

TRS Customer Profile

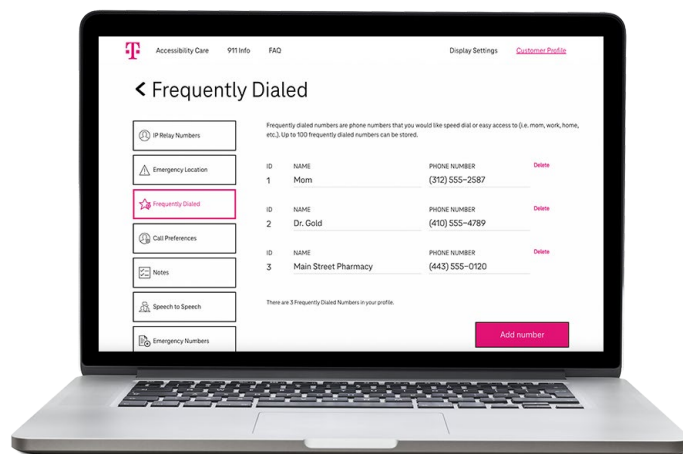


The TRS Customer Profile form allows you to list your preferences for calls, such as:

- 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 ohiorelay.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.

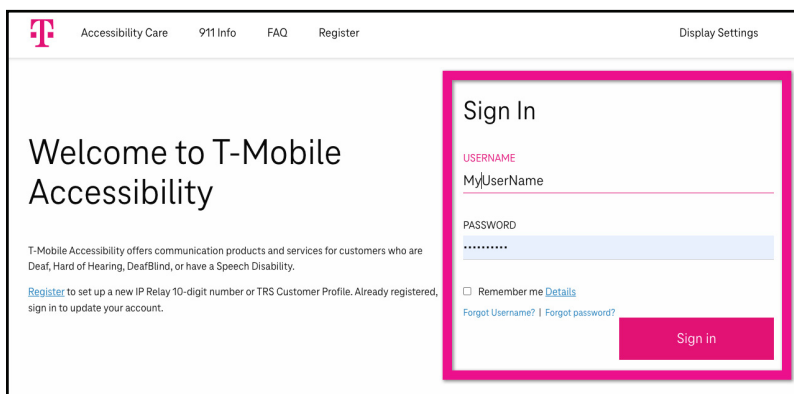
A screenshot of the "Register New Account" form on the TRS website. The form is titled "Register New Account" and is under the "Address Information" section. It includes fields for "LEGAL FIRST NAME", "LEGAL LAST NAME", "HOME ADDRESS 1 (No P.O. Boxes)", "HOME ADDRESS 2", "CITY", "STATE" (a dropdown menu),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

TRS Customer Profile



How do I get in my Customer Profile?

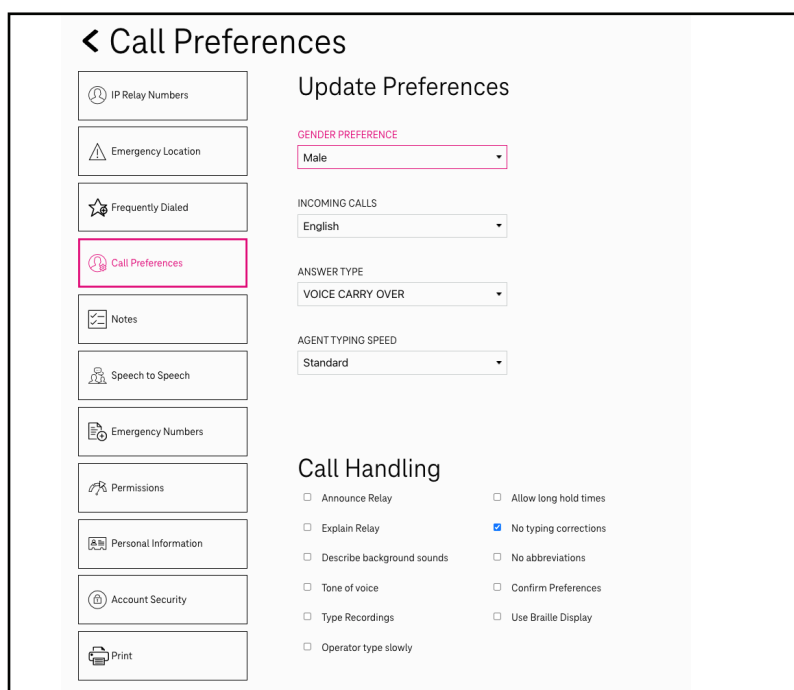
- Go to t-mobile.com/trsprofile.
 - Sign in with your **username** and **password**.
If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
 - Click **Sign In**.



- Click **Customer Profile** in the upper right corner of the T-Mobile IP Relay screen.



- 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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