 1/4 Section 12; thence east to 26 1/2 Mile Road; thence easterly and northerly along 26 1/2 Mile Road; thence north to the north line Section 4, Clarence Township, T1S, R4W; thence east to a point 1/4 mile west of Coats Road, Brookfield Township, Eaton County; thence north parallel to and 1/4 mile west of Coats Road to the east/west centerline of Section 27; thence west to Gildart Road; thence northwesterly along Gildart Road to Bellevue Highway; thence east to Wilcox Road; thence north 1/4 mile; thence east along Bellevue Highway to Royston Road; thence south 1/4 mile; thence east along Bellevue Highway to the west 1/4 line of Section 29, Hamlin Township, Eaton County; thence south 1/4 mile; thence east parallel to and 1/4 mile south from Bellevue Highway to the west section line of Section 28, Hamlin Township; thence north 1/4 mile to Bellevue Highway; thence east along Bellevue Highway one (1) mile to the northeast corner of Section 28; thence south 2 miles to the southwest corner of Section 34; thence east 2 miles to the southeast corner of Section 35; thence north 2 miles to Bellevue Highway; thence east one (1) mile to the point of beginning.

Issued: March 2, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service
Commission Order dated December 22, 1992, in Case No. U-10064

By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

Exchange: SPRINGPORT

D. LOCAL MOU RATE

For calls dialed to a station bearing the designation of a central office within the Springport exchange, (C) the Company will charge the following:

First 2,000 Conversation MOU in each billing period	\$0.00 per MOU
Each Conversation MOU over 2,000 in that billing period	\$0.00 per MOU

For calls dialed to a station bearing the designation of a central office within Albion, Charlotte, Eaton (C) Rapids, Marshall, Olivet, Onondaga, Parma or Rives Junction exchanges, the Company will charge the following:

First 2,000 Conversation MOU in each billing period	\$0.00 per MOU
Each Conversation MOU over 2,000 in that billing period	\$0.079 per MOU

The Company will measure Conversation MOU from the time when the Company's switching (C) equipment receives answer supervision to the earlier of when the Company's switch receives disconnection supervision from the Springport switch or from the terminating switch.

The Company will measure Conversation MOU to the next higher whole MOU per call.

The Company will not bill the end user for non-conversation time related to local calls.

Conversation MOU do not include 0-plus or 0-minus calls.

The Company will not provide call record detail for local usage.

No MOU are carried forward from month to month.

Issued: July 10, 2009

Effective: April 1, 2009

Issued under the authority of Public Act 179 of 1991 as amended.

Janet Beilfuss, General Manager
Springport Telephone Company
P.O. Box 208

RECEIVED

Springport, MI 49284-0208

By boydj3 at 10:29 am, Jul 14, 2009

LOCAL TELEPHONE EXCHANGE SERVICE

(D)

(0)

Issued: July 10, 2009

Effective: April 1, 2009

Issued under the authority of Public Act 179 of 1991 as amended

Janet Beilfuss, General Manager
Springport Telephone Company
PO Box 208
Springport, MI 49284-0208

RECEIVED
By boydj3 at 10:30 am, Jul 14, 2009

LOCAL TELEPHONE EXCHANGE SERVICE

EXCHANGE SERVICE AREA
(Licensed to Serve)

Exchange: Springport



Issued: March 2, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service
Commission Order dated December 22, 1992, in Case No. U-10064

By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE
APPLICATION OF BOUNDARY DESIGNATIONS

APPLICATION OF BOUNDARY DESIGNATIONS

1. Boundaries for Exchanges are designated on maps in Tariff M.P.S.C. No. 1.
2. Each establishment is within only one Exchange service area except as provided in 3 below.
3. Exchange (or Zone of a District Exchange) Boundaries.
 - a. Where the boundary is designated as a road (street or highway) the area includes both sides of the road when the general plant facilities serving the area are located along one side of the road. A customer's establishment located on the far side of the boundary road is considered to be within the area if that establishment has an address on the road and can be served by aerial or buried facilities, not to exceed 500 feet airline distance, measured from the center of the road, to the nearest point on the customer's establishment.
 - b. Service will not be extended to customer's establishments located on the far side of the boundary road, as indicated in a. preceding, under the following circumstances:
 - (1) Where the customer's establishment can, at the discretion of the Telephone Company, be served by facilities provided from the exchange in which the establishment is located.
 - (2) Where there are general plant facilities on both sides of the boundary road.
 - (3) Where the customer's establishment is part of a complex (trailer park, shopping center, apartment cluster, etc.) on the same continuous property, a portion of which exceeds the measurement of 500 feet.
4. Where the boundary is designated as the center of the road (street or highway) each side of the road is in a different service area.
5. Where the boundary is designated as a river (stream) or railroad, each side of the river or railroad is in a different service area.
6. Where the boundary divides a lake, the shore of the lake is in different service areas in accordance with the boundary designation at the shore line.
7. Where the boundary is designated as a Township Section Line or a specified distance from a Township Section Line, customers are served in accordance with their location with respect to such boundary line. When such a line is other than the section line or one quarter or one half mile from a section line, the location of the boundary line with respect to the section line will be shown in feet or fractional miles on the Tariff Map Sheet.

Issued: March 2, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service
Commission Order dated December 22, 1992, in Case No. U-10064

By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE
SERVICE CHARGES

A. GENERAL

1. The Service Charges covered herein are applicable in connection with the establishment of telephone service and subsequent conditions of lines.
2. Service Charges
 - a. The Service Ordering Charge is the charge for work performed by the Telephone Company in connection with the receiving, recording and processing of customer requests for service ordered to be performed or provided at the same time, on the same system. The term "per order" means all work or service ordered at the same time for the same account.
 - b. The Line Connection Charge applies to each central office line (exchange line, trunks, etc.) for work required in the central office and outside plant, including restoration of service after temporary disconnection of service for nonpayment.
3. Customer Premises
 - a. A premises is a building, portion of a building or buildings on the same continuous property occupied by the customer in the conduct of his business or occupied by the customer as a residence. All space for offices occupied by a customer on the same or separate floors of one building are considered as a single (or same) premises.
 - (1) Same continuous property shall mean an uninterrupted plot of land within the same block and occupied by one customer. Same block is defined as a parcel of land enclosed but uncrossed by public thoroughfares. Railroad tracks, rivers and alleys are not considered as public thoroughfares.
 - (2) A building shall mean a structure on one foundation or two structures on separate foundations with a common wall or abutting walls with ready access from one structure to the other by means of doorways or permanent openings through the intervening wall or walls. Structures in the same or different block occupied by one customer and connected by passageways shall be considered as the same building if the passageway is actually used as a continuation of the space in the two buildings and not principally used as a walkway.
4. Additional Conditions
 - a. Service charges are in addition to all other applicable rates and charges associated with the service being provided.
 - b. The charges specified herein do not contemplate work being performed by the Company employees at a time when overtime wages apply due to the request of the customer nor do they contemplate work begun being interrupted by the customer. If the customer requests overtime labor to be performed or interrupts work once begun a charge in addition to the specified charges will be made equal to the additional cost involved.
 - c. No service charges apply when the service is rendered inoperative by fire or other cause beyond the control of the customer and service is re-established at another location or premises. Service charges will apply for transferring a temporary installation to another location or premises respectively.

Issued March 2, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service
Commission Order dated December 22, 1992 in Case No. U-10064
By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE
SERVICE CHARGES

B. SERVICE CHARGES

1.	Service Ordering Charge		
	a.	Initial Service Order, per order Applies to any new customer's service order.	\$ 14.00
	b.	Subsequent Service Order, per order Applies to any present customer's order to relocate, install, change or add to the service; telephone number change restoration of service after disconnect for nonpayment; additional central office lines, et cetera.	5.00
2.	Line Connection Charge Per Line		6.00

Issued March 2, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service
Commission Order dated December 22, 1992, in Case No. U-10064

By: William Hammond, President

Springport, Michigan

LOCAL TELEPHONE EXCHANGE SERVICE

LIFELINE SERVICE

A. DESCRIPTION

1. Lifeline Service applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing tariffed rates and charges for residential telephone service.
2. In order to be eligible for Lifeline Service a residential customer's household income must be at or below 150% of the poverty level as determined by the United States Office of Management and Budget and as approved by the State Treasurer or the customer must participate in one of the following federal assistance programs:
 - a. Medicaid
 - b. Supplemental Nutrition Assistance Program (SNAP) - Food stamps
 - c. Supplemental Security Income (SSI)
 - d. Federal Public Housing Assistance/Section 8
 - e. Low Income Home Energy Assistance Program (LIHEAP)
 - f. National School Lunch Program's free lunch program
 - g. Temporary Assistance for Needy Families (TANF) aka Family Independence Program
3. Lifeline Service includes the services and functionalities enumerated in by the F.C.C. as follows: voice grade access to the public switched network; local usage; dual tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to operator services; access to interexchange service; access to directory assistance; and toll blocking for qualifying customers.
4. Other services can be provided with the Lifeline Service at applicable rates and charges.

(C)
↑
↓
(C)

B. REGULATIONS

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline Service.
2. Lifeline Service is available only with residence services, excluding foreign exchange service. Lifeline Service is limited to one line per household at the customer's primary residence.
3. A miscellaneous service charge does not apply when Lifeline Service is added or discontinued to existing service when that is the only work being done.
4.
 - a. A discount of 20% of the Basic Local Exchange rate or \$11.25, whichever is greater, on the monthly rate for Basic Local Exchange Service for Lifeline customers is applicable. For Lifeline customers 65 years of age or more, the discount will be 25% of the Basic Local Exchange rate or \$12.35, whichever is greater. The total discount shall not exceed 100% of all end-user common line charges and the Basic Local Exchange rate.
 - b. The credit will be applied in the following order: (1) The Interstate End User Access Charge, National Exchange Carriers Association, Inc. Tariff F.C.C. No. 5, Access Service. (2) The Access Recovery Charge, National Exchange Carrier Association, Inc. Tariff F.C.C. No. 5, Access Service, and (3) The balance of the credit, if any, will be applied as a credit to the Basic Local Exchange rate.
 - c. The Company will provide, at the qualifying customer's option, toll blocking service at no charge. The Company defines toll blocking as a service provided by the Company that lets the customer elect not to allow the completion of outgoing toll calls from their telecommunications channel.
 - d. The Company will not require a service deposit in order to initiate Lifeline Service if the qualifying customer voluntarily elects toll blocking service.
 - e. The Company will not disconnect Lifeline Service for non-payment of toll charges by qualifying customers.
5. The Lifeline plan will apply after receipt and processing of a completed Company or community/government provided application, including documentation indicating that the household income meets the eligibility standards established above.
6. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Reverification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline service, the Lifeline discount would be discontinued and regular tariff rates and charges would apply.

(C)
(C)
(C)

Issued: November 4, 2013

Effective: November 5, 2013

Issued under the authority of Public Act 179 of 1991 as amended, and Case No. U-17019

By: Janet Beilfuss, General Manager
400 E. Main St. – P.O. Box 208
Springport, MI 49284-0208

RECEIVED

By Jennifer Boyd at 9:41 am, Jan 21, 2014

(517) 857-3100
janet@springcom.com

LOCAL TELEPHONE EXCHANGE SERVICE
LIFELINE SERVICE

C. MONTHLY RATE FOR NON LIFELINE CUSTOMERS

A rate specified in Michigan Exchange Carriers Association, Inc. (MECA) Tariff M.P.S.C No. 25(U) Part XVII applies per exchange access line to cover the costs of the Lifeline service, to the Telephone Company intrastate services as listed below:

- Business and Residence exchange services excluding Lifeline customers.
- PBX Trunk Services
- Centrex Services

(D)
↑
↓
(D)

RECEIVED
By Jennifer Boyd at 9:41 am, Jan 21, 2014

Issued: November 4, 2013

Effective: November 5, 2013

Issued under the authority of Public Act 179 of 1991 as amended, and Case No. U-17019

By: Janet Beilfuss, General Manager
400 E. Main St. – P.O. Box 208
Springport, MI 49284-0208

(517) 857-3100
janet@springcom.com

FEDERAL PROGRAMS

1. UNIVERSAL SERVICE SUPPORT FOR LIBRARIES AND SCHOOLS

1. In accordance with 1997 PA 95 of the Michigan Telecommunications Act, and 47 CFR 54.500 *et seq.*, eligible elementary and secondary schools shall receive intrastate services at discounts equal to the discounts applicable for eligible interstate services if the Company receives federal universal support for such telecommunication services.
2. In accordance with 1997 PA 96 of the Michigan Telecommunications Act, and 47 CFR 54.500 *et seq.*, eligible libraries shall receive intrastate services at discounts equal to the discounts applicable for eligible interstate services if the Company receives federal universal support for such telecommunication services.
3. Eligibility for discounts shall be determined in accordance with 47 CFR 54.500 *et seq.*

2. UNIVERSAL SERVICE SUPPORT FOR HEALTH CARE PROVIDERS

1. In accordance with 47 CFR 54.601 *et seq.*, the Company shall offer services to eligible health care providers to the extent that facilities and services are available.
2. Eligibility qualifications, provider selection, etc. shall be determined in accordance with 47 CFR 54.601 *et seq.*
3. Services to eligible health care providers at reduced rates will be offered in accordance with 47 CFR 54.601 *et seq.*
4. Reduced rates to eligible health care providers are available only to the extent that adequate funding is available from the federal universal support fund.

Issued: December 28, 1999

Effective: December 29, 1999

Issued under authority of 1991 PA 179 as amended.

By: William Hammond

Springport, Michigan

INDIVIDUAL CASE BASIS

ARRANGEMENTS

A) OFFERINGS

1. Discounts are available to residential or business class of customers on the monthly access line rates listed in this tariff for customers which agree to one or more of the following:
 - a. A written commitment to a term of service for the access lines subscribed to of at least 12 months.
 - b. A written commitment to a minimum number of access lines, or
 - c. A written commitment to a minimum annual revenue amount for all services purchased from the Company.
1. The specific amount of the monthly discount per access line will be negotiated between the Company and the customer on an individual case basis, and the amount will depend on the duration, nature, and extent of the commitments made by the customer. A service order confirmation will be sent to the customer to set forth the specific discount and the applicable requirements.
2. The customer will be liable for termination fees if service is terminated on at least 10% of the access lines before the end of the term of the service commitment.
3. For customers with a minimum annual revenue commitment, the customer shall be required to pay revenue shortfall fees for each month in which the revenues generated by the customer to the Company are more than 10% lower than 1/12th of the minimum annual revenue commitment, if any, of the customer. The fees shall be ½ of the amount by which the revenues generated by the customer to the Company do not meet 1/12th of the minimum annual revenue commitment.
4. The same rates, terms, and conditions of the discounts will be made available by the Company to any business customer making the same commitments as any similarly situated customer.

Issued: July 23, 2015

Effective: July 24, 2015

Issued under the authority of the Michigan Telecommunications Act as amended, MCL 484.2101 et seq.

SEASONAL SERVICE

- A) A Customer which has had local exchange service in effect for a minimum of 6 months at regular monthly rates may choose to suspend local service for a maximum of six months. The rates for local exchange service while the suspension is in effect is \$8.00 per month. There is a charge of \$11.00 to suspend service, but there is no line reconnection charge when the customer requests that service be returned to regular service.

Issued: July 23, 2015

Effective: July 24, 2015

Issued under the authority of the Michigan Telecommunications Act as amended, MCL 484.2101 et seq.

By: Janet Beilfuss, General Manager, Springport Telephone Company, PO Box 208, Springport, Michigan 49284-0208,
(517) 857-3100, janet@springcom.com