

# Topics to discuss with your language service provider

- In what time zone is the team that will assist me?
- Who will be my point of contact for the project?
- Where are the translators native from?
- Where are the translators located?
- Do you have previous experience translating for businesses like ours?
- Do you use any translation memory technology?
- Is the translation memory technology secure?
- Do your translators sign a confidentiality agreement?
- Do you have a stable team of translators and reviewers?
- What is your standard turnaround time for translations?
- What is your response time for urgent projects?
- Do you work weekends and holidays?
- Are feedback rounds included? How many?
- What are your quality assurance processes?
- Do you create and maintain terminology glossaries and style guides for your clients?
- What happens if we don't like the translations?
- Can you do a sample translation for us?
- Do you anticipate any challenges or issues?