Telecommunications Relay Service (TRS) Customer Profile for Speech-to-Speech (STS)

T-MOBILE ACCESSIBILITY

The TRS Customer Profile for STS allows you to select your STS call preferences at any time. Your information is secure and confidential.

Username

Create Username

Personal Information

First Name

Last Name

Area Code & Phone Number

Extension Number

Street Address (No P.O. Box is allowed)

City

State

Zip Code

Email Address

Call Preferences

Operator: ☐ Female ☐ Male ☐ No Preference

Language: ☐ English ☐ Spanish

Call Handling Options

☐ Repeat everything ☐ Repeat when unclear

☐ Mute your voice (the other party will hear the STS Operator only)

Frequently Dialed Numbers*

Up to 100 Names/Phone Numbers can be stored.
Provide the STS Operator with the person's name or number you want to call.

	Name	Area Code & Phone Number
1		
2		
3		

Emergency Numbers* (i.e. fire, ambulance, police, lifesaving services, etc.)

	Name	Area Code & Phone Number
1		
2		
3		

Permission Options - Outgoing Calls Only

Block Numbers:* (Blocks phone numbers you do not want called from your number)

	Name	Area Code & Phone Number
1		
2		
3		

Block: (Blocks outgoing calls to 800 numbers and/or Directory Assistance)

☐ 800 Numbers   ☐ Directory Assistance

Notes* (Instructions for your calls for the STS operator)

0	(Example) Hang up if you get answering machine
1	
2	
3	

* To update or add more contacts, go to **t-mobile.com/trsprofile** or call Accessibility Care 877–787–1989.

Account Security Question

Your answer is used to verify your account. We do not share your information with other parties.

What is your favorite food? _____

Please send completed form to:

T-Mobile Accessibility Care
- KSOPHD01-Z8200
  6220 Sprint Parkway
  Overland Park, KS 66251–8200
- 877–877–3291 (Fax)

For additional assistance:
- 877–787–1989 (Speech-to-Speech)
- 800–676–3777 (Voice/TTY)
- 800–676–4290 (Español)
- access@t-mobile.com (Email)
- t-mobile.com/sts (Website)

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