> 需泰国律师审阅后正式启用 / Admin-only: requires review by a Thai lawyer before official activation

Complaint Handling Procedure (Nexora AI Call)

Version 1.1.0 — Effective date: 1 December 2026

Issued by [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.] (the "Company"), [ที่อยู่สำนักงานใหญ่ / Head office address], กรุงเทพมหานคร, Tax ID [เลขประจำตัวผู้เสียภาษี 13 หลัก].

1. Purpose and scope

1.1 This procedure explains how users, enterprise customers, call recipients (third parties who answer or receive a call or message from a Nexora AI Call AI assistant) and any other person may submit a complaint, a report or a rights request to the Company, and how the Company receives, triages, investigates, answers, escalates and records it.

1.2 It covers: (a) service quality and technical problems; (b) billing, top-up and refund problems; (c) general complaints (service, contract, content of AI calls); (d) reports of fraud, harassment, number spoofing, scam calls or SMS; (e) personal data rights requests under the Personal Data Protection Act B.E. 2562 (2019) ("PDPA") and data-related complaints; and (f) appeals against outcomes.

1.3 It is made under Thai law, including the PDPA, the Consumer Protection Act, the Electronic Transactions Act B.E. 2544 (2001), the Telecommunications Business Act B.E. 2544 (2001) and the Computer Crime Act B.E. 2550 (2007), and applies together with our Terms of Service, Privacy Policy, Refund and Billing Policy and Acceptable Use Policy. It does not limit any right you have by law.

1.4 Thai version governs: this is a Thai-law document. If the Chinese or English version differs from the Thai version, the Thai version prevails.

2. Definitions

- **Complaint**: any written or oral expression of dissatisfaction, or request for correction, concerning the services, personnel, billing, content of an AI call or handling of data.
- **Fraud report**: a report of actual or suspected scams, impersonation, harassment, caller-ID spoofing or non-compliant marketing through the platform.
- **Rights request**: a data subject's request under PDPA sections 30–36: access, copy, portability, objection, erasure, restriction, rectification, and withdrawal of consent.
- **Ticket**: the electronic record in our support system, with a unique number, for each matter.
- **Business day**: Monday to Friday excluding Thai public holidays.

3. How to submit

All channels have equal effect.

Channel	Method	Notes
Website / app	Log in and go to "Help Centre → Submit a complaint", or use the public form on the website (no login)	Attach screenshots, call IDs, files; a ticket number is generated automatically
LINE	Company LINE Official Account [@LINE Official Account]; send "complaint" and follow the prompts	Staff transfer the matter to the ticket system
Phone	[เบอร์โทรศัพท์] (business days 09:00–18:00 Bangkok time)	An agent opens the ticket and sends you the number by SMS or LINE
Email	General/billing/technical: [support@example.co.th]; personal data: [dpo@example.co.th]; legal: [legal@example.co.th]	Emails automatically create tickets
Urgent fraud report	"Report scam/harassment" button on the website; email [support@example.co.th] with subject FRAUD; or the 24-hour fraud line [เบอร์โทรศัพท์]	Fast-track under Section 8

Anonymous complaints are accepted but investigation and reply may be limited if we cannot contact you.

4. Complaint form fields

Please provide the following (* = required):

1. Type *: complaint / fraud-report / billing / tech / PDPA rights request / appeal
2. Name or company name * (optional for anonymous fraud tips)
3. Contact details * (at least one of email, mobile number, LINE ID)
4. Account/tenant ID or login email (if any)
5. Phone numbers involved (caller, called, or Nexora AI Call number)
6. Date and time of the incident (Bangkok time)
7. Call / SMS / order / invoice number (if any)
8. Description of the incident * (what happened and its effect)
9. Amount of loss and currency (if any)
10. Desired outcome * (correction, refund, number suspension, data deletion, apology, etc.)
11. Evidence attachments (screenshots, recordings, payment proof, police report, etc.)
12. Whether you have reported to the police, OCPB, NBTC or another authority (if so, the reference number)
13. Consent * for the Company to disclose necessary information to suppliers, telecom operators or authorities for investigation purposes
14. Declaration *: I confirm the information is true to the best of my knowledge.

PDPA rights requests additionally need: proof of identity (only what is necessary, e.g. account-email verification or a redacted ID copy), the right you wish to exercise, and the scope of data concerned.

5. Acknowledgement and triage

5.1 **Acknowledgement.** We acknowledge every complaint within **24 hours** (fraud reports are acknowledged automatically as soon as possible, normally within 1 hour) through the contact details you gave, stating the ticket number, the responsible team and the expected timeline.

5.2 **Triage.** Support assigns a category and a priority in the ticket system.

Category	Meaning
complaint	General complaint: service, staff, contract, content of AI calls
fraud-report	Fraud / harassment / impersonation report
billing	Charges, top-ups, refunds, invoices
tech	Call quality, API, SMS delivery, outages

Priority	Typical cases	First response	Resolution target
P1	Ongoing fraud or serious harm; wide outage; data breach; threat to personal safety	1 hour	4 hours
P2	Issues affecting core functions or money; double charge; continuing harassing calls	4 hours	24 hours
P3	General feature or billing questions; occasional call-quality issues	8 hours	72 hours
P4	Enquiries, suggestions, non-urgent matters	24 hours	7 days

5.3 Priority may be changed as the investigation develops, with the reason recorded in the ticket. For enterprise customers, the SLA applicable to that customer also applies, and the more favourable commitment prevails.

6. Investigation

6.1 The ticket is assigned to an owner who must: (a) check the account, call detail records (CDRs), billing and wallet ledger, and audit logs; (b) where there is a legal or contractual basis, retrieve recordings and transcripts, applying data minimisation and access approval; (c) verify with the relevant supplier or telecom operator; (d) hear the party complained about (e.g. a tenant); and (e) record conclusions and reasons.

6.2 Conflicts of interest: a staff member who is the subject of a complaint must not take part in investigating or deciding it.

6.3 During investigation the Company may take interim measures such as suspending the numbers concerned, restricting outbound features, and preserving evidence (see Section 8).

6.4 The Company protects the identity and personal data of complainants and discloses only what is necessary.

7. Reply, resolution targets and escalation

7.1 **Resolution targets.** We give a resolution or a progress reply within the times in the Section 5 table. For complex cases (multiple suppliers, cross-border elements or law-enforcement involvement) that cannot meet the target, we will tell you the reason and a new date before the target expires; generally matters are closed within **30 days**. PDPA rights requests follow Section 9.

7.2 **Content of the reply.** Findings, measures taken, any compensation or refund, and the further remedies available to you.

7.3 **Escalation levels.**

Level	Owner	Trigger
L1	Front-line support	Initial handling; P3/P4 matters
L2	Senior support / operations lead	More than 50% of target time elapsed without resolution; P2 matters; refund disputes; complainant requests escalation
L3	Compliance/risk manager, Data Protection Officer (DPO), finance manager	P1 matters; fraud; PDPA; large amounts (> THB 10,000); L2 cannot resolve
L4	Management / directors (with legal)	Potential litigation, regulatory inquiry or serious reputational risk; matters involving directors or senior management

The next-level owner must confirm takeover within the response time for the priority (P1: 1 hour).

8. Fraud-report fast track

8.1 Fraud reports are automatically set to P1/P2 and handled by the risk and compliance team rather than front-line support.

8.2 **Rapid measures.** (a) On a credible report, the risk team may, within a target of **1 hour**, use the one-click suspension function to suspend the suspected number(s) and the related tenant's outbound calling and SMS, which automatically opens a security incident (under our internal Incident Response Procedure); (b) preserve CDRs, recordings (where there is a lawful basis), transcripts, login and audit logs so that they are not auto-purged; (c) verify number ownership and KYC records; (d) notify the telecom supplier as appropriate and cooperate with the police, NBTC or other competent authority; (e) update the reporter on status without disclosing the tenant's personal data unless required by law.

8.3 Suspension is not a final finding. A suspended tenant may appeal with supporting evidence and the Company will review within [3] business days. If fraud is confirmed, the Company may terminate service, forfeit unused free credit, retain KYC and call data as permitted by law, and report to competent authorities.

8.4 If you have already lost money, please at once: contact your bank to freeze or reverse the transaction; report to the nearest police station or the police online cybercrime channel; and keep all evidence. The Company will cooperate with police within the law.

8.5 **Reporting to carriers and the NBTC.** Confirmed fraud reports and the related suspensions are included in the complaint and fraud-report export prepared for the telecom operators and the NBTC,

monthly and per incident, as required by carrier agreements and law. The export contains only the data needed, and PDPA safeguards apply.

9. Personal data (PDPA) rights requests

9.1 You have the rights under PDPA sections 30–36: access and copy, portability, objection, erasure, restriction, rectification, and withdrawal of consent at any time (withdrawal does not affect processing lawfully carried out before withdrawal).

9.2 Submit to [dpo@example.co.th], the "Privacy & Data" page in your account (data export/deletion), or any channel in Section 3.

9.3 **Identity verification.** To prevent impersonation we verify the requester's identity, asking only for what is necessary.

9.4 **Deadline.** We respond and act within **30 days** of receiving a complete request, or give written reasons for refusal (e.g. legal retention duty, rights and freedoms of others, establishment/exercise/defence of legal claims). If a request is complex or numerous and needs more time, we will notify you within 30 days with reasons.

9.5 **Cost.** Free in principle; for manifestly unfounded or excessively repeated requests the Company may charge a reasonable cost or refuse, with written reasons.

9.6 Opt-outs from marketing messages/calls (STOP / ยกเลิก / 退订 / หยุด / UNSUBSCRIBE) take effect immediately and, at the latest, within 24 hours across all systems; one confirmation SMS is sent.

10. Consumer remedies

10.1 If you are a consumer, your rights under the Consumer Protection Act and the Civil and Commercial Code are not limited by this procedure, including the rights to correction, refund (under the Refund and Billing Policy: unused paid top-up within 14 days refunded in full less payment-gateway fees; failed-service credit auto-returned), rescission and damages as provided by law.

10.2 Using this procedure is not a waiver of any consumer right and you are not required to give up the right to sue.

10.3 If you are dissatisfied with our reply you may contact the external bodies in Section 12 or sue in a competent court (the courts in Bangkok, without prejudice to a consumer's statutory right to sue in the courts of their domicile).

11. Appeal

11.1 If you disagree with the outcome you may appeal within **30 days** of receiving the reply, giving reasons and any new evidence.

11.2 An appeal is reviewed by an L3-or-above person who was **not involved** in the original decision, with a written answer within **10 business days** (extendable to 20 business days for complex cases, with notice to you).

11.3 The appeal result is the Company's final internal position but does not affect your right to complain to external bodies or go to court.

12. External bodies

If you are not satisfied, or believe your rights have been infringed, you may contact the following (contact details as published by each body):

Body	Matters
Office of the Consumer Protection Board (OCPB, สคบ.), hotline 1166	Consumer rights, contracts, advertising, pricing, refund disputes
Personal Data Protection Committee Office (PDPC)	Handling of personal data, data breaches, refusal of rights requests
National Broadcasting and Telecommunications Commission (NBTC, กสทช.), hotline 1200	Telecom services, nuisance calls/SMS, numbering
Electronic Transactions Development Agency (ETDA)	Electronic transactions, digital platform services
Royal Thai Police (cybercrime units)	Fraud, impersonation, computer crimes

Note: the Company's wallet credit is a prepaid **service credit, not e-money or a deposit**; the Bank of Thailand's payment-services complaint channel is therefore **not applicable** to the Company's services. Disputes with your own bank or card issuer should be taken to that institution.

13. Record keeping

13.1 Each ticket retains: the submission, attachments, category and priority, timeline of actions, internal communications, replies, escalations and final outcome.

13.2 Tickets are kept **3 years**; billing-related records 10 years as required by accounting and tax law; fraud-related KYC and call data per the Privacy Policy (KYC: duration of relationship plus 5 years after termination); audit logs 5 years.

13.3 Access is limited to authorised staff, is logged, and tamper-evidence is provided by the audit-log hash chain.

14. KPIs and continuous improvement

KPI	Target
Acknowledged within 24 hours	⩾ 99%

KPI	Target
P1 first response within 1 hour	⩾ 95%
P2/P3/P4 first response on time	⩾ 95%
Resolved within target time	⩾ 90%
Mean time to resolution (MTTR) by category	Continuously decreasing
General complaints closed within 30 days	⩾ 98%
PDPA requests completed within 30 days	100%
Fraud reports actioned within 1 hour	⩾ 95%
Repeat-complaint rate	⩽ 10%
Appeal overturn rate	Monitored; root causes analysed
Customer satisfaction (CSAT)	⩾ 4.0/5

Results are reviewed monthly, root causes analysed quarterly, and corrective actions fed into product, training and policy updates.

15. No retaliation; good-faith complaints

The Company will not restrict service, add charges or retaliate against a person who complains in good faith. Knowingly false or malicious reports may give rise to legal liability.

16. Amendments and contact

16.1 The Company may amend this procedure; material changes are announced at least 30 days in advance on the website or app, and earlier versions and effective dates are retained.

16.2 Contact: general [support@example.co.th]; personal data [dpo@example.co.th]; legal [legal@example.co.th]; phone [เบอร์โทรศัพท์].

16.3 Thai law governs. If the Chinese or English version conflicts with the Thai version, the Thai version prevails.
