

TRS Customer Profile

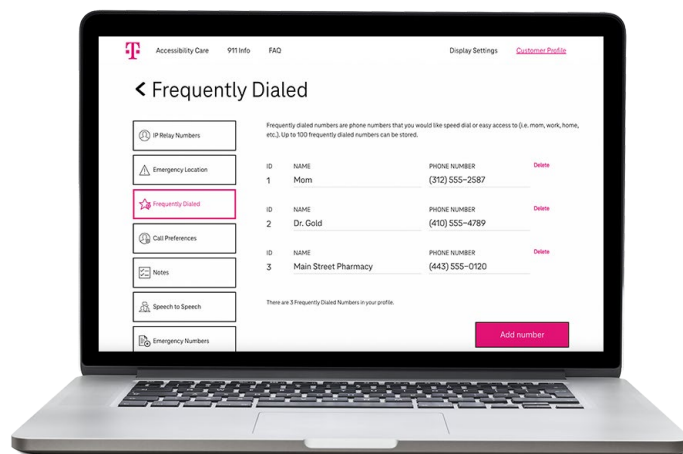


The TRS Customer Profile form allows you to list your preferences for calls, such as:

- 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 oklahomarelay.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.

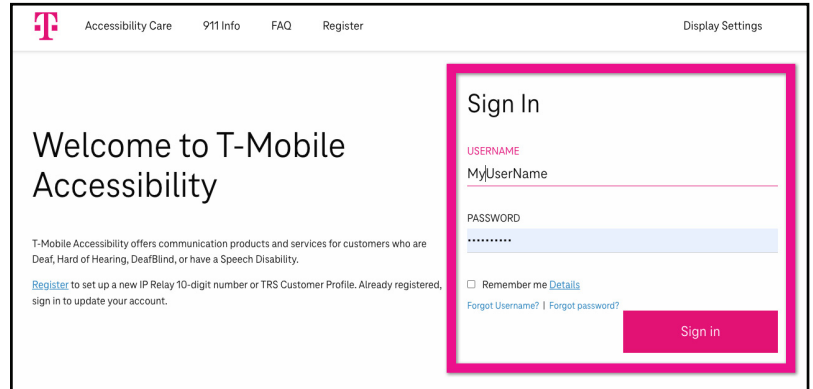
A screenshot of the 'Register New Account' form. The form is titled 'Register New Account' and has a sub-section for 'Address Information'. It includes fields for 'LEGAL FIRST NAME', 'LEGAL LAST NAME', 'HOME ADDRESS 1 (No P.O. Boxes)', 'HOME ADDRESS 2', 'CITY', 'STATE' (a dropdown menu), 'ZIP CODE', and 'EMAIL ADDRESS' (with the example 'youremail@email.com').

TRS Customer Profile



How do I get in my Customer Profile?

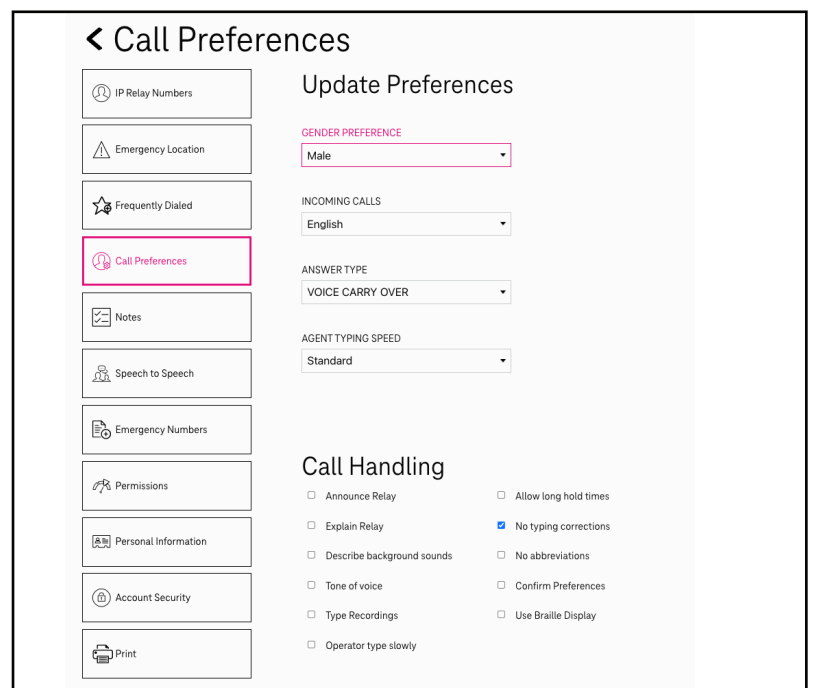
- 1**
 - Go to t-mobile.com/trsprofile.
 - Sign in with your **username** and **password**.
If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
 - Click **Sign In**.



- 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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