

# West Virginia Relay Customer Profile

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



The Customer Profile form allows 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:

West Virginia Relay Customer Service  
P.O. Box 29230 – MOINDA0101  
Shawnee Mission, KS 66201-9230  
or Fax at 877-877-3291

If you have questions or need assistance, contact West Virginia Relay Customer Service:  
Phone: 1-800-676-3777 Voice/TTY  
1-800-676-4290 Spanish

## 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"/>		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	<input type="text"/>	<input type="text"/>
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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):

Note: Limit 30 characters per name

	Name	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 the page 3.

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

Note: Limit 30 characters per name

	Name	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 the page 3.

## Your Preferences:

Gender Preference  Female  Male  No Preference

Answer Type  TTY  ASCII 300 Baud  Voice Carry Over  Speech-to-Speech  
 Voice  ASCII 1200 Baud  Hearing Carry Over  Blind/Deaf TTY  
 Turbo Code  ASCII 2400 Baud  2-Line VCO  Blind/Deaf ASCII

Language  English  Spanish

Announce Relay  No

Explain Relay  No

Background Noises  No

Tone of Voice  No

Type Recordings  No

Long Hold Times  No

Caller ID  No

Type Slow  No

## Your Carrier of Choice:

Local Toll  Sprint  AT&T  Verizon  Other:

In-State LD  Sprint  AT&T  Verizon  Other:

State-to-State LD  Sprint  AT&T  Verizon  Other:

International Calls  Sprint  AT&T  Verizon  Other:

## Preferred Billing Options:

*select one*

Credit Cards \*  Paid by Inbound  Other Long Distance CallingCard \*

Collect  Third Party  Third Party - In State

FON Card \*  LEC Calling Card \*  LEC Card - In State \*

\* If one of your preferred billing options selected above, it is required to provide your information below:

Number:  Exp. Date: Month  Year

## 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

## Blocked Outbound Numbers: *Note: Limit 30 characters per name*

	Name	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 the page 3.

## Your Notes:

Note: Limit 60 characters per note.

1	
2	
3	
4	
5	

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

## Important Information for Speech-to-Speech:

Sprint Relay offers unique Customer Profile specifically designated for Speech-to-Speech (STS) users. With Sprint'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/info](http://www.mysprintrelay.com/info). After you enter your username and password, go to the menu list and click either **STS Contacts** or **STS Messages**.

The STS Messages screen allows STS users to prepare a temporary short message before the Relay Operator dials the number. When requested, the Relay Operator can retain this message in the STS user's profile for up to 24 hours. This is especially helpful when the line is busy and the STS user does not have to repeat the information on a call.

## Additional Information: Note: Limit 60 characters per name or note

<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note			
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note			
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note			
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note			
<input type="checkbox"/> Non-Emergency Speed Dial	<input type="checkbox"/> Emergency Speed Dial	<input type="checkbox"/> Blocked Number	<input type="checkbox"/> Note
Name/Phone # or Note			

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

What city were you born in? Answer:

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