

Relay Texas Customer Database Profile (CDP) Form and Instructions

The Customer Database Profile (CDP) feature helps you make your Relay calls easier than before. The database stores information on how you prefer to have Relay calls processed by Relay Texas agents. You can add 10 frequently dialed numbers to the CDP or make special notes tailored to your specific needs. This will help agents automatically identify your calling preferences while setting up your call. As a result, your calls can be processed faster and more efficiently.

It is highly recommended that you use the database only with your home phone line. The database may not work properly on business lines or when pressing 8 or 9 before the dial-out number, because the number you are calling from (for instance in PBX environments) is not always the same number that Relay receives.

Please complete the information you wish to have entered into your Customer Database Profile:

Form Instructions

These instructions are **only for calls placed through the Sprint Relay Service**. They will not apply to direct-dialed calls.

Name, Address, Phone number

Please use your street address, not a post office box. This could save valuable time when calling for emergency service.

Caller ID Blockage info

Please check the box only if you **do not** want to send your telephone number to a Caller ID device.

Long Distance Profile

Intralata: For in-state long distance, if the call cannot be billed by your local phone company, which long distance carrier do you prefer? *Choose only one.*

Interlata: Which long distance carrier do you prefer to bill your out-of-state long distance calls? *Choose only one.*

NOTE: We suggest you list your preferred long distance carrier in “customer notes.”

Preferred Billing Method: Calls are currently charged to the number you are calling from. If you do not want your calls billed this way, please choose an option.

Out-dial Restrictions

Please mark on the form the restrictions you would like.

Long Distance: Restrict any calls that you will be charged for.

International: Restrict all Relay calls to an international phone number.

800 Numbers: Restrict all Relay calls to toll-free 800 numbers.

Operator Assistance: Restrict all Relay calls that would require operator assistance.

Directory Assistance: Restrict all Relay calls to directory assistance.

NOTE: Restricting 976 and 900 number calls is not an option that is available through Relay. *To block outgoing 900 or 976 numbers, contact your local telephone company.*

Phone Numbers Profile

Frequently Dialed Numbers: This will allow you to "speed dial" your calls through the Relay. Please provide the name (up to nine letters/spaces) and the area code with the phone number. You may enter up to 10 frequently dialed numbers.

Emergency Numbers: This will allow you to enter up to five emergency numbers, such as fire, doctor, police, etc. Please provide the name (up to nine letters/spaces) and the area code with complete phone number.

Blocked Numbers: You may enter up to five telephone numbers from which you do not wish to receive Relay calls. Please provide the area code and phone number.

Answer Type

This allows the Relay operator to be aware of how you will answer the phone when Relay is calling you.

Language Type

This tells the agent which language you will use when Relay calls you.

Customer Notes

This tells the Relay operator of requests that you have when using the Relay service. You can have up to three notes, with 76 characters/spaces per note. If you have three notes and add a new note, the oldest note will be dropped.

Reference Number

Please make special note of your Reference Number, located on the bottom of your Customer Database Profile form. Please write this number down and save it for future use. When you call Sprint Relay Customer Service, we will need the Reference Number in order to discuss your database entries. To ensure your privacy, without the Reference Number we will communicate through the mail.

When you have completed the form, please return to:

Sprint TRS Customer Service
PO Box 29230
Shawnee Mission, KS 66201-9230
Toll Free Fax 1-877-877-3291

For more Information

If you have any questions, please call Sprint Relay Customer Service at 1-800-676-3777 V/TTY.