

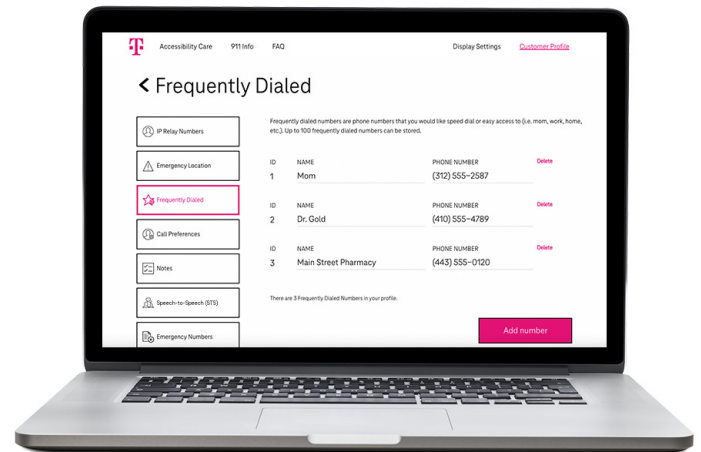
Customer Profile

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 nyrelay.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.
- 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.

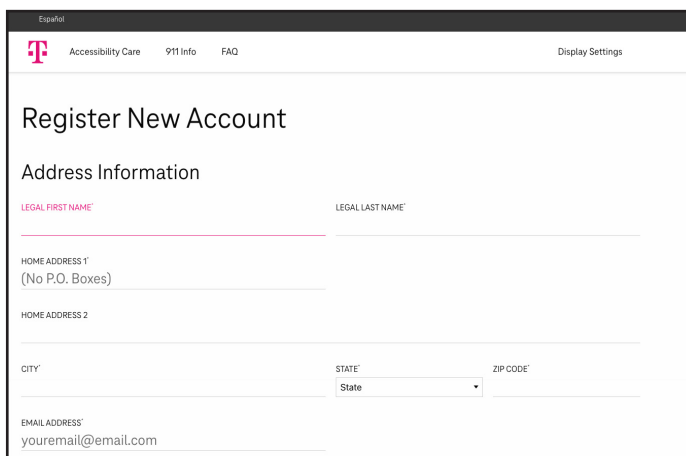
2 Contact Accessibility Care

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.

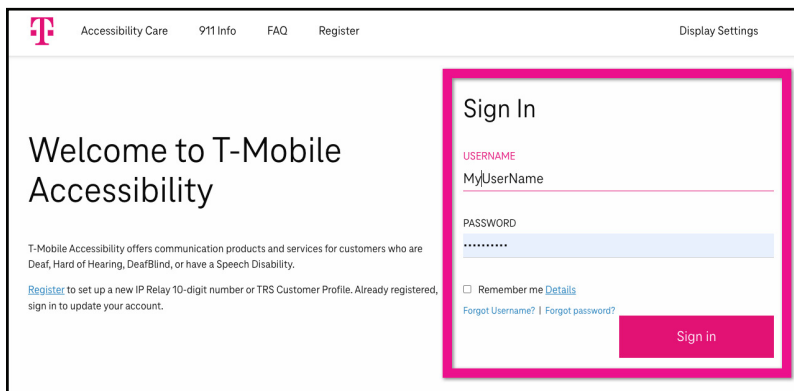


Customer Profile

How do I get in my Customer Profile?

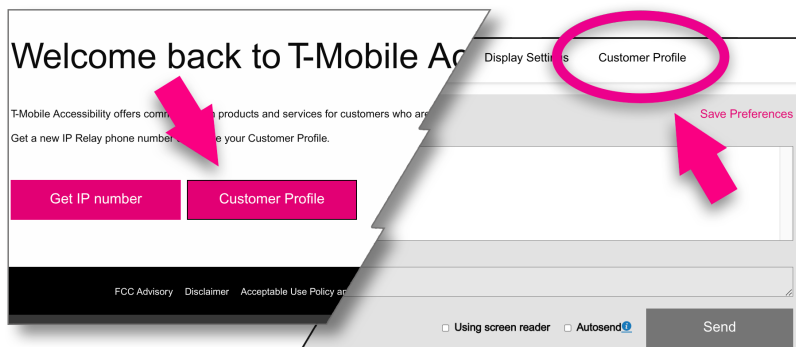
1

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



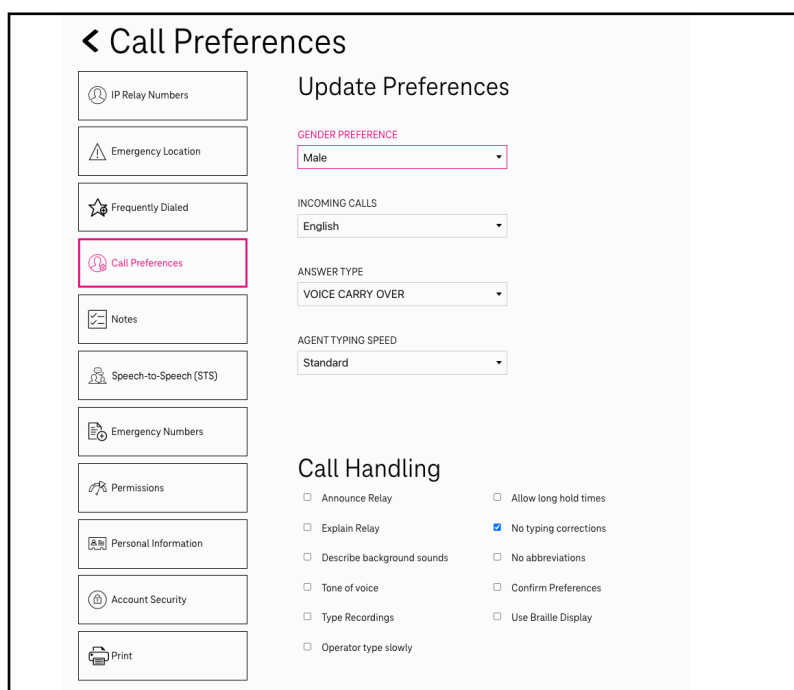
2

- 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 (STS)
 - Emergency Numbers
 - Permissions
 - Personal Information
 - Account Security
 - Print



For more information,
visit nyrelay.com/customer-profile.