EUROPEAN COMMISSION

Digital Europe Program

Digital Europe Program

eTranslation
Machine Translation Service

Version 1.15

Service Level Agreement

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Final

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Summary of Changes:

Version	Date	Created by	Short Description of Changes
1.0	02 May 2018	Pierre-Olivier Portmann – DGT.R.3	First draft
1.1	17 May 2018	Pierre-Olivier Portmann – DGT.R.3	Update of the document after review by Markus FOTI
1.2	31 May 2018	Pierre-Olivier Portmann – DGT.R.3	Final version prior discussion with DGT Definition of CEF DSI added
1.3	14 June 2018	Dieter Rummel - DGT. R.3	Comments
1.4	22 November 2018	Philippe Gelin - CNECT.G3	Comments
1.5	14 February 2019	Markus Foti - DGT.R.3	Combine Web Interface and Service SLA into single SLA
1.6	24 February 2019	Philippe Gelin, Ainars Freimanis - CNECT.G3	Comments
1.6	26 February 2019	Markus Foti - DGT.R.3	React to additional comments, finalization
1.7	27 June 2019	Markus Foti - DGT.R.3	Remove outdated information
1.8	8 February 2021	Markus Foti - DGT.R.3	Update to new fair use policy
1.9	21 April 2021	Philippe Gelin - CNECT.G3	Comments
1.9	6 May 2021	Markus Foti - DGT.R.3	React to additional comments, finalization
1.10	15 September 2021	Markus Foti - DGT.R.3	Updated concurrent quota limits

1.11	10 February 2021	Markus Foti - DGT.R.3	Expand remit to NGOs and education as per the Digital Europe Program.
1.12	7 April 2022	Markus Foti - DGT.R.3	Add Ukrainian to list of available languages. Add eTranslation Advisory as a contact point.
1.13	7 December 2022	Pierre-Olivier Portmann – DGT.R.3	Reference to CEF program removed in the document and replaced by Digital Europe Program
1.13	7 December 2022	Markus Foti - DGT.R.3	Finalization
1.14	12 March 2024	Markus Foti - DGT.R.3	Replace deprecated email address (DGT-AI-Language-Services-Advisory@ec.europa.eu) with up-to-date one (DGT-AI-Language-Services-Advisory@ec.europa.eu), and updated Section 6 (API registration)
1.15	24 April 2024	Markus Foti - DGT.R.3	Update concurrency quota values for internal and external applications. Snippet maximum size corrected to 5000 characters.

Table of Contents

1. APPROACH AND PURPOSE OF THE DOCUMENT

The present Service Level Agreement (SLA) is a statement of the intentions of the Commission within the specific context of the Digital Europe Program (DIGITAL) and applies to Digital Europe Program services. It aims to specify the understandings and expectations on behalf of the Commission with regard to the provision of Digital Europe Program services.

It should be noted that this document is a non-binding statement made in good faith, which is not legally enforceable against the Commission, and which creates no new binding legal obligations on the Commission. Any references to duties or obligations within this agreement should therefore be understood as a good faith statement of intent only, without any obligation of result or legal recourse in case of breaches of such duties or obligations. As such, this SLA does not require signatures between parties.

This Service Level Agreement is dedicated to the eTranslation machine translation service and associated other NLP Tools, accessible either through a web interface for manual use, or through a web service for machine-to-machine use. As such it defines the Service Level Targets to be reached by the Solution Providers while providing a Building Block services.

2. GLOSSARY

A list of key terminologies related to the Digital Europe Program eTranslation service is defined in the table below.

Terminology	Definition
Building Block	A DSI which offers basic capabilities that can be reused in any European project to facilitate the delivery of digital public services across borders and sectors.
Digital Europe Program	The Digital Europe Program (DIGITAL) (2021-2027) is a new EU funding Program focused on bringing digital technology to businesses, citizens and public administrations. It aims to accelerate the digital transformation across the European Union and support digital sovereignty.
Digital Europe Program AT	Digital Europe Program Automated Translation (DIGITAL AT) Building Block is to provide multilingual support to the other pan-European DSIs so that individuals, administrations and companies in all EU Member States and EEA countries participating in the Digital Europe Program can use public services in their own language. The building block offers automated translation services to public administrations and other eligible stakeholders to facilitate cross-border information exchange
Digital Europe Program eTranslation	Digital Europe Program eTranslation is a Digital Europe Program MT service providing Machine Translation. Currently available through "web interface" or "web service".
DSI	Digital Service Infrastructures (DSI) deliver networked cross-border services for citizens, businesses and public administrations. The main component of a digital service infrastructure is the core service platform which is a central hub at EU level to which national infrastructures link up and thus create a link between different national infrastructures.
web interface	The web page accessed via a web browser and allowing users to submit documents or snippets of text for machine translation.
web service	A software system designed to support interoperable machine-to-machine interaction over a network.

3. INTRODUCTION

The Digital Europe Program Automated Translation Building Block (DIGITAL AT) provides multilingual support for other pan-European DSIs so that individuals, administrations and companies in all EU Member States and EEA countries participating in the Digital Europe Program can use public services in their own language. The building block offers automated translation services to public administrations to facilitate cross-border information exchange.

The Digital Europe Program eTranslation machine translation service is available through two channels:

- a web page for translation of documents or snippets of text;
- a web service designed to support interoperable machine-to-machine interaction over a network.

Other natural-language processing services are regularly being added. At the time of writing they include:

- Speech transcription
- Anonymization
- Multilingual Tweeting
- Named-entity recognition

As the range of services is regularly expanding, a jumping off page provides general information and links to all services. See: https://language-tools.ec.europa.eu/

4. SERVICE OVERVIEW

4.1. Purpose of the service

The service provides the ability to translate formatted documents and plain text between any pair of offered languages, while preserving to the greatest extent possible the structure and format of those documents. Several documents may be translated from a single original language to many target languages in a single submission.

Individuals can access the service from its web page. Translations can be retrieved through a tab on the main interface accessible only to the requesting user for a period of 24 hours following the request, or by email.

Machine-to-machine use is possible through an asynchronous web service.

4.2. Eligibility and Access to the web page

The Digital Europe Program eTranslation web interface is available to:

1. Civil servants working for any EU Institution or for public administrations in the EU Member States, Iceland or Norway

1) to deal with documents in languages they do not master and facilitate cross-border information exchange or their day-to-day work;
2) to evaluate possible integration of the Digital Europe Program AT eTranslation web service in their digital services to ensure that their service is accessible in all of the official EU languages.

2. Personnel working on the deployment of the Digital Europe Program DSIs and related funded cross-border EU projects

1) to evaluate possible integration of the Digital Europe Program AT eTranslation web Service in their digital services to ensure that their service is accessible in all of the official EU languages.

5. REGISTRATION FOR THE WEB INTERFACE

To use eTranslation and its associated services such as translation for twitter or speech-to-text, you need to register.

Eligible users can register here: https://webgate.ec.europa.eu/etranslation/public/welcome.html

You will be guided through acquiring a personal EU Login account and entering your email address to register for eTranslation services.

If you encounter problems, email DGT-AI-Language-Services-Advisory@ec.europa.eu for assistance.

Individual accesses are automatically deactivated after 18 months if not used.

6. REGISTRATION FOR THE WEB SERVICE

To connect to eTranslation's Web Service, you need an application name and a password.

These can be obtained from the registration page at
https://webgate.ec.europa.eu/etranslation/public/requestApiKey.html

To understand users' needs, your will be asked to:

1. Provide a short name for your project or website.

2. State if you will be using the Web-T plugin. The default is "No".

3. Describe your project in a few words (only for non-Web-T connections).

4. Enter your professional email address.

5. Indicate the category of user you are to confirm that you fall within eTranslation's remit.

6. Read the Privacy Statement.

7. Finalise the registration by clicking on "Complete your registration".

If you have any further questions, please contact DGT-AI-Language-Services-Advisory@ec.europa.eu.

7. TERMS AND CONDITIONS OF SERVICE

The terms and conditions specific to use of Digital Europe Program eTranslation are described below.

7.1. Translation Quality

The eTranslation machine translation service uses state-of-the-art neural machine translation and is regularly updated to improve as the technology evolves.

Translation quality depends on in particular on the following:

1) **The languages being translated from and into.** The simpler the grammatical structure of the language, particularly the output language, the better the result.

2) **The style of language and subject matter.** The closer the style and topic are to the "domain" of the engine, the better the output. Very long and very short sentences can be hard to handle. eTranslation offers several domains, from "EU Formal Language" to "General Text" to "Public Health" so use the appropriate engine for best results. If the domain and terminology are not known by the system (i.e. not included in the documents used to build the machine translation engines) terms may be incorrect or left untranslated.

7.2. Language Coverage

Translation is possible from and to any EU official language, Norwegian Bokmål and Icelandic, that is to say:

Bulgarian (BG)	Spanish (ES)	Lithuanian (LT)	Portuguese (PT)
Czech (CS)	French (FR)	Latvian (LV)	Romanian (RO)
Danish (DA)	Icelandic (IS)	Maltese (MT)	Slovak (SK)
German (DE)	Irish (GA)	Norwegian Bokmål (NB)	Slovenian (SL)
Greek (EL)	Croatian (HR)		Finnish (FI)
English (EN)	Hungarian (HU)	Dutch (NL)	Swedish (SV)
Estonian (ET)	Italian (IT)	Polish (PL)	

eTranslation is steadily expanding to cover other socially or economically relevant languages. At the time of writing these are:

Arabic (AR)	Japanese (JA)	Turkish (TR)
Chinese (ZH)	Russian (RU)	Ukrainian (UK)

7.3. Automatic Language Detection

When submitting documents, the user or client service should indicate the source language manually. If that language is not know, "Detect language" may be chosen instead. Please note that this will lead to slower processing and possible failure if the language is not detected correctly.

Automatic language detection is supported on the web page for the translation of text snippets for texts at least 30 characters long.

7.4. User profile

The web interface service is available in all EU languages. The interface is displayed in English by default, but the preferred language can be set persistently in a user profile. In addition to the default language for the interface, the user profile can specify the start page, default languages for source and target language, delivery mechanism (e-mail or not), and other criteria.

7.5. Availability

The service is available 24 hours a day, seven days a week unless essential maintenance is needed.

Planned updates that require eTranslation to be taken out of service are announced through the web interface at least one week before the update or, for web service clients, by email to the contacts provided when registering.

7.6. Support

Support is available from 8:00 a.m. – 5:00 p.m. CET on Commission working days at the following email address: DGT-AI-Language-Services-Advisory@ec.europa.eu.

7.7. Document formats

The input formats currently supported are **doc, docx, html, odt, pdf, ppt, pptx, rtf, txt, tmx, xliff, xls** and **xlsx.** By default the translated document is returned in the same format except in the case of **pdf** where the document is returned as a word document (**docx**). For specific purposes the user may select an additional return file format of **tmx** or **xliff**.

eTranslation speech-to-text accepts all common audio or video formats.

7.8. Domains

The web interface supports the selection of generic or specific domains (subject areas) of translation which can be seen in a drop-down list on the web page. Not all language pairs are available in all domains.

A similar option is available for speech-to-text.

7.9. Capacity

The following table sums up the service targets in respect of response times and the number of parallel requests.

Provided you are within your quota and the request is well-formed, eTranslation guarantees the following:

Quality	Request type	Service commitment	Additional information
Response time	Document	≥ 95% returned within one hour.	Tested to 99% confidence, assuming a normal distribution.
	Snippet <= 5000 characters	≥ 95% returned within one minute.	Tested to 99% confidence, assuming a normal distribution.

7.10. Security

Digital Europe Program eTranslation follows security best practices such as controlled access (EU Login authentication (eID based), encrypted communication channels, peered machines, firewalls, etc.)

eDelivery (ISA4) is also available as a communication channel for users with special security needs..

The document submitted for translation remains within the system only during the time needed to generate the translation. It is not used for any machine learning purposes.

As for the translation generated, if requested by web service, it is deleted after delivery to the location specified in the web service request. Document translations delivered through the web interface are available to the user who requested them for download for 24 hours and are subsequently deleted.

The 24-hour period during which translations are stored in the system can be overridden by users selecting the "Delete after Download" option. This means that the document will be deleted from the system immediately after the document is downloaded.

Documents and snippets can also be returned by email. If this mode of delivery is chosen, users should be aware that email is not a highly secure channel and are not encrypted.

The access point to the service is hosted in the European Commission Data Centre while the back-end and the translation engines are cloud server based. The overall service is rendered secure through three layers: contractual, infrastructure and applicative.

Data does not leave Europe, and its integrity is ensured.

7.11. Quotas

In order to ensure that the system fairly allocates resources to all users, a number of protective measures are in place.

For manual submissions through the web page:

1. The number of requests entitled to be submitted per day (00:00-23:59) is limited to 100.
2. The number of parallel requests permitted at any one time is limited to 30.
3. The size of each document is limited to 10 MB or 300 000 sentences.

For web service use:

1. A quota is set for the number of concurrent requests in the system at one time (default values set when registering through the API: 50 for documents and 50 for snippets for external users, 250 for documents and 500 for snippets for EU applications). If the quota is exceeded, additional requests will be rejected with a "-20028" error code (Concurrency quota exceeded) until some of the requests in the system have been processed and the number of documents in the system drops below the quota. The quota can be adjusted on a per user basis if the use case justifies it and granting the request would not put fair use by all users at risk.
2. The size of each document is limited to 300 000 segments.

7.12. Intellectual Property Rights and Limitation of Liability

Digital Europe Program AT eTranslation makes no claim on the IPR of documents submitted to it or to the output of its system, and passes the IPR rights back to the submitter of the request who is free to use it as desired, provided that they have the rights to the original material submitted.

7.13. Limitation of Liability

The translations are generated by eTranslation, a machine translation tool provided by the European Commission. Machine translation can give you a basic idea of the content in a language you understand. It is fully automated and involves no human intervention. The quality and accuracy of machine translation can vary significantly from one text to another and between different language pairs. The European Commission does not guarantee the accuracy and accepts no liability for possible errors. Some content (such as images, videos, files, etc.) may not be translated due to the technical limitations of the system.

The online version can be viewed here: https://ec.europa.eu/info/use-machine-translation-europa-exclusion-liability_en

8. CONTACT INFORMATION

Support and further information is available from 8:00 a.m. – 5:00 p.m. CET on Commission working days through:

- **DGT-AI-Language-Services-Advisory@ec.europa.eu**