

**RELAY 711** 

# **Customer Profile**

The Customer Profile form allows you to list your preferences for calls, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred gender of operator
- Announcing relay service

As a consumer, you have flexibility in updating your preferences at any time.

For more information, visit kansasrelay.com/relay-services/customer-profile.

() IP Relay Numbers		ently dialed numbers are phone numbers the Jp to 100 frequently dialed numbers can be		s to (i.e. mom, work, hom
A Emergency Location	10	NAME	PHONE NUMBER (312) 555-2587	Delate
Frequently Dialed	ID	NAME Dr. Gold	PHONE NUMBER	Delete
Call Preferences	2	Dr. Gold	(410) 555-4789 PHONE NUMBER	Delete
ST Notes	3	Main Street Pharmacy	(443) 555-0120	
Speech to Speech	There a	re 3 Frequently Dialed Numbers in your profile.		
Emergency Numbers	_		Ac	ld number

#### How to Set Up your Customer Profile

If you already have a Customer Profile, check the back of these instructions for "How do I get in my Customer Profile?"

Below are **two options** of filling out your Customer Profile.



#### **Customer Profile Online**

- Go to t-mobile.com/trsprofile.
- Click **Register** on the top menu bar.
- Fill out your information and follow instructions.
- Make sure that you write down your new username and password.
- A confirmation email will be sent to you.

Copenoi Copenoi Accessibility Care 911 Info FAQ		Display Settings
Register New Account		
Address Information		
LEGAL FIRST NAME	LEGAL LAST NAME	
home address 1' (No P.O. Boxes)		
HOME ADDRESS 2		
CITY'	STATE' ZIP	CODE'
	State •	
email.address' youremail@email.com		

#### 2 Contact Accessibility Care

You can set up your Customer Profile by contacting T-Mobile Accessibility Care at:

- (800) 676-3777 (TTY/Voice)
- (800) 676-4290 (Spanish TTY/Voz)
- (877) 787-1989 (Speech-to-Speech only)
- (866) 931-9027 (Voice Carry-Over only)
- access@t-mobile.com (Email)

Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete.

They are also available to answer any questions you may have.



# **Customer Profile**



### How do I get in my Customer Profile?

Go to t-mobile.com/trsprofile.	Accessibility Care 911 Info FAQ Register Display Settings
<ul> <li>Sign in with your username and password.</li> <li>If you haven't registered yet, check the section "How to Set Up your Customer Profile?" at the back of these instructions.</li> <li>Click Sign In.</li> </ul>	Welcome to T-Mobile         Accessibility         T-Mobile Accessibility offers communication products and services for customers who are Deat, Hard of Hearing, DearBlind, or have a Speech Disability.         Register to set up a new IP Relay 10-digit number or TRS Customer Profile. Already registered, sign in to update your account.
2 Click Customer Profile.	Welcome back to T-Mobile Ac       Display Settil is       Customer Profile         T-Mobile Accessibility offers come:       Save Preferences         Get a new IP Relay phone number       us your Customer Profile         Get IP number       Customer Profile         FCC Advicory       Disclaimer         Acceptable Use Policy or       Using screen reader       Autosend (
<ul> <li>You are now on the Customer Profile. There are tabs on the left side that include:</li> <li>IP Relay Numbers</li> <li>Emergency Location</li> <li>Frequently Dialed</li> <li>Call Preferences</li> <li>Notes</li> <li>Speech to Speech</li> <li>Emergency Numbers</li> <li>Permissions</li> <li>Personal Information</li> <li>Account Security</li> <li>Print</li> </ul>	✓ Call Preferences   ✓ IP Relay Numbers   ✓ Emergency Location   ✓ Emergency Location   ✓ Frequently Dialed   ✓ Frequently Dialed   ✓ Call Preferences   ✓ Notes   ✓ Speech to Speech   ✓ Speech to Speech   ✓ Permissions   ✓ Personal Information   ✓ Personal Information   ✓ Account Security

### For more information, visit kansasrelay.com/relay-services/customer-profile.

Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2025 T-Mobile USA, Inc.

Print

Type Recordings

Operator type slowly

Use Braille Display