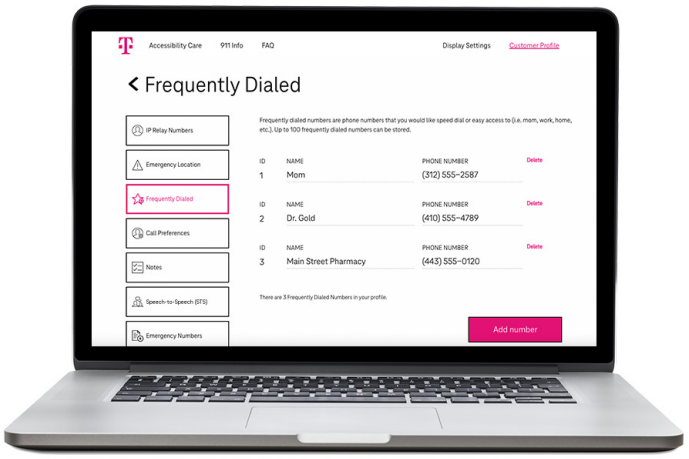
# Customer Profile

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 **relaynorthdakota.com/customer-profile.**



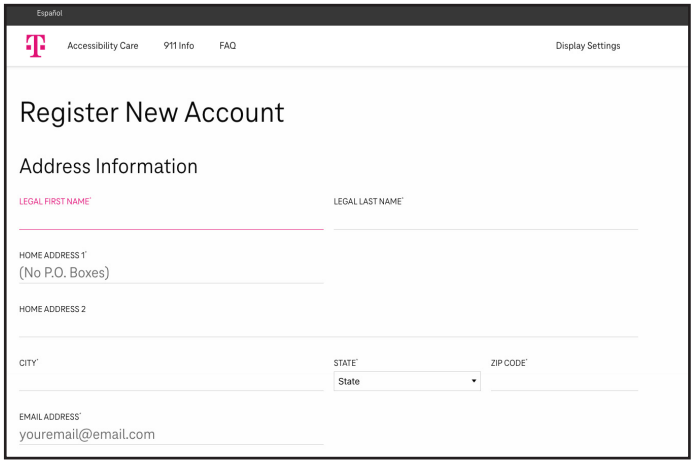

## How to Set Up your Customer Profile

*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:

- (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.

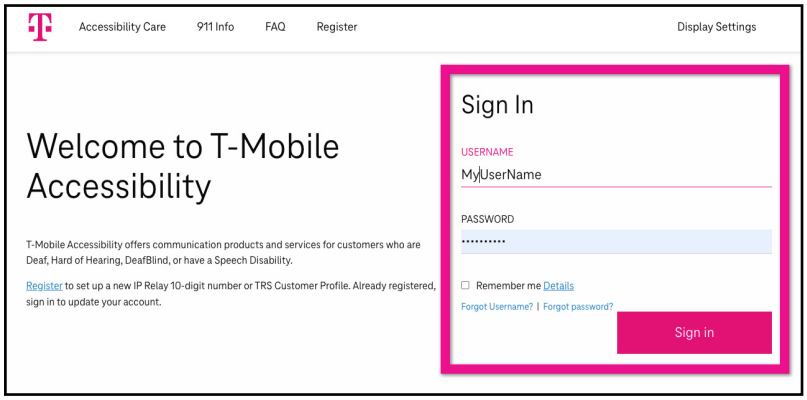
# Customer Profile

## How do I get in my Customer Profile?

**1**

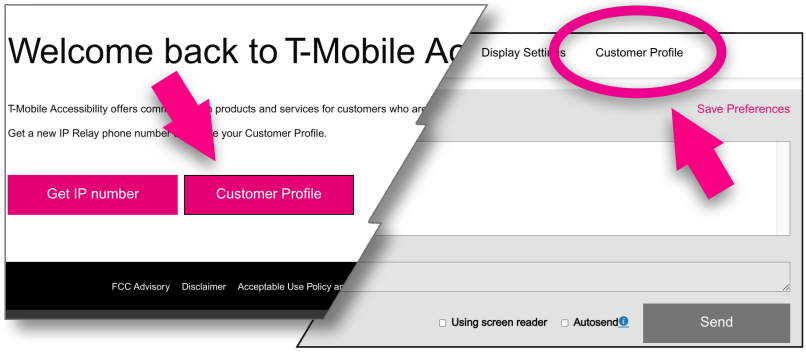
- Go to **t-mobile.com/trsprofile**.
- Sign in with your **username** and **password**.

  *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**.



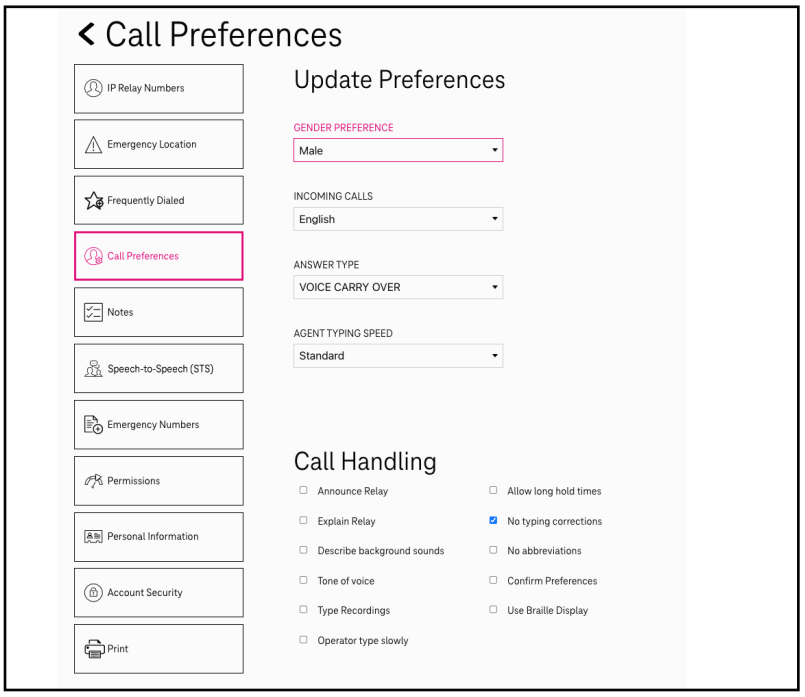

**2**

- 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 (STS)
  - Emergency Numbers
  - Permissions
  - Personal Information
  - Account Security
  - Print




For more information, visit **relaynorthdakota.com/customer-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.