

A "teen" guide
to getting online

The Musketeers Conquer the

Net



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The Internet has become part of our daily lives. It affects the way we communicate, the way we work, the way we get information and even the way we develop relationships.

It has truly changed our view of the world. Yet not everyone has the same experience with the Internet. While some people are very familiar with it, others are still unsure of what exactly the Internet is and how they can use it.

This book is published on the occasion of the World Summit on the Information Society. We hope that it will lead teenagers to discover the Net and show them how they can use the World Wide Web in a safe and fun manner. Through the Internet, they will be able to make friends all over the world and thereby build a more peaceful future.

Brigita Schmögnerová

*Executive Secretary of the
Economic Commission for Europe*

The Prof is a professor of computer science at the University of Turin in Italy. His real name is Giovanni Pagani, but everybody calls him *"The Prof"* for short.

The Musketeers are four students, *Mikhail* and *Oksana* from Belarus and *Julietta* and *Carlo* from Italy. They are good friends who met through an exchange programme. The programme arranges for students from a village in Belarus not far from Chernobyl, the Ukrainian nuclear power plant where a terrible accident occurred in 1986, to spend some time in Italy and have a chance to breathe unpolluted air. Oksana stayed with Julietta and Mikhail stayed with Carlo. The four of them formed a group so tight that they were called the Musketeers and, like the three musketeers, their motto was "one for all and all for one."



Oksana



Carlo

After three terrific months, Oksana and Mikhail had to go home. The Musketeers were so sad that the Prof decided to create a cyberspace with computers and Internet access so that they could all stay in touch.

We are going to follow the Musketeers on their adventure on the *Internet*.



Julietta



Mikhail





The Internet, what is it?

Mikhail : The Internet is great. But what is it?

The Prof : The Internet is a network that links computers together. There are at least 100 million computers throughout the world, maybe more. Nobody knows the exact number. This network of computers allows you to do lots of things.

One of the most common things people do with the Internet is send electronic messages - e-mails; another common thing to do is surf the Web.

Julietta : What do you mean by "surf the Web"?

The Prof : A web is a network of fine threads made by spiders to catch bugs. The World Wide Web is similar to a spider's web, but the threads are used to connect people all over the world, not to catch prey. The Web is a whole world of images, words, and sounds that you can explore thanks to the Net. To "surf the Web" means to travel through this gigantic network of threads, without really stopping too long in any one place, just like riding a wave. In order to surf the Web, you use an Internet browser like Netscape or Internet Explorer.

The Internet also allows you to chat online and find lots of information. You can buy and sell things on the Net, play and listen to music or even watch a movie. Using

the Internet is like visiting an imaginary planet where you meet people like Carlo, Julietta, Oksana, and Mikhail. You can see them, play with them and chat with them, but you can't touch them.

It is also a planet full of dangers, where everything can be false; where behind each Web surfer there could be a thief, a crook, or someone else who wants to hurt you. One of Internet's major problems is that you never know what is true and what is a lie. You can never be sure that people are who they say they are or that something is what it claims to be.

Mikhail : How do you know that what appears on the Internet is true?

The Prof : It is all about confidence - how much confidence you have in the person or group that is giving the information. When you read a newspaper, you believe what you read only when you have confidence in the newspaper and its journalists. If your confidence is betrayed, you no longer believe that newspaper and you buy a different one. It is similar on the Net. However, on the Net you have many sources, sometimes as many as 1,000 or even 10,000 sources for the same information, and you can compare the information from all these different sources.

Carlo : How can the Internet be dangerous if it is an imaginary world?

The Prof : Even though the Internet is a separate, imaginary world, it still interacts with the real world and real people. Also, the Internet has not been around for a long time, it is still rather "young". It is a bit like the Wild West during the time of the cowboys. There are no rules, no laws, no borders and, above all, no sheriffs to keep order.

Mikhail : Does that mean you can do anything you want on the Internet?

The Prof : Luckily not! Each country is trying to develop a set of laws and rules to regulate the Internet and punish those who use the Internet to do bad things and hurt people. But these new laws are difficult to put into action and enforce because it is so difficult to know who is who and what is what on the Internet. The United Nations is trying to do something at the international level, but it will take time. Not all people like these new rules. Some people think that the Internet is the last remaining area of freedom and that people should be able to do what they want on it. We will see what the future has in store.



**No more
snail mail**

The Prof : With regular mail, the mailman goes from house to house delivering letters and packages. This method of mail takes a long time, so long that Internet users call it snail mail. Today, we often want a faster way to send a message to someone. When we have something to say, we want to say it right now. You could use the telephone, but long-distance calls can be expensive and it is hard to know if people will actually be at home when you call them. E-mail has come to the rescue by being cheaper and more convenient than the telephone.



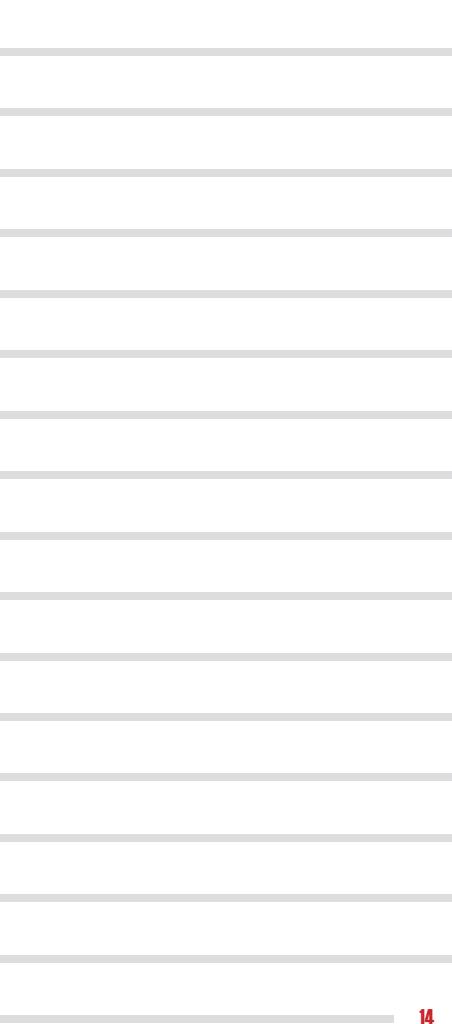
Oksana : How do I send an e-mail?

The Prof : Easy! First, like with snail mail, you have to have a mailbox. Many providers will give you one for free. All you have to do is register, find a screen name, select a password and you are all set. You will have an e-mail address such as 'screenname@something.com', where the screen name is one that you have chosen, the sign @ means "at" and "something" is usually the name of the Internet provider.

Julietta : What does .com stand for?

The Prof : That is called a suffix. There are three main types of suffixes: .com for business, .org for non-profit organizations (for example, the United Nations' address is <http://www.un.org/>) and national suffixes, like .ca for Canada or .uk for the United Kingdom. There are many other suffixes that you will come across while surfing the Web.

“.com”?



First sorrow



From Oksana to Carlo E-mail has changed my life. I was sick of talking on the phone and not being able to say anything because the phone was in the middle of the kitchen and my whole family was listening to our conversation. Besides, phone calls cost a lot of money. Don't even mention the letters we sent each other. You hardly wrote anything and it took two or three weeks for them to get here. Now I will be able to answer you immediately. By the way my address is Oksana.valova@romano.com.
Sweet kisses.
Your Oksana.

From Carlo to Oksana Nice getting yur mail. Thinking of u.
:-) str000

From Oksana to Carlo I didn't understand your message. I asked my English teacher and he said it must be a special way of talking.
Big kisses.
Your Oksana.
P.S. What does str000 mean?
P.P.S. And this sign :-) ?
P.P.P.S. I THINK ABOUT YOU A LOT.

From Carlo to Oksana That's how everyone talks on the Internet. You see, you don't waste time and you don't care about spelling or

grammar. You just write it the way it sounds. For example, "you" is just "u". I might say, "how r u?" And my nickname str000 is short for Star because I am the best player on my sports team. On the Internet, fake names are less dangerous. The sign :-) means that I'm happy. There are a lot of these signs: :-(is for sadness, :~~ is for tears, and {{{{Oksana}}}} means that I'm holding you in my arms. Also, *** are kisses. But you know how much I like you; there is no reason to shout at me.
str000

I really liked your picture, but it was too big and took me two hours to download.

From **Oksana** to **Carlo** I didn't shout, even if I prefer the name Carlo to str000 or Star 000 and words that I understand TO YOUR STRANGE LANGUAGE. I THINK ABOUT YOU A LOT. YOUR OKSANA.

From **Carlo** to **Oksana** I told you that I was thinking about you too. But stop shouting at me.
str000

From **Oksana** to **Carlo** I'M NOT SHOUTING. :~~ :~~ :-(:-(:-(
O.

Do you speak Internet?



Oksana : Look at how he treats me! I thought he liked me ... and this ridiculous nickname and way of speaking; I can't believe it.

The Prof : I know it doesn't look like much of a love letter. But besides all the bad grammar, which I hate as a teacher, it's just like any other language. In many ways, Carlo is right!

Oksana : So you think he is right and I am wrong! You are on his side! That's unfair!

The Prof : Calm down. Don't get so carried away. As I told you, the Internet is an area of freedom, so everyone tends to do only what he or she wants. For most young people, grammar and spelling is a pain in the neck. So when they surf the Net, they just forget about it. The most important thing for them is speed; they don't care about using proper language. In many cases they just spell things the way they sound and don't worry about writing logical sentences. There are smileys which Carlo showed you like :-) or :-(and there are lots of other abbreviations like: LOL = laughing out loud, NP = no problem, A/S/L = age, sex and location ... just to name a few.

Oksana : But why is Carlo angry with me?

The Prof : Because in this special Internet language there are still rules and you haven't followed them.

Oksana : Me?

The Prof : Yes, you. When you write, "I AM NOT ANGRY," you are actually saying just the opposite because you are using uppercase and uppercase means shouting. Imagine how you would react if you were having a discussion with Carlo and he shouted at you, "No, I am not angry." I'm pretty sure that you would be upset. The same thing is going on here.

Oksana : I didn't know that!

The Prof : I know and I think that things will be okay with you and your sports star.

Oksana : Don't you think that this screen name is sort of stupid?

The Prof : Maybe it isn't the greatest screen name, but it is still a good idea. Like I said before, the Net is a dangerous place. The less people know about you the better. That is why the use of screen names is so important - it keeps your identity a secret from strangers. Your address,

Oksana.valova@romano.com, is too explicit. It gives people too much information about you.

Oksana : Why did he say that my picture was too big? Do I need to lose weight?

The Prof : Carlo's comment has nothing to do with your body. You learned how to send attachments, such as pictures and documents, with your messages. However, these attachments should not be too big, otherwise it takes a lot of time to download them. There are software programs that can compress your pictures so that they are smaller and travel more easily over the Internet. If you use them, your Star will be able to see your pretty face in a few seconds.

The business man



From **Julietta** to **Mikhail** *Haven't heard from you in three days. What's going on?*

From **Mikhail** to **Julietta** *No time.
* * **

From **Julietta** to **Mikhail** *A lot of homework?*

From **Mikhail** to **Julietta** *Not for school. If you can keep a secret, I'll tell you.*

From **Julietta** to **Mikhail** *No problem.*

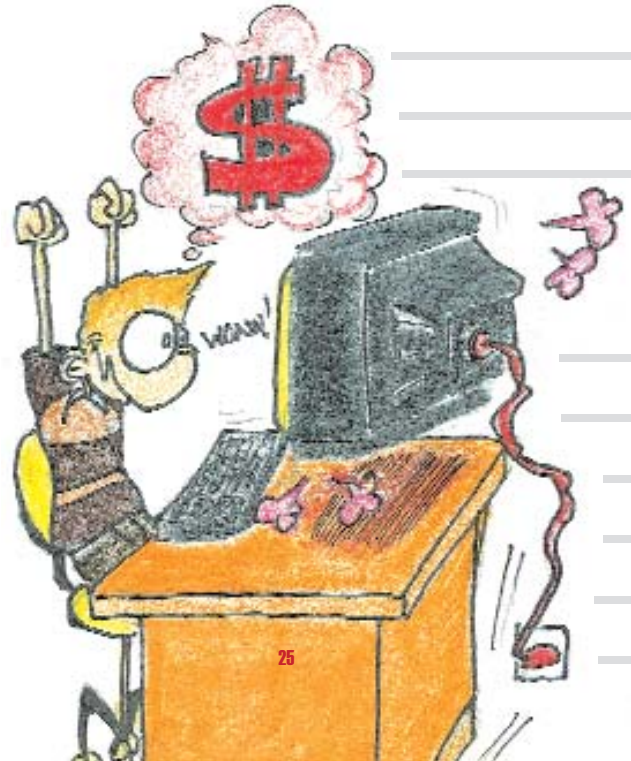
From **Mikhail** to **Julietta** *I received a message from a banker. He is offering me one million dollars that he got from his uncle, a former well-known dictator - I even found his name on the Net. He needs help sending his money abroad. All I have to do is give him a bank account number.*

From **Julietta** to **Mikhail** *That doesn't sound very honest. Besides, you don't have a bank account!*

From **Mikhail** to **Julietta** *I don't, but my father does. He is going to be so happy next month when he finds one million dollars in his account.*

From **Julietta** to **Mikhail** *I don't think this is such a good idea.*

From **Mikhail** to **Julietta** *I don't care; I'm going to get a lot of money. First, I am going to buy a motorbike and then I'll use the rest to take you to Paris.*





Spam



Julietta : Do you really think Mikhail will become a millionaire?

The Prof : Do you still believe in Santa Claus? If someone stopped you on the street and told you that he had one million dollars and wanted to share it with you, what would you do?

Julietta : That's never happened to me, but I would probably run and tell everything to my mom.

The Prof : So why do you think it is any different on the Net? You will receive thousands of offers like this one. Not all of them promise you as much money as this one does, but 99.9999999% or even 100% of them are just traps. Be careful; don't get caught!

Mikhail : But I'm not risking anything. The banker only asked me for a bank account number. At worst, I don't get anything and, at best, I get a million dollars.

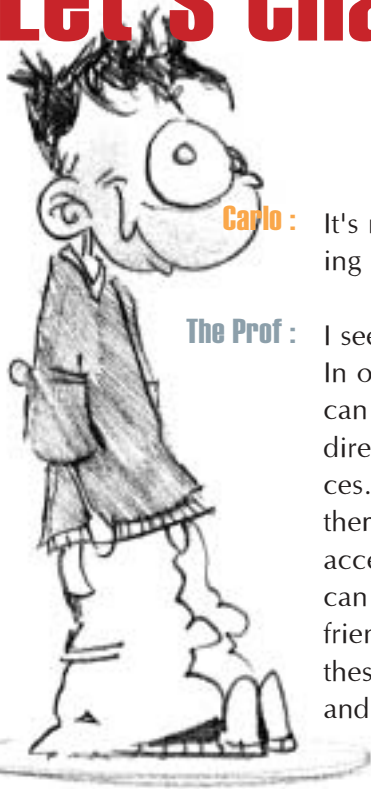
The Prof : You're not risking much, but your parents could lose all their savings. With their account number, the crook - who is definitely not a banker - will be able to access their bank account and empty it. Don't ask me how, but

it has happened before. So when you see a message like this one, your first reaction should be to delete it.

Your electronic mailbox is just the same as the mailbox you have at home. You will receive tons of ads. This unsolicited mail is called "spam". You should try to find spam and get rid of it without even opening it because, in addition to stupid ads, these messages may contain viruses that can destroy your hard drive.

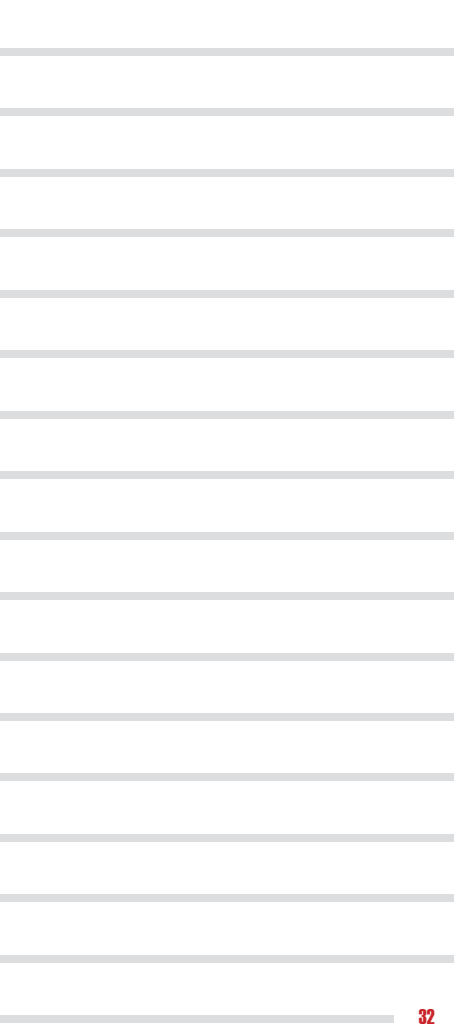


Let's chat



Carlo : It's nice to send messages, but it is too slow. I hate waiting for a reply.

The Prof : I see that you are as impatient as always, my dear Carlo. In order to have a real conversation on the Internet, you can have chats. With chats you are able to communicate directly online. A number of providers offer such services. In fact, there are thousands of chat rooms, each of them with their own topic or theme. Everybody has access to them. The advantage of chat rooms is that you can meet hundreds of new friends or speak with old friends. The drawback is that you can find anything on these chats: angry people, rude people, vulgar people and a lot of weird people.





*Prince not
so charming*



Spiderwoman **Julietta** : *Why haven't you been chatting with me these last few days?*

Belle **Oksana** : *I met a guy - he's awesome.*

Spiderwoman **Julietta** : *Carlo will be disappointed.*

Belle **Oksana** : *No, I do care about Carlo but ... you know ... the guy I met is handsome, intelligent and ... rich. He owns houses in Florida and in London. He travels all the time. Yesterday he sent me an e-mail from Honolulu and today he is in New York.*

Spiderwoman **Julietta** : *How did you meet him?*

Belle **Oksana** : *I met him in a chat room totally by accident.*

Spiderwoman **Julietta** : *How old is he?*

Belle **Oksana** : *19!*

Spiderwoman **Julietta** : *Are you sure that he's telling you the truth?*

Belle **Oksana** : *Yes, he is really great and I think he loves me.*

Spiderwoman **Julietta** : *What about you?*

Belle **Oksana** : *Of course I love him.*

Spiderwoman **Julietta** : *I don't know about this. Are you sure he's 19?*

Belle **Oksana** : *Of course, he told me. Anyway, he will be here soon. He asked me for my address and ...*

Spiderwoman **Julietta** : *Be careful! You shouldn't give out your address until you are sure that he is being honest with you.*

Belle **Oksana** : *But he told me, why would he lie to me?*

Spiderwoman **Julietta** : *That doesn't mean anything. There's an easy way to test this: how does he write?*

Belle **Oksana** : *Very well, of course. He is a well-educated guy.*

Spiderwoman **Julietta** : *Does he make a lot of mistakes when he writes?*

Belle **Oksana** : *I don't think so.*

Spiderwoman **Julietta** : *Ok! Then odds are two out of three that he is a grown-up.*

Spiderwoman **Julietta** : *Ask for his name, his address and his phone number. And tell him that you would like to meet him but that your parents don't want you to go on a date without your big brother, the karate expert, being there too. Just see how he reacts.*



To chat or not to chat



Carlo : Do you think that Oksana is going to leave me for her ... prince charming?

The Prof : I don't know about that! What I do know is that her prince is certainly not of royal blood and probably has a lot of grey hair. Julietta has given your friend good advice. You can start by looking at the way someone writes. If his spelling is good, you can be sure that he is an adult. You'll quickly see the difference.

Julietta : But then who can I trust?

The Prof : On the Net, nobody. Everyone lies in these chat rooms, at least in the beginning. The chatters love to pretend they are something they are not: boys say that they are girls, poor people claim to be rich, and short guys brag about being tall. In these chats, everybody can lie without fear of being caught and everybody takes advantage of this. The first thing you have to do is use a screen name. The second thing is be careful. Proceed with care when you meet somebody. You would hesitate before speaking to someone you didn't know on the street. You should do the same on the Net.

Julietta : But one of the advantages of chat rooms is that shy people can meet someone without getting nervous and blushing.

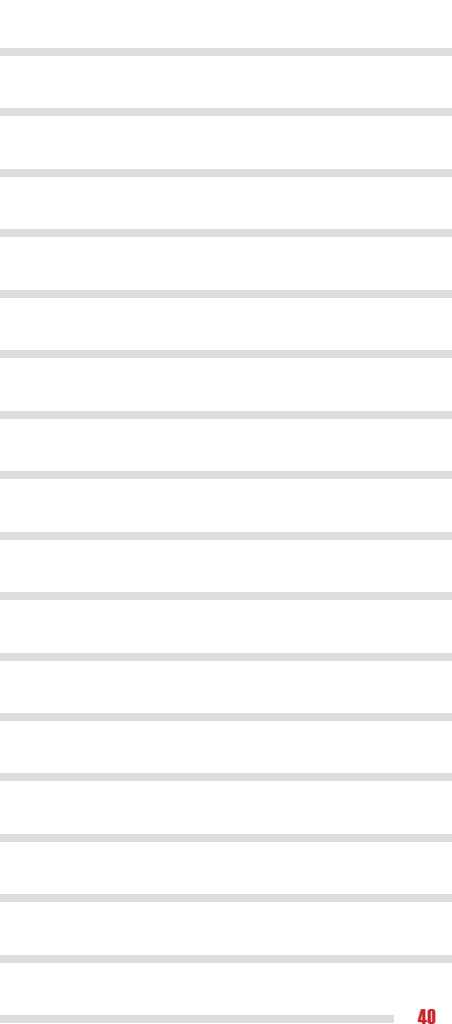
The Prof : That is not the problem. You can still start a conversation, but you have to remember where you are and what you can expect. Keep your distance. Never give your real name, your address or your phone number.

Julietta : But what use is it all?

The Prof : ...You can have a good time and get to know people. Then if everything looks ok, evaluate the situation with your parents....

Carlo : With my parents! Are you crazy?

The Prof : Ok! If not with your parents, then just with somebody you trust, if possible an adult. And if you get to the point of meeting the person, do it with one of your friends in a public place and tell your parents what you are doing.



A history story



Carlo : *Yesterday I got a very bad grade - the worst one I ever got.*

Mikhail : *What happened?*

Carlo : *Nothing! I just copied the whole thing from the Net!*

Mikhail : *And it was wrong?*

Carlo : *I don't know, but my teacher knew right away that I didn't write it. He also said that there were a lot of mistakes.*

Mikhail : *I thought that you could find everything on the Net!*

Carlo : *Me too! But it's all garbage!*

Mikhail : *What was your homework assignment?*

Carlo : *I don't remember.*

**Use
your head**



The Prof : It's true that you can find almost anything you want on the Internet. But you shouldn't just blindly copy the things that you find on the Net. You won't learn or remember anything if you just copy it off a web site. Carlo doesn't even remember what his homework was about! Besides, your teacher isn't an idiot. Even if Carlo became a genius overnight, he wouldn't suddenly start writing like an adult. Also, you need to be careful when you get information from the Internet because things that are written on the Web are not always true. It's good to use the Web to do research, but you have to make sure that the information you get from one site is true by comparing it to the information you get from other sites. If you use a search engine, you will often find 10,000 or even 100,000 sources. Just pick two or three and compare them. If the sites give you different information, you should compare again using another site. Then close your Internet session and write. Your brain is the best tool you have for thinking. Use your head, not your PC.

Carlo : What is a search engine exactly?

The Prof : It is a kind of robot that systematically searches the entire Web. For example, if you type two words into a search engine, such as "spaghetti" and "carbonara", the search engine will give you a whole list of web pages throughout the world that contain these two words. And it will do this in less than a second. If you want to narrow it down to only restaurants that offer spaghetti carbonara, you just add the word "restaurant" to your search. It's like magic.



How r u?
I'm ok and u?



Carlo : *How r u?*

Oksana : *Fine and u? How r u?*

Carlo : *Not bad.*

Oksana : *It's great to finally see u!*

Carlo : *Yeah! It's cool!*

Oksana : *I ...*

Carlo : *Did you download the MP3 file I told you about yesterday?*

Oksana : *Yes, it's great!*

Oksana : *It's wonderful to see you again thanks to this webcam!*

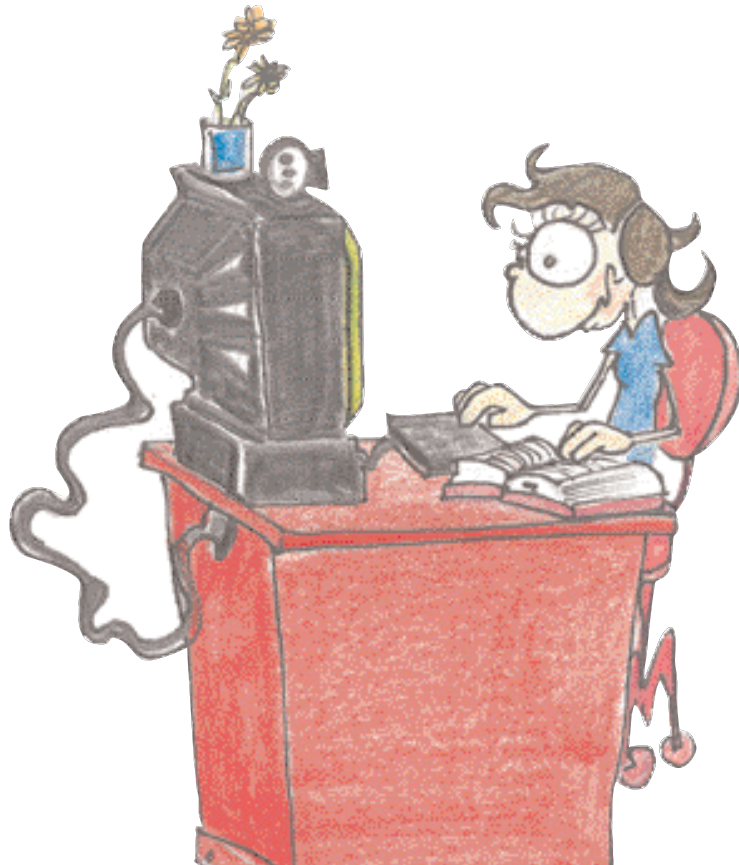
Carlo : *Yes. It's cool! You're still as ... great as you were!*

Oksana : *You too.*

Carlo : *Wow, thanks! See you tomorrow!*

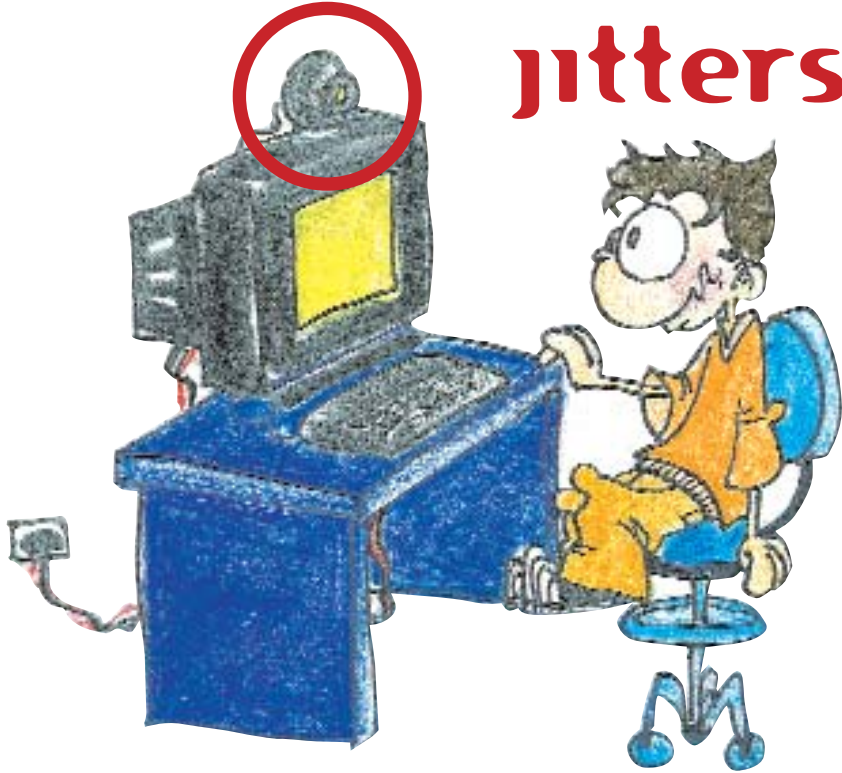
Oksana : *Big hugs.*

Carlo : *Kiss u!*





The webcam jitters



Oksana : Don't you think Carlo was acting really strange in front of the webcam?

The Prof : It's just a matter of practice. In the beginning, the webcam intimidates a lot of people. But once you get the hang of it, you won't be able to live without it.

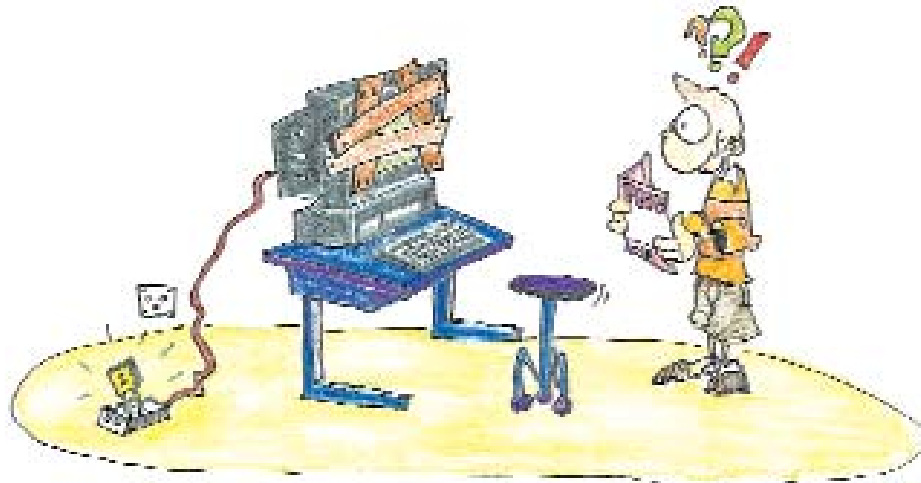
Oksana : And the picture isn't always that good. Sometimes it looks like an old silent movie.

The Prof : You're right. The picture depends on the definition of the image and the speed of transmission, so the quality can vary a lot. But you must admit that even a bad picture is better than nothing.

Oksana : Don't you think Carlo's really cute? We even listen to the same music.

The Prof : Speaking of music ... I know that everyone is downloading music from the Net, but don't forget that by downloading music without paying for it you are depriving musicians of their income. It's like stealing and it's not fair.

The forbidden site



Mikhail : *I'm exhausted!*

Julietta : *Why?*

Mikhail : *I went to bed very late last night! I chatted for a while and then I played Space War with a guy from New Zealand.*

Julietta : *I found a cool site with pictures of beaches and people surfing. I imagined that we were on the beach together and that ... it was great.*

Mikhail : *Carlo told me about a very interesting site.*

Julietta : *What kind of site?*

Mikhail : *The kind of site that ... well you know what kind of site...*

Julietta : *Knowing Carlo, it must be a porn site. They're really gross. And if the Prof finds out, he's going to be furious. He may even take away our Internet privileges.*

Mikhail : *Don't make such a big deal out of it! If you don't tell him, he'll never find out.*

Julietta : *Of course he will. Everything you look at on the Web remains written on your hard disk. He'll discover it eventually. Besides, these sites are disgusting!*

Mikhail : *You spend time looking at all those movie stars you have crushes on and I never complain. I'm not jealous!*

Julietta : *I am not jealous. It's just that the image of women that you get from these sites is totally degrading and ...*

Julietta left the chat room.



Nothing like a good

old kiss!

The Prof : Julietta is right. Everything remains on your hard disk, even after you think that you have deleted it. Having said this, I am not going to spy on you, but I have put in place a number of filters so that certain pornographic sites remain inaccessible. But filters can't take the place of trust. I don't have to tell you why I don't want you to visit those sites.

One last thing. The Internet is a wonderful universe in which you can discover so many things. It is a powerful tool to open your mind, enrich your life and help you communicate. But there are many other things in life. It isn't good for your eyes or your brain to spend hours and hours surfing the Web. Mikhail, it's important to get some sleep too.

Mikhail : But there are so many things to see on the Net!

The Prof : I know, but that's no excuse. Don't ever forget that the Internet is an imaginary planet. Nothing will ever replace a good old soccer game or a great big hug.

Carlo : I have an idea. I was surfing the Net and found a great place to go camping, halfway between Belarus and Italy. Why don't we ask our parents if we can all go there and spend some time together?

Julietta, Oksana, Mikhail : *Awesome!*

The Prof : That, too, is the Internet!





Nathalie Perrin, age 14, did the drawings that illustrate this brochure. She lives in the canton of Vaud in Switzerland. While she has never formally studied art, Nathalie has been drawing since she was very young.

Her favourite hobbies, apart from drawing, are the piano, rugby and sailing.

Thanks

I would like to thank all the young - and not so young - people who have helped me with this book. Thank you to Catherine Tyler for her English adaptation which showed both intelligence and enthusiasm and to Diana Nunes (age 14), Alexandra Martos (age 14) and Stéphane Michaud, computer science professor at the " École active " (Malagnou) in Geneva, as well as Emmanuel (age 15), Nathalie (age 12), Sarah (age 11) and many others, for their insightful comments.

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Thank you to Nathalie Perrin for her wonderful drawings.

Jean Michel Jakobowicz

Selected Web sites from the United Nations System

United Nations (UN) - New York, United States

<http://www.un.org/>

United Nations CyberSchoolBus - New York, United States

<http://cyberschoolbus.un.org/>

Economic Commission for Africa (ECA) - Addis Ababa, Ethiopia

<http://www.uneca.org/>

Economic Commission for Europe (ECE) - Geneva, Switzerland

<http://www.unece.org/>

Economic Commission for Latin America and the Caribbean (ECLAC) - Santiago, Chile

<http://www.eclac.cl/>

Economic and Social Commission for Asia and the Pacific (ESCAP) - Bangkok, Thailand

<http://www.unescap.org/>

Economic and Social Commission for Western Asia (ESCWA) - Beirut, Lebanon

<http://www.escwa.org.lb/>

Food and Agriculture Organization of the United Nations (FAO) - Rome, Italy

<http://www.fao.org/>

International Atomic Energy Agency (IAEA) - Vienna, Austria

<http://www.iaea.org/worldatom/>

International Civil Aviation Organization (ICAO) - Montreal, Canada

<http://www.icao.int/>

International Court of Justice (ICJ) - The Hague, Netherlands

<http://www.icj-cij.org/icjwww/icj002.htm>

International Fund for Agricultural Development (IFAD) - Rome, Italy

<http://www.ifad.org/>

International Labour Organization (ILO) - Geneva, Switzerland

<http://www.ilo.org/>

International Maritime Organization (IMO) - London, United Kingdom

<http://www.imo.org/>

International Telecommunication Union (ITU) - Geneva, Switzerland

<http://www.itu.int/home/index.html>

Joint United Nations Programme on HIV/AIDS (UNAIDS)
Geneva, Switzerland

<http://www.unaids.org/>

United Nations Children's Fund (UNICEF) - New York, United States

<http://www.unicef.org/>

United Nations Conference on Trade and Development (UNCTAD)
Geneva, Switzerland

<http://www.unctad.org/>

United Nations Development Programme (UNDP) - New York, United States

<http://www.undp.org/>

United Nations Development Fund for Women (UNIFEM) -
New York, United States

<http://www.unifem.org/>

United Nations Educational, Scientific and Cultural Organization (UNESCO) -
Paris, France

<http://www.unesco.org/>

United Nations Environment Programme (UNEP) - Nairobi, Kenya

<http://www.unep.org/>

United Nations High Commissioner for Human Rights,
Office of the (OHCHR) - Geneva, Switzerland

<http://www.unhchr.ch/>

United Nations High Commissioner for Refugees, Office of the (UNHCR)
Geneva, Switzerland

<http://www.unhcr.ch/cgi-bin/texis/vtx/home>

United Nations Industrial Development Organization (UNIDO)
Vienna, Austria

<http://www.unido.org/>

United Nations Office on Drugs and Crime (UNODC) - Vienna, Austria

<http://www.unodc.org/unodc/index.html>

United Nations Population Fund (UNFPA) - New York, United States

<http://www.unfpa.org/>

United Nations University (UNU) - Tokyo, Japan

<http://www.unu.edu/>

United Nations Volunteers (UNV) - Bonn, Germany

<http://www.unv.org/>

Universal Postal Union (UPU) - Bern, Switzerland

<http://www.upu.int/>

World Food Programme (WFP) - Rome, Italy

<http://www.wfp.org/>

World Health Organization (WHO) - Geneva, Switzerland

<http://www.who.int/en/>

World Intellectual Property Organization (WIPO) - Geneva, Switzerland

<http://www.wipo.int/>

World Meteorological Organization (WMO) - Geneva, Switzerland

<http://www.wmo.ch/index-en.html>

World Tourism Organization - Madrid, Spain

<http://www.world-tourism.org/>