

You May Be Entitled to a Cash Recovery

Things Technology Companies Should Know About Asset Protection, Dispute Resolution and Disaster Recovery

The “right” Experts can improve chances for financial recovery from buried facility disruptions, major billing disputes, and other complex technology claims.

Engaging such an Expert is no small matter when millions of dollars may be at stake.





A Nationwide Network of Experts

Physicians refer patients with chronic illness to specialists. We operate much the same way. **The Leo A. Wrobel Companies** are your entry point to a nationwide network of Experts specializing in complex technology claims. We are not a law firm. We are the technical Experts who do the heavy lifting in claims, disputes and lawsuits. ¹

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If your organization has sustained a loss and wishes to settle it without litigation, we can help. We have settled millions in claims for clients *often without litigation* since 1999. Law firms, you can also gain that “extra edge” by surrounding themselves with the *right* experts... *Like Us*.

Why not try a truly new way to settle disputes and recover revenue? After all,

“Found Money is a Good Thing.”™

1 The Leo A. Wrobel Companies include TelLAWCom Labs Inc., b4Ci Inc, and ROW911. Services are also provided through a nationwide network of experts, consultants, and law firms. Our firm does not provide legal services except through licensed law firms and law firm partners.

1 Enterprise User Claims and Disputes

Elite Users Have Complicated Disputes. We Can Help

Today's "Fortune 1000" End User has crossed the line between being a pure consumer of telecom services to being a small phone company themselves. Elite users need world class solutions since disputes can run hundreds of thousands or even millions of dollars. The major phone companies however maintain professional teams bent on rejecting disputes. In the past, elite users have responded by keeping staff to interpret complex tariffs, negotiate contracts, and scan bills for errors. These tasks, while necessary, are also expensive. And even when your staff finds an error, what happens when the vendor rejects their claim?

That's where we come in.

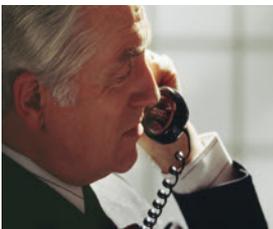
TelLAWCom Labs helps elite users to settle phone company disputes *like a phone company*. We dedicate a wide variety of resources to your company and to justifying its refund. Whether legal, technical, contract, regulatory, tariff, or financial, our staff works as a synergistic team to support your claim and collect your refund quickly.



- **911 Centers**
- **Airlines**
- **Banks**
- **Brokerages**
- **Call Centers**
- **Cloud Computing**
- **E-Merchants**
- **Government**
- **Internet Providers**
- **Manufacturers**
- **Securities Traders**
- **Service Bureaus**
- **State Agencies**
- **Transportation**



2 Cable Cut and Facility Damage Claims



It happens nearly 300 times a day, and each time affected organizations experience untold losses. If you have been impacted by a cable, fiber optic or other facility accident you may be entitled to recover for lost sales, overtime, travel, regulatory fines and more. Consider the negative impact with customers, suppliers, partners, banks, regulators and credit agencies every time these accidents happen. Now you can do something about it. If you have experienced a loss, read more on the following page!

Utility Owner and End User Damage Claims



Excavation accidents involving pipelines, gas, electric, telecom, and other buried facilities in public **Right Of Way** occur over 100,000 times each year, and cost billions. Beyond physical damage, facility owners and users alike may endure contamination, product loss, negative press, regulatory exposure, and high insurance rates. Now you can protect your assets and your customers in new, effective, way.

We offer world renowned Experts in Business Impact Analysis and Disaster Recovery, including facility damage claims. We first evaluate your claim and attempt to settle it, since 50% of our clients settle without a lawyer. If litigation is required, we will support your internal legal department or law firm of choice, all the way to a successful recovery. Send a firm message to negligent operators, repeat offenders, and other potential bad actors.



In addition to large end users, we also help Cable Companies, Electric Utilities, Gas Pipelines, Petroleum Pipelines, Phone Companies, Streets and Signal, Waste and Sewage, Water Utilities and others. For more information visit www.row911.com.

3 Telecom Company Dispute Resolution

In today's services business, an error in the computer room can cost millions. Billing errors from wholesale suppliers drive up costs while deadbeat customers shoplift profits. Trading partners don't honor contracts and tariffs or pay CABS bills. Contractors dig up facilities and destroy customer relationships that took years to build. ILEC account managers who are anything but advocates to CLECs. Regulators and taxing authorities demand endless reports and filings or levy incorrect tax bills.

Welcome to our world!

Since 2004 our **Telecom Dispute Resolution Practice** has assisted clients in claims ranging from \$30,000 to \$200 million dollars by dealing with the unexpected issues that arise in the services business, including Access Charge Disputes, AT&T Disputes, Audits, Billing, Overcharges, Carrier Access Billing (CABS), CDR (Call Detail Records), CLEC Claims, Data Forensics and Recovery, Expert Witness Support, Fraud Investigation Liquidated Damages (PM) Claims, Reciprocal Compensation, Regulatory Complaints, Resale Billing Claims SS7 CDR Verification, True-Up Claim Support, UNE Billing Claims, Verizon Disputes, Wireless Disputes and more. Since 2004 we have recovered millions of dollars for over 55 CLEC and other service provider clients.

For more information visit www.tellawcomlabs.com.

4 Asset Protection & Disaster Recovery

We have conducted Business Impact Analysis and have written Recovery Plans for Airlines, Manufacturers, Securities Brokers, Banks, Phone Companies, Government and more. We know what an hour of down time costs. We can write your plan without breaking the budget. Most uniquely though, you can even call us AFTER a disaster, to help you recover losses from disasters that are the fault of others.

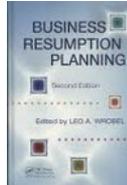
A Few Highlights from 25 Years of REAL Solutions:

- *One of our municipal clients faced the unthinkable when their City Hall literally burned to the ground! Even so, municipal and emergency calls were redirected within an hour using a system we designed.*
- *Another of our clients, a major airline, faced a disaster each time an ice storm struck their Texas hub. Using a system we designed, the airline gained the ability to redirect hundreds of inbound local phone lines to unaffected call centers using a single pin code. All from the comfort of their call center manager's home, without having to brave the ice!*
- *We performed a "keel to crows nest" Network Vulnerability Analysis for a \$76 billion client 1 1/2 times the size of the Pentagon. Their CIO's comment about us speaks for itself:*

Accolades as a Consultant

"You have us pegged. Your methodology is perfect, don't change it."

- CIO of \$76 Billion Services Client



The Methodology is in Our Books

You won't find anyone better qualified to quantify losses, train employees or write your recovery plan than our team.

Having been through the DR process before, I knew there were too many details to leave up to my memory. This guide did help immensely in pointing out many of the small details. IT also provided me with the written reasoning to provide to the business units in justifying DR and why it is so costly and time consuming. Our DR strategy is well underway. I contribute much of business units cooperation to ideas I was able to convey because of the book.

- P M Solutions, Inc



Five Stars on Amazon.com

"....a scholarly examination of how the vulnerabilities in modern-day infrastructure can best be protected from threats such as terrorism and natural disasters.

"...from hospitals to power grids to large business enterprises, "first alert" procedures, and much more."

"... an absolute must-have for disaster recovery planners and experts, and anyone else responsible for planning for worst-case scenarios. Highly recommended. "

"Certainly the best overall resource for Business Resumption that I have found to date. This will be my "go to" manual during this entire planning process. "

For more information visit www.b4ci.com.

1 (214) 888-1300

5 Expert Witness Support

Meet Our Founder and CEO



For 30 years **Leo A. Wrobel's** talent for exploiting changes in technology, law, risk management and regulation have earned wide acclaim. He built the first Computer Disaster Recovery Center inside a telephone central office. He was the first in Texas to carry telecom traffic over a cable TV system. He brokered a Master Services Agreement for a \$14 Billion manufacturing giant with two of the largest local telecommunications firms in the U.S. creating the largest network ever installed in Texas - including all regulatory approvals.

Leo leveraged a 1995 Texas telecom law on behalf of a \$70 billion services company client who became the first end user to receive "unbundled" network pricing - the year *before* the 1996 Federal Telecom Act. As CEO of his own telecom firm, Leo took his company from a standing start to a profitable 50-state presence in three years, with customers in the Airline, Finance, Services, Education and Government markets. Leo is a former Mayor and City Councilman. He is author of 12 books, 1000 trade articles, and has appeared on TV news programs. Some of his books include:

- *Disaster Recovery Planning for Telecommunications*
- *Understanding Emerging Network Services, Pricing and Regulation*
- *Writing Disaster Recovery Plans for Telecommunications and LANS*
- *Business Resumption Planning, First and Second Editions*
- *The MIS and LAN Managers Guide to Advanced Telecommunications*
- *The Definitive Guide to Business Resumption Planning*

Leo's complete CV can be found at www.leowrobel.com. Law firm client references are kept confidential but available upon request and by permission.

The Leo A. Wrobel Companies Include:

TelLAWCom Labs Inc. specializes in dispute resolution for telecom firms with experience in claims ranging from \$30,000 to \$200 million. More info is available at www.tellawcomlabs.com.

b4Ci Inc. helps Fortune 1000 firms manage risk by writing disaster recovery plans, conducting business impact and network vulnerability analysis, and through on-site training. More info is at www.b4ci.com.

ROW911 provides expertise and cost recovery for fiber optic, telephone cable, pipeline and other facility damage claims. For more info see www.row911.com.

Past Consulting Clients Include:

Mr. Wrobel's clients for training and consulting services have included such names as: *American Airlines, AT&T Bell Labs, Bank of California, Bell South, Con Edison, City of Dallas, City of Tulsa, DOD, EDS, Ericsson, Exxon, FERC, Fed Bureau of Labor & Statistics, GE, GTE, Northrup, Occidental, PG&E, Pacific Disaster Center, Pacific Healthcare, Qwest, Reliance Electric, SMU, State of Hawaii, Tel Aviv Stock Exchange, Tellabs, TI, United Health Care, Weyerhaeuser, and others.*

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Our Results Oriented Philosophy

Our firm believes the role of any Expert begins early in the process because disputes supported by sound technology often settle without litigation. If you *must* file suit however, make sure your Expert can support your legal team. Can your Expert command **R-E-S-P-E-C-T** as your supporter and advocate?

Reputation Expert opinions must be verifiable to be believable. Proof may come from books or trade articles on the subject.

Experience in Litigation If the Expert has testified before, chances are they will be cool under the pressure of the courtroom.

Speaking Skills Experience on the speaking or lecture circuit is a big plus! If the Expert is on the speaking circuit they are used to diverse audiences.

Personality The most effective Experts project expertise without putting people off. At the same time they must be sure of themselves and be able to give a judge or jury a crash course on the topic in a way that gets results.

Experience in Writing If the Expert is published they know how to organize a pattern of thoughts into coherent written conclusions.

Communications Skills An Expert must assimilate complex facts, draw lucid conclusions, and present them understandably to non-technical people.

Technical Savvy An Expert must obviously have extensive knowledge, training, and experience in the field in which he or she will testify.

Ready to Take the Next Step?



Leo and Sharon Wrobel enjoy a moment of levity in Beijing where Leo lectured for the Chinese Academy of Sciences. Sharon is an author, practice partner, and a CERT Team trainer. Leo and Sharon have been married for 38 years and have seven children. As partners in business - and in life - Leo and Sharon sincerely invite you to consider our family owned practice and would welcome your email or call.

Experience

Credibility

Reputation



The Leo A. Wrobel Companies

"Found Money is a Good Thing."™

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Visit all of the Leo A. Wrobel Companies:

www.tlc-labs.com

www.b4ci.com

www.Row911.com