

Customer Database Profile

Connecting people to people...
One call at a time.

What is a Customer Database Profile?

A Customer Database Profile stores an individual relay user's call preferences expediting call set-up time. Any of the following information may be included:

■ **Customer Notes:** Inform the Relay Operator of up to three special requests for call handling, such as preferred operator gender or not to announce the service.

■ **Up to 10 frequently dialed (FD) numbers:** Allows you to "speed dial" through relay. Type "FD" and then the name of the party you wish to call when requesting this option.

■ **Preferred Local/Regional and Long Distance carrier:** Includes billing options such as collect, third party, or calling card.

■ **Branding:** New York Relay can permanently establish your call type as a TTY, VCO, HCO, ASL, or deaf-blind user. This is called "Branding". To identify your phone number as one of these call types, call **1-800-676-3777** and the operator will brand your home telephone number. This will not work on PBX systems. If you have a PBX system, please call the correct New York Relay number for your call type. (i.e., VCO users should dial the dedicated VCO number: **1-877-826-6977**. This will ensure your call is answered VCO.)

■ **Outdial Information:** Informs the operator of how you will answer the phone and whether you are a VCO, HCO, ASL, or deaf-blind user.

■ **Call Block:** Allows callers to block telephone numbers they do not wish to receive relay calls from.

■ **Outdial Restrictions:** Allow callers to restrict any type of call from being made such as long distance or international relay calls.

How do I set up my Customer Database Profile?

You can set up your Customer Database Profile by contacting NYRS Customer Service at **1-800-676-3777**. Representatives will take your request and can set up your profile while you are on the phone or send you a form to fill out. They are also available to answer any questions you may have.

For additional Customer Database information, contact NYRS 24-hour Customer Service at **1-800-676-3777 (TTY/Voice)** or the New York Relay Service Inquiry line at **1-800-664-6349 (Voice)** or **1-800-835-5515 (TTY)**.

Phone Numbers Profile:

| Frequently Dialed Numbers | | |
|---------------------------|--------------------|--------------|
| | Name | Phone Number |
| 1 | West Hill Pro Shop | 802-926-5515 |



"When I call the Pro Shop to get a tee time, the line is often busy. By specifying 'redial until connected' in the 'Customer Notes' section of my profile, the Relay Operator knows exactly what to do the first time I call relay."

Customer Notes:

Redial until connected



Just dial 7-1-1 to make
a New York Relay call!

www.nyrelay.com

• Service Information • Newsletter
• Helpful Documents

For information on Relay through TTY public payphones contact NYRS Customer Service

New York Relay Customer Database Profile

| | |
|---------------------------------------|--|
| Last Name: | |
| First Name and Middle Initial: | |
| Area Code and Phone Number: | |
| Street Address: | |
| City, State, Zip: | |

Long Distance Profile:

| | | | | |
|----------------------------------|--|-------------------------------|------------------------------|--------------------------------|
| IntraLATA (in state) | <input type="checkbox"/> Sprint | <input type="checkbox"/> AT&T | <input type="checkbox"/> MCI | <input type="checkbox"/> Other |
| InterLATA (out of state) | <input type="checkbox"/> Sprint | <input type="checkbox"/> AT&T | <input type="checkbox"/> MCI | <input type="checkbox"/> Other |
| Preferred Billing Method: | <input type="checkbox"/> Collect | | | |
| | <input type="checkbox"/> Third Party: | Phone Number: | | |
| | <input type="checkbox"/> Calling Card: | Calling Card Name: | | |
| | | Card Number: | | |

Outdial Restrictions:

| | | | | | |
|--|--|-------------------------------|-------------------------------|--|---|
| <input type="checkbox"/> Long Distance Calls | <input type="checkbox"/> International | <input type="checkbox"/> 800# | <input type="checkbox"/> 900# | <input type="checkbox"/> Operator Assistance | <input type="checkbox"/> Directory Assistance |
|--|--|-------------------------------|-------------------------------|--|---|

Phone Numbers Profile:

| Frequently Dialed Numbers | | | Emergency Numbers | | |
|--|------|--------------|------------------------|------|--------------|
| | Name | Phone Number | | Name | Phone Number |
| 1 | | | 1 | | |
| 2 | | | 2 | | |
| 3 | | | 3 | | |
| 4 | | | 4 | | |
| 5 | | | 5 | | |
| 6 | | | Blocked Numbers | | |
| 7 | | | Call Block 1: | | |
| 8 | | | Call Block 2: | | |
| 9 | | | Call Block 3: | | |
| 10 | | | Call Block 4: | | |
| Note: Limit 9 characters per name | | | Call Block 5: | | |

| | | | | |
|---|------------------------------------|-------------------------------------|-------------------------------------|------------------------------|
| Answer Type: | <input type="checkbox"/> TTY | <input type="checkbox"/> Voice | <input type="checkbox"/> VCO | <input type="checkbox"/> HCO |
| | <input type="checkbox"/> ASCII-300 | <input type="checkbox"/> ASCII-1200 | <input type="checkbox"/> ASCII-2400 | |
| Language Type: | <input type="checkbox"/> English | <input type="checkbox"/> Spanish | <input type="checkbox"/> ASL | |
| Customer Notes: | 1. | | | |
| | 2. | | | |
| Note: Limit 76 characters per note | 3. | | | |