TeleSentient™

Revolutionizing Emergency Awareness and Reporting for Communications Providers

“Because Lives Are On The Line”™
FAILSAFE COMMUNICATIONS, INC. makes the world a safer place by enabling its licensees to more effectively alert 911 centers, state and federal regulators, and other parties, when communications failures occur.

Our story begins with two patents and a vision. Our patents describe a method to harvest intelligent network data from wireless and landline phone networks themselves, and then combine that data with other reliable data sources. The most significant result of this process is the ability to locate and identify callers that can’t get through to 911, as well as learn the reasons why.

Our patents describe how to probe public telephone networks and how to represent that data. Affected callers can be visually displayed on a weather map in relation to a storm, on a traffic map in relation to a freeway accident, or simply in a text alert to a 911 center showing name and location of every caller that gets a busy signal. It allows telephone companies to notify 911 centers on a real-time basis of problems and make detailed and timely reports to regulators.

The trade name for this technology is TeleSentient™.

TeleSentient™ (Tel-A-SENTI-ENT) is an ingenious application of phone company technology. It’s powerful, and it allows licensees to “see” the status of wireless and landline phones nationwide in real time. In theory, TeleSentient™ can determine the health and status of all 400 million phones in North America in minutes. Applications for TeleSentient™ are almost as limitless as one can imagine:
Who is Calling 911 But Not Getting Through?
During major disasters it’s common for every line to a 911 center to be busy. TeleSentient™ identifies callers that did not get through, and provides their location by email or text in real time. This allows a 911 center to call back, send a unit, or take other action.

Where Are The Phones Working?
TeleSentient™ can render a nearly god-like view of communications infrastructure. After a hurricane, responders can quickly determine where cell phone towers are standing, or where central offices are still in service. Agencies like FEMA can decide whether to send cell phones or satellite phones to disaster areas depending on what is left of the network.

How is the Disaster Impacting People?
TV news displays storms and other weather events on radar. Green means rain, orange means heavy rain, and a hook-signature on a severe thunderstorm often means a tornado. Now imagine the television news screen showing a hook signature in a thunderstorm, combined with 20 red dots - each indicating a caller to 911 at that very moment, including the ones who do not get through.

Combine Data You Already Have
Use existing systems to pinpoint landline or wireless caller locations. Then send a text message to the nearest 911 center, with name, number and location, even the callers that don’t get through, in real time. The 911 center can then make more informed decisions as to whether to send a police unit or take other action for those callers.
Significant Change in Federal Regulation

All telecommunications carriers in America are required to transmit 911 calls to a 911 call center or the appropriate local emergency authority.

In November of 2022, the FCC mandated that virtually every telephone company in America improve the ability to detect outages affecting 911, 988 and other emergency call centers. Service providers must notify 911, 988 and other emergency service centers within 30 minutes of detecting the outage. The FCC is also directing those same companies to explore ways to show such outages in a graphic format on a map. The FCC has been vigilant about enforcing these rules.

- T-Mobile agreed to settle a U.S. probe for $19.5 million after a massive 2020 outage led to more than 20,000 failed 911 emergency calls.
- AT&T was fined $460,000 for 911 outages.
- Lumen Technologies was fined $3,800,000.
- Intrado was fined $1,750,000.
- Verizon Wireless was fined $274,000.

Despite these examples, outages have continued over the last two years.

- Indianapolis, Indiana. Marion County's 911 center experienced an hour long outage at midnight on New Year's Day, while hundreds of calls poured in reporting celebratory gunshots. Service provider AT&T later investigated what caused the outage and believed it was the enormous call volume. Almost all of the calls were reporting gunfire.
- Santa Rosa, Florida. County Sheriff’s office reported a major outage affecting the southern region of the US, resulting in blocked 911 calls. It is unclear how many other U.S. locations were affected by this major outage.
- Springfield, Oregon suffered a 911 outage where police advised residents to report to a police or fire station if they could not dial 911.
- The nation’s 988 hot line, intended to help anyone experiencing a mental health emergency, suffered a daylong outage. The FCC is investigating.
- Counties and cities across Michigan reported 911 outages. People in need were asked to call alternative local emergency numbers.

In response to the continued issues, the FCC has strengthened reporting rules for carriers, and extended them to any entity that touches an emergency call. The FCC also ordered its Public Safety and Homeland Security Bureau to gather information on how to to use graphical outage information in formats that would be feasible for service providers to produce.
The Right Technology at the Right Time

FailSafe enables licensees of TeleSentient™ to detect outages affecting emergency services quickly, and dispatch actionable alerts and reports to emergency centers and regulators. FailSafe licensees drive this process by developing products and services to fit their specific needs. We aid wireless and landline phone companies, enhanced service providers, and 911/988 call centers.

- We help licensees develop brochures and materials that demonstrate to their customers how TeleSentient™ works, and how it can be integrated into their specific operational environments. We help licensees with cost studies to determine how the offering can be priced and billed to their customers. Yes, licensees can resell TeleSentient™.

- We can help licensees develop reporting systems that report problems to 911 call centers and to the FCC, including the reasons why they occurred.

- FailSafe’s two patents cover every anticipated arrangement of ways to use the underlying telephone signaling network data to combine data with outside information to create unique packages and features. FailSafe is not the only way to report to the FCC and first responders, but the founders of FailSafe believe it is unquestionably the best way.

- TeleSentient™ is the culmination of years of development with recognized industry experts and partners. This represents a massive amount of development work that your organization does not have to duplicate.

- Our inventor and founder is one of the nation’s premier experts in disaster recovery, with over 40 years in the industry, and our Board Members read like a who’s who of telecommunications and disaster recovery expertise. *(See Founders, following page)*

TeleSentient™ Makes Sense for Your Customers - and for You

The Disaster Recovery as a Service (DRaaS) market is expected to grow by USD 40.97B from 2020 to 2025, and at a CAGR of 44.65% during the forecast period according to Technavio®. TeleSentient™ may be your chance to get in on some of that action, while saves lives and limiting liability.

FailSafe and TeleSentient™ bolster problem detection, simplify outage reporting, and can provide geographic information in a display format useful to 911 centers. In all respects it can meet and exceed the new FCC rules.

© 2023 FailSafe Communications Inc. “Because Lives are on the Line”™

---

7 May 18, 2022 report by Technavio, a leading global technology research and advisory company.
About Our Founders

Leo A. Wrobel – CEO and Chairman of the Board

Leo A. Wrobel's talent for exploiting changes in laws, technology and regulations has earned him broad acceptance and widespread acclaim spanning a 40 year career. Leo built the first computer disaster recovery center in a telephone central office in 1986. He was the first in Texas to run telephone traffic over a cable televisions system. He has brokered numerous multi-million dollar partnerships between Fortune 1000 clientele and ILEC, CLEC and independent telephone companies. One partnership between a $14 billion manufacturing client and two of the nation's largest ILECS resulted in the largest telecommunications network ever installed in Texas up to that date, including all regulatory approvals.

Leo was the first in the USA to receive unbundled telecom pricing for one of his clients, a $76 billion diversified financial services company in 1997 - the year before the Telecommunications Act of 1996 became federal law. In 1997 he founded his own CLEC which was the first in the US to become certified in all 50 states, even before such names as AT&T and Verizon. He is the author of 12 books and over 1600 trade articles in the course of his career. He has lectured in most of the 50 states and overseas in locations such as Santiago Chile, Tel Aviv Israel, and as a guest speaker for the Chinese Academy of Sciences in Beijing.

A former Mayor and City Councilman, Leo has been Chairman and CEO of the Leo A. Wrobel Companies since 2004. His companies include TelLAWCom Labs Inc. FailSafe Communications Inc. and the Network and Systems Professionals Association. He has been, and continues to be, an Expert Witness in complex technology disputes and regulatory complaints, having been involved in over 100 such proceedings since 1997. He has written disaster recovery plans and designed disaster recovery systems for dozens of Fortune 100 companies in the airline, manufacturing, education, financial services and government services industries. For more information see www.leowrobel.com.

Sharon Wrobel - Board Member and Corporate Secretary

Sharon M. (Ford) Wrobel conducted extensive publishing and regulatory research for her former employer, a nationwide telephone company. She is the author of more than a dozen trade articles and co-authored a book, Disaster Recovery for Communications and Critical Infrastructure. She has also served as final editor for several trade magazines and as a Director and Secretary on the Board of the Network and Systems Professionals Association (NaSPA) a 36 year old 501(c)6.

Sharon attended the University of Maryland and El Centro College in Dallas, where she trained as a registered nurse before joining Leo in his businesses. Sharon also served honorably as a public official, accepting appointments to the City of Ovilla Planning and Zoning Commission and Historical Commission. Sharon volunteers as a Christian dance fitness instructor.
Philip Diehl - Board Member

Philip Diehl is an American businessman and former monetary policy advisor who served as the 35th director of the United States Mint. He is the president of U.S. Money Reserve, a published analyst of gold markets and a member of the boards of the Industry Council for Tangible Assets, the Coalition for Equitable Regulation and Taxation and the Gold and Silver Political Action Committee. He served as director of telephone regulation at the Public Utility Commission of Texas (PUC).

In January 1991, Diehl was named legislative director to U.S. Senator Lloyd Bentsen. In September 1992, the Senator promoted him to majority staff director of the Senate Finance Committee. On the first day of the Clinton administration, Diehl moved to the U.S. Treasury Department and was named Chief of Staff to Treasury Secretary Bentsen.

Diehl has been recognized by Advertising Age as among its Top 100 in Marketing and received the American Society for Public Administration Government Executive Leadership Award, the Faith and Politics Institute's St. Joseph's Day Award for values-based leadership, and the Treasury Medal for Outstanding Public Service awarded by Treasury Secretary Lawrence Summers.

Mark Allison - Board Member

Mark Allison studied Electrical Engineering at The University of Texas at Arlington. He was employed as an internationally known live sound engineer who provided sound engineering services for, among others, Billy Joel, Barry Manilow, The Beach Boys, The Grateful Dead, Willie Nelson, Bob Dylan, Fleetwood Mac, Elvis, The Boston Pops Orchestra and US Presidents Ford and Carter. After switching careers, he spent 22 years in avionics engineering at Lockheed Martin Tactical Aircraft Systems in Fort Worth, TX working in various capacities on the F-16 program where he retired.

Eddie M. Pope - General Counsel

Mr. Pope has over forty years’ worth of experience as an attorney. He has worked for the Oklahoma Corporation Commission, the Texas Public Utility Commission (twice), was General Counsel and General Regulatory Counsel for International Telecharge, Inc., “of counsel” to the law firm of Clark, Thomas and Winters and General Counsel to Premiere Network Services, Inc. He has represented clients before regulatory bodies in over forty states. He is the Co-Author of Understanding Emerging Network Services, Pricing and Regulation (Co-Authored with Leo Wrobel) ©Artech House Books, and a Contributor to Business Resumption Planning, Second Edition, with Leo Wrobel. © CRC Press, He was in private practice with his own law firm before joining FailSafe as their full-time General Counsel in January 2023.
Learn More

www.telesentient.com
Or call (214) 888-1300

U.S. Patent No. 10,812,663