

DISTRICT 24 DOUBLE DOZEN **NEWSLETTER** District News and Events

District 24

March 2021

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HIGHLIGHTS

Grow Your Club via Social Media

It can be hard at times to find and attract new members to our clubs, but what if it didn't have to be? Amy Bowen shares how we can use social media to celebrate our wins on **page 9.**

Sailing to Success!

Do you have a hidden talent? We'd love to see it! How is your club "Sailing to Success?" Share it with us! Find out how to make the most of your District 24 conference experience on **pages 10 & 11.**

District Election Protocol

On April 24, Club Presidents, VPEs, and DEC members will elect several 2021-22 officers during the District Council meeting. Parliamentarian Jessica Steele-Codr details what you can expect during the election portion of the business meeting on **page 12**.

Sailing to Success

On April 23 and 24, join your fellow members in valuable leadership sessions, lively games and activities, and meet our special guests, Toastmasters International First Vice President Matt Kinsey, DTM, Accredited Speaker Johnny Campbell, DTM, and Dr. Tom Osborne!

Registration for the 2021 District 24 Toastmasters Conference is now live at https://d24conference2021.eventbrite.com!



Dr. Tom Osborne

Matt Kinsey, DTM

Johnny Campbell, AS, DTM

April 23

- 2019-2020 Communication and Leadership Award presentation for Coach Tom Osborne – Dr. Osborne will address the conference on *Leadership*
- Toastmasters International 1st VP Matt Kinsey: Peleton Leadership
- Not So Bland Toastmasters Club will host an on-line games session

April 24

- Business Meeting and Officer Election
- District 24 Award Ceremony for Speech Contest winners, District Incentive winners, and DTM recipients
- Featured Speaker Johnny Campbell, The Transition Man, The Winds of Change
- Breakout Sessions
 - o Using Electronic Media to Promote Clubs
 - o Transforming Fear & Pressure into Innovation & Change
 - Charting Your Course in Leadership
- Featured Speaker Johnny Campbell Win the Crowd
- Keynote Speaker 1st VP Matt Kinsey Motivation
- District 24's Got Talent! Showcase your talent, hosted by Glenn Williams, DTM

All this and more for a registration fee of \$25. <u>Included in your registration</u> is Johnny Campbell's book, *The Agent of Change*, and MP3 audio, *The Power of Resiliency*.

Register at the following link: <u>https://d24conference2021.eventbrite.com</u>



Phishing or Spear Phishing

Submitted by Mark Fegan, DTM, District Director

I grew up in West Central Minnesota; the town was located on a lake. Those were carefree days; calendars were not as important as seasons; football, basketball, hunting, fishing. I enjoyed fishing, using a rod and reel in the summer and a drop line, in a shanty, in the winter.

My father was an avid fisherman. He also used a rod and reel in the summer, but he was a spear fisherman in the winter. I don't recall him ever actually spearing any fish; I suspect he wanted some time away from my siblings and me.

Since that time, phishing has gained a letter and has a whole new meaning.

The on-line Merriam-Webster Dictionary (www.merriam-webster.com) defines **phishing** as

a scam by which an Internet user is duped (as by a deceptive email message) into revealing personal or confidential information which the scammer can use illicitly

I was recently the target of a *phishing* attack. I received an email purporting to be from a well-known on-line retailer. It really looked good. All it asked was that I verify the transaction and "call fraud prevention support" if I hadn't authorized the payment.

Since I was reading the email on my mobile phone, my phone even offered to place the call for me!

What caught my attention was the amount of the transaction (several thousand dollars). There was also a button labeled "Track your package"; funny thing, there was no link attached.

After talking to my wife (DTM Rebecca Fegan), I logged into my account and verified that I had not purchased anything for several months. I quickly selected the "report as spam" option in my email client.

Spear phishing has a slightly different definition:

the fraudulent practice of sending emails ostensibly from a known or trusted sender in order to induce targeted individuals to reveal confidential information.

For the second time since last November, several members of District 24 have been targeted by a *spear phishing* attack.

Some of you may have received the email. It was a request for help obtaining gift cards to support a worthy cause. The email was designed to look like it came from your District Director. My inbox was flooded with emails from other Toastmasters...



What made this particular email somewhat suspicious?

- 1. The return address in the email did not match the purported sender.
- 2. The language used in the body of the email is rather unconventional at times, e.g. "I've got credence in you."
- 3. The subject line "Toastmasters Club District # 24" was rather off as well.

This email is considered a spear phishing attempt since it supposedly came from the District Director and requested you take an action because I was "out of State" and did not "have access to my mobile phone."

It turns out this was the second time members of District 24 were targeted by this particular spear phishing attack; it has also targeted members of other districts as well.

How should you handle similar emails in the future?

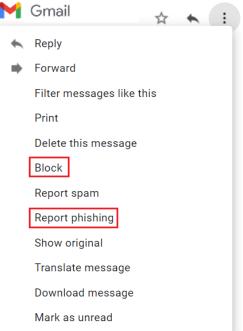
First and most importantly, **do not** respond or reply to the email. The object of any phishing attack is to obtain information from you. Responding to the email is like a fish nibbling on your bait; it lets the attacker know they have reached **a live one**.

You should attempt to verify the content of the email, but use a separate, reliable source.

- In the case of the email purporting to be from the on-line retailer, I contacted the retailer directly (via my account).
- In the case of the gift card scam, the messages that flooded my inbox were from Toastmasters alerting me to the scam. (Since I allegedly sent the emails, I did not receive one.)

Finally, report the email.

- Report it as a phishing attempt in your email client, and...
- If it pretends to be Toastmasters-related, report it to District 24 leadership so we can send a warning to others.



With our continued reliance on the Internet for communication in these trying times, play it safe, verify suspicious emails and report any phishing you observe.



Table Topics

Submitted by Keith Jones, DTM, Club Growth Director

The atmosphere in the room was tense. The over-budget project was behind schedule. All affected parties in the room wanted answers. Conflicting time schedules with unrealistic milestones contributed to the delays in the project. This was one of the standup gatherings. There were no chairs in the room. No place to hide. No table to crawl under.

The manager in charge slowly went around the room looking for answers. It was very apparent almost everyone was nervous. I stood quietly in my position in the circle of meeting participants waiting for my turn to be questioned on the status on my part of the project.

My turn.

In Toastmasters, when answering a Table Topics question, you learn that it really is a mini speech. You have an opening, body, and conclusion. In your opening you make a statement that defines your position on a topic. You then proceed to the body of your Table Topic. From the statement you made in the opening, you lay out supporting evidence to back up that statement. In your conclusion, you restate the opening statement, and summarize the points made in the body of your speech. If appropriate, you finish with a call to action, or a statement on how the issue will be handled. Needless to say, Toastmasters made it very easy to handle any question that was tossed my way.

One of our newer Toastmasters was in the meeting. After the meeting was over, he walked up to me and said "Now I understand why we practice Table Topics at the Toastmasters meetings."

New Toastmasters are sometimes unsure just what Table Topics are and why we have them at the Toastmasters meetings. It is not until they see the process actually used outside of Toastmasters that it really sinks in.



Have fun, but also learn by participating in your meeting's Table Topics sessions.





Subr

Submitted by Cindy Jenkins, DTM, Program Quality Director

Spring is almost here and it is always a busy time for Toastmasters. "The Talk Up Toastmasters" Membership drive is in full swing. This is the annual membership drive sponsored by Toastmasters International. For the second year, District 24 has offered its own membership drive complimenting "Talk Up Toastmasters" called "February Frenzy/March Madness." The district will send new, dual, or reinstated Toastmasters who join during February and March a coin showing the Toastmasters core values. Additionally, the club or clubs having the highest number of members joining during those months will receive \$100 in Toastmasters gift certificates. So talk up Toastmasters to your coworkers, friends, family, neighbors, or anyone you think may want to improve their leadership and communication skills. Your club will definitely benefit from it.

You may be thinking that the new members and clubs are the only ones benefiting from membership drives. Members who sponsor new members are recognized by District 24 and Toastmasters International. District 24 awards a pin to Toastmasters who sponsor 3 or more members in a program year (July 1 – June 30). Toastmasters International awards pins to Toastmasters who sponsor 5, 10, and 15 members in a program year. In addition to the pins, Toastmasters also awards a 25% off certificate for the next purchase at the Toastmasters online store.

Speech contest season is also in full swing. If you are not competing and would like to help with your area or division contest, contact your club's area director for more information. If you would like to help with the district speech contest, contact Cynthia Coleman (cc4ynotspeak@gmail.com). She is the chairperson for the district speech contest. All of the area, division, and district speech contest dates and times are listed on the District 24 calendar at https://www.d24tm.org/D24_Calendar.html.

It is also time to renew dues! All clubs with 8 or more paid members by March 15 will receive "Early Bird" recognition. Please note: If your club has a member who advances to the area, division, or district speech contest, it is very important that not only must the member be current on their dues but the club must have 8 or more members paid prior to the member competing at each level of competition. Contestant eligibility will be checked at each level of contests.

Registration for the Annual District 24 Conference is now open! This year District 24 has Toastmasters International First Vice President Matt Kinsey as the keynote speaker. The featured speaker is Accredited Professional speaker Johnny Campbell. The conference is virtual and the cost of registration is \$25. In addition to the speakers and educational sessions, attendees will be treated to a virtual banner parade, award announcements, and more! There is more information about the conference agenda and activities in this edition of the Double Dozen.

For all the latest news and events, visit <u>d24tm.org</u> or <u>https://www.facebook.com/D24TM/</u>. Comments, questions, suggestions or corrections? Email <u>prm.d24tm@gmail.com</u>

Do You Know All There is to Know About Zoom?



Submitted by Glenn Williams, DTM, District 24 Technical Coordinator

Do you think you know all there is about Zoom? Zoom is changing all of the time. Zoom has strongly influenced its competitors and spurred the creation of competitors who mimic many of the features of this online meeting application. If you learn about Zoom, you often learn of features that will work in Microsoft Teams, WebEx, Google Meet, FreeConferenceCall.com, and more apps.

I offer to you the ability to:

- 1. Be the Host of the meeting.
- 2. Be the Co-Host of the meeting.
- 4. See certain tools that will work for your speech contest or in your club meeting.
- 5. Learn with me what we can do.

Here is how you can join me on any night at 7:00 p.m.:

https://us02web.zoom.us/j/85921682332?pwd=Y2tCbVZ4QTM2RjIPekR4ZVJDNjRjZz09

Meeting ID: 859 2168 2332 Passcode: 710333

An outline of some of what will be covered:

- 1. Zoom for contests useful tools to use for contests such as:
 - a. Creating and managing breakout rooms.
 - b. How to Lock a meeting.
 - c. How to lockdown certain features.
 - d. How to record the meeting or parts of the meeting for contestants.
 - e. Video Pin A Speaker and/or a Timer.
 - f. Granting Video Multi-Pin Access.
- 2. Zoom for clubs
 - a. Create an online poll to determine best speaker, table topics, etc.
 - b. Using Reactions.
 - c. Recording a meeting or portions for sharing.
 - d. Using Whiteboard for Pictionary or for on-the-fly illustrations.
 - e. Screen Sharing from basic to advanced options.

...and much more that we can discover together.



Upcoming District and Club Events

See also: https://d24tm.org/D24_Calendar.html

Area and Division Speech Contests

JOIN US FOR A TOASTMASTERS SPEECH CONTEST

Speech Contest Season has arrived! Division B will be starting us off with the **Area B11, B14 and B15** competitions on Saturday, **March 6**, starting at **1:00 p.m.** If you would like to view the contest live, we will be streaming the speakers to YouTube at <u>https://youtu.be/alLt7cXq-Zo</u>.

Keep an eye on the District 24 Calendar for future contest dates and cheer on your fellow members!

Speech-A-Thon 2021

Why Not Speak is sponsoring four chances to go outside of your club to speak before the year ends. If you are interested in speaking or attending, please go to this <u>Google signup sheet</u>, or contact Cynthia Coleman with additional questions at <u>cc4ynotspeak@gmail.com</u>.

Leave your name and contact information, your club, Pathway name and level/project.

***NOTE:** If you need to give a speech longer than 5-7 minutes, let Cynthia know before signing up.

You may not need to give a speech, and that is fine. However, we can still use your help in being an evaluator or timer!

The Zoom dates and times are:

- Fri, March 12 at 5:30 p.m.
- Sat, April 10 at 10:00 a.m.
- Sat, May 15, 10:00 a.m.
- Sat, June 12, 1:00 p.m.

Don't wait until it is too late and miss being able to turn in that last level to earn yourself a "Triple Crown" or earn your club "Distinguished" status!



Advanced Toastmasters Anniversary

Celebrate Advanced Toastmasters' 12th Anniversary from 6:00 - 8:00 p.m. on Monday, March 8.



For further information, or to RSVP, contact:

Kathy Henvey at <u>kathyhenvey@gmail.com</u> George Volz at <u>d24pdg@gmail.com</u>.

Member Educational Awards (2/1/2021-2/28/2021)

Awards key at	Casey Foster PM3 2/12	Pam Muregerera PM1 2/26
reports.toastmasters.org/reports/ 850-EducationAwardsKey.pdf	Melinda Haag TC1, TC2 2/18	Scott Plog DL2 2/3
Ashley Benorden PM1 2/24	Pamela Hogan EC3 2/1, PM1 2/9, PM2 2/23 Denny Houska EH1, EH2, EH3 2/23	Gerald Posey EH1 2/14
EllenTeresa Chretien MS1 2/10		Sonya Reynolds DL4 2/18
		Tailla Strawn DL3 2/10
Reyna De Los Reyes VC1 2/3		
Annie Dunn SR2, SR3 2/9	Thao Huynh VC1 2/24	Courtney Teeter SR1 2/4
Melissa Dyslin PM2, PM3 2/20	Jess Kent PM1 2/22	Claire Titus EH2 2/4
Rebecca Fegan EC1 2/6	Aayushi Laliwala SR1 2/14	Maura Tourek PM1 2/8
		Linda Wilson DL4 2/5

Current Standings in the Distinguished Club Program (DCP)

Several clubs have already earned 5 or more DCP points, and even more are well on their way! Will your club be distinguished by June 30th?

- Advanced Traveling Toastmasters, Area A1 4 points
- **Prime Time Toastmasters Club**, Area A2 7 points
- Kearney Toastmasters Club, Area A3 8 points
- West Dodgers, Area B11 8 points
- Ameritoasters, Area B12 8 points
- Greater Communicators, Area B14 4 points
- Road 2 DTM, Area B15 6 points
- Strictly Speaking Club, Area C21 8 points
- Capital City Toastmasters Club, Area C21 5 points
- Roadtoasters Toastmasters, Area C22 4 points
- Toast of the Town, Area C22 4 points
- Lincoln Toastmasters Club, Area C23 5 points
- E.C. Speakers Toastmasters Club, Area C23 5 points
- International Friends, Area C23 5 points
- Capitol Voices Club, Area C24 8 points
- Sunrise Toastmasters Club, Area C24 5 points
- FirsTier Club, Area C24 4 points
- Rail Talkers Club, Area D31 6 points
- Blue Ah Busters Club, Area D32 6 points
- Mutual of Omaha Toastmasters Club, Area D33 8 points
- Why Not Speak, Area D33 8 points
- Omaha Toastmasters Club 281, Area D34 7 points
- Toastmasters Club Omaha 229, Area D34 4 points

See the details on how your club did in the Distinguished Club Program at <u>dashboards.toastmasters.org/</u> <u>Club.aspx?id=24</u>

Celebrate and Grow Your Club via Social Media!

Submitted by Amy Bowen, DTM, Area D33 Director

Most of us know how hard it can be to attract new members to our Toastmasters clubs. What if it didn't have to be? What if we thought of our Toastmasters achievements as something to be celebrated and shared with friends and family, the same way we do with other positive happenings in our lives?

During this program year, an ad-hoc Social Media Strategy Working Group has come together within District 24 to help our district and our clubs develop more effective practices in public relations. Our vision is for more clubs to engage in effective outreach via social media, so that all clubs can celebrate wins and grow membership. To get you and your club moving toward this vision, we'd like to share the best practices we've come up with. We'll start with recommendations for your own personal accounts on Facebook, Instagram, LinkedIn, and whatever other sites you may be on, and continue with best practices for managing the club's account on those sites.

For Personal Social Media Accounts

- Every level completion is an achievement to be celebrated! Just like an anniversary, promotion, or any other positive life event or milestone, you can and should be sharing your success with your usual social circles!
- Finishing an individual speech is an achievement! If you're proud of the effort you put in, don't be afraid to post about it and include information on how readers of your post can get involved!
- Has Toastmasters given you the confidence and skills you needed for a personal achievement, e.g., nailing
 a job interview or taking on a new volunteer role? Say so! Mention where you got those skills and that
 confidence when sharing news with friends and family, whether it's through verbal conversations or written
 posts.

For Club Social Media Accounts

- One of the most important factors in public relations over social media is **consistency**. Ideally, new posts should come out before every meeting (to invite people), or after every meeting (to celebrate what was achieved), or both.
- Make sure your posts are written in professional language, and that your use of logos is consistent with the guidelines in the Brand Portal on Toastmasters.org.

For All Accounts (Personal and Club)

- Images attract more attention than text. Every post should feature a visual element like a slide from a visual aid, or a photo taken during your meeting (whether that's a Zoom screenshot or, in the future, an actual photo).
- Always tag the District 24 Toastmasters account on the site you're on, so that District leaders can celebrate your achievements by reposting them!



The screenshot included above is of a post by Club 229 that exemplifies all of these best practices. District 24 leadership looks forward to helping you celebrate your achievements as a speaker and a leader! Want to learn more? Join us every third Wednesday of the month at 8:00 P.M. at https://us02web.zoom.us/j/84337066703?pwd=SytLR2oveHdGTUh0MU0yNjVWck1IZz09.

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Success During the District 24 Conference All You Wanted to Know About the District 24 Conference and More...

When was the last time you rode a bicycle? Did you realize you were learning real-world leadership skills at that time? Toastmasters International First Vice President, DTM Matt Kinsey, in his keynote, will give you the inside scoop on what really happens when you ride a bicycle. See Coach Tom Osborne accept the D24 Communication and Leadership award and hear his response. Take an hour to relax and play games hosted by the Not So Bland Toastmasters Club. "Sail to Success" Friday evening.

"Change." That dreaded word we fear could suddenly become one of our beloved words per DTM Johnny Campbell, our featured speaker. Curious? Johnny will share his secret with us Saturday as we kick off the educational portion of the conference. During the breakouts, you will have to flip a coin to determine whether you want to learn how to build your club membership, chart your leadership course, or tap into the brilliance within you to understand how your mind works.

The ships are still sailing forward! Return to hear Johnny Campbell explain how to craft a winning presentation. Then welcome the incoming District Trio and hear District Director Mark Fegan recall his favorite things from his term. First VP Matt will set us up for a journey of success with his motivational presentation.

Still more!! Past District Director, DTM Glenn Williams will host a close out of the conference by showcasing some of the hidden and not-so-hidden talents of D24 members.

Oh, there's the business meeting Saturday morning when we will elect officers. Be sure to remind your club President and Vice President Education they are the only two who can vote for the club.

It can all be yours if you register for the <u>District 24 Annual Conference</u>, April 23 - 24, 2021. The Registration fee is \$25 and you will get a copy of Johnny Campbell's book "Agent of Change" and an MP3 video of his speech "The Power of Resiliency." **Register today at** <u>https://d24conference2021.eventbrite.com</u>.

The Search is On: Talent Show Participants Sail to Success in the D24 Showcase

D24's got Talent!!! This is your chance to dig deep to find those talents you may have forgotten you have, or have grown dusty, because COVID got in your way this past year. This is your opportunity to share the real you with D24 members and guests.

Do you sing? Dance? Recite poetry or do interpretive readings? Perhaps you are a want-to-be standup comic? No matter what your talent, this is your opportunity to display your talents Saturday evening as a grand finale to the Sail to Success conference. Who knows which talent scout may spot you?

Past District Director, DTM Glenn Williams will host the talent show online Saturday evening. For more information and to enter the showcase, contact Glenn at <u>glennlw@gmail.com</u>.



Submit Your Club's Image for the Digital Parade of Clubs!

How is your club "sailing to success"? Show us in the digital parade of clubs for the District 24 Conference!

We are asking each club to submit an image that represents them "sailing to success" to <u>prm.d24tm@gmail.com</u>. In your image, you can feature club members, visuals from past meetings, a picture of your club banner, member awards, or whatever else comes to mind in the theme of "sailing to success." Send your image along with your club's name to <u>prm.d24tm@gmail.com</u> with the subject "Digital Parade of Clubs" by Friday, April 16. Make sure that you have permission to share from all those appearing in the image, that any additional graphics are free to use, and that all use of the Toastmasters brand is brand compliant (see <u>https://toastmasterscdn.azureedge.net/medias/files/brand-materials/brand-items/brand-manual.pdf</u>).

All submitted images will be displayed during the Opening Ceremonies of District 24's annual conference on April 24th online via Zoom. Conference attendees will vote on their favorite image and the winning club will receive a prize.

Get your creative juices flowing and work with your club to put together an image that represents how you are "sailing to success." After all, a picture is worth a thousand words, and as Toastmasters, we all know how powerful words can be.

See you at the Conference!



The Professional Speaker Truths, Lies and Money

Becoming a professional speaker can be a very lucrative and enjoyable profession. However, if not correctly approached, your life as a professional speaker will be short and filled with frustration and aggravation. In this discussion, Johnny Campbell pulls back the curtain and shares the Truths, Lies and Money of the speaking business and what it takes to earn six-figures as a professional speaker in 2021.

Johnny Campbell, keynote speaker, author and founder of Rise-Up and Win International, helps people turn their personal challenges into breakthroughs, and their products and services into profits. He is also the bestselling author of the audio series "The Power of Resiliency," and a TEDx speaker. His TED talk is called "How an Enemy Can Improve Your Life." Based on Johnny's sales results, experiences, and his ability to help clients overcome their challenges, as well as succeed in their businesses and life, he is called: "The Transition Man."

This session is not part of the conference and will have a separate registration. It is a special event that is for people who truly want to learn how to get paid for speaking and make it their livelihood. Johnny's fee for the two-hour session is \$97. This will include a separate online course and access to Johnny for further guidance.

For more information, contact Keith Jones, DTM at CGD@d24tm.org.

Parliamentarian's Corner District Election Protocol

By Jessica Steele-Codr, DTM

On April 24, all Club Presidents, Club VPs Education, and District Executive Committee members will have the opportunity to elect several 2021-2022 District officers during the District Council meeting. Any club member may observe the proceedings.

What can you expect during the election portion of the business meeting? Toastmasters International provides details specific to our organization in the governing document "Policy and Protocol." The following are *selected quotes* from **11. Elections** within **Protocol 9.0: District Campaigns and Elections** describing what will happen at our meeting in April. Note that this protocol is specific to Toastmasters and may differ from what is prescribed in Robert's Rules. For full context, visit https://www.toastmasters.org/Leadership-Central/Governing-Documents.

B. [...] The [District Leadership Committee (DLC)] chair or designee [...] reads the name of each nominated candidate, in alphabetical order, for each of the offices of District Director, Program Quality Director, Club Growth Director and Division Directors. [...]

D. For each office, the District Director inquires whether there are additional nominations from the floor.

- I. Floor candidates [...] who have completed the evaluation process conducted by the DLC are eligible to run from the floor at the annual District Council meeting. [...]
- II. If the DLC report is invalid, candidates [...] may be nominated as floor candidates without going through the DLC evaluation process.
- III. Floor candidates must be nominated by a member of the District Council [...]. Floor candidates may selfnominate when they are a member of the District Council [...].
- IV. Floor candidates [...] must declare their intent to run to the District Director and sign the Officer Agreement and Release Statement at least seven (7) days prior to the elections. [...]

F. After nominations are closed, candidate speeches are given. Candidates speak on their own behalves. If a candidate is not present, an authorized representative may speak for the candidate. Candidate speeches shall not contain negative information about other candidates. If there is only one (1) candidate nominated, no speech is given.

G. A candidate's representative may not be a member of the District Executive Committee, a member of the DLC, the Credentials Chair, or any other meeting official.

I. After nominations for an office are closed, if there is only one (1) candidate for the office, the District Director may entertain a motion to dispense with the secret ballot for the uncontested office and instruct the District Administration Manager to cast a single ballot for the candidate.

L. Candidates nominated for one (1) office and not elected to the office may be nominated from the floor for subsequent offices as follows:

- I. Candidates must have completed the DLC interview process for each office.
- II. Candidates must have declared their intent to run at least seven (7) days prior to the elections, for each office.

M. Any candidate who receives a majority of the votes cast is declared elected. In the event no candidate receives a majority of the votes cast for a contested office, voting continues with the use of special ballots. [...] In case of a tie between two (2) remaining nominees, the election shall be decided by lot.

N. Upon adjournment of the District Council's annual meeting, all election results are final. Results of the election must be displayed on the District website [...].

I encourage you to familiarize yourself with this protocol and observe how it is followed at the District Council meeting on April 24. If you have questions, email me at <u>jcake2@gmail.com</u>.