

TRS Customer Profile

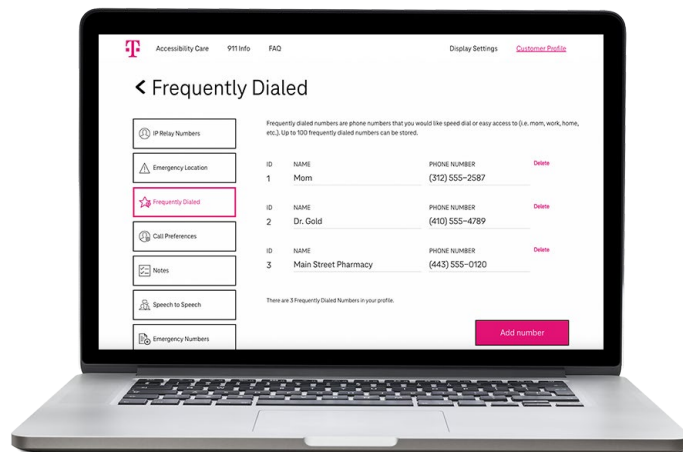


The TRS Customer Profile form allows you to list your preferences for calls, such as:

- 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 westvirginiarelay.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.

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.

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 _____

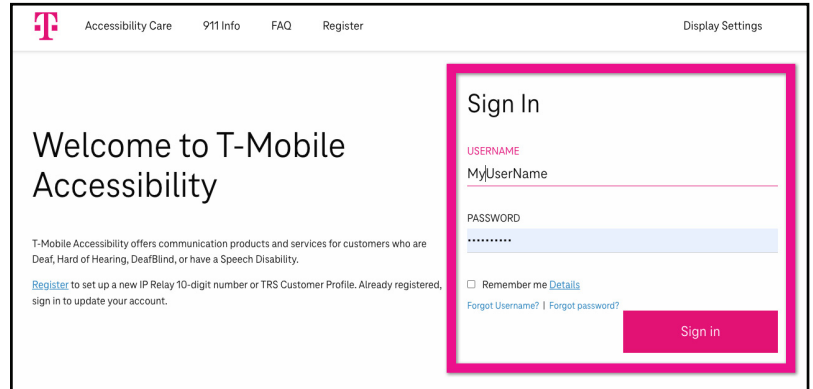
EMAIL ADDRESS: youremail@email.com _____

TRS Customer Profile



How do I get in my Customer Profile?

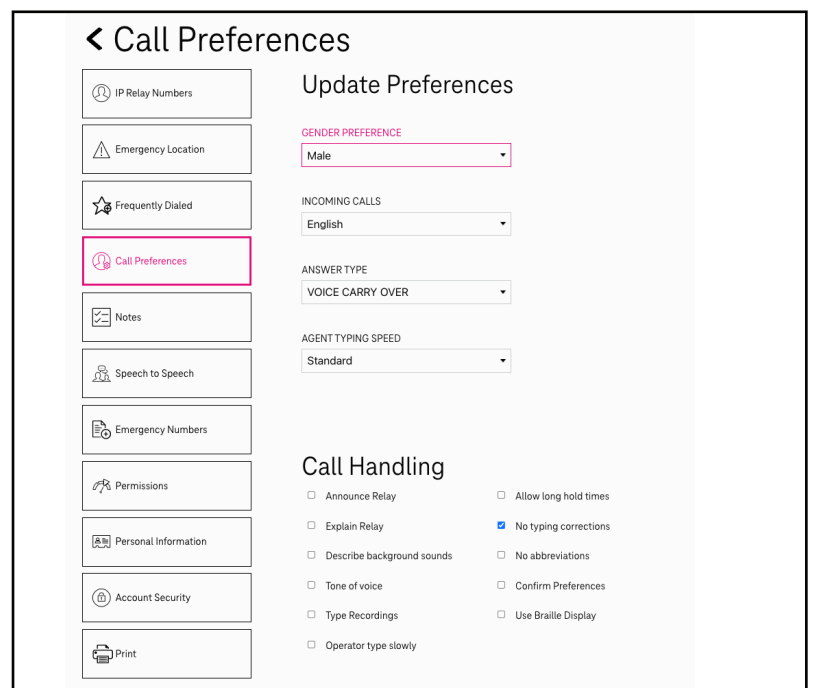
- 1 ■ Go to t-mobile.com/trsprofile.
■ Sign in with your **username** and **password**.
If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
■ Click **Sign In**.



- 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



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