

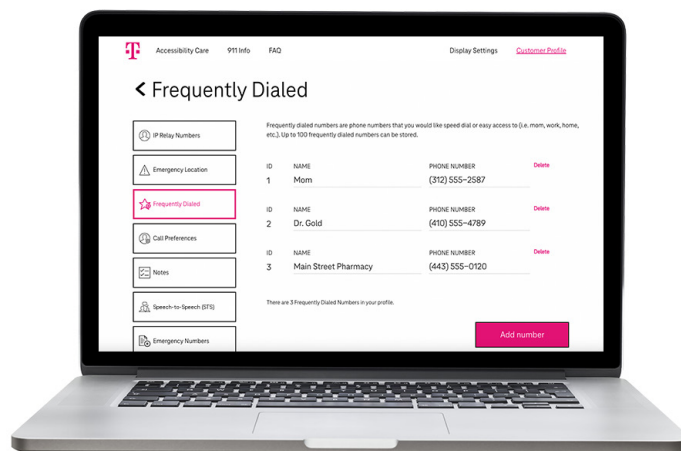
Customer Profile

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 nc-sts.com/customer-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.

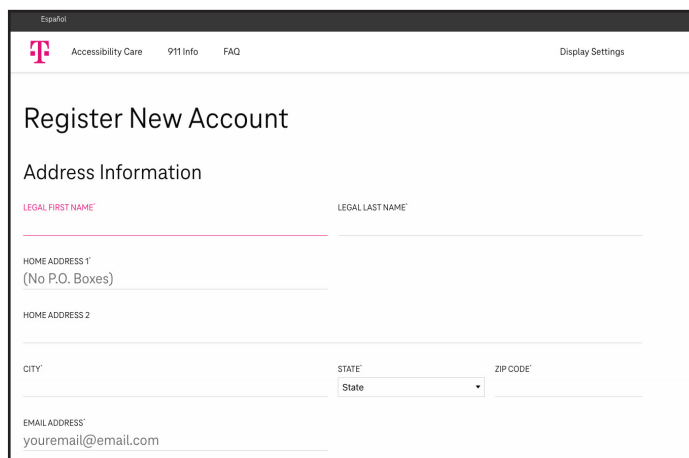
2 Contact Accessibility Care

You can set up your Customer Profile by contacting T-Mobile Accessibility Care at:

- (877) 787-1989 (Speech-to-Speech only)
- (800) 676-3777 (TTY/Voice)
- (800) 676-4290 (Spanish - TTY/Voz)
- (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.



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* _____

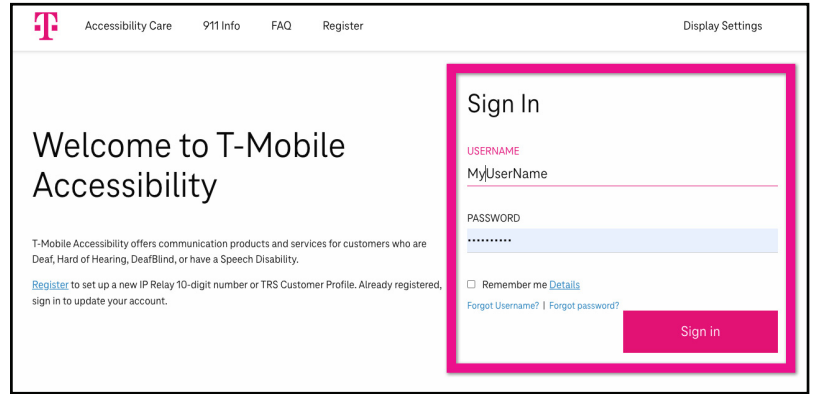
EMAIL ADDRESS* _____

Customer Profile

How do I get in my Customer Profile?

1

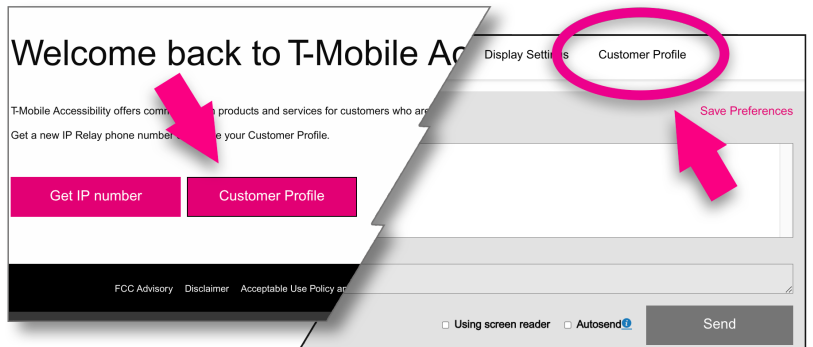
- Go to t-mobile.com/trsprofile.
- Sign in with your **username** and **password**.
If you haven't registered yet, check the section "How to Set Up your Customer Profile?" at the back of these instructions.
- Click **Sign In**.



The screenshot shows the T-Mobile Accessibility website. At the top, there are links for Accessibility Care, 911 Info, FAQ, Register, and Display Settings. The main heading is "Welcome to T-Mobile Accessibility". Below this, there is a "Sign In" section with fields for USERNAME (labeled "MyUserName") and PASSWORD. There are checkboxes for "Remember me" and "Forgot Username? | Forgot password?". A pink box highlights the "Sign In" button.

2

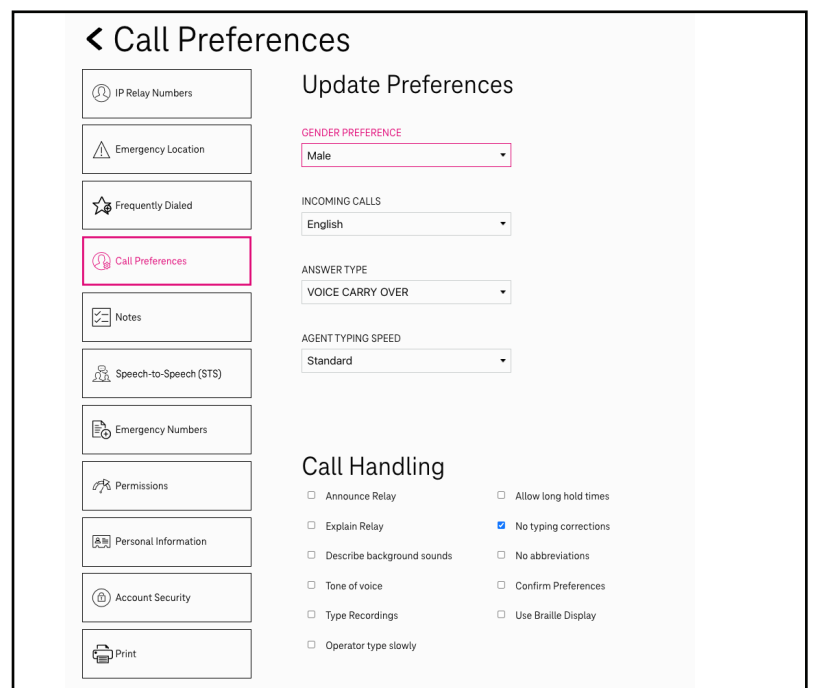
- Click **Customer Profile**.



The screenshot shows the "Welcome back to T-Mobile Accessibility" page. There are two buttons: "Get IP number" and "Customer Profile". A pink arrow points to the "Customer Profile" button. On the right side, there is a "Customer Profile" tab and a "Save Preferences" button. A pink circle highlights the "Customer Profile" tab, and a pink arrow points to the "Save Preferences" button.

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



The screenshot shows the "Call Preferences" page. On the left, there is a sidebar with various settings: IP Relay Numbers, Emergency Location, Frequently Dialed, Call Preferences (highlighted with a pink box), Notes, Speech-to-Speech (STS), Emergency Numbers, Permissions, Personal Information, Account Security, and Print. The main content area is titled "Update Preferences" and includes sections for "Update Preferences" (with dropdowns for GENDER PREFERENCE, INCOMING CALLS, ANSWER TYPE, and AGENT TYPING SPEED) and "Call Handling" (with checkboxes for various options like Announce Relay, Explain Relay, etc.).

For more information, visit
nc-sts.com/customer-profile.