

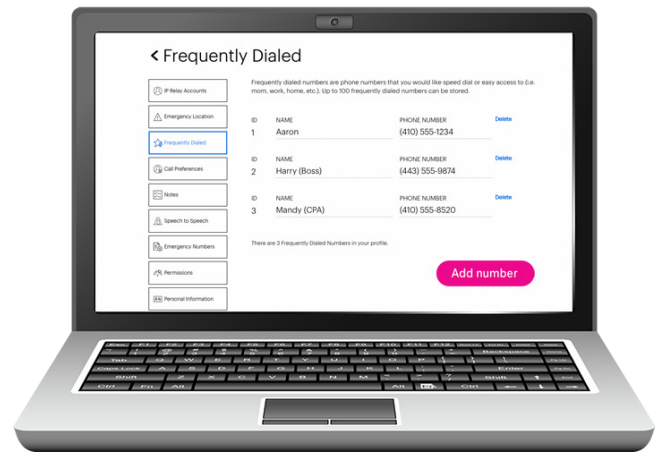
# Customer Profile

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 [westvirginiarelay.com/customer-profile](http://westvirginiarelay.com/customer-profile).



## 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.

### 1 Customer Profile Online

- Go to [t-mobile.com/trsprofile](http://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.

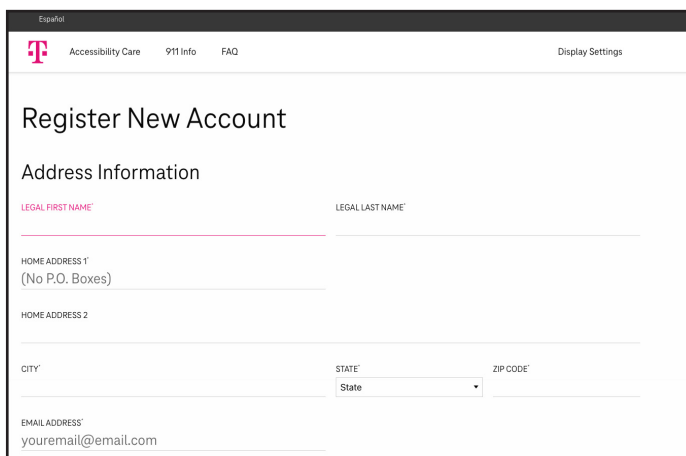
### 2 Contact Accessibility Care

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](mailto: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.

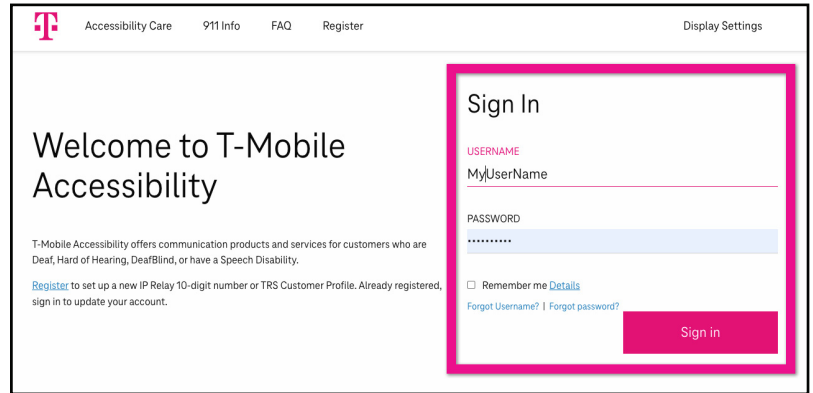
They are also available to answer any questions you may have.



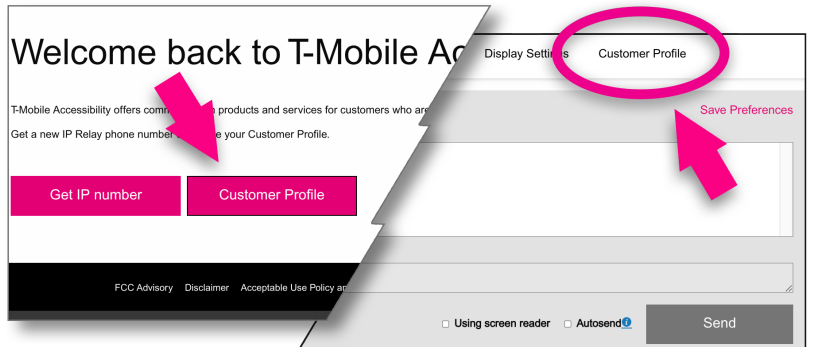
# Customer Profile

## How do I get in my Customer Profile?

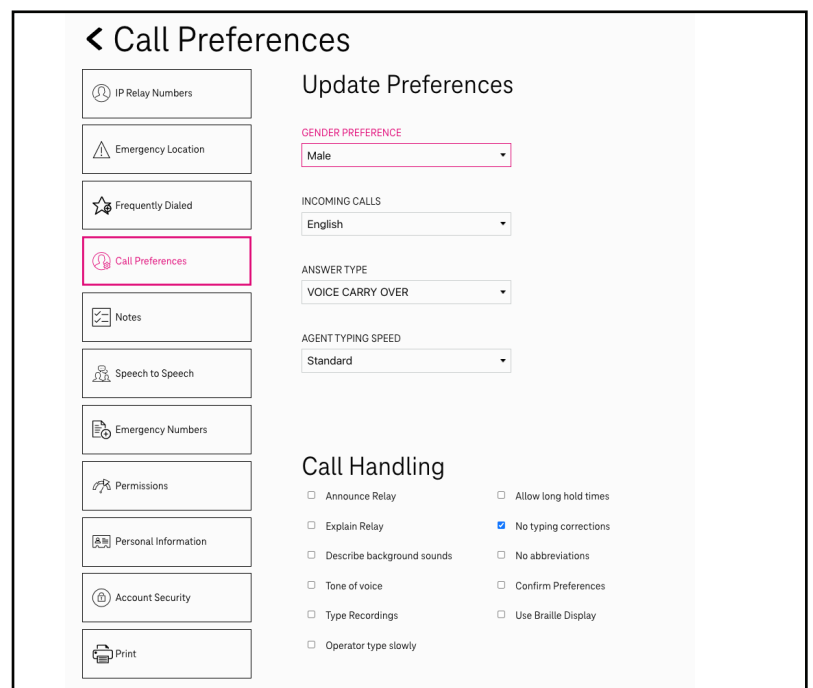
- 1
  - Go to [t-mobile.com/trsprofile](https://t-mobile.com/trsprofile).
  - Sign in with your **username** and **password**.  
*If you haven't registered yet, check the section "How to Set Up your Customer Profile?" at the back of these instructions.*
  - Click **Sign In**.



- 2
  - Click **Customer Profile**.



- 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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