TWB Fair Usage Guidelines

The following guidelines are provided for TWB partners to be able to get the most out of our community, while ensuring that our capacity is not over-stretched. We ask that you respect these guidelines. If you have any questions, please contact us. We are very happy to help guide you.

Languages

TWB partners can request language services in any language pair, but we have some guidance you should be aware of. TWB uses the term "hard-to-source" to refer to languages with a limited number of translators available. TWB is able to provide a list of hard-to-source languages upon request.

Please allow additional time for sourcing when requesting hard-to-source languages.
If TWB is unable to source a specific language, we will inform you in a timely manner.

All partners can request translation of *community-facing or community-generated content. Examples of this content include messaging intended for affected populations and content created via feedback mechanisms.* Partners with "Orange" memberships can request translation of any eligible content. This is due to the type of content and the kind of needs they have.

Overall capacity

TWB works with a community of volunteer translators, please treat them with respect and awe. When it comes to sourcing projects we are dependent on the goodwill of our community. For Yellow and Orange partnerships, because of the type of content and the nature of our partnership, we will proactively perform targeted outreach to new translators. For others, we rely on our current community.

For TWB, a translation project is a set of resources that gets translated into a single target language. If a partner needs to have resources translated into multiple target languages, each target language is considered a separate translation project.

- Per partner organization, TWB can manage up to 20 projects concurrently into different target languages.

- Per partner organization, TWB can only manage up to 3 projects concurrently into the same target language.

Turnaround times

The below turnaround times are provided for **guidance**; note that the times below are not exact and meant to give partners an indication of turnaround time based on our experience.

Number of Words per Project	Standard Languages	Hard-to-Source languages
Between 1 and 2,000 words	Allow 1 week	Allow 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

If TWB partners have time constraints that exceed the above-stated guidelines, please reach out to your point of contact at TWB.

Project Management

To avoid overloading the TWB team and the TWB community, please try to limit the number of concurrent projects you request support for. *Note that we consider one project to be a translation into one target language so a translation request from English into French, Spanish, Arabic and Turkish would be a total of 4 projects.*

If you are a Basic partner, we suggest that you don't request more than 20 projects at a time and ensure that your projects are no larger than 2000 words. This is the best way to ensure that your needs are met.

For other partnerships, your focal point can guide you. Note that any more than 20 concurrent projects and projects of greater than 10,000 words are always going to be difficult. *If TWB partners have language service needs that exceed these guidelines, your focal point will evaluate the feasibility of each project and work with you to find a solution that fits your needs and can be completed by our community.*