Customer Profile

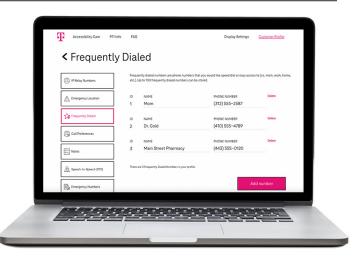


The Customer Profile form allows you to list your preferences for calls, such as:

- 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.**



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.

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"
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.



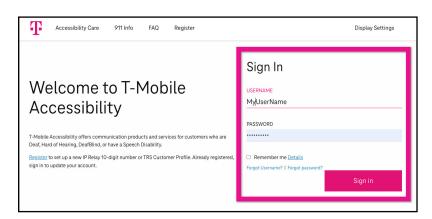
Customer Profile

How do I get in my Customer Profile?

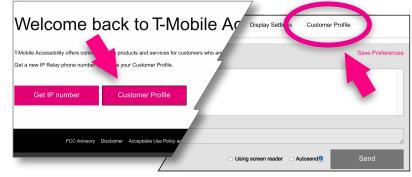
- 1
- Go to t-mobile.com/trsprofile.
- Sign in with your username and password.

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 arkansasrelay.com/profile.

