



**Translators  
without Borders**

**CLEAR  
Global**

## **Fair Usage Guidelines**

CLEAR Global collaborates with the TWB Community to provide partners with language services for content with a distinct developmental and humanitarian purpose. To keep our collaboration thriving and adaptable, we've crafted these Guidelines for Fair Usage, designed to guide rather than constrict. These guidelines are here to foster a harmonious relationship between us and our community, while catering to the diverse needs of our partners. Think of them as your compass, not a rulebook!

Should you have any inquiries or require assistance, please do not hesitate to contact us. We are more than willing to provide guidance and support.

### **Languages**

We use the term "hard-to-source" when our pool of linguists includes few translators in that language. Upon request, CLEAR Global can provide a list of such languages.

**Please allow additional time for sourcing when requesting language services in hard-to-source languages. If we encounter difficulties in finding a translator in a language, we will promptly notify you.**

All partners can request language services for community-facing or community-generated content. This encompasses, for example, messaging intended for affected populations and content generated through feedback mechanisms.



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## Overall Capacity

CLEAR Global works in close collaboration with over 100,000 volunteer translators, known as the Translators without Borders (TWB) “community”. Please treat them with respect and awe. When it comes to translating your content, we are dependent on the goodwill of our community, and we sincerely appreciate their invaluable contributions.

For CLEAR Global, a translation project refers to a set of files that is translated into a single language. If your organization requires content to be translated into multiple languages, each language is considered as a distinct translation project. For example, a translation request from English into French, Spanish, Arabic, and Turkish would be 4 separate projects.

- CLEAR Global can manage up to 20 projects concurrently in **different** target languages, and up to 3 projects in the **same** target language per organization.

## Turnaround Times

The following turnaround times are provided as estimates and are intended to offer partners a general idea of the expected delivery times based on our experience:

Number of Words per Project	Standard Languages	Hard-to-Source Languages
Between 1 and 2,000 words	Allow at least 1 week	Allow at least 2 weeks
Between 2,000 and 5,000 words	Allow at least 2 weeks	Allow at least 4 weeks
Between 5,000 and 10,000 words	Allow at least 4 weeks	Allow at least 8 weeks

Should your organization have time constraints that exceed the above-stated guidelines, we encourage you to get in touch with your designated point of contact.



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## **Project Management**

To prevent overwhelming the CLEAR Global team and our dedicated TWB community, we kindly request that you limit the number of concurrent projects for which you request support.

Your focal point is available to provide further guidance. Please be aware that managing more than 20 concurrent projects or projects exceeding 10,000 words each can be challenging. In cases where your language service needs surpass these guidelines, your focal point will assess each project's feasibility and collaborate with you to find a solution that aligns with your requirements and can be accomplished by our community of volunteers.

These Fair Usage Guidelines are essential for our collaborative efforts with the TWB Community and our commitment to delivering language services that create a meaningful impact. Your adherence reflects our respect for our community members and ensures the success of our shared mission. We appreciate your cooperation as we work together to overcome language barriers in support of global development and humanitarian efforts.