

# Vermont Relay Customer Profile

For more information: [vermontrelay.com/customerprofile](http://vermontrelay.com/customerprofile)



The Customer Profile form allows those of you who access relay through a toll-free number to submit your preferences. You will have the flexibility of updating your preferences as needed. Your information is confidential and secure. When completed, please return to:

**Vermont Relay Customer Service**  
**P.O. Box 29230 – KSOPHR0312-3A**  
**Shawnee Mission, KS 66201-9230**

or fax to **877-877-3291**

If you have questions or need assistance, contact Vermont Relay Customer Service:

**866-931-9028** (Voice/TTY)  
**800-676-4290** (Español)  
**877-787-1989** (Speech-to-Speech)  
**866-931-9027** (Voice Carry-Over)  
**Sprint.TRSCustServ@sprint.com** (Email)

## Important Information for Speech-to-Speech (STS)

Vermont Relay Service offers a unique Customer Profile specifically designated for STS users. With Vermont Relay's system, persons calling STS users who have difficulty sharing telephone numbers can be automatically connected to the STS user at the STS user's registered locations.

Go to **[www.mysprintrelay.com](http://www.mysprintrelay.com)**.

After you enter your username and password, go to the menu list and click **STS Contacts**.

For assistance, call STS Customer Support at **877-787-1989**.

### Your Personal Information:

Last Name	<input type="text"/>		
First Name	<input type="text"/>	Middle Initial	<input type="text"/>
Area Code & Phone Number	<input type="text"/>	<input type="text"/>	Ext. Number <input type="text"/>
Street Address (No P.O. Box)	<input type="text"/>		
City	<input type="text"/>	State	<input type="text"/>
		Zip	<input type="text"/>
Email	<input type="text"/>		

### Your Contact Numbers (For Sprint IP or Federal IP users only)

Area Code & Telephone Number

If you want to register to get your new 10-digit phone number, go to **[www.mysprintrelay.com/Login](http://www.mysprintrelay.com/Login)**

### Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

	Name: <i>(Limit 30 characters per name)</i>	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section on page 3.

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## Emergency Numbers (Speed Dial for Emergency Calls Only):

Name: *(Limit 30 characters per name)*

Area Code & Phone Number

<b>1</b>	<input type="text"/>	<input type="text"/>
<b>2</b>	<input type="text"/>	<input type="text"/>
<b>3</b>	<input type="text"/>	<input type="text"/>
<b>4</b>	<input type="text"/>	<input type="text"/>
<b>5</b>	<input type="text"/>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section on page 3.

## Your Preferences:

Gender Preference

Female

Male

No Preference

Answer Type

TTY

ASCII 300 Baud

Voice Carry-Over

2-Line VCO

Voice

ASCII 1200 Baud

Hearing Carry-Over

DeafBlind TTY

Turbo Code

ASCII 2400 Baud

Speech-to-Speech

DeafBlind ASCII

Language

English

Spanish

Announce Relay

No

Long Hold Times

No

Explain Relay

No

Caller ID

No

Background Noises

No

Type Slow

No

Tone of Voice

No

Abbreviation

No

Type Recordings

No

Typing Correction

No

## Outdial Restrictions:

Select one

No Long-Distance Calls

No 800 Number

No Marine Calls

No Operator Assistance

No International Calls

No 900 Number

No 976 Number

No Directory Assistance

# Vermont Relay Customer Profile

## Block Outgoing Calls:

	Name (Limit 30 characters per name)	Area Code & Phone Number
<b>1</b>	<input type="text"/>	<input type="text"/>
<b>2</b>	<input type="text"/>	<input type="text"/>
<b>3</b>	<input type="text"/>	<input type="text"/>
<b>4</b>	<input type="text"/>	<input type="text"/>
<b>5</b>	<input type="text"/>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section below.

## Your Notes: (Limit 60 characters per note)

<b>1</b>	<input type="text"/>
<b>2</b>	<input type="text"/>
<b>3</b>	<input type="text"/>
<b>4</b>	<input type="text"/>
<b>5</b>	<input type="text"/>

If you need to add more information, go to the **Additional Information** section below.

## Additional Information: (Limit 30 characters per name or 60 characters per note)

<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Block Outgoing Call	<input type="checkbox"/> Note
Name/Phone # or Note	<input type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Block Outgoing Call	<input type="checkbox"/> Note
Name/Phone # or Note	<input type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Block Outgoing Call	<input type="checkbox"/> Note
Name/Phone # or Note	<input type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Block Outgoing Call	<input type="checkbox"/> Note
Name/Phone # or Note	<input type="text"/>		
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Block Outgoing Call	<input type="checkbox"/> Note
Name/Phone # or Note	<input type="text"/>		

## Security Question: *\*We do not share your information with other parties.*

What is your security question?

What is your answer?