# The Leo A. Wrobel Companies

Revolutionizing Emergency Communications Through Independent Telephone Companies



We Do It All

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<sup>1</sup> Mr. Wrobel's disaster recovery clients since 1986 have included: ACS, Ameritech, American Airlines Sabre Group, American Cyanamid, AT&T, Bell Labs, Bank of California, Bell South, Carlson Companies, Con Edison, City of Dallas, City of Tulsa, Dept. of Defense, EDS, Ericsson, Exxon, Fed Energy Reg Comm, Fidelity Investments, GTE, Fed Bureau Labor Stats, International Telecharge Inc, MCI, Northrup, Occidental, Pacific Gas & Elect, Pacific Health Care, Reliance Electric, Southern Bell, Southwestern Bell, State of Hawaii, Tel Aviv Stock Exchange, Tellabs, Texas Instruments, United Health Care, USAA, US Army, US Military Academy, Weyerhaeuser, and more.

<sup>2</sup> Author of Disaster Recovery Planning for Telecommunications © 1990, Artech House Books, Managing Emerging Technology for Competitive Advantage © 1993, I.S. Management Group Inc, Implementing a Successful Telecom Disaster Recovery Program © 1993, IS Management Group, Writing Disaster Recovery Plans for Telecommunications and LANs © 1994, Artech House Books, Understanding Emerging Network Services, Pricing and Regulation © 1995 Artech House Books, Business Resumption Planning (First Edition) © 1995 Auerbach / Taylor Publishing, The MIS and LAN Managers Guide to Advanced Telecommunications © 1995 IEEE Publishing, The Definitive Guide to Business Resumption Planning © 1997, Artech House Books, Business Resumption Planning Second Edition © 2005 Auerbach / Taylor Publishing, and Disaster Recovery Planning for Communications and Critical Infrastructure © 2006 Artech House.

## **About the Leo A. Wrobel Companies**

**TelLAWCom Labs** has managed over 100 complex technology disputes for 60+ clients since 2004, directly resulting in the recovery of millions of dollars from AT&T and other major carriers. We also write disaster recovery plans for phone companies, cable companies, VoIP and enhanced service providers, 911 centers, and Fortune 1000 clients. <sup>1</sup>

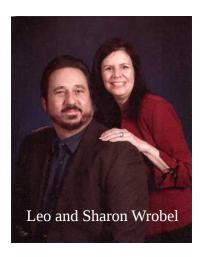
**FailSafe Communications** integrates Independent Telephone Companies (ITCOs) into its cloud to restore communications for end users in times of trouble. We generate new revenue for our ITCO partners, reduce their liability for 911 failures, improve rural call completion, and save lives.

## **About Our Founder**

Leo A. Wrobel's talent for exploiting changes in laws, technology and regulation has earned him broad acclaim for over 30 years. Leo built the first computer disaster recovery center inside a telephone office in 1986. He was the first in Texas to run telephone traffic over a cable TV system in 1987. In 1994, Leo brokered a Master Services Agreement between a \$14 billion manufacturing client and two of the largest local telephone companies in the world. The result was the largest network ever installed in Texas up to that time, including all regulatory approvals.



Leo was the first in the US to receive "unbundled" telecom pricing for one of his clients, a \$76 billion diversified financial cooperative – a year before the Federal Telecom Act of 1996 was even passed! As CEO of a Dallas-based CLEC, Leo took his firm from a standing start to a 50 state presence in just three years including customers in the Airline, Finance, Education and Government markets. This included the sale of a disaster recovery system of Leo's design to a major airline, and 10,200 phone lines sold by Leo, *personally*, to a major university.



- Guest speaker for the Chinese Academy of Sciences in Beijing, in most of the 50 states, and in other locales as diverse as Santiago Chile and Tel Aviv Israel.
- Appeared on TV news programs including *Channel 4* (*Dallas*) *News*, *Austin at Issue (NPR)* and others.
- Author of 12 books and over 1600 trade articles.<sup>2</sup>
- CEO of NaSPA Inc. a 32 year old not-for-profit advocacy for technology and telecommunications professionals.
- Former Mayor and City Councilman.
- Experience in over 50 lawsuits and regulatory proceedings resulting in collection of millions of dollars for his clients.
- Experienced Expert Witness in complex technology claims, including recovery for cable or fiber facility damage, and high stakes billing disputes for carriers and end users.



..... "We got over \$2.5 million in business from a major airline for a nickel. In view of that fact, no one has been able to convince Sharon and I that disaster recovery must be a losing proposition...."

- Leo A. Wrobel



This statement above is not only true, *it's published*. See Chapter 2 of *Disaster Recovery Planning for Communications and Critical Infrastructure* by Leo A. and Sharon M. Wrobel. © Artech House Books.

The Wrobels have done it again with FailSafe Communications. FailSafe allows Independent Telephone Companies (ITCOs) to generate significant new revenue as "Pitchers" or "Catchers." Here's how:

#### **FailSafe Revenue for Pitchers**

Pitchers are ITCOs that sell FailSafe to their own customers, such as police, fire, 911, hospitals, call centers, banks, and others. During disasters and network congestion, the patented FailSafe system duplicates the features of a high-end phone system for the ITCO customer and allows them to reroute lines in without calling a phone company. This FailSafe system is also a true story. It's *in operation* right now to over 300 customers including:



Why ITCOs? ITCOs are outside major cities and telecom choke points that can be targets for terrorism. They are easier to contact in disasters when major providers can't be reached. ITCO partners are financially motivated too. Each time they send or receive calls to our cloud they earn new revenue. FailSafe or the ITCO partner collects a monthly subscription fee from the end user. When the end user exceeds a set allotment of cloud usage, the ITCO bills excess usage fees for us using the same systems they use to bill CABS or long distance. Want to learn more? For recorded information contact us at **(641) 793-2018.** If you like what you hear press "0" for a live person.

#### FailSafe Revenue for Catchers

FailSafe leases the following services from ITCOs: Collocation, Business Lines, UNE, SS7, Interconnection, and Roof Rights. "Catchers" can expand their service area nationwide by helping us process emergency calls. A user in trouble in California can generate call traffic for a small ITCO in Utah. Want to learn more? For recorded information contact us at **(641) 793-2018**. If you like what you hear, press "0" to be connected to a live person.

## Is your Independent Telephone Company or CLEC For Sale?

Occasionally we acquire ITCOs and CLECs. If your company is considering a sale now or in the future, we would like to speak with you. Call us directly at **(214) 888-1300** for a Non-Disclosure Agreement and discussion.



## The FailSafe Opportunity is Real

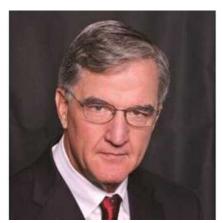
Thousands of Independent Telephone Companies (ITCOs) and Competitive Local Exchange Carriers (CLECs) face an uncertain future as they transition from a traditional telephone environment to cloud services. The transition is not an easy one. Carrier access revenues are down. Customers are fleeing landlines. "Triple Plays" that combine Phone, Internet and Television are dominated by players much larger than you. The financial pressure on ITCOs and CLECs has never been greater. Now you can do something about it.

Join FailSafe and build new revenue while you help users nationwide during times of trouble. FailSafe helps your CLEC or ITCO build revenue several different ways.

- Pitchers can sell FailSafe in their own name, e.g. ABC Telephone Company Disaster Recovery Service. Even the smallest police, fire departments, hospitals, businesses, or 911 centers can generate significant revenue, because FailSafe allows dozens of *additional call paths* into the cloud during disasters or call overflow conditions. Each *call path*, not each line, generates new revenue for the ITCO.
- Catchers can effectively expand their service area nationwide by helping us process emergency calls. A user in New York who is in trouble can generate call traffic for an ITCO in Iowa or Oregon.
- As customers disconnect landlines, an ITCO or CLEC can put that "spare" capacity back to work as a FailSafe affiliate. Subsidies increase too since they are still based in large part on landlines.
- Increase Carrier Access Billing System (CABS) revenue for now, and have a plan for when it phases out. Even after CABS revenue transitions to bill-and-keep, an affiliated ITCO or CLEC continues to bill cloud usage fees for FailSafe with the same systems that they presently use to bill long distance and CABS!

Ask yourself this question: Should your ITCO or CLEC invest millions of dollars and one or two years to build its own "cloud" and *then* go out looking for its first customer? Or would it be better joining FailSafe, with no capital investment, and transition to the cloud with us? The choice should be obvious.

## An Endorsement From Another FailSafe Stakeholder



**Philip N. Diehl** 35<sup>th</sup> Director of the U.S. Mint and FailSafe Stakeholder

**Philip N. Diehl** was Director of Telephone Regulation for the Texas Public Utility Commission where he was instrumental in founding the state's first Lifeline telephone service. He later became the 35<sup>th</sup> Director of the United States Mint where he increased profits from \$726 million to \$2.6 billion during the span of his leadership. Suffice it to say that Mr. Diehl knows something about money. Here is what he has to say:

"FailSafe is an ingenious system to safeguard e-commerce, improve emergency response, and save lives. FailSafe will stop the bleeding for hundreds of Independent Telephone Companies operating in small towns, on reservations, in family businesses and in community owned cooperatives... This is why I am a proud FailSafe stakeholder and why every ITCO should consider FailSafe too."



# 911 Vulnerability

It has been characterized as the most complicated machine ever constructed by human beings. Our public telephone system is constantly vulnerable to disruption!

Make 911 and other Mission Critical service outages a thing of the past with a TRUE Telephone Company-grade solution.





## The Risks Are Real for 911 Providers and ITCOs

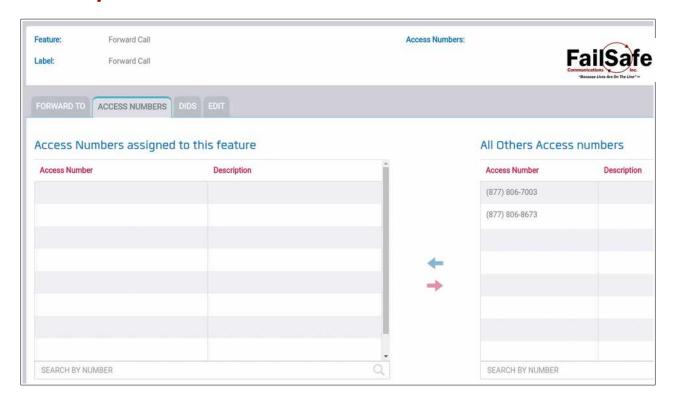
- 911 Providers: Over 80 buried facility disruptions occur every day in the United States that knock out telecommunications networks. You could be next.
- Carriers: The Federal Communications Commission (FCC) has fined carriers over \$35 million in the last two years for "Sunny Day" outages affecting 911.
- 911 Providers: 911 centers can easily exhaust their capacity during events like severe weather or mass shootings that trigger high levels of 911 calls. A caller should ever get a fast busy when calling 911, but this is what happens.

## The Solution is a "Win-Win" for 911 Providers and ITCOs

- Carriers: Earn new revenue by processing 911 overflow calls for FailSafe. Reduce your own liability for 911 failures by offering 911 centers an affordable solution.
- 911 Providers. Never deal with blocked 911 and emergency calls, *ever again*.



## **Call Overflow** - How It Works for 911 Providers







## **End Users Can Activate From Anywhere**

FailSafe or its ITCO affiliate provides the end user with a patented web-based interface that can be accessed from a personal computer or smart phone. In that interface the end user can define a default configuration for 911 overflow calls, such as directing them to a nearby 911 center where they have a mutual aid agreement.

FailSafe can brand these calls with a whisper message, such as "The <your name> 911 center is experiencing an overflow condition and is unable to answer this call. If you can take this call please press 1. If not, press 2." If the alternate center presses 1, the call is connected to them. If they press 2, the call goes to the next number or center you have defined such as a fire station, command van, even a cell phone in a squad car.

Other features include outbound notification, conference calling, voice mail, email, text notification and more. Most importantly, you do not have to call the phone company to implement or modify this service! Why risk not being able to reach your carrier in an emergency when YOU can stay in control from wherever you are?

Call us at the number below to arrange a demonstration.



## **Call Overflow** - How It Works for ITCOs



## It's Quick and Easy for a ITCO to Join FailSafe

FailSafe's ITCO affiliates are classified as "Pitchers," "Catchers." If the ITCO elects to be a Pitcher it markets FailSafe under its own brand name. We can print marketing materials upon request, similar to the card above, to include in the ITCO's phone bills. In this manner the ITCO reduces its liability by offering its customer a cost-effective backup alternative, whether the customer signs up or not. Catchers process emergency calls to and from the FailSafe cloud. They also provide us with Collocation, Business Lines, UNE, SS7, Interconnection, and Roof Rights, either out of their tariffs or under contract. An ITCO can be a Pitcher *and* a Catcher if approved.

As ITCO customers disconnect landlines, FailSafe puts that "spare" capacity back to work generating revenue. Increase federal and state subsidies, which are still largely tied to landlines. Increase Carrier Access Billing System (CABS) Revenue for now, and have a plan for when it phases out. Even after CABS revenue transitions to bill-and-keep, a FailSafe-affiliated ITCO or CLEC can continue to bill cloud usage fees for FailSafe – with the same systems that you presently use to bill long distance and CABS!

## Other FailSafe Services Include: Rural Call Completion

The Federal Communications Commission is also concerned with Rural Call Completion rates and has levied significant fines against carriers that do not meet acceptable criteria. Luckily, the FailSafe system does more than disaster recovery. It can also be used to improve call completion rates. Rather than investing in expensive switching equipment that could easily become obsolete in a few years, why not send YOUR call surges and spikes to the FailSafe cloud? Call us at the number below for more details.



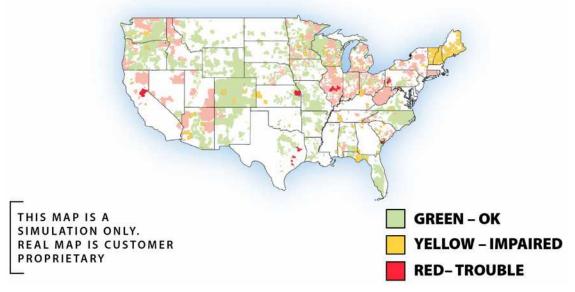
## New Innovations Available Soon from FailSafe

FailSafe's **Telesentient**<sup>™</sup> (tele-sen-tee-ent) system pinpoints disasters the moment they happen through recognition of mass calling events. An ingenious new application of telephone company technology, currently being deployed in the FailSafe cloud allows Telesentient to "see" the status of wireless and landline phones nationwide in real time. It literally tells us where the disasters are, just like National Weather Service radar tells us where severe weather is occurring.

- Telesentient<sup>™</sup> can determine the health and status of 400 million phones *every three minutes*.
- Telesentient<sup>™</sup> can flag every wireless 911 call over a statewide or larger area *every 60 seconds*.
- Telesentient<sup>™</sup> can identify 911 callers *who did not get through*, and then send a text message to their appropriate 911 center, complete with name, number and location, in near-real time.
- Telesentient<sup>™</sup> is United States Patent Pending.

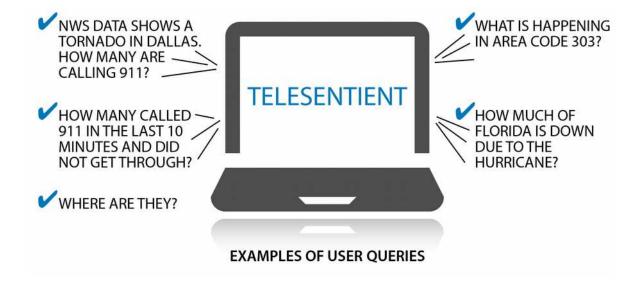
Landline and wireless phones report to Telesentient<sup>™</sup> as "available," "not available," or "impaired." Events like severe weather, earthquakes, power outages, mass shootings, or even large swings in financial markets can be identified and quantified by the calling patterns associated with those events.

By visualizing sudden changes in network use (such as many phones dialing 911, or "dead spots" that signify telecom infrastructure is down) disasters are quantified *based on their impact on real people*. Telesentient<sup>TM</sup> customers can actually see a geographic area "turn red" in real time on the heat map on a large screen display in a Network Operations Center, personal computer, or hand held device.



#### **Available to Disaster Recovery Service Providers**

Does your company offer Disaster Recovery Services for computer centers, 911 PSAPS, or the cloud? Telesentient can give a sales force of 10 the impact of a sales force of 100. Your company will know where the disasters are! No more cold calls for prospective customers. Telesentient connects your company with potential customers that are ready to buy your services right now.



Another longstanding problem with 911 is the issue of incoming line saturation during widespread disasters or other mass calling events. The Telesentient<sup> $^{\text{TM}}$ </sup> system solves this issue by allowing visibility of 911 callers the instant they make a 911 call. Telesentient<sup> $^{\text{TM}}$ </sup> can identify callers *who did not get through*.

- Telesentient<sup>™</sup> identifies callers by phone number the instant they attempt to place a 911 call.
- Telesentient<sup>™</sup> looks up the phone number through existing telephone billing and addressing systems to pinpoint the caller's probable location, right down to actual street address.
- Telesentient<sup>™</sup> can then send a text message to the appropriate 911 center for that caller, complete with name, number and location of unsuccessful 911 callers in near-real time. Text messages often still get through when most voice communications infrastructure is down or saturated.

#### **Call for Beta Test Sites**

FailSafe is accepting applications from 911 centers interested in helping further develop and deploy Telesentient.<sup>TM</sup> Beta test sites must meet specific criteria which is set at the sole discretion of FailSafe Communications. Must be a FailSafe customer. A non-disclosure agreement (NDA) is required to learn more, no exceptions. For more information call **(214) 888-1300** for a NDA and other details.

#### **Call for Investors and Carrier Partners**

The Disaster Recovery as a Service market is projected to reach \$12.54 Billion by 2022, a Compound Annual Growth Rate (CAGR) of 41.8%. Telesentient<sup>™</sup> has the potential to electrify this marketplace by identifying customers for emergency services at the moment they are most receptive to buying them. FailSafe is accepting applications from qualified investors interested in helping finance, further develop or deploy Telesentient<sup>™</sup> and other products. Investors may be Independent Telephone Companies or individuals. Partners and investors must meet specific criteria which is set at the sole discretion of FailSafe Communications. Must be a FailSafe customer or affiliate. A non-disclosure agreement (NDA) is required to learn more, no exceptions. For more information call (214) 888-1300 for a NDA, prospectus and other details.

## Before You Leave, Here is Another Leo A. Wrobel Company:

## TelLAWCom Labs Inc.



While lawyers are important in any legal action, having the right **Experts** can improve your chances of collecting in a large telecommunications dispute. Engaging such an expert is no small matter when millions of dollars may be at stake.

## The Premier Advocate to CLECs and ITCOs Since 2004

If you are a ITCO, CLEC or large end user and would like to try to settle a complex technology dispute as an alternative to litigation, we can help. We have helped over 60 clients just like you since 2004 and over 50% of those engagements settled without litigation. We have collected millions of dollars for our clients.

Tel*LAW*Com Labs is not a law firm and we do things differently. We work to settle your issue first, business to business. This saves our clients many thousands of dollars. If we can't settle your claim, we then support your legal team as Expert Witnesses.

If you are struggling in a world dominated by large resurgent monopolies, please consider us as your advocate. If you have other needs such as a sale, acquisition, strategic planning, or just want to explore new ways with us to be more profitable, we can help you.

- Billing and Collection Disputes
- CABS and CDR Disputes
- AT&T Dispute Specialists Including Data Forensics
- Fiber Optic and Cable Cut Claims and Recovery
- Acquisition, Sale or Bankruptcy Valuation Analysis
- Call Us When You Are Ready to Sell!
- On Site Training in *Many* Subjects
- After all: "Found Money is a Good Thing..." TM

Please consider us as your next **Expert Witness** if you have a high profile billing dispute or litigation. We also write Disaster Recovery Plans for service providers including phone companies, cloud computing, cable, VoIP, government, and Fortune 1000 organizations.

## **Summary**

Is Your Independent Telephone Company or CLEC for Sale?

Is it interested in Revenue from Collocation and Interconnection?

Is it interested in a \$12 billion market for Emergency Communications?

Is it interested in Reducing Liability for 911 Failures, "Sunny Day" Outages, and in how to never miss another 911 call?

How about NEW REVENUE from All of the Above?

Learn about these and other ways to increase your revenue and reduce your liability inside.



## The Leo A. Wrobel Companies

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Information Helpline: 1 (641) 793-2018 Corporate Headquarters (214) 888-1300