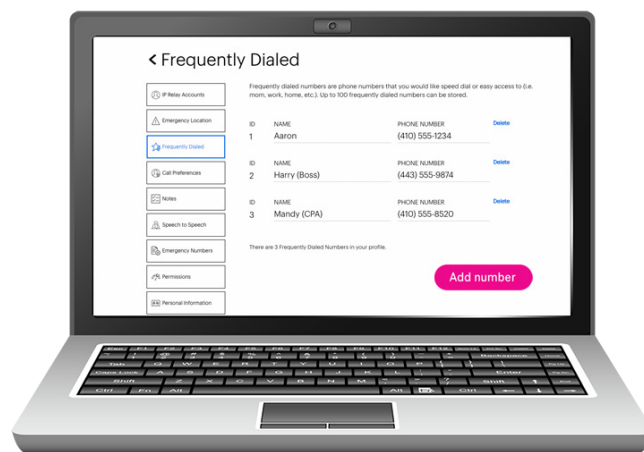# Customer Profile

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.**

‹ Frequently Dialed

Frequently dialed numbers are phone numbers that you would like speed dial or easy access to (i.e. mom, work, home, etc.). Up to 100 frequently dialed numbers can be stored.

IP Relay Accounts				
Emergency Location	ID	NAME	PHONE NUMBER	Delete
Frequently Dialed	1	Aaron	(410) 555-1234	
Call Preferences	ID	NAME	PHONE NUMBER	Delete
Notes	2	Harry (Boss)	(443) 555-9874	
Speech to Speech	ID	NAME	PHONE NUMBER	Delete
Emergency Numbers	3	Mandy (CPA)	(410) 555-8520	
Permissions	There are 3 Frequently Dialed Numbers in your profile.			
Personal Information			**Add number**	

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.

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
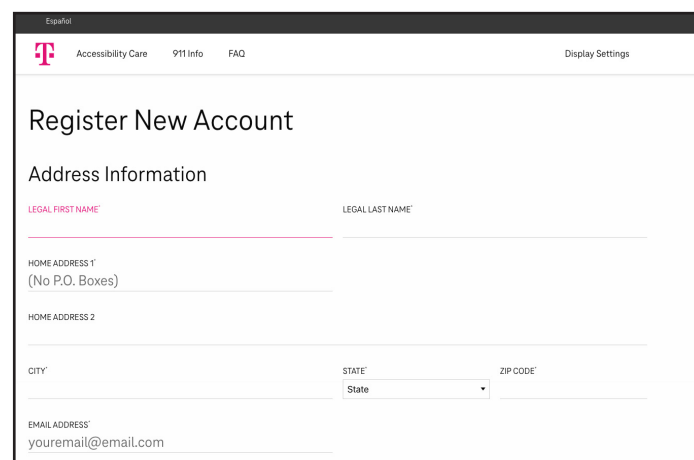youremail@email.com

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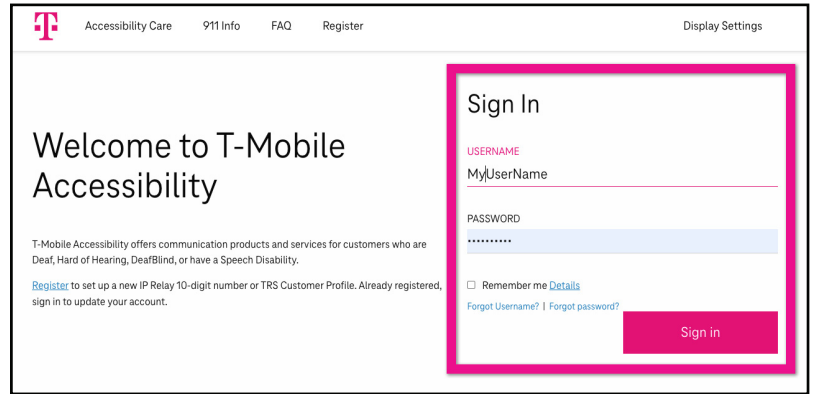
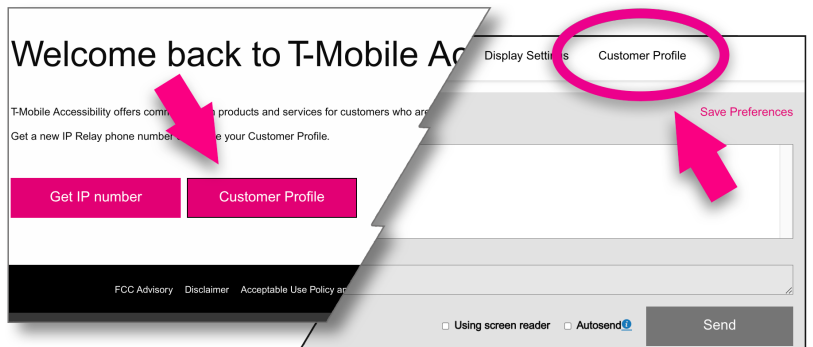They are also available to answer any questions you may have.

Customer Profile

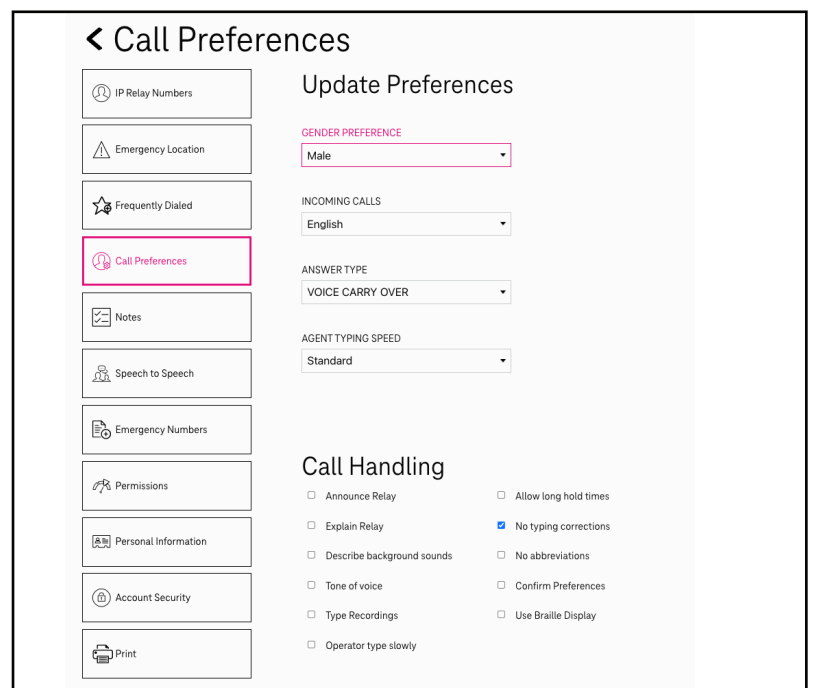## How do I get in my Customer Profile?

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
  - Emergency Numbers
  - Permissions
  - Personal Information
  - Account Security
  - Print

For more information, visit
puertoricorelay.com/profile.