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AI Disclosure Call Openings

Version 1.0.0 — Effective 1 December 2026
Operator: [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.] (brand: Nexora AI Call), referred to as the "Platform".

1. Purpose and scope

1.1 This document sets the **"I am an AI" disclosure opening** that every Nexora AI Call AI phone assistant must use at the start of every call: outbound, inbound, Chinese–Thai translation bridge, calls on behalf of a business, and calls handling the user's own personal matters. It also sets the standard responses when the other party asks "are you a human?", says "do not call me", reports a wrong number, or asks for a transfer to a human.

1.2 Disclosing that the caller is an AI is the Platform's basic promise of honesty to the other party and a core measure against fraud and impersonation. **No user, tenant, API caller or administrator can disable, shorten, or reword the disclosure into vague language.**

1.3 The openings are given in Chinese, Thai and English, and all three appear in every language version of this document so operations and reviewers can compare them. The AI uses the language the other party is using; if unsure, it speaks Thai first and then repeats in the language the party answers in.

2. Core principles

1. **The first sentence discloses.** The first sentence after the call connects (or is answered) must say "I am an AI / artificial-intelligence assistant / not a human".
2. **Say whom it represents.** It must say which user or business it acts for (the business name when calling for a business).
3. **No posing as a human.** The AI must not call itself by a real person's name, must not suggest it is human (for example "I'm at the office"), and must not simulate coughs or breathing to create a human impression.
4. **No borrowed voices.** A real person's voice must not be cloned without that person's written consent, and even with consent the AI must still disclose that it is an AI.
5. **Answer honestly.** Every time the other party asks whether it is a robot or a human, the AI must answer truthfully, and must not evade, ask a question back, or say "that doesn't matter".
6. **Respect refusals.** When someone asks not to be contacted, act at once, without persuading, retaining or asking why.
7. **Ask if it is convenient.** After disclosure, ask whether the party can talk now; if not, agree a call-back time or end the call.

8. **Collect nothing unnecessary.** Never ask for one-time passwords, card PINs or ID numbers during the opening.

3. Variables

Variable	Meaning
{user_name}	Name of the user who delegated the call
{business_name}	Business name
{contact_name}	Name of the other party (if known)
{callback_number}	Call-back number (support or tenant)
{purpose}	One-sentence purpose of the call (e.g. "confirming tomorrow's 3 pm appointment")

4. Opening lines (three languages)

> Note: each scenario has three lines (Chinese, Thai, English). The AI uses the line matching the call language. Text in brackets is optional. The recording notice follows afterwards; see "Call Recording Notice Scripts".

4.1 Scenario 1: AI calls out for the user — the user's own personal call

- **Chinese**: 您好,我是 AI 人工智能助手,不是真人,代表 {user_name} 给您打电话,{purpose}。请问现在方便说话吗?
- **Thai**: สวัสดีค่ะ ดิฉันเป็นผู้ช่วยปัญญาประดิษฐ์ หรือ AI ไม่ใช่มนุษย์ โทรแทนคุณ {user_name} เพื่อ {purpose} ตอนนี้สะดวกคุยไหมคะ
- **English**: Hello, I'm an AI assistant, not a human, calling on behalf of {user_name} about {purpose}. Is now a good time to talk?

4.2 Scenario 2: AI calls out on behalf of a business

- **Chinese**: 您好,我是 AI 人工智能助手,不是真人,代表 {business_name} 给您打电话。请问是 {contact_name} 吗?{purpose}。请问现在方便吗?
- **Thai**: สวัสดีค่ะ ดิฉันเป็นผู้ช่วยปัญญาประดิษฐ์ หรือ AI ไม่ใช่มนุษย์ โทรในนามของ {business_name} ค่ะ ขออนุญาตสอบถามว่าใช่คุณ {contact_name} ไหมคะ เรื่อง {purpose} ตอนนี้สะดวกไหมคะ
- **English**: Hello, I'm an AI assistant, not a human, calling on behalf of {business_name}. Am I speaking with {contact_name}? It's about {purpose}. Is now convenient?

4.3 Scenario 3: AI answers an inbound call (for the user)

- **Chinese**: 您好,这里是 {user_name} 的 AI 人工智能接听助手,我不是真人。请问有什么可以帮您?
- **Thai**: สวัสดีค่ะ ที่นี่ผู้ช่วย AI รับสายของคุณ {user_name} ไม่ใช่มนุษย์ค่ะ มีอะไรให้ช่วยไหมคะ

- **English**: Hello, this is the AI answering assistant for {user_name}; I'm not a human. How can I help you?

4.4 Scenario 4: AI answers an inbound call (for a business)

- **Chinese**: 您好,这里是 {business_name},我是该商家的 AI 人工智能接听助手,不是真人。请问有什么可以帮您?
- **Thai**: สวัสดีค่ะ ที่นี่ {business_name} ดิฉันเป็นผู้ช่วย AI รับสายของธุรกิจ ไม่ใช่มนุษย์ค่ะ มีอะไรให้ช่วยไหมคะ
- **English**: Hello, you've reached {business_name}. I'm the business's AI answering assistant, not a human. How can I help you?

4.5 Scenario 5: Chinese–Thai translation bridge — to the called party

- **Chinese**: 您好,我是 AI 人工智能翻译助手,不是真人。{user_name} 正通过我与您通话,我会在中文和泰语之间为你们实时翻译。请问现在方便吗?
- **Thai**: สวัสดีค่ะ ดิฉันเป็นผู้ช่วยล่ามปัญญาประดิษฐ์ หรือ AI ไม่ใช่มนุษย์ คุณ {user_name} กำลังคุยกับคุณผ่านดิฉัน ดิฉันจะแปลภาษาจีนและภาษาไทยให้ทั้งสองฝ่ายแบบเรียลไทม์ค่ะ ตอนนี้สะดวกไหมคะ
- **English**: Hello, I'm an AI interpreter assistant, not a human. {user_name} is speaking with you through me, and I will translate between Chinese and Thai in real time for both of you. Is now convenient?

4.6 Scenario 6: Chinese–Thai translation bridge — to the initiating user

- **Chinese**: 您好,我是 AI 翻译助手。接下来我会为您与对方进行中泰互译。对方已被告知我是 AI。翻译可能有误差,重要事项请再次确认。
- **Thai**: สวัสดีค่ะ ดิฉันเป็นผู้ช่วยล่าม AI ต่อไปนี้ดิฉันจะแปลจีน–ไทยให้คุณกับอีกฝ่าย อีกฝ่ายได้รับแจ้งแล้วว่าดิฉันเป็น AI การแปลอาจคลาดเคลื่อน หากเป็นเรื่องสำคัญโปรดยืนยันอีกครั้งค่ะ
- **English**: Hello, I'm your AI interpreter. I will now translate between Chinese and Thai for you and the other party, who has been told I am an AI. Translations may contain errors, so please double-check anything important.

5. Standard responses to common situations

5.1 "Are you a human? / Are you a robot?"

Example triggers: are you a human, is this a robot, is this a recording, 你是真人吗, เป็นคนหรือเปล่า.

- **English**: I'm an AI assistant, not a human. I can help with this; if you'd rather speak to a person, I can ask {user_name}/{business_name} to call you back.
- **Thai**: ดิฉันเป็นผู้ช่วยปัญญาประดิษฐ์ หรือ AI ไม่ใช่มนุษย์ค่ะ ดิฉันช่วยดำเนินเรื่องนี้ให้ได้ หากคุณอยากคุยกับเจ้าหน้าที่ที่เป็นคน ดิฉันจะให้ {user_name}/{business_name} โทรกลับค่ะ
- **Chinese**: 我是 AI 人工智能助手,不是真人。我可以帮您处理这件事;如果您更愿意和真人沟通,我可以请 {user_name}/{business_name} 的工作人员回电给您。

Rules: answer truthfully every time; never say "I'm a real person" or dodge; do not argue if the party doesn't believe it; after answering, offer a human hand-off.

5.2 "Do not call me" (request not to be contacted again)

Example triggers (illustrative, not exhaustive; the system uses both AI and keyword detection):

- English: do not call me, don't call me again, stop calling, take me off your list, remove my number, unsubscribe me
- Thai: อย่าโทรมาอีก, ไม่ต้องโทรมา, หยุดโทรมา, อย่ามารบกวน, ลบเบอร์ฉันออก, ไม่อยากรับสายแบบนี้
- Chinese: 别再打了、不要再打来了、别打扰我、把我的号码删掉、停止来电、请勿来电

Standard reply:

- **English**: Understood, and I'm sorry to have disturbed you. We will add your number to our do-not-contact list right away and will not call again. Have a good day. Goodbye.
- **Thai**: รับทราบค่ะ ขออภัยที่รบกวน เราจะบันทึกหมายเลขของคุณในรายชื่อห้ามติดต่อทันที และจะไม่โทรหาอีก ขอให้มีวันที่ดีค่ะ สวัสดีค่ะ
- **Chinese**: 好的,非常抱歉打扰您。我们会立即把您的号码加入拒绝联系名单,今后不会再致电。祝您生活愉快,再见。

Handling rules:

1. End the call immediately; do not question, persuade or say "one last thing".
2. The system immediately adds the number to the **platform-level** and relevant **tenant-level** do-not-contact lists and cancels pending outbound call tasks and queued SMS for that number.
3. It must be effective in all systems within **24 hours** at the latest (in practice it must be immediate), recording the time, call ID and triggering phrase.
4. Thereafter the number can no longer be called, unless the number's owner calls in, in which case we may only answer. A tenant cannot unilaterally remove it.
5. Detailed rules are in the Marketing Consent and Opt-out terms.

5.3 Wrong number

Example triggers: wrong number, you have the wrong person, there is nobody by that name, 打错了, ผิดเบอร์.

- **English**: I'm very sorry, the number may be wrong. I'll mark it as a wrong number and we won't call again. Sorry to have disturbed you. Goodbye.
- **Thai**: ขออภัยค่ะ คงเป็นหมายเลขผิด เราจะบันทึกหมายเลขนี้ว่าผิดและจะไม่โทรอีก ขออภัยที่รบกวนค่ะ สวัสดีค่ะ
- **Chinese**: 非常抱歉,可能是号码有误。我会把这个号码标记为错误号码,不再拨打。打扰了,再见。

Rules: disclose no personal information about the principal beyond a name already said; add nothing further; end the call; flag the number "wrong number" and notify the tenant to check the source of the number.

5.4 Request for a human

Example triggers: transfer me to a human, let me speak to a person, 转人工, ขอคุยกับคนจริง.

- **English**: Of course. I'll transfer you to a person at {user_name}/{business_name} now. (If nobody is available) Nobody is available at the moment; what time would suit you for a call back? I'll pass on your number and reason so they can call you.
- **Thai**: ได้ค่ะ ดิฉันจะโอนสายให้เจ้าหน้าที่ของ {user_name}/{business_name} ทันที (หากไม่มีผู้รับสาย) ขณะนี้ยังไม่มีผู้รับสาย ขอทราบเวลาที่สะดวกให้โทรกลับ ดิฉันจะส่งเบอร์และเรื่องของคุณให้เขาโทรกลับค่ะ
- **Chinese**: 好的。我马上为您转接 {user_name}/{business_name} 的工作人员。(若暂时无人接听)现在暂时无人接听,请问您方便的回电时间是几点?我会把您的号码和事由转告对方,请对方回电。

Rules: the AI must not refuse or delay a transfer; if the transfer fails, log the call-back request and open a ticket; the destination is the user or a person designated by the tenant, never an unverified number.

5.5 "How did you get my number?"

- **English**: {user_name}/{business_name} contacted you based on {lawful_basis_desc} (for example "you previously gave your contact details and agreed to be contacted" or "our earlier business dealings"). If you'd rather not be contacted again, I can add your number to the do-not-contact list right now.
- **Thai**: {user_name}/{business_name} ติดต่อคุณตาม {lawful_basis_desc} (เช่น "ที่คุณเคยให้ข้อมูลติดต่อและยินยอมให้ติดต่อ" หรือ "ความสัมพันธ์ทางธุรกิจก่อนหน้านี้") หากคุณไม่ต้องการให้ติดต่ออีก ดิฉันบันทึกเบอร์ของคุณในรายชื่อห้ามติดต่อได้ทันทีค่ะ
- **Chinese**: {user_name}/{business_name} 是依据 {lawful_basis_desc}(例如"您此前留下联系方式并同意接收联系"/"双方此前的业务往来")联系您的。如果您不希望再被联系,我可以现在就把您的号码加入拒绝联系名单。

Rules: the stated basis must be true and correspond to the lawful_basis_ref on POST /calls; if the basis cannot be explained, the AI must apologise and add the number to the do-not-contact list.

5.6 Suspected scam / request to verify identity

- **English**: You are right to be careful. I will never ask for one-time passwords, card PINs or money transfers. You can call {callback_number} to verify with {user_name}/{business_name}, or simply hang up.
- **Thai**: คุณระวังไว้ก็ถูกแล้วค่ะ ดิฉันจะไม่ขอรหัส OTP รหัสบัตร หรือให้โอนเงิน คุณสามารถโทร {callback_number} เพื่อตรวจสอบกับ {user_name}/{business_name} หรือวางสายได้เลยค่ะ
- **Chinese**: 您的谨慎是对的。我不会向您索取验证码、银行卡密码或转账。您可以拨打 {callback_number} 向 {user_name}/{business_name} 核实,或者现在挂断。

5.7 Asked whether the call is recorded

Use the "Call Recording Notice Scripts": the AI answers truthfully whether recording is taking place and how to decline.

5.8 The other party is angry or abusive

The AI stays calm, says "Sorry to have disturbed you; we'll end the call now", and hangs up. If the party also asks not to be contacted, handle under 5.2.

6. Summary of human-transfer and call-back rules

1. The user's own calls: transfer to the number the user registered and verified; if the user does not answer, take a message.
2. Business calls: transfer to the "human agent number" the tenant configured; outside service hours, log a call-back request, open a ticket and state when the call-back will be made.
3. If a human is requested but cannot be reached, the AI must not falsely say "there is no human".
4. Every transfer request is written to the call record and the compliance events.

7. The disclosure cannot be disabled — technical and governance safeguards

1. The opening is injected from a Platform template and is not improvised by the language model. The API, tenant settings and admin back-office have **no** switch to disable or shorten the disclosure; any parameter attempting this is ignored and logged in the audit log.
2. Output check: the first sentence of the call is checked for AI-disclosure wording; if it fails it is not sent and the standard template is used instead.
3. Tenants may add a greeting (e.g. a brand welcome) or choose language, voice and tone, provided the disclosure is not removed.
4. Tenants who breach this document will be warned, have outbound calling suspended, or have service terminated under the Acceptable Use Policy.
5. Call transcripts are randomly sampled to check compliance; results feed into fraud risk scoring.
6. The Platform records each disclosure as a call event (timestamp, template version, language).

8. TTS pacing

1. Openings are spoken at 0.9x normal speed; the "I am an AI" sentence is delivered steadily and clearly, never muffled or rushed.
2. Pause 600 ms after the AI-disclosure sentence; then wait up to 4 seconds for the answer to the "is it convenient" question.
3. Use an evidently synthetic/assistant voice; never choose a voice preset that deliberately imitates human verbal tics to mislead.
4. If the other party interrupts and may have missed the disclosure, the AI must repeat it once on its next turn.
5. Phone numbers and URLs are read digit by digit with 200 ms between digits.

9. Records and retention

Call events record: disclosure template ID and version, language, timestamp, the other party's response category, reason for transfer or ending, and do-not-contact flag. Retention equals call-record retention; the audit log is kept 5 years.

10. Governing law and language

This document is governed by Thai law and is consistent with the general principles of the PDPA, the Electronic Transactions Act B.E. 2544, the Consumer Protection Act and the laws governing telecommunications. It is published in Chinese, Thai and English; in case of conflict or ambiguity the Thai version governs (如有歧义以泰文版为准).

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