For Immediate Release

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Telecom Regulatory Authority of India (TRAI)

TRAI revamps 'TRAI MyCall' mobile application to assess voice call quality through consumer feedback

New Delhi, August 03, 2026: The Telecom Regulatory Authority of India (TRAI) today launched revamped version of **"TRAI MyCall'**, a mobile application that enables telecom consumers to directly assess and report the voice-calling experience.

TRAI MyCall is a citizen-centric digital platform that empowers telecom consumers share real-time feedback on their voice-calling experience, along with relevant network parameters. The feedback provided by consumers is visible to Telecom Service Providers (TSPs) as well as TRAI in anonymised form. This feedback provides valuable insights to TSPs, helping them identify areas where network performance needs improvement and take targeted corrective measures. This consumer-driven approach is expected to enhance the overall Quality of Service (QoS). The platform also strengthens evidence-based regulatory oversight by enabling TRAI to assess the Quality of Experience (QoE) across telecom networks based on real consumer feedback.

With over one billion telecom subscribers in India, voice calling continues to be the most fundamental telecom service and is often the first indicator of network quality experienced by consumers. While network performance is evaluated using technical Quality of Service (QoS) parameters, the Quality of Experience (QoE) perceived by consumers also provides an important perspective on service performance. TRAI MyCall bridges this gap by combining consumer feedback with relevant network information to facilitate a more comprehensive assessment of telecom service quality.

The revamped TRAI MyCall application offers several consumer-friendly features, including:

- Instant rating of voice calls through a simple 1-5 star feedback system.
- Reporting of specific issues such as call drops, echo during calls, audio delay, cross connection, voice breaking, one party unable to hear the other, and calls taking too long to connect, which shall be available to respective service provider for corrective action.
- Automatic post-call feedback prompts for seamless participation.
- Rating and feedback history on interactive map.
- Coverage Test feature to assess signal strength.

Speaking on the occasion, Shri Anil Kumar Lahoti, Chairman, TRAI, *said "Every telecom consumer experiences network quality first-hand. The revamped TRAI MyCall app is expected to strengthen consumer participation feedback on telecom service quality by enabling subscribers to provide immediate and perceived feedback on their call experience. The feedback will assist Telecom Service Providers in identifying network deficiencies and taking corrective measures, enhanced customer satisfaction, and a better overall mobile communication experience. The initiative reinforces TRAI's commitment to a consumer-centric, transparent, and data-driven approach to improving the quality of telecom services. I encourage all mobile users to download the TRAI MyCall application and regularly share their feedback. Every feedback matters, and together we can build a better calling experience for every telecom consumer."*

TRAI MyCall application can be installed on Android devices from Google Play at following link: https://play.google.com/store/apps/details?id=com.trai.mycall

TRAI remains committed to fostering a transparent, accountable and consumer-responsive telecom ecosystem, with consumer participation playing a central role in strengthening the quality of telecom services.

For additional queries, please contact - Ms. Archna Ahlawat, Advisor (IT) at advisorit@trai.gov.in

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(Harinder Kumar)
Secretary, TRAI
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About TRAI

The Telecom Regulatory Authority of India (TRAI) is an independent statutory body set up under the TRAI Act, 1997. TRAI regulates the telecommunications, broadcasting and cable TV services sectors in India.

Our goal is to ensure fair rules, transparent practices, and better quality of service for all users.

Note: TRAI is a regulatory authority and does not provide direct consumer services. For individual issues, please contact your licensed service provider.

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