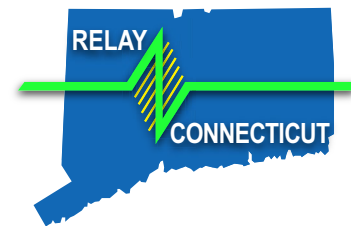


TRS Customer Profile

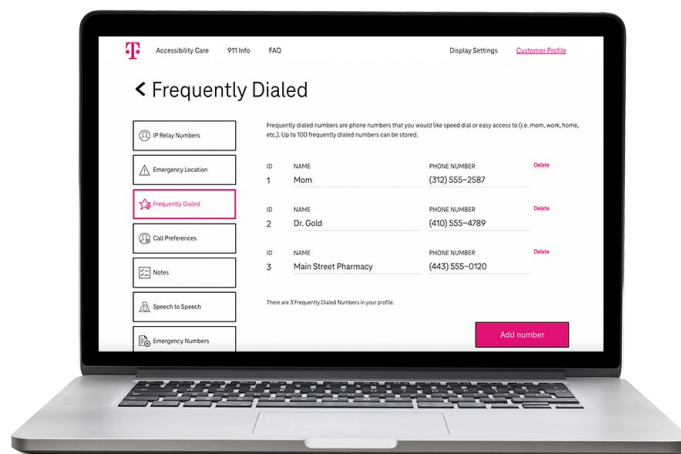


The TRS Customer Profile form allows you to list your preferences for calls, such as:

- 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 relayconnecticut.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:

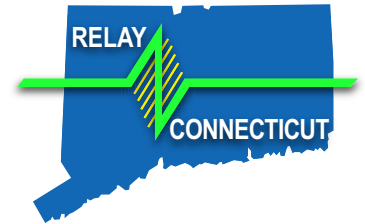
- (800) 676-3777 (TTY/Voice)
- (800) 676-4290 (Spanish - TTY/Voz)
- (877) 787-1989 (Speech-to-Speech only)
- (866) 931-9027 (Voice Carry-Over only)
- access@t-mobile.com (Email)

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.

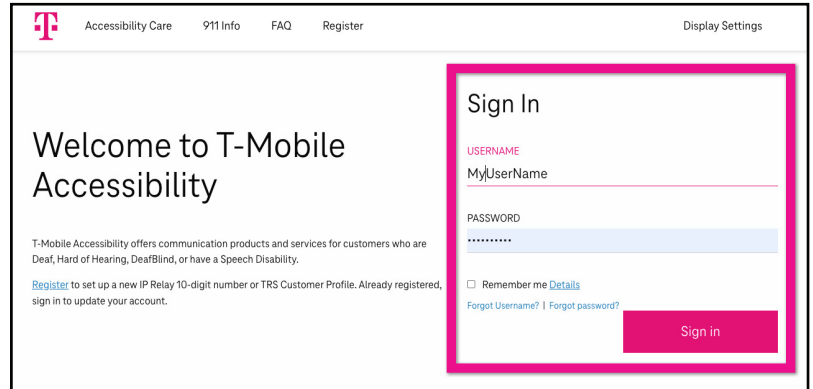
A screenshot of the "Register New Account" form. The form is titled "Register New Account" and has a sub-section "Address Information". It contains several input fields: "LEGAL FIRST NAME", "LEGAL LAST NAME", "HOME ADDRESS 1 (No P.O. Boxes)", "HOME ADDRESS 2", "CITY", "STATE" (a dropdown menu), "ZIP CODE", and "EMAIL ADDRESS" (with the placeholder "youremail@email.com"). The form is displayed on a laptop screen with a navigation bar at the top.

TRS Customer Profile



How do I get in my Customer Profile?

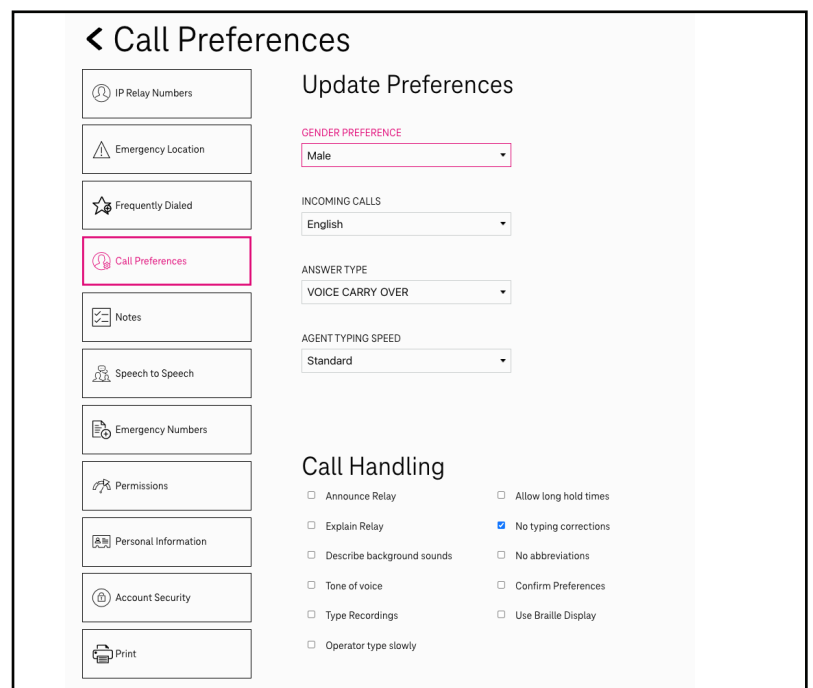
- 1**
 - Go to t-mobile.com/trsprofile.
 - Sign in with your **username** and **password**.
If you haven't registered, read "How to Set Up your Customer Profile?" on the back of this flyer.
 - Click **Sign In**.



- 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



For more information, visit relayconnecticut.com/profile