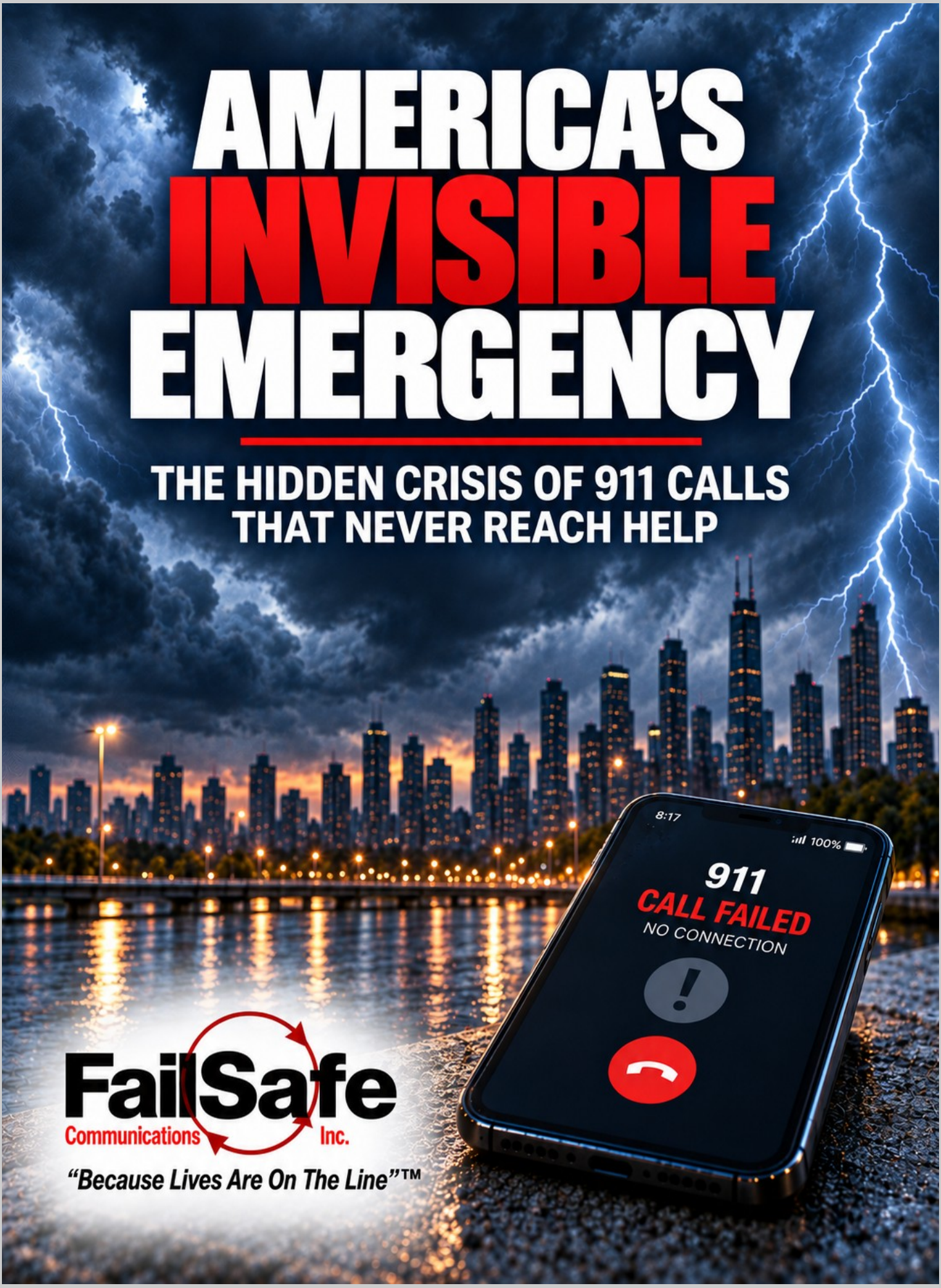
AMERICA'S INVISIBLE EMERGENCY

THE HIDDEN CRISIS OF 911 CALLS THAT NEVER REACH HELP



FailSafe Communications Inc.

"Because Lives Are On The Line"™

What Happens When a 911 Call Does Not Get Through?

Every emergency begins with a single moment when an ordinary day becomes anything but ordinary. It can be when a mother cannot wake her baby, or when a husband watches his wife collapse without warning. It can be a driver who smells gasoline inside a crushed automobile. It may be a woman hiding in silence who hears footsteps outside her bedroom door.

Any life can have an ordinary day that is interrupted without warning. There is no announcement. No countdown. No soundtrack. One moment a family is eating dinner. The next, a child is choking. In the space between two heartbeats, ordinary life becomes an emergency.

Now imagine that today is your worst day. Not tomorrow or in the distant future. Right now. The room is suddenly too quiet because someone you love has stopped breathing. Your hands begin to shake. You reach for your phone.

Without thinking, you press three numbers. **9-1-1.**

...and your call does not go through.

You have four bars on your cell phone. The call appears to connect. Then…nothing. No dispatcher. No police. No ambulance. No fire engine. Sometimes 911 calls disappear. When that happens there is no indication at the 911 center that anyone tried to call.

*You are an **invisible caller**, and on your own.*

It happens all the time. Not hypothetically. Not in fiction. Today. In America.

We Make Invisible 911 Callers Visible

FailSafe Communications Inc. developed and patented T911,™ a system that makes invisible 911 callers visible. We demonstrated it before the Federal Communications Commission in Washington DC. Then something unexpected happened. We realized that the potential uses for our methodology are much broader than we thought.

We are going to need a bigger boat.

- A telephone company can now be more aware of what is happening in its own network, reduce regulatory exposure, fines, even create new sources of revenue.
- Government and elected officials can see better accountability during major calling outages, and another way to protect their constituents.
- Public-safety and 911 technology companies can uncover a missing capability that complements the products and services they already sell.
- An NG911 provider can gain visibility into events occurring before an emergency call ever reaches the sophisticated systems it provides.

As the Invisible Caller issue becomes more widely recognized by carriers, 911 agencies, governments, standards organizations and regulators, the question is no longer, "Who needs this?" It becomes, "Who *doesn't* need this?"

We Are Not a Competitor! Anyone Can License T911™

Most companies enter an established market in order to take business from somebody already there. FailSafe is different. We address a problem that exists outside of 911 systems, in the calling networks of phone companies. We do not compete with anyone.

Rather, T911™ is licensed, customized, and integrated into different applications, allowing any public-safety vendor or government contractor to continue doing what it does best, but with expanded capabilities.

Potential T911™ Markets:

FailSafe licenses at the intersection of:

- 91,000+ local governments
- 1,800+ telecom service providers
- 50+ federal/state regulatory bodies
- AI, 911, and DRaaS providers

A Rare New Revenue Opportunity

- Patent-protected methodology
- Low infrastructure overhead
- Licensable in multiple markets & applications
- Try it for yourself right now:

FailSafe is a Service Disabled Veteran-Owned Small Business

FailSafe's status as a Service-Disabled Veteran-Owned Small Business (SDVOSB) can potentially complement the resources of a larger company. Federal agencies and prime contractors operate in an environment in which small-business participation, including participation by disadvantaged businesses is important. This creates opportunities and relationships in which FailSafe contributes more than a patented methodology alone. For a large government contractor, partnering with us can combine a differentiated public safety technology with the contracting advantages of working with an SDVOSB.

Benefits to Communications Service Providers (CSPs)

There are some 1800 independent CSPs in the United States. If you are one of them, when was the last time your company had a chance at a new, high-margin, untapped market? You know better than anyone that the landscape is dominated increasingly by a small handful of large players. Not any more. Here is something you can do right now.

T911™ utilizes *Intelligent Signaling Networks* (ISNs) that CSPs already operate and understand. A 911 call attempt generates signaling information whether the voice call completes or not. By interpreting this data, the patented FailSafe methodology helps invisible callers. We can show you how to deploy T911™ in your service area, or in other areas, and train your sales team to offer this lucrative high margin service. Once you are licensed and using our methodology, there are other benefits as well, including:

Automatic Outage Reporting, Less Liability, Better Trouble Isolation

CSPs have been fined as much as $22 million *each* by the FCC for botched 911 calls. Using the same ISN data, we can show you how to trigger alerts so you know about problems before they become critical, and help automate data driven regulatory notifications, improving reporting accuracy and reducing regulatory exposure.

Stop Chasing Outages for Other Providers Right Now

When an outage occurs it is not immediately apparent which carrier has the problem. This results in erroneous and duplicate outage reports to 911 centers and more work for you. There is a better way. The Intelligent Signaling Network carries carrier identification information. It benefits you. It benefits the 911 center.

(In a way this is kind of like the inventor’s house where we raised seven children. Humor us here a little while we make the point)[1]

1 Adapted from Leo and Sharon Wrobel's forthcoming book, *America's Invisible Emergency: The Hidden Crisis of 911 Calls That Never Reach Help*, coming January 2027.

Summary and Next Steps

The Titanic was the most advanced passenger ship of its day. The Space Shuttle Challenger represented a pinnacle of American engineering. STS Columbia completed mission after mission before one small piece of foam revealed an unseen vulnerability. Complex systems rarely fail because they are primitive. They fail because something happens that their designers did not fully anticipate, appreciate or see. This includes Next Generation 911, and its missing capabilities regarding Invisible Callers.

NG911 represents an advancement in emergency communications. But even the most sophisticated 911 system cannot act upon calls that fail somewhere upstream and never complete. If the call never reaches the NG911 environment, the people and technology inside it never know the caller existed. FailSafe Communications exists because no one should ever be an Invisible Caller. If your organization carries 911 traffic, builds public safety systems, serves government, invests in critical infrastructure, or just wants to help us solve this problem, we should talk.

Every improvement in public safety has begun with someone recognizing a problem that others first accepted as inevitable. Smoke detectors, seat belts, heart defibrillators, ground-fault circuit interrupters and Next Generation 911 itself all began with the same simple observation: **We can do better.** Because the greatest danger to public safety today may be the emergency that we never knew happened.

For licensing, partnership, investment, or acquisition discussions, Email inventor@t911.ai

Founders and Principals

Leo A. Wrobel, T911™ Inventor and FailSafe Founder

Leo is an industry pioneer, and business continuity expert whose career has focused on opportunities that intersect technology, infrastructure, and regulation. In 1986, he built the first computer disaster recovery center located within a telephone central office. He later became the first in Texas to transport telephone traffic over a cable television network. He is the author of 12 books and more than 1,000 trade articles covering telecommunications, disaster recovery, and critical infrastructure. He has lectured extensively throughout the United States and internationally, including appearances in Santiago, Tel Aviv, and notably in Beijing as a guest speaker for the Chinese Academy of Sciences. A former Mayor and City Council member, Wrobel has designed disaster recovery systems for numerous Fortune 100 firms in the airline, manufacturing, education, financial services, and government sectors. He is a Vietnam-era service disabled United States Air Force veteran.

Sharon M. Wrobel – Board Member and Corporate Secretary

Sharon M. (Ford) Wrobel brings experience in corporate governance, communications infrastructure advocacy, and organizational leadership. She co-authored *Disaster Recovery for Communications and Critical Infrastructure* alongside Leo Wrobel and the Pacific Disaster Center. She serves as a Director and Secretary of the Board for the Network and Systems Professionals Association (NaSPA), a long-standing professional organization focused on technology and infrastructure. Mrs. Wrobel studied at University of Maryland and El Centro College, where she trained in nursing before joining the family's business operations. Her public service includes appointments to the City of Ovilla Planning and Zoning Commission and Historical Commission. She is also a trained storm spotter and holds the highest class of U.S. amateur radio licensing.

Eddie M. Pope – General Counsel

Mr. Pope brings over four decades of legal and regulatory experience spanning telecommunications, administrative, appellate, and corporate law, including service with the Oklahoma Corporation Commission and the Public Utility Commission of Texas. He co-authored *Understanding Emerging Network Services, Pricing and Regulation* published by Artech House Books. Over the course of his career, Mr. Pope has practiced before every level of the Texas court system, argued before the Supreme Court of Oklahoma, and submitted an amicus brief before the United States Supreme Court.

Those most familiar with Mr. Pope's work recognize his enduring influence on the development of modern telecommunications policy in the United States. As Chief of Staff to the Chairman of the Texas PUC during the early era of telecom deregulation, he served as one of the principal final editors of the Texas T2A Interconnection Agreement, a landmark framework that became widely regarded as a national model for telecommunications competition and interconnection policy.

COMING IN JANUARY 2027

THE HIDDEN CRISIS OF 911 CALLS THAT NEVER REACH HELP

What happens when 911 calls cannot get through?

Every day in America, people dial 911 expecting help, but sometimes their calls never reach an emergency center. No ringing. No answer. No record. No one knows they called.

In this eye-opening book, Leo and Sharon Wrobel take you behind the scenes of America's invisible emergency–revealing real stories, system failures, human challenges, and the solutions needed to ensure that no 911 caller is ever unseen.

Drawing on decades of experience in telecommunications, public safety, and emergency communications, they combine heartfelt storytelling with clear explanations, giving readers a deeper understanding of one of the most urgent and least recognized public safety issues of our time.

Because every call for help deserves to be seen.

"Backup may be nearby. But nearby is not the same as notified."

A voice describes the crisis. A location begins the rescue.

Sometimes the distance between life and death is the thickness of a single strand of glass.

INSIDE THIS BOOK, YOU'LL DISCOVER:

- Real stories of people who called 911 but never got through.
- The hidden technology failures and system gaps that make 911 calls disappear.
- The critical role of dispatchers, first responders, and everyday citizens.
- Practical solutions to make every 911 call observable, accountable, and actionable.

REAL CALLS. REAL PEOPLE. REAL CHANGE.

"Because Lives Are On The Line"™

LEO A. WROBEL | SHARON M. WROBEL

Inventors. Innovators. Advocates for a 911 system that sees every call.

www.failsafecommunications.com