

# **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 **puertoricorelay.com/profile**.

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### 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.

Español	
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?

1	Go to t-mobile.com/trsprofile.	Accessibility Care 911 Info FAQ Register	Display Settings	
	<ul> <li>Sign in with your username and password.</li> <li>If you haven't registered yet, check the section "How to Set Up your Customer Profile?" at the back of these instructions.</li> <li>Click Sign In.</li> </ul>	Welcome to T-Mobile       UserName         Accessibility       MyUserName         T-Mobile Accessibility offers communication products and services for customers who are Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.       PassWoRD         Register to set up a new IP Relay 10-digit number or TRS Customer Profile. Already registered, sign in to update your account.       Remember me Details	sword? Sign in	
2	Click Customer Profile.	Welcome back to T-Mobile Ac       Display Setting         T-Mobile Accessibility offers community       products and services for customers who are         Get a new IP Relay phone number       ne your Customer Profile         Get IP number       Customer Profile         Yet Co Advisory       Disclaimer         Acceptable Use Pairy are       Using screen reader	Customer Profile Save Preferences	
7		< Call Preferences		
5	You are now on the Customer Profile. There are tabs on	(D) IP Relay Numbers Update Preferences		
	the left side that include:	GENDER PREFERENCE		
	- IP Relay Numbers	Male •		
	- Emergency Location	Frequently Dialed		
	- Frequently Dialed - Call Preferences	Call Preferences ANSWER TYPE VOICE CARRY OVER		
	- Notes	AGENT TYPING SPEED		
	- Speech to Speech	Speech to Speech		
	- Emergency Numbers - Permissions	Emergency Numbers		
	- Personal Information	Call Handling	mes	
	- Account Security - Print	Explain Relay     No typing correc     Describe background sounds     No abbreviations	ions	
		Account Security     Tone of voice     Confirm Preferen	ces	

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

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.

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