# 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 vermontrelay.com/customer-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.



#### **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.

Captino		
Ccessibility 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		

#### **Contact Accessibility Care**

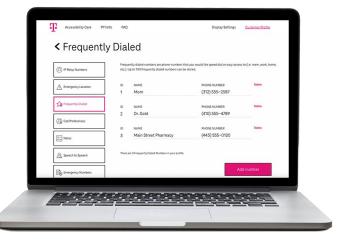
You can set up your Customer Profile by contacting T-Mobile Accessibility Care at:

- (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.





Vermont

**Relay Service** 

## TRS Customer Profile



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

1		Go to <b>t-mobile.com/trsprofile</b> .	Accessibility Care 911 Info FAQ Register Display Settings				
		Sign in with your <b>username</b> and <b>password</b> . If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer. Click <b>Sign In</b> .		Come to T-N cessibility offers communication produ of Hearing, DeafBlind, or have a Speech I o set up a new IP Relay 10-digit number or update your account.	Sign In USERNAME My/UserName PASSWORD Commonstraine Forget Username?   Forget password? Sign in		
2		Click <b>Customer Profile</b> in the					Sign Out
2		upper right corner of the T-Mobile IP Relay screen.	are 911 Info FAQ Display S			Display Settings	Customer Profile
			eceive a	Conversation			
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 - Notes - Speech to Speech - Emergency Numbers - Permissions - Personal Information - Account Security - Print		<ul> <li>✓ Call Prefet</li> <li>(2) IP Relay Numbers</li> <li>(2) IP Relay Numbers</li> <li>(2) IP Relay Numbers</li> <li>(2) Energency Location</li> <li>(2) Call Preferences</li> <li>(2) Call Preferences</li> <li>(2) Call Preferences</li> <li>(2) Call Preferences</li> <li>(3) Energency Numbers</li> <li>(4) Premissions</li> <li>(5) Presonal Information</li> <li>(6) Account Security</li> </ul>	Update Prefer Male INCOMING CALLS English ANSWER TYPE VOICE CARRY OVER AGENT TYPING SPEED Standard CALL HANDLING Explain Relay Describe background sounds one of voice	Allow long hold times  No typing corrections No abbreviations Confirm Preferences	
For m	nore	e information, visit		Print	Type Recordings     Operator type slowly	Use Braille Display	

Athough IP Belay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 syc. By using IP Belay for

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. © 2022 T-Mobile USA, Inc.