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 **arkansasrelay.com/profile.**

	P Relay Accounts Emergency Location	Freq mon	uently dialed numbers are phone n, work, home, etc.). Up to 100 free NAME	numbers that you would like speed dial quently dialed numbers can be stored.	or easy access to (i.e.	
н.	Trequently Dialed	1	Aaron	(410) 555-1234		
	G Call Preferences	1D 2	NAME Harry (Boss)	PHONE NUMBER (443) 555-9874	Delete	
	C Notes	1D 3	NAME Mandy (CPA)	PHONE NUMBER (410) 555-8520	Delete	
	Speech to Speech	There	are 3 Frequently Dialed Numbers in y	our profile.		
	of9, Permissions			Add	number	
	Personal information					
0.00						

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.



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.

сэрани		
Accessibility Care 911 Info FAQ		Display Settings
Register New Account		
Address Information		
LEGAL FIRST NAME	LEGAL LAST NAME	
HOME ADDRESS 1		
(No P.O. Boxes)		
HOME ADDRESS 2		
CITY.	STATE'	ZIP CODE'
	State •	
email.address' youremail@email.com		

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)

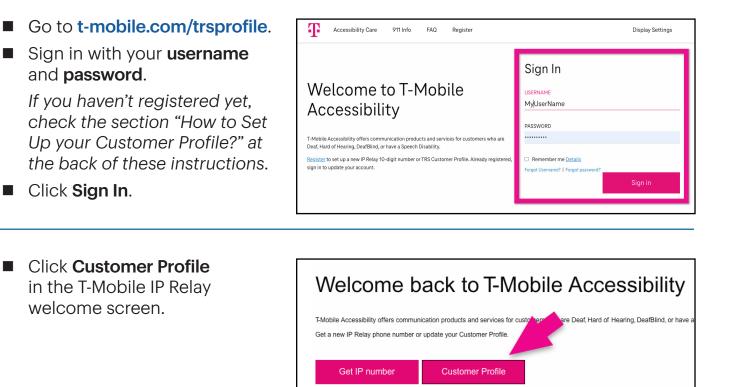
Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete.

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



Customer Profile

How do I get in my Customer Profile?



- **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

For more information, visit **arkansasrelay.com/profile**.

< Call Prefe	rences
(1) IP Relay Numbers	Update Preferences
Emergency Location	GENDER PREFERENCE Male
Frequently Dialed	INCOMING CALLS English
() Call Preferences	ANSWER TYPE
Votes	VOICE CARRY OVER AGENT TYPING SPEED
R Speech to Speech	Standard •
Emergency Numbers	
0 Permissions	Call Handling Announce Relay Allow long hold times
윤희 Personal Information	Explain Relay Explain Relay Describe background sounds No abbreviations
(f) Account Security	Tone of voice Confirm Preferences Type Recordings Use Braille Display
Print	 Operator type slowly

Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svc. By using IP Relay for emergency calling, you agree that T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency service through IP Relay whether caused by the negligence of T-Mobile or otherwise. Registration and Internet connection required. Devices and screen images simulated. Restrictions apply. See t-mobile.com/access for details. T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. © 2025 T-Mobile USA, Inc.