

# Terms and Acronyms in *Telecom in Emerging Markets*

Acronym	Definition	Explanation	Web
3G	Third Generation mobile technology	The generic term for the next generation of wireless mobile communications networks supporting enhanced services like multimedia and video. Most commonly, 3G networks are discussed as graceful enhancements of 2G cellular standards, like e.g. GSM. The enhancements include larger bandwidth, more sophisticated compression techniques, and the inclusion of in-building systems. 3G networks will carry data at 144 kb/s, or up to 2 Mb/s from fixed locations. 3G comprises mutually incompatible standards: UMTS FDD and TDD, CDMA2000, TD-CDMA.	
AGE	Adjusted Gross Estate	The value of an estate after payment of administrative expenses, debts of the decedent and losses, but before estate taxes are paid.	
ARPU	Average Revenue Per User	It is a measure of the revenue generated by one customer phone, pager, etc., per month. The term is used by companies that offer subscription services to clients, for example, telephone carriers, Internet Service Providers, and Hosters etc. In mobile telephony, ARPU includes not only the revenues billed to the customer each month for usage, but also the revenue generated from incoming calls, payable within the regulatory interconnection regime.	
ATOB	Association of Telecommunication Operators of Bangladesh		
BDT	Bangladesh Taka	The Bangladesh currency, 1 BDT = 0.01480 USD (13.8.08)	
BOP	Bottom of the (Economic) Pyramid	In economics, the bottom of the pyramid is the largest, but poorest socio-economic group. In global terms, this is the four billion people who live on less than 2 USD per day, typically in developing countries. The phrase "bottom of the pyramid" is used in particular by people developing new models of doing business that deliberately target that demographic, often using new technology. This field is also often referred to as the "Base of the Pyramid" or just the "BoP".	
BTRC	Bangladesh Telecommunication Regulatory Commission	Bangladesh Telecommunication Regulatory Commission (BTRC) is an independent Commission established under the Bangladesh Telecommunication Act, 2001 (Act no. 18 of 2001) published by the Parliament in the Bangladesh Gazette, extraordinary issue of April 16, 2001. BTRC started functioning from January 31, 2002.	<a href="http://www.btrc.gov.bd/">http://www.btrc.gov.bd/</a>
CAPEX	Capital expenditure	Expenditures used by a company to acquire or upgrade physical assets such as equipment, property, industrial buildings. In accounting, a capital expenditure is added to an asset account (i.e. capitalized), thus increasing the asset's basis.	
CDR	Charging Data Record	The computer record produced by a telephone exchange containing details of a call that passed through it. It is the automated equivalent of the paper toll tickets that were written and timed by operators for long distance calls in a manual telephone exchange. Also referred to as Call Data Record or Call Detail Record.	
CIC	Community Information Centre	A community based shared access facility where users can access communication and information resources such as Internet services, telephony, printed material, and a variety of other sources of information. Also referred to as Community Multimedia Centres, such facilities are generally operated by local entrepreneurs, government agencies, NGO's or telcos. See also GP CIC.	
CMICT	Computer-Mediated-Interactive-Communication-Technology	Term often used about the "new media", i.e. mobile telephones and Internet. CMICT produce new communication structures, like novel and unpredictable imaginary spaces, re-narrating lived space.	

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CSR	Corporate Social Responsibility	A concept whereby organizations consider the interests of society by taking responsibility for the impact of their activities on customers, suppliers, employees, shareholders, communities and other stakeholders, as well as the environment. This obligation is seen to extend beyond the statutory obligation to comply with legislation and sees organizations voluntarily taking further steps to improve the quality of life for employees and their families as well as for the local community and society at large.	
Direct or Averaging Method		Method to allocate cost onto individual subscribers when subscriber-wise cost is not available from any system sources. The Direct or Averaging Method allocates costs onto the applicable number of customers, i.e. it is allocated on relevant groups of subscribers instead of just projecting the cost roughly on every active subscriber.	
DWH	Data Warehouse	A repository of an organization's electronically stored data. Data warehouses are designed to facilitate reporting and analysis. This classic definition of the data warehouse focuses on data storage. However, the means to retrieve and analyze data, to extract, transform and load data, and to manage the dictionary data are also considered essential components of a data warehousing system. Many references to data warehousing use this broader context. Thus, an expanded definition for data warehousing includes business intelligence tools, tools to extract, transform, and load data into the repository, and tools to manage and retrieve metadata.	
EBIT	Earnings before interest and taxes	A measure of a firm's profitability that excludes interest and income tax expenses. $EBIT = \text{Operating Revenue} - \text{Operating Expenses (OPEX)} + \text{Non-operating Income}$ .	
EBITDA	Earnings before interest, taxes, depreciation and amortization	A metric that can be used to evaluate a company's profitability. $EBITDA = \text{Operating Revenue} - \text{Operating Expenses} + \text{Other Revenue}$ . EBITDA is not a defined measure according to Generally Accepted Accounting Principles (GAAP), and thus can be calculated however a company wishes.	
EDGE	Enhanced Data for GSM Evolution	A modulation method for GSM and IS-136 TDMA networks, standardized by ETSI, that allows for wireless data transfer up to 384 kb/s.	<a href="http://www.etsi.org">http://www.etsi.org</a> , <a href="http://www.3gpp.org">http://www.3gpp.org</a>
EICTA	European Information, Communications and Consumer Electronics Technology Industry Associations	A Brussels-based European trade association of electronics and telecommunications companies. EICTA (European Information & Communications Technology Industry Association) was founded in November 1999. EICTA finds its origins in two former European federations of industries associations: ECTEL and eurobit. In October 2001, the European Information & Communications Technology Industry Association merged with the EACEM, the European Association of Consumer Electronics Manufacturers, but kept its original acronymic name.	<a href="http://www.eicta.org/">http://www.eicta.org/</a>
EOY	End of Year		
ERP	Enterprise Resource Planning	An ERP system is a business support system that maintains in a single database the data needed for a variety of business functions such as Manufacturing, Supply Chain Management, Financials, Projects, Human Resources and Customer Relationship Management.	
GDP	Gross Domestic Product	GDP is defined as the total market value of all final goods and services produced within the country in a given period of time (usually a calendar year). GDP is one of the measures of national income and output for a given country's economy. It is also considered the sum of value added at every stage of production (the intermediate stages) of all final goods and services produced within a country in a given period of time, and it is given a money value.	
GeSI	Global e-Sustainability Initiative	GeSI is a global partnership of ICT companies that promotes technologies for sustainable development. In 2000, 189 countries signed up to the Millennium Development Goals. These goals outlined action on matters as diverse as climate change and poverty elevation. The rapidly converging Information and Communications Technology Sector (ICT) recognized that addressing these issues would need an effective, industry-wide response. As part of this response GeSI was born in 2001 to further sustainable development in the ICT sector.	<a href="http://www.gesi.org">http://www.gesi.org</a>

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GNP	<b>Gross National Product</b>	GNP is defined as the "value of all (final) goods and services produced in a country in one year, plus income earned by its citizens abroad, minus income earned by foreigners in the country". It is a measure of national income used in economics to estimate the welfare of an economy through totalling the value of goods and services produced in an economy. GNP is part of a system of national accounting first developed in the 1940s.	
GP	<b>Grameenphone</b>	A GSM-based cellular operator in Bangladesh. Grameenphone started operations on March 26, 1997. It is partly owned by Telenor (62 %) and Grameen Telecom (38 %). Grameenphone is the largest mobile phone company in Bangladesh with 19.58 million customers as of May, 2008. It is also one of the fastest growing cellular telephone networks in Bangladesh.	<a href="http://www.grameenphone.com/">http://www.grameenphone.com/</a>
GPCIC		Grameenphone Community Information Centre is a shared access facility where rural and urban users can access a wide range of state of art services such as Internet, voice communications, video conferencing and other information services. Set up with technical assistance from the GSM Association, the Grameenphone Community Information Centres (GPCICs) are usually equipped with at least one PC, printer, scanner, web cam and modem to access the Internet using the GSM/EDGE connectivity. See also CIC.	<a href="http://www.gpcic.org/">http://www.gpcic.org/</a>
GSM	<b>Global System for Mobile communications</b>	A digital cellular phone technology system that is the predominant system in Europe, but is also used around the world. Development started in 1982 by CEPT and was transferred to the new organisation ETSI in 1988. Originally, the acronym was the group in charge, "Group Special Mobile" but later the group changed name to SMG. GSM was first deployed in seven countries in Europe in 1992. It operates in the 900 MHz and 1.8 GHz band in Europe and 1.9 GHz band in North America. GSM defines the entire cellular system, from the air interface to the network nodes and protocols. As of October 2006, there were more than 2.1 billion GSM users in more than 200 countries world-wide. The ubiquity of the GSM standard makes international roaming very common between mobile phone operators which enables phone users to access their services in many other parts of the world as well as their own country. GSM differs significantly from its predecessors in that both signalling and speech channels are digital, which means that it is seen as a second generation (2G) mobile phone system. This fact has also meant that data communication was built into the system from very early on. GSM is an open standard which is currently developed by the 3GPP.	<a href="http://www.gsmworld.com/">http://www.gsmworld.com/</a> , <a href="http://www.etsi.org">http://www.etsi.org</a> , <a href="http://www.3gpp.org">http://www.3gpp.org</a>
GSMA	<b>GSM Association</b>	World's leading wireless industry representative body, consisting of more than 660 second- and third-generation wireless network operators and key manufacturers and suppliers to the wireless industry.	<a href="http://www.gsmworld.com/">http://www.gsmworld.com/</a>
HRM	<b>Human Resource Management</b>	The strategic and coherent approach to the management of an organization's most valued assets – the people working there who individually and collectively contribute to the achievement of the objectives of the business. The terms "human resource management" and "human resources" (HR) have largely replaced the term "personnel management" as a description of the processes involved in managing people in organizations. HRM is evolving rapidly. Human resource management is both an academic theory and a business practice that addresses the theoretical and practical techniques of managing a workforce.	
HSE	<b>Health, Safety &amp; Environment</b>	A cross-disciplinary area concerned with protecting the safety, health and welfare of people engaged in work or employment. As a secondary effect, it may also protect co-workers, family members, employers, customers, suppliers, nearby communities, and other members of the public who are impacted by the workplace environment. Also called Occupational safety and health. Since 1950, the International Labour Organization (ILO) and the World Health Organization (WHO) have shared a common definition of occupational health. It was adopted by the Joint ILO/WHO Committee on Occupational Health at its first session in 1950 and revised at its twelfth session in 1995. The definition reads: "Occupational health should aim at: the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations; the prevention amongst workers of departures from health caused by their working conditions; the protection of workers in their employment from risks resulting from factors adverse to health; the placing and maintenance of the worker in an occupational environment adapted to his physiological and psychological capabilities; and, to summarize, the adaptation of work to man and of each man to his job."	<a href="http://www.ilo.org/public/english/protection/safework/cis/">http://www.ilo.org/public/english/protection/safework/cis/</a>

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ICT	<b>Information and Communication Technology</b>	The technology required for information processing. In particular the use of electronic computers and computer software to convert, store, protect, process, transmit, and retrieve information from anywhere, anytime.	
ICT4D	<b>Information and Communication Technologies for Development</b>	A general term referring to the application of Information and Communication Technologies (ICTs) within the field of socio-economic development.	
IFC	<b>The International Finance Corporation</b>	IFC is a member of the World Bank Group and is headquartered in Washington, DC. The IFC promotes sustainable private sector investment in developing countries as a way to reduce poverty and improve people's lives. It was established in 1956 and has 179 member countries, which collectively determine its policies and approve investments. To join IFC, a country must first be a member of the International Bank for Reconstruction and Development (IBRD). IFC's corporate powers are vested in its Board of Governors, to which member countries appoint representatives. IFC's share capital, which is paid in, is provided by its member countries, and voting is in proportion to the number of shares held. IFC's authorized capital (the sums contributed by its members over the years) is \$2.45 billion; IFC's net worth (which includes authorized capital and retained earnings) was \$9.8 billion as of June 2005.	<a href="http://www.ifc.org/">http://www.ifc.org/</a>
IPCC	<b>Intergovernmental Panel on Climate Change</b>	A scientific body tasked to evaluate the risk of climate change caused by human activity. The panel was established in 1988 by the World Meteorological Organization (WMO) and the United Nations Environment Programme (UNEP), two organizations of the United Nations. The IPCC shared the 2007 Nobel Peace Prize with former Vice President of the United States, Al Gore. The IPCC does not carry out research, nor does it monitor climate or related phenomena. A main activity of the IPCC is publishing special reports on topics relevant to the implementation of the UN Framework Convention on Climate Change (UNFCCC), an international treaty that acknowledges the possibility of harmful climate change; implementation of the UNFCCC led eventually to the Kyoto Protocol. The IPCC bases its assessment mainly on peer reviewed and published scientific literature. The IPCC is only open to member states of the WMO and UNEP. IPCC reports are widely cited in almost any debate related to climate change. National and international responses to climate change generally regard the UN climate panel as authoritative.	<a href="http://www.ipcc.ch/">http://www.ipcc.ch/</a>
ISDN	<b>Integrated Services Digital Network</b>	A digital telecommunications network that provides end-to-end digital connectivity to support a wide range of services, including voice and non-voice services, to which users have access by a limited set of standard multi-purpose user-network interfaces. The user is offered one or more 64 kb/s channels.	<a href="http://www.itu.int">http://www.itu.int</a>
ISO	<b>International Organization of Standardization</b>	ISO is a worldwide federation of national standards bodies from more than 140 countries, one from each country. ISO is a non-governmental organization established in 1947. The mission of ISO is to promote the development of standardization and related activities in the world with a view to facilitating the international exchange of goods and services, and to developing cooperation in the spheres of intellectual, scientific, technological and economic activity.	<a href="http://www.iso.org">http://www.iso.org</a>
ISO 14000		The ISO 14000 series are environmental management standards which exist to help organizations minimize how their operations negatively affect the environment (cause adverse changes to air, water, or land) and comply with applicable laws and regulations.	<a href="http://www.14000.org/">http://www.14000.org/</a>
ITU	<b>International Telecommunication Union</b>	On May 17, 1865, the first International Telegraph Convention was signed in Paris by the 20 founding members, and the International Telegraph Union (ITU) was established to facilitate subsequent amendments to this initial agreement. It changed name to the International Telecommunications Union in 1934. From 1948 a UN body with approx. 200 member countries. It is the top forum for discussion and management of technical and administrative aspects of international telecommunications.	<a href="http://www.itu.int">http://www.itu.int</a>
Kish grid		A widely used technique in survey research, by which interviewers who have been issued with a sample of household addresses can then sample individuals on the doorstep, by following simple and rigorous rules for selecting one person to interview from among household residents. The technique involves constructing a list of eligible individuals at a particular address, ordered by age, and then selecting according to the serial number of the address itself. The system is devised so that all individuals in a household have an equal chance of selection. First described by Leslie Kish (1910 – 2000) in 'A Procedure for Objective Respondent Selection Within the Household', <i>Journal of the American Statistical Association</i> , 1949.	

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LCA	Life Cycle Assessment	LCA is also known as life cycle analysis, ecobalance, and cradle-to-grave analysis. It is the investigation and valuation of the environmental impacts of a given product or service caused or necessitated by its existence.	
Marginal Costing Method		Method to allocate cost onto individual subscribers when subscriber-wise cost is not available from any system sources. The Marginal Costing Method allocates network costs according to usage patterns of different subscribers. E.g. a subscriber calling at an odd hour would bear the appropriate portion of cost based on his/her usage.	
Missed call		The deliberate termination of an outgoing telephone call by the caller, before the called party answers it. Missed calls can be used to notify another person of the caller's presence or to conveniently exchange cellphone numbers. Although commonly used by one who has low credit balance or simply wishes to limit telcom expenditures, missed calls are frequently used to convey messages by means of predefined agreements or "codes". Thus, a predefined number of successive missed calls or one or more missed calls at a certain time of day will have a specific meaning. The number of the caller is usually flashed on the screen of the callee who is using caller ID, and/or can be viewed from the missed calls list of the cellphone. This phenomenon is common in developing countries, particularly India, Pakistan, the Philippines and large parts of Africa, where cell phone use is increasing, but people still have to cope with the costs of calling on a regular basis. The missed call serves as a cheap way of communication for those who cannot maintain a high credit balance such as teenagers and people with low income.	
MoU	Minutes of Usage		
NASDAQ	National Association of Securities Dealers Automated Quotation System	An American stock exchange. It is the largest electronic screen-based equity securities trading market in the United States. With approximately 3,200 companies, it lists more companies and has more trading volume per day than any other stock exchange in the world. It was founded in 1971 by the National Association of Securities Dealers (NASD), who divested themselves of it in a series of sales in 2000 and 2001. It is owned and operated by the NASDAQ OMX Group, the stock of which was listed on its own stock exchange in 2002, and is monitored by the Securities and Exchange Commission (SEC).	<a href="http://www.nasdaqomx.com/">http://www.nasdaqomx.com/</a>
NBR	National Revenue Board	The National Board of Revenue (NBR) is the central authority for tax administration in Bangladesh. Administratively, it is under the Internal Resources Division (IRD) of the Ministry of Finance (MoF). MoF has 3 Divisions; namely, the Finance Division, the Internal Resources Division (IRD), and the Economic Relations Division (ERD). Each division is headed by a Secretary to the Government. Secretary, IRD is the ex-office Chairman of NBR. NBR is responsible for formulation and continuous re-appraisal of tax-policies and tax-laws in Bangladesh.	<a href="http://www.nbr-bd.org/">http://www.nbr-bd.org/</a>
NGO	Non-Governmental Organisation	A legally constituted organization created by private persons or organizations with no participation or representation of any government. In the cases in which NGOs are funded totally or partially by governments, the NGO maintains its non-governmental status insofar as it excludes government representatives from membership in the organization. The number of internationally operating NGOs is estimated at 40,000.	
OPEX	Operations Expenditure	A company's operational cost in contrast to CAPEX – Capital Expenditure, which is the company's investment cost.	
PCM	Pulse Code Modulation	The speech coding algorithm used in most circuit-switched fixed networks. PCM is a wave form coding method which is neutral to the actual content of the signal.	
POTS	Plain Old Telephone Service	A very general term used to describe an ordinary voice telephone service. See also PSTN.	
PPS	Probability Proportionate to Size		
Profit Measure Method		Method to allocate cost onto individual subscribers when subscriber-wise cost is not available from any system sources. The Profit Measure Method is used in allocation of CAPEX such as network element and billing system related costs which feeds information to itself from three more sub-models; Actual outgoing Minutes of Usage (MoU), Actual incoming MoU and Marginal Costing Method.	

Acronym	Definition	Explanation	Web
RPU	Revenue Per User	See ARPU	
SAC	Subscriber Acquisition Cost		
SOX	Sarbanes-Oxley Act	Corporate governance rules, regulations and standards for specified public companies including SEC registrants (SEC: security – in this case a particular subcategory of companies certified for information security (revision, provision, consulting etc.)).	
SEBA	Society for Economic and Basic Advancement	SEBA was established as a Non-Government Organization (NGO), by a number of social workers in 1984 to improve the social and economic condition of the poor and depressed people of South East and northern parts of Bangladesh. SEBA is registered with the Bangladesh department of social service, Ministry of Social Welfare.	<a href="http://www.seba-bd.org/">http://www.seba-bd.org/</a>
SEC	Socio Economic Classification	Basically the same as “social class”, which refers to the hierarchical distinctions (or stratification) between individuals or groups in societies or cultures. Usually individuals are grouped into classes based on their economic positions and similar political and economic interests within the stratification system.	
SIM	Subscriber Identity Module	The SIM is a subscriber identity module for GSM/GPRS subscriptions. In 2G systems the term SIM is used for a dedicated smartcard with subscriber identity information (including security credentials and algorithms). In the 3G system a SIM is an application running on the UICC (smartcard). Although the terms UICC and SIM are often interchanged, UICC refers to the physical card, whereas SIM (in 3G) refers to a single application residing in the UICC that collects GSM/GPRS user subscription information. The corresponding UMTS subscriber application is the USIM (which is always present on a UICC). The SIM provides secure storing of the key identifying a mobile phone service subscriber but also subscription information, preferences and storage of text messages. The equivalence of a SIM in UMTS is a Universal Subscriber Identity Module (USIM). Defined in 3GPP specification series 31.	<a href="http://www.3gpp.org/ftp/Specs/html-info/31-series.htm">http://www.3gpp.org/ftp/Specs/html-info/31-series.htm</a>
SME	Small and Medium Enterprises	Micro, small and medium-sized enterprises represent 99 % of all enterprises in the European Union. The European Commission published in 2003 a revised definition of SMEs. According to this definition, micro-sized enterprises have less than 10 employees and a turnover less than € 2 mill. A small enterprise has less than 50 employees and a turnover of less than € 10 mill. Medium-sized enterprises have less than 250 employees and a turnover of less than € 50 mill.	<a href="http://europa.eu.int/comm/enterprise/enterprise_policy/sme_definition/index_en.htm">http://europa.eu.int/comm/enterprise/enterprise_policy/sme_definition/index_en.htm</a>
SMS	Short Message Service	A means by which short messages can be sent to and from digital cellular phones, pagers and other handheld devices. Alphanumeric messages of up to 160 characters can be supported.	
TRCL	Telemedicine Reference Centre Ltd.	TRCL provides low-cost technological and medical solutions to healthcare organizations in developing countries and has pioneered development of international teleconsultation services in Bangladesh. TRCL is implementing a rural telehealthcare system in Bangladesh, where rural doctors will be provided with expert medical consultative services from Dhaka. It is a privately funded project, but the Ministry of Health and Family Welfare of the Government of People’s Republic of Bangladesh is playing a significant role in TRCL’s rural telehealthcare program implementation. It was founded in 1996.	<a href="http://www.trclcare.com/">http://www.trclcare.com/</a>
UN	United Nations	The United Nations (UN) is an international organization whose stated aims are to facilitate cooperation in international law, international security, economic development, social progress, human rights, and achieving world peace. The UN was founded in 1945 after World War II to replace the League of Nations, to stop wars between countries and to provide a platform for dialogue. There are currently 192 member states, including nearly every recognized independent state in the world. The headquarter is on international territory in Manhattan, New York City, USA.	<a href="http://www.un.org/">http://www.un.org/</a>

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UNEP	United Nations Environment Programme	UNEP coordinates United Nations environmental activities, assisting developing countries in implementing environmentally sound policies and encourages sustainable development through sound environmental practices. It was founded as a result of the United Nations Conference on the Human Environment in June 1972 and is headquartered in Nairobi, Kenya. UNEP also has six regional offices and various country offices. Its activities cover a wide range of issues regarding the atmosphere, marine and terrestrial ecosystems. UNEP is the designated authority of the United Nations system in environmental issues at the global and regional level. Its mandate is to coordinate the development of environmental policy consensus by keeping the global environment under review and bringing emerging issues to the attention of governments and the international community for action.	<a href="http://www.unep.org/">http://www.unep.org/</a>
UNESCO	United Nations Educational, Scientific and Cultural Organization	A specialized agency of the United Nations established in 1945. Its stated purpose is to contribute to peace and security by promoting international collaboration through education, science, and culture in order to further universal respect for justice, the rule of law, and the human rights and fundamental freedoms proclaimed in the UN Charter.	<a href="http://portal.unesco.org/en/">http://portal.unesco.org/en/</a>
USD	U.S. Dollar (\$)	The U.S. Currency	
VAT	Value Added Tax	VAT is tax on exchanges. It is levied on the added value that results from each exchange. It differs from a sales tax because a sales tax is levied on the total value of the exchange. For this reason, a VAT is neutral with respect to the number of passages that there are between the producer and the final consumer. A VAT is an indirect tax, in that the tax is collected from someone who does not bear the entire cost of the tax. To avoid double taxation on final consumption, exports (which by definition, are consumed abroad) are usually not subject to VAT and VAT charged under such circumstances is usually refundable. VAT was invented by a French economist in 1954 as "taxe sur la valeur ajoutée" (TVA in French). Maurice Lauré, joint director of the French tax authority, the Direction générale des impôts, was first to introduce VAT with effect from 10 April 1954 for large businesses, and it was extended over time to all business sectors.	<a href="http://ec.europa.eu/taxation_customs/taxation/vat/how_vat_works/index_en.htm">http://ec.europa.eu/taxation_customs/taxation/vat/how_vat_works/index_en.htm</a>
XDSL	(Any) Digital Subscriber Line	Various configurations of digital subscriber line: X = ADSL – asymmetric, VDSL – very high speed, SHDSL – single pair high speed, SDSL – symmetric, HDSL – high speed.	