

## Rating Call Quality on the Android Mobile Application

Telmediq offers its users the ability to easily provide feedback on the quality of calls from directly within the mobile application.

To rate the quality of a call:

1. From the call screen, disconnect the active call within the application.
2. When prompted, choose to Allow Access to the device's location. This location data will assist Telmediq in understanding why the call quality was not satisfactory. Any location data shared will be from networks you were connected to during the call only.
3. You will immediately be presented with a screen to rate the quality of your call. Select the image that best relates to your experience.
  - ☹️ I was satisfied with the quality of the call.
  - 😐 The quality of the call was OK. It was not terrible, but I was not completely satisfied.
  - ☹️ I was dissatisfied with the quality of the call.
4. If you indicated that you were dissatisfied ☹️ with the quality of the call, you will be prompted for additional details. Select the applicable reasons for your rating and then select Submit.

