



# 4 Billion Conversations

Bridging the Digital Language Divide

The internet has revolutionized communication on a scale not seen since the invention of the printing press. It's given us more than just access to information; it also allows people to connect with each other as never before, locally and globally. Billions of us are having digital conversations every day.

Language technology has been part of that revolution, giving people access to information and creating new digital experiences. Machine translation between major languages has reached almost human levels, automatic speech recognition (ASR) for English is now more reliable than humans, and conversational AI is becoming more realistic at an incredible pace.

But these amazing resources, and the huge benefits they bring, are only available to half the world's people - over 4 billion people on the planet don't have the opportunities these technologies bring.

## A Challenge of Scale

Over the last few years there has been an explosion of talent in language technology across sub-Saharan Africa and South Asia. Grassroots communities such as Masakhane (which we are part of) are building language resources for ever-increasing numbers of languages.

But these tech communities have not yet found their way to building applications at scale. The lack of large-scale use cases means the language models and technology are maturing slowly or not at all. The commercial uptake of the technology has been slow, and those working in humanitarian and development contexts typically don't have the expertise to use it.

There is an incredible opportunity to use this technology to drive development and empowerment - creating more equality, opportunity, and giving people agency over their own lives.

CLEAR Global brings together strong technical AI expertise with decades of international aid experience to address this need. This unique combination of skills allows us to work as a catalyst for change - building language AI solutions with high social impact.

The scale of the demand is staggering, and it is urgent: climate change, migration, empowering women and girls, and now COVID-19 - none of these things can wait.



We have a plan:

- We are **collaborating with grassroots initiatives** to build language technology components, including voice recognition (ASR), conversational AI (NLU for chatbots), and machine translation (MT), for languages which have a high social impact.
- Not only are we building the enabling technology, we also have expertise and decades of experience in using it – **innovative multilingual digital experiences** to deliver impact in a wide range of humanitarian and development contexts.
- We can't do this alone. We have always worked closely with the biggest international organizations to support and amplify their programs. We are also building **a fast-growing network** who are asking for our help. To support this rapidly expanding ecosystem, we have been developing playbooks for creating language data, building technology and using it in action.

Together, we can start 4 billion conversations over the next five years. Join us in making it happen.

