

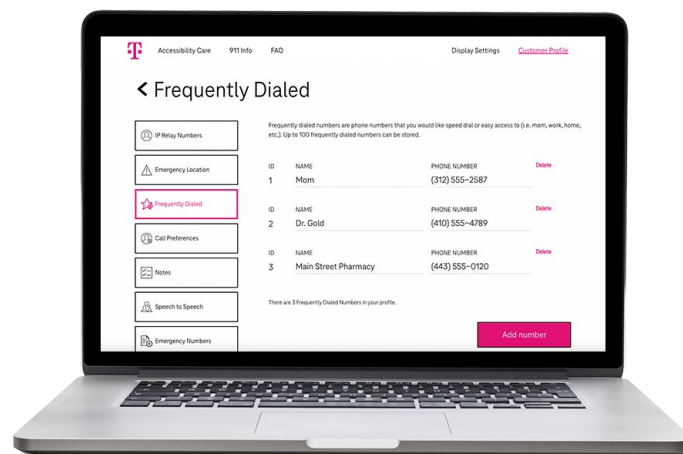
TRS Customer Profile

The TRS 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/profile.



How to Set Up your Customer Profile

If you already have a TRS Customer Profile, see “How do I get in my Customer Profile?” on the back of this flyer.

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

1 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.

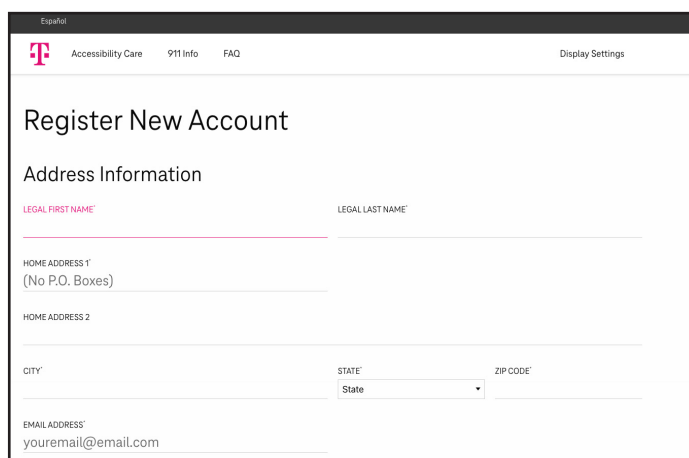
2 Contact Accessibility Care

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.

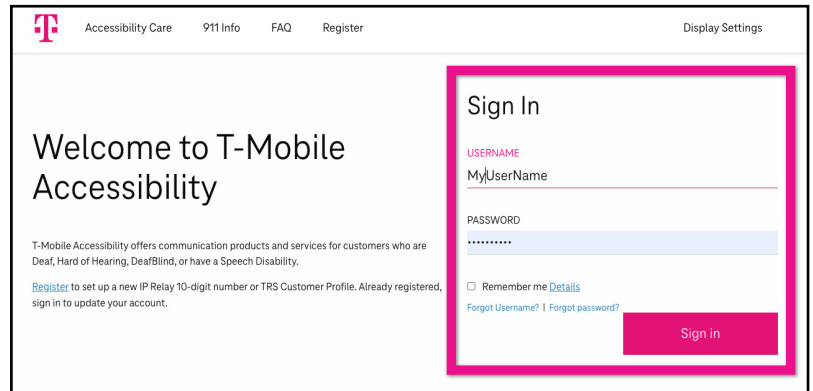


TRS Customer Profile

How do I get in my Customer Profile?

1

- Go to t-mobile.com/trsprofile.
- Sign in with your **username** and **password**.
If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
- Click **Sign In**.



Accessibility Care 911 Info FAQ Register Display Settings

Welcome to T-Mobile Accessibility

T-Mobile Accessibility offers communication products and services for customers who are Deaf, Hard of Hearing, DeafBlind, 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.

Sign In

USERNAME
MyUserName

PASSWORD
.....

Remember me [Details](#)

[Forgot Username?](#) | [Forgot password?](#)

Sign in

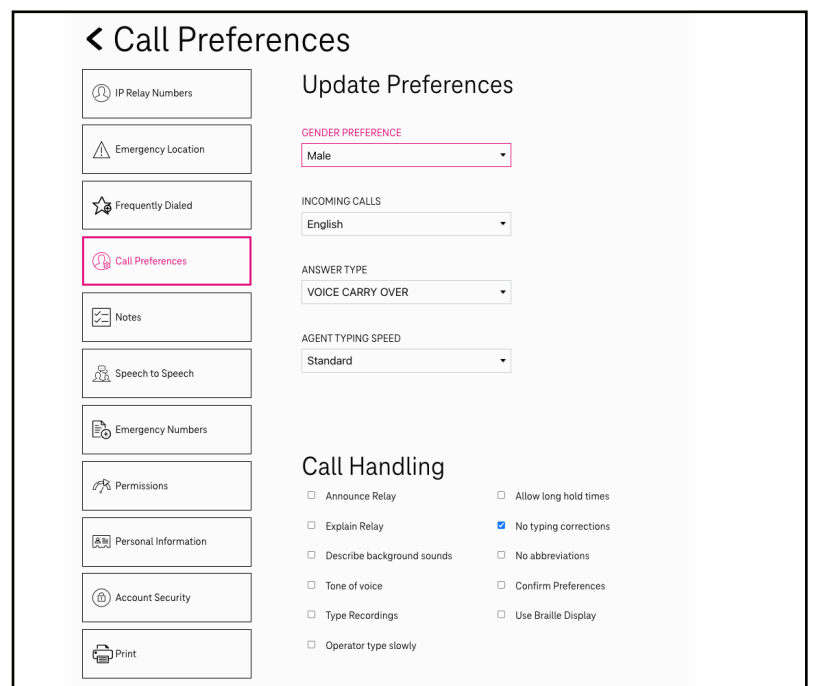
2

- Click **Customer Profile** in the upper right corner of the T-Mobile IP Relay screen.



3

- You are now on the Customer Profile. There are tabs on the left side that include:
 - IP Relay Numbers
 - Emergency Location
 - Frequently Dialed
 - **Call Preferences**
 - Notes
 - Speech to Speech
 - Emergency Numbers
 - Permissions
 - Personal Information
 - Account Security
 - Print



Call Preferences

Update Preferences

GENDER PREFERENCE
Male

INCOMING CALLS
English

ANSWER TYPE
VOICE CARRY OVER

AGENT TYPING SPEED
Standard

Call Handling

Announce Relay Allow long hold times

Explain Relay No typing corrections

Describe background sounds No abbreviations

Tone of voice Confirm Preferences

Type Recordings Use Braille Display

Operator type slowly

For more information, visit
kansasrelay.com/profile.