

T-Mobile Telecommunications Relay Service (TRS) Customer Profile

The TRS Customer Profile allows you to select your call preferences at any time. Your information is secure and confidential.

Username

Create Username

Personal Information

First Name

Last Name

Area Code & Phone Number

Extension Number

Street Address (No P.O. Box is allowed)

City

State

Zip Code

Email Address

Your Contact Number (For IP Relay or Federal IP users only)

Enter your area code & telephone number

If you want to register to get your new 10-digit phone number for IP Relay or Federal IP, go to t-mobile.com/trsprofile

Call Preferences

Relay Operator:

Female Male No Preference

Answer Type: (Select service(s) that you use for your calls)

TTY Voice/Standard Phone
 ASCII Voice Carry-Over (VCO)
 Hearing Carry-Over (HCO) IP Relay
 DeafBlind TTY DeafBlind ASCII

Language: (Select language preference)

ASL Translation English Spanish



Call Handling Options

- Announce Relay** (Relay Operator announces service to the called party)
- Explain Relay** (Relay Operator explains the relay service to the called party)
- Describe Background Sounds** (Relay Operator describes background sounds, i.e., [baby crying], [music playing], etc.)
- Tone of Voice** (Relay Operator describes the other party's tone of voice, i.e., [sounds happy], [sounds professional], etc.)
- Type Recordings** (Relay Operator types all recorded messages)
- Operator Types Slowly** (Relay Operator transmits messages at requested speed, as low as 5 WPM)
- Allow Long Hold Times** (Relay Operator may hold as long as needed to complete your call(s))
- No Typing Corrections** (Relay Operator will not correct typing errors)
- No Abbreviations** (Relay Operator will not type abbreviations)
- Confirm Preferences** (Relay Operator will confirm preferences before dialing)
- Use Braille Display** (Informs Relay Operator that you are using a braille device)

Frequently Dialed Numbers*

Up to 100 Names/Phone Numbers can be stored.

Provide the Relay Operator with the person's name or number you want to call.

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>

* To update or add more contacts, go to t-mobile.com/trsprofile or call T-Mobile Accessibility Care **800-676-3777**.

Emergency Numbers*

Emergency Numbers needed in case of an emergency (i.e., local police, doctor, attorney, etc.).

Store up to 30 Emergency Numbers. Provide the Relay Operator with the contact's name or number.

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>

* To update or add more contacts, go to t-mobile.com/trsprofile or call T-Mobile Accessibility Care **800-676-3777**.

Permission Options - Outgoing Calls Only

Block Numbers:* (Blocks phone numbers you do not want called from your number)

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>

Block: (Blocks outgoing calls to 800 numbers and/or Directory Assistance)

800 Numbers Directory Assistance

Notes* (Brief instructions for the Relay Operator on how to handle calls, i.e. recordings, hold for live person)

0	<input type="text" value="(Example) Hang up if you get answering machine"/>
1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>

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Account Security Question

Your answer is used to verify your account. We do not share your information with other parties.

What is your favorite food?

Please send completed form to:

T-Mobile Accessibility Care

- P.O. Box 29230 - KSOPHE0202
Shawnee Mission, KS 66201-9230
- 877-877-3291 (Fax)

For additional assistance:

- 800-676-3777 (Voice/TTY)
- 800-676-4290 (Español)
- 877-787-1989 (Speech-to-Speech)
- 866-931-9027 (Voice Carry-Over)
- access@t-mobile.com (Email)

Important Information for Speech-to-Speech (STS)

T-Mobile Accessibility offers a different Customer Profile form for STS users.

For more information, visit t-mobile.com/sts.

