

PLM PACKAGING UPDATE

NEW, SUBSCRIPTION-ONLY
PACKAGES

PTC®

March, 2016



perpetual = purchase



subscription = lease

- **Perpetual Pricing**

- **Upfront payment model** in which you purchase a perpetual software license for an initial cost – and use the software perpetually
 - Support fees are typically purchased separately from the software license

- **Subscription Pricing**

- **Recurring fee model** in which you incur a repeating periodic cost in order to use PTC software for some period of time (with the option to renew your contracts) – to meet a variety of business and budget considerations
 - Support is bundled with the recurring subscription fee

WHAT WE HEAR:

Varying demand

“When making new purchases, I don’t know how many users will need the software next year.”

“It’s challenging to scale software in line with the needs of my agile business.”

Changing functional requirements

“Our business priorities keep evolving – the software I need next year may be very different from what I need today.”

High upfront investment

“Given our limited IT budget, making the case for large upfront investment is very challenging.”

Unpredictable future costs

“My software costs are spiky and unpredictable; it’s really hard to plan ahead.”



KEY ADVANTAGES OF OUR SUBSCRIPTION OFFERINGS ARE IN LINE WITH YOUR NEEDS

Flexibility to scale based on business needs

SUBSCRIPTION LICENSING

PERPETUAL LICENSING



Opportunity to re-mix



Align payment timing with business value creation



More predictable budgeting and future costs



Future offerings only available on subscription



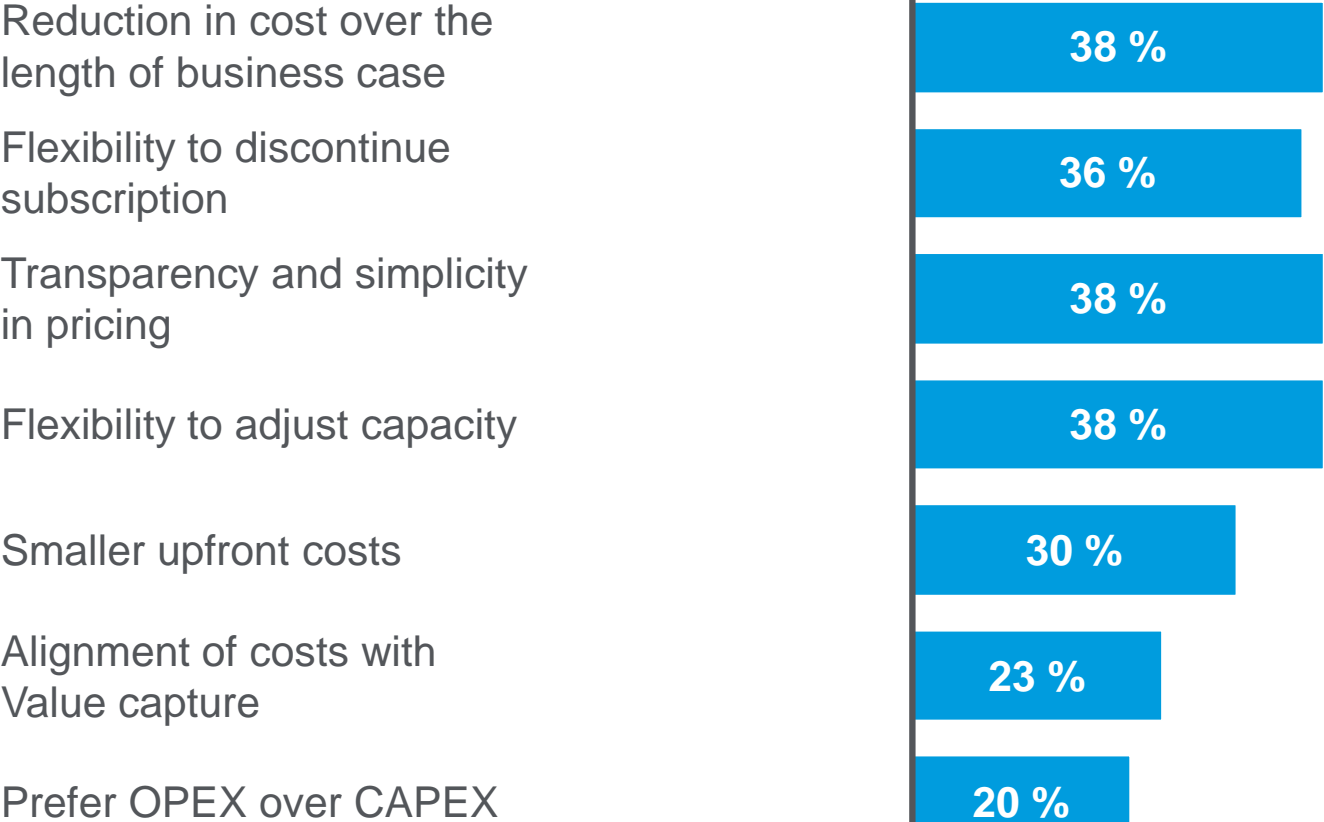
Software and support sold and delivered together



Top 3 reasons for preferring on-prem subscription pricing

% of respondents

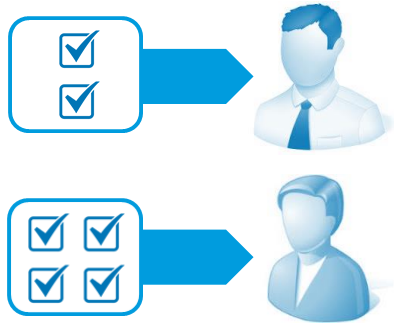
PLM Respondents



Perceived lower cost over the business case duration is the biggest driver of customer affinity towards subscription

Packaging

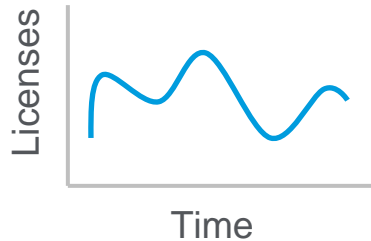
- Packages align with needs of typical roles



- Packages bundle capabilities that address the same buying center
- Package can be changed by customers to meet needs
- Packaging model is easy to understand

Licensing

- License model accommodates cyclical needs



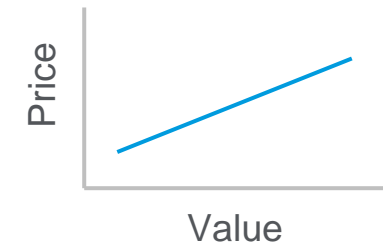
- Customers pay for actual use



- Licenses can be easily managed by customer

Pricing

- Pricing is aligned with value delivered to customer



- Pricing scales to support small and large needs

New PLM Subscription-only Package Structure

Base Modules

PTC Navigate View (PLM + ALM access)	R	S	A
PTC Navigate Contribute (PLM + ALM and includes View functionality)	R	S	A
PTC Navigate Author (includes View & Contribute functionality—available only as registered user)	R		

Notes:

External server licenses are not required under this model—only the requisite view, Contribute or Author license is required based on the type of external access to Windchill information.

Practice Based Modules (these are each added to an Author prerequisite base license)

R

PTC Windchill MCAD Data Management I	
PTC Windchill MCAD Data Management II (includes MCAD Data Management I)	
PTC Windchill BOM Management	
PTC Windchill BOM Transformation (Includes BOM management)	
PTC Windchill Manufacturing – Process planning + MBOM (includes BOM Transformation)	
PTC Windchill Quality – CAPA/NC & Complaint Management	
PTC Windchill Project Management	

Notes:

Existing Windchill packages can be purchased to complement these new packages but may be purchased **only in a subscription model**.

Existing Windchill packages that previously required a Windchill **Heavy** license can be purchased (subscription-only) and require an **Author** license under this new model

Use Based Modules

PTC Windchill Component Supplier Management (priced based on number of unique, supplier parts managed)	P
PTC Windchill Part Classification (priced based on number of unique parts managed)	P
PTC Windchill IP Protection (add-on user pricing that is applied to all users with access to PLM system)	T
PTC Windchill Platform Structures (add-on user pricing for all users participating in programs using configurable parts)	T

- R Number of Registered Users
- P Number of Parts managed
- A Number of Active Daily Users
- T Total User Count in Site or Program
- S Site (customer-specific contract)

Customer Benefits

- **Predictability**
 - Accommodate cyclical needs with no “friction”
- **Value Alignment**
 - Match packages to what customers want to buy as they mature
- **Acceptability**
 - Better match packages with buyer organizations (e.g., quality, manufacturing)
- **Scalability**
 - Provides value-based pricing that scales to support small as well as large deployments

Feature	Detailed Capabilities	PTC Navigate Base Roles		
		View	Contribute	Author
	Registered User Part Number	SPN-CPE5426-F	SPN-CPE5430-F	SPN-CPE5432-F
	Active Daily User Part Number	SPN-CPE5429-F	SPN-CPE5431-F	Not Available
Search	<ul style="list-style-type: none"> ✓ Search indexed and non-indexed content ✓ Define and execute user-specific saved searches (but not global searches) 	✓	✓	✓
View page content	<ul style="list-style-type: none"> ✓ View any web page and web page content to which the viewer user is granted authorization. ✓ View reports (does not include creating or editing reports) 	✓	✓	✓
View and Download content	<ul style="list-style-type: none"> ✓ Download and view any office document content ✓ Download any pre-published derived formats (PDF, IGES, STL) ✓ Request publishing of derived formats on demand (for those supported) 	✓	✓	✓
View 2-D and 3-D models	<ul style="list-style-type: none"> ✓ View thumbnails and 2-D and 3-D images ✓ Pan, zoom, rotate ✓ Measure, section, explode ✓ View but do not create/edit annotations 	✓	✓	✓
Organize	<ul style="list-style-type: none"> ✓ Create/edit folders ✓ Create/edit links 		✓	✓
Participate in assigned tasks	<ul style="list-style-type: none"> ✓ List, open and complete workflow tasks ✓ Access and edit/update/complete project tasks and action items 		✓	✓
Collaborate	<ul style="list-style-type: none"> ✓ Create topics and discussion postings ✓ Create annotations (such as to 3-D viewables or 2-D Drawings) ✓ Create/attach/edit office documents (including use of DTI) ✓ Create and update meetings 		✓	✓
Create/update simple changes	<ul style="list-style-type: none"> ✓ Create/update problem report ✓ Create deviation or waiver ✓ Create/attach/edit office documents (including use of DTI) ✓ Create and update non-conformances (if PTC Quality Management module is purchased) 		✓	✓
Manage Changes and configurations	<ul style="list-style-type: none"> ✓ Create and manage change objects of all types ✓ Create and manage baselines ✓ Initiate and manage release processes (such as promotion requests) ✓ Initiate and manage general workflow processes 			✓
Create and manage collaboration projects	<ul style="list-style-type: none"> ✓ (Does not include the ability to create and manage project plans, schedules resources) 			✓
Create and manage reports and templates	<ul style="list-style-type: none"> ✓ Create/update reports and global saved searches, Create update templates for documents, lifecycles, workflows 			✓

NEW PLM SUBSCRIPTION-ONLY PACKAGE SUMMARY



Role/Capability	New Packages	Part Number	License type	Prerequisite License	Capabilities Included	Closest Previous PLM Packages	Part Number Subscription
Viewer	PTC Navigate View REG	SPN-CPE5426-F	Registered User	None	View any content created in Windchill-based PLM, View Requirements in Integrity and View any content in Service Information Manager.	PTC View and Print	SPN-CPE5065-F-
	PTC Navigate View ADU	SPN-CPE5429-F	Active Daily User	None	Same as above.	N/A	N/A
Contributor	PTC Navigate Contribute REG	SPN-CPE5430-F	Registered User	None	Includes all viewer capabilities and adds the ability to create/edit/attach documents and participate in workflows and review, markup and collaborate.	Windchill PDMLink Light	SPN-CPE5050-F-
	PTC Navigate Contribute ADU	SPN-CPE5431-F	Active Daily User	None	Same as above.	N/A	N/A
Author <i>Basic authoring</i>	PTC Navigate Author	SPN-CPE5432-F	Registered User	None	Includes all viewer and contributor capabilities and add the ability to create any type of change item, to create collaboration projects (but not use project management capabilities). Initiate workflows and release processes.	Windchill PDMLink Light	SPN-CPE5050-F-
Creo MCAD Designer	PTC Windchill MCAD Data Management I	SPN-CPE5437-F	Registered User	Author	Create and manage MCAD models using Creo Parametric, Creo Direct, Creo Elements/Direct, Creo Schematics, Creo Illustrator, Mathcad, SolidWorks, Inventor and AutoCAD models. CAD Adapters for all supported WGMs are included to support automated publishing of formats such as PDF, IGES, PDES...	PDMLink Heavy	SPN-CPE5049-F-
Light Multi-MCAD Designer/Detailer	PTC Windchill MCAD Data Management I	SPN-CPE5437-F	Registered User	Author	Same as above.	PDMLink Heavy + AutoCAD, Inventor, SolidWorks WGMs + associated CAD Adapters for publishing.	SPN-CPE5049-F-
Full Multi-MCAD Designer/Detailer	PTC Windchill MCAD Data Management II	SPN-CPE5438-F	Registered User	Author	Create and manage MCAD models using NX and Catia as well as all the capabilities included under Mechanical Design I. The CAD adapters for publishing NX and Catia-based representations are included.	PDMLink Heavy + All MCAD Workgroup Managers and CAD Adapters for publishing.	SPN-CPE5049-F-
Engineering BOM Manager	PTC Windchill BOM Management	SPN-CPE5439-F	Registered User	Author	Create and manage product structures and Engineering BOMs. Includes ability to create structures from Excel and to manage product instances and serialized products.	PDMLink Heavy	SPN-CPE5049-F-
Project Manager	PTC Windchill Project Management	SPN-CPE5444-F	Registered User	Author	Create, execute and manage program and project plans, deliverables and resources in the project, product or library contexts	ProjectLink Heavy	SPN-CPE5046-F-
Manufacturing BOM Manager	PTC Windchill BOM Transformation	SPN-CPE5441-F	Registered User	Author	Tools that enable customers to transform a structure into multiple forms to serve a multitude of needs: 1. Transform a CAD BOM to a part BOM 2. Transform a generic part structure into a configured or engineered to order structure based on a set of rules that may be defined within or external to the PLM system 3. Transform an engineering BOM to one or more manufacturing BOMs 4. Transform an engineering BOM to a service BOM that only includes serviceable or replaceable service "kits" This package includes all capabilities in PTC Windchill BOM Management package.	MPMLink BOM Management	SPN-5088-F-
Manufacturing Process Planner	PTC Windchill Manufacturing	SPN-CPE5442-F	Registered User	Author	Create and manage manufacturing process plans and manufacturing BOMs. This package includes all capabilities in PTC Windchill BOM Transformation.	MPMLink Heavy	SPN-5081-F-
Quality CAPA and complaints manager	PTC Windchill Quality	SPN-CPE5443-F	Registered User	Author	Manage Corrective Action and Preventative Action (CAPA) and complaints process. Create and manage non-conformances (NC).	Windchill Quality	SPN-8958-F-
Part Classification	PTC Windchill Part Classification	SPN-CPE5448-F	Tiered pricing based on number of Unique parts managed	None	Classify parts using a classification hierarchy. Use part classifications to quickly find parts and to facilitate reuse and to reduce the rate at which duplicate or similar parts are created.	PTC Windchill PartsLink Heavy + PartsLink Light	SPN-CP017-F-
Component Supplier Management	PTC Windchill Component Supplier Management	SPN-CPE5449-F	Tiered pricing based on number of Unique supplier parts managed	None	Manage preferred vendors and manufacturers for supplied parts. Ensure that components from preferred vendors are selected in designs and that preferred manufacturers are used for outsourced part production.	PTC Windchill Supplier Management add-on per user	SPN-CPE5090-F-
Platform Structure Management	PTC Windchill Platform Structure Management	SPN-CPE5446-F	Add-on to any user participating in programs using configurable parts	View or higher PLM User	Manage Platform Structures to facilitate efficient reuse while accommodating the diversity of needs across regions and/or across applications for a particular product line. This includes the ability to define and manage product options and variants. It also includes the ability to exchange platform structure information (option and variant information) with external systems (such as ERP systems).	Options and Variants Included with PDMLink Heavy	N/A
IP Protection	PTC Windchill IP Protection	SPN-CPE5445-F	Add-on to any Windchill user with access to Windchill PLM	View or higher PLM user	Control access to Intellectual property through the use of security labels (security classifications) and/or security agreements (such as ITAR, NDA...)	Included with PDMLink Heavy	N/A

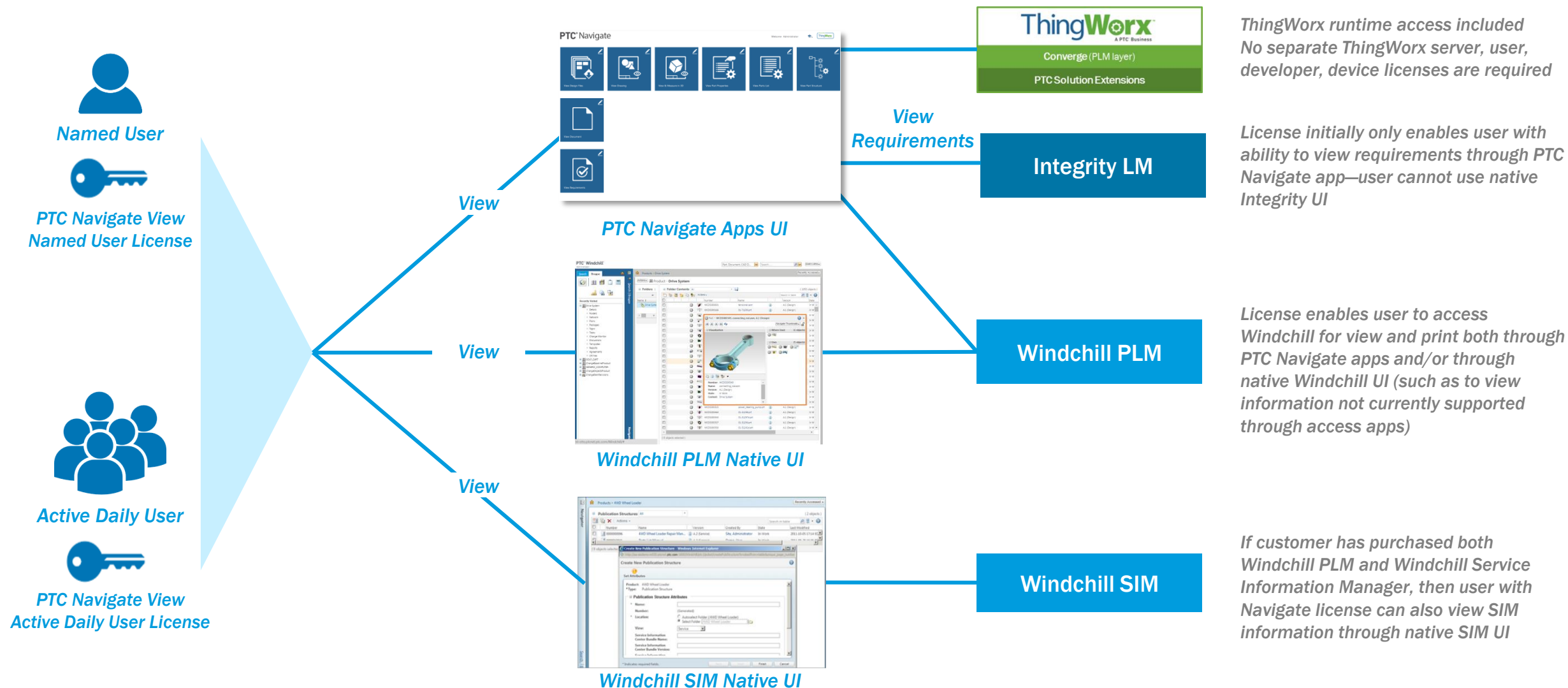
PTC[®] Navigate View
LICENSES, PACKAGES &
PRICING

PTC[®]

- **Existing Windchill Customer**
 - Reach new viewers – Deliver value of product information beyond engineering with a role-based focus. Reach manufacturing roles, purchasing roles...with PTC Navigate View role-based apps
 - Add custom info to existing seats – Sell value of custom apps to embed information from other systems (quality, service information) either into a specialized role-based app and/or into Windchill part/product context
 - Product Info Portal – Sell new viewer seats and add-on to existing seats to provide custom portal that brings together product information/status across multiple systems with custom PTC Navigate role-based apps
 - Supplier portal – Deliver self-server portal for suppliers to download/view product information from OEM with custom PTC Navigate apps
- **New Customer**
 - Introductory PLM – Sell value of broad access to information across company with PTC Navigate apps and sell large proportion of view/contribute seats with PTC Navigate Apps
 - SMB Cloud opportunity
 - Lead with Cloud solution and with PTC Navigate access delivered (across supply partners and customers) via the cloud
 - Sell value of viewing product information broadly and include larger proportion of viewers than authors
 - PLM Consolidation Opportunity
 - Provide apps that deliver PLM information from existing PLM systems while transparently consolidating information across systems over time (in a way that is transparent to end users)
 - Document Management – Sell into customers focused (at least initially) on document management with PTC Navigate View, Contribute and Author Licenses

- **Existing ALM Customer**
 - Reach new viewers – Deliver value in viewing requirements and other supported information to a broad set new roles and users
 - Add custom info to existing seats – Sell value of custom apps to embed information from other systems along with requirement or test information
 - Product Info Portal – Sell new viewer seats and add-on to existing seats to provide custom portal that brings together product information/status across multiple systems with custom PTC Navigate role-based apps
 - Supplier portal – Deliver self-serve portal for suppliers to access requirement information
- **New Customer**
 - Introductory ALM – Sell value of broad access to requirement information across company with PTC Navigate apps and sell large proportion of view/contribute seats with PTC Navigate Apps
 - IBM DOORs users – Sell value of custom apps to view DOORs requirements in a web-based application

Single PTC Navigate View license enables viewing information across integrated PTC enterprise solutions



License Name	Type	Part Number	Comments
PTC Navigate View REG	Registered User	SPN-CPE5426-F	<i>This license is appropriate for users that will access Windchill and/or the PTC Navigate View apps at least once every 1-3 days per week</i>
PTC Navigate View ADU	Active Daily User <i>An active daily user is a unique user who accesses the app any time during a 24 hour period for a particular day (the user is active for that day).</i>	SPN-CPE5429-F	<i>This license is appropriate for economically serving a group of occasional users that access Windchill and/or the PTC Navigate View apps less than 3 times per week. This license is also ideal for supporting external partners, customers and roles where users change frequently and where managing a constantly changing list of named users is onerous</i>

- *These packages are **only** available in a subscription package model*
- *These packages provide access for users to use **both** the native Windchill Web UI and the ThingWorx-based PTC Navigate View apps for View and Print access*
- *These packages provide access to view requirements from Integrity LM **only** through the View Requirements app (not through the native Integrity clients)*
- *The PTC Navigate View license **replaces** the PTC View and Print License and the PTC View and print license is no longer available for sale*
- *The PTC Navigate View license also entitles users to view/print information in PTC Windchill Service Information Manager (currently supported only through the native SIM UI)*
- *The PTC Navigate View license entitles users to use all the apps in the PTC Navigate View collection including the View Requirements App to view Integrity requirements*

ACTIVE USER LICENSING MODEL – ECONOMICALLY REACH ALL USERS

Active Daily User license is attractive to economically serve large numbers of occasional users and when:

- **Users change frequently** – such as a changing group of collaboration partners or a volatile group of production users where it is challenging to manage named users
- **Users access apps less than 2 times per week** – and customers want to spread the license cost across a larger number of infrequent users

PTC Navigate View Licensing	
Expected frequency of Use	Maximum # of users that can be supported per Active Daily User license
1x/day	1.0
3x/week	1.4
2x/week	2.2
1x/week	5.0
3x/month	6.7
2x/month	10.0
1x/month	20.0
6x/year	40.0
3x/year	80.0

Example: Customer has 1000 users with view needs who fall roughly into 3 groups:

1. *Users who access the system daily or at least 2 times per week (200 users in this group)*
2. *Users who access the system once per week (300 users in this group)*
3. *Users who access the system once or twice a month (500 users in this group)*


Based on the table at the left, the customer should purchase the following:

- 200 PTC Navigate View registered user licenses for group 1
- 60 PTC Navigate View Active Daily User licenses for group 2 (300 users/5 users/license)
- 50 PTC Navigate View Active Daily User licenses for group 3 (500 users/10 users/license)

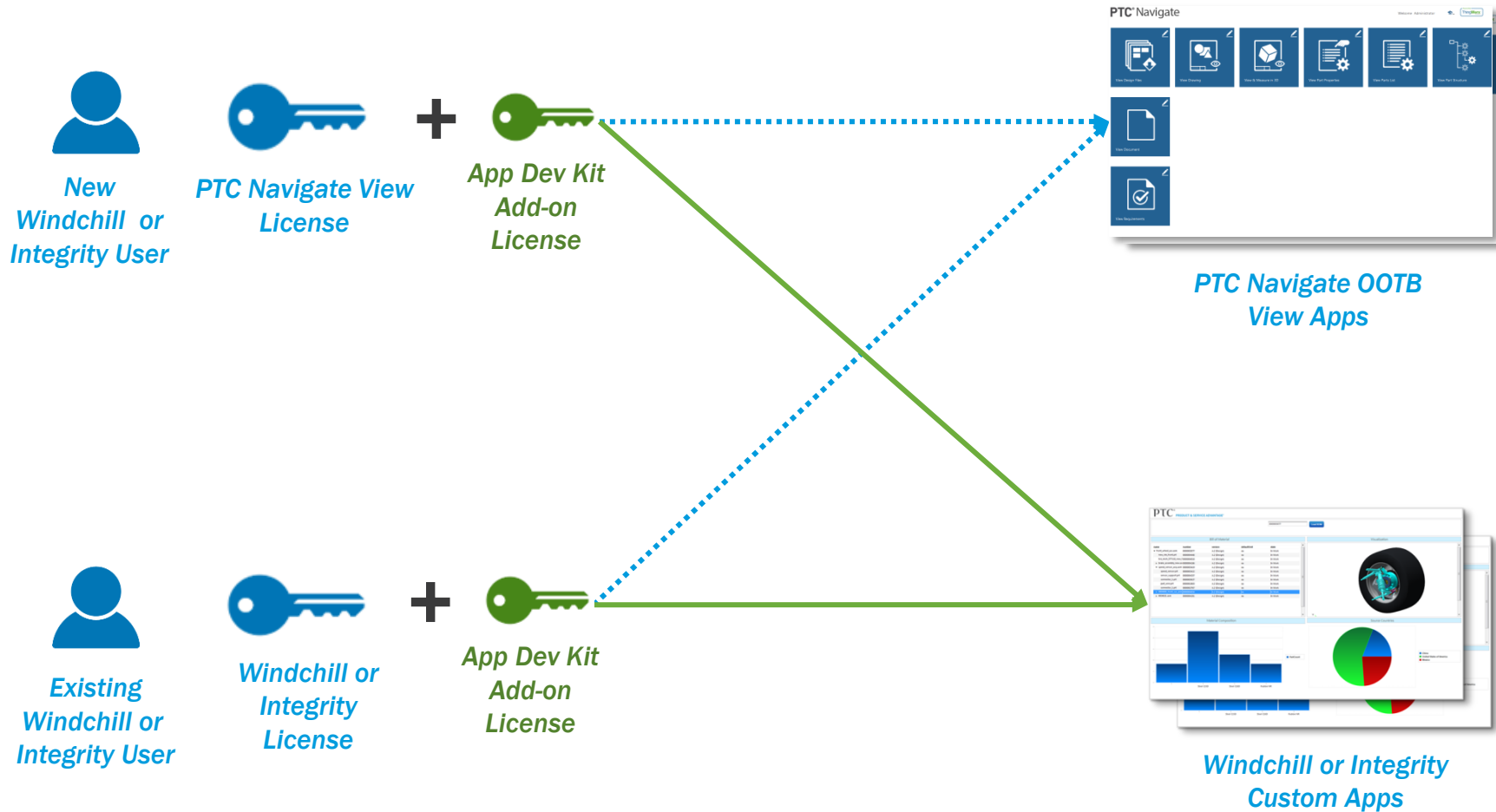
Active Daily User Terms

A user is counted as an active daily user for a particular day when that user accesses a PTC Navigate application anytime in the 24 hour period of that day (In time zone configured for ThingWorx server)

Note: the number of users that can be supported with an Active Daily User license represent the maximum number assuming even distribution of use among the users. If use is not evenly distributed across users and time, customers may need to purchase more daily active user licenses to accommodate peak demand.

License	Description	Pricing Metrics	Included with License	Excluded
<p>PTC Navigate View App</p> <p><i>Custom App Add-on</i></p>	<p>Task-based reference apps and platform for tailoring apps that make information from PTC systems to consume for a broad number of roles on browser and mobile platforms</p>	<ul style="list-style-type: none"> ✓ Named User ✓ Active Daily User <p><i>An Active Daily User is a unique user who accesses the app any time during a 24 hour period for a particular day (the user is active for that day).</i></p>	<ul style="list-style-type: none"> ✓ Windchill PLM Read Access ✓ Integrity LM View Access from Navigate ✓ ThingWorx “Runtime” for app delivery ✓ ThingWorx composer use for tailoring or rearranging widgets bundled with apps ✓ Converge PLM/ALM layer ✓ Reference apps ✓ Widgets, shapes and templates for access apps ✓ Acquire information from PTC solutions 	<ul style="list-style-type: none"> ✗ Ability to acquire, create or modify information in non-PTC solutions ✗ Ability to create or modify information in PTC solutions ✗ ThingWorx device connection services ✗ Full use of composer for app & widget development ✗ Ability to directly access services/widgets in Windchill Extension or Integrity LM Extension ✗ Ability to directly access services/widgets in Converge Core Extension
<p></p> <p>Solution App Development Add-on</p>	<p>Enables customers to build apps for use with PTC solutions without limitation to bundled components</p> <p>View and print or higher license is a prerequisite</p>	<p><u>Per-user add-on to existing PLM and/or ALM licenses for custom apps that view information</u></p>	<ul style="list-style-type: none"> ✓ Full use of ThingWorx composer for app & widget development and system aggregation ✓ Full and direct access to Windchill and Integrity Extension and Converge Core Services 	<ul style="list-style-type: none"> ✗ ThingWorx device/equipment connection services

Single Application Development Kit Add-on license unlocks ThingWorx platform for creating custom apps
That deliver incremental value to both PTC Navigate View users, existing Windchill users, and existing Integrity users



PTC® Navigate View

PLM LICENSE PRIVILEGES AND LIMITATIONS

Windchill Heavy and Light users can use and customize PTC Navigate View apps with app development kit add-on purchase

such as for custom experience delivery or in field or on shop floor

**Windchill Heavy
or
Windchill light**

Registered user on active support

Entitled to use OOTB and to build customized versions of PTC Navigate View apps as well as new custom Windchill-based apps

View or Author Development kit add-on must be purchased to create custom versions of OOTB apps, to create entirely new, Windchill-based apps and to use OOTB PTC Navigate view apps



Customer can convert PTC View and Print registered user licenses to PTC Navigate View registered user licenses

To provide better, focused user experience

PTC View & Print

Registered user on active support

Convert 1 view and print perpetual User License to 1 PTC Navigate View subscription registered user license

PTC View and Print Licenses are replaced by PTC Navigate View and no longer sold

All View and Print licenses must be converted



PTC Navigate User can directly access Windchill server as View/print user if needed

To provide access to information not exposed in PTC Navigate View apps



Users with PTC Navigate View license are entitled to view-only access to Windchill server as well as using the PTC Navigate View apps

**PTC PLM View & Print
Access**

Integrity users can use and customize PTC Navigate View apps with app development kit add-on purchase
such as for viewing requirements or capturing test results in the field

Integrity users

Registered user on active support

Entitled to use OOTB and to build customized versions of PTC Navigate View apps as well as new custom Integrity based apps

View or Author Development kit add-on must be purchased to create custom versions of OOTB apps, to create entirely new, Integrity-based apps and to use OOTB PTC Navigate view apps



Base License		+	<p>Author Application Development Kit (ADK) <i>Add-on user/year</i></p> <p>Use full capabilities of ThingWorx composer and Windchill Extension and/or Integrity Extension to build or customize apps for <i>creating, editing and viewing</i> information from PTC and non-PTC solutions*</p>
Registered User	PTC Navigate View REG	+	<p>SPN-CPE5435-F</p> <p><i>Add on must be purchased only for users that use custom apps</i></p>
	PTC Navigate Contribute REG		
	PTC Navigate Author		
	Windchill or Integrity User**		
Active Daily User	PTC Navigate View ADU	+	<p>SPN-CPE5436-F</p> <p><i>Add on must be purchased for all active daily user licenses of a type (such as View ADU or Contribute ADU) if any user with an active daily user license of that type will use the custom apps</i></p>
	PTC Navigate Contribute ADU		

Notes:

- PTC suggests that author app add-on alone is recommended to customer for simplicity of the discussion and for the most flexibility for the customer in creating and updating apps over time

* No use of ThingWorx Edge or Microserver is supported and no applications which directly or indirectly connect to physical devices are supported

** ADK add-on can be applied to any existing heavy, light, external, blended registered user license of a Windchill-based PLM solution (e.g., PDMLink, ProjectLink)
 ADK add-on can be applied to any existing registered Integrity user license
 No external access license per user is required when app development kit add-on is purchased
 The App development kit provides the named user to which it is added with the External Access privileges



PTC Navigate View License

Replaces



PTC View & Print License

PTC View and Print license is no longer available.

PTC Navigate View

Benefits

- ✓ **PTC Navigate View supports two different license types for maximum flexibility:**
 - Registered User (named user)
 - Active Daily User (this is a type of floating license to enable a customer to economically serve large numbers of occasional users)
- ✓ **PTC Navigate View license provides all the functionality provided under the PTC View and Print**
- ✓ **PTC Navigate View license provides these additional capabilities:**
 - Ability to use OOTB PTC Navigate apps for a simplified, focused, role-based experience (without requiring the customer to pay separately for a ThingWorx server, user and developer license)
 - Ability to view requirements from Integrity through a View Requirements app (available in March 2016)
 - Ability to view Service Information Manager (SIM) information if the customer has also deployed SIM in the same Windchill instance
- ✓ **Customers can convert PTC View and Print licenses to PTC Navigate View licenses at little or no cost:**
 - The conversion must at least result in no reduction in the PTC net run-rate for the customers
 - Customers relinquish their perpetual PTC View and Print license as part of the conversion. This means that if a PTC Navigate View subscription license is not renewed, customers can no longer use the PTC Navigate View access either through the Windchill UI or to through the ThingWorx delivered PTC Navigate View apps. Conversion is supported for PTC resellers on April 1, 2016.

PLM DEPLOYMENT OPTIONS AND LICENSED CAPABILITIES

License/Capability	On-Premise	Hosted in PTC Cloud <i>Using customer-purchased licenses Same as on-premise</i>	PTC PLM Cloud (SaaS)		
			Standard <i>Multi-tenant</i>	Premium <i>Dedicated</i>	Enterprise <i>Dedicated</i>
View	✓	✓	✓	✓	✓
Contribute	✓	✓	✗	✓	✓
Author	✓	✓	✓	✓	✓
CAD Data Management I	✓	✓	<i>Included in Author</i>	<i>Included in Author</i>	<i>Included in Author</i>
Project Management	✓	✓	<i>Included in Author</i>	<i>Included in Author</i>	<i>Included in Author</i>
BOM Management	✓	✓	<i>Included in Author</i>	<i>Included in Author</i>	<i>Included in Author</i>
CAD Data Management II	✓	✓	✗	✗	✗
BOM Transformation	✓	✓	✗	✗	✗
Manufacturing Management	✓	✓	✗	✗	✗
Quality (CAPA/NC Complaints)	✓	✓	✗	✗	✗
Parts Classification	✓	✓	✗	✗	✗
Component Supplier Management	✓	✓	✗	✗	✗
IP Protection	✓	✓	✗	✗	✗
Platform Structures Management	✓	✓	✗	✗	✗
App Development Kit Add-on	✓	✓	✗	✗	✗

X – Not currently available today

PTC®

[ptc.com](https://www.ptc.com)