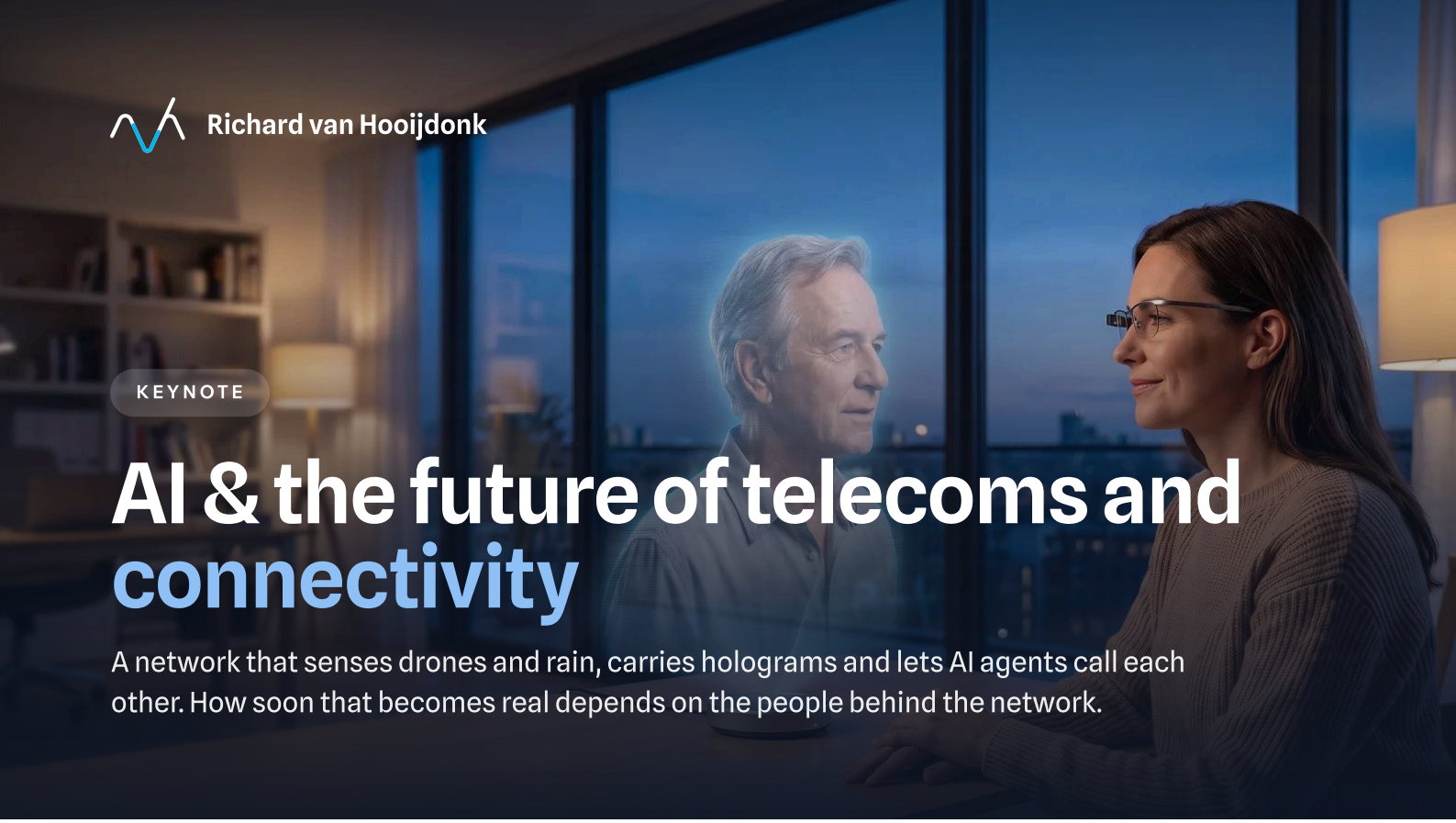


Richard van Hooijdonk

KEYNOTE

# AI & the future of telecoms and connectivity

A network that senses drones and rain, carries holograms and lets AI agents call each other. How soon that becomes real depends on the people behind the network.

**Telecoms is moving beyond selling connections: networks now think ahead and correct themselves. AI is changing how telecoms companies prevent outages, help customers and build new services.**

Futurist and trend watcher Richard van Hooijdonk looks at how AI expands what telecoms companies can do, in the network and at the customer service desk. He also shows how fibre, 5G and satellites, and soon 6G, edge computing and quantum communication, are driving an even bigger shift. Operators have used AI for years to balance traffic and trace faults. Now the pace is picking up. AI works out where the next mast or fibre route earns its keep, drones inspect transmission masts, and an assistant in the app can tell from the modem data that the problem is in the neighbourhood, not in the customer's home. The next step is taking shape: a network that senses drones and rain, carries holograms and AI agents making calls, runs AI inside the mast and becomes quantum-safe. Criminals use the same networks and the same AI, with cloned voices, SIM swaps and SMS phishing at scale. The difficult questions are about people: what the engineer does when the network runs itself, how a sector that can never go down learns to let go of the controls, and where the return on all that investment will come from. The keynote shows what is already running, what is being trialled and which scenarios lie five to fifteen years ahead. KPN, Vodafone, Deutsche Telekom and Delta Fiber are already clients. Would your organisation dare to hand the network to AI, and does it know exactly when a person has to step in?



RICHARD VAN HOOIJDONK

Richard van Hooijdonk is a trend watcher, futurist and international keynote speaker. Many trend watchers and futurists look at the future from a distance. Richard van Hooijdonk lives in it. His team consists of people and AI agents, and he has several chips implanted in his body. He speaks about AI and new technology, the organisation of the future and leadership in the AI era. He takes you into a future you can barely picture today, and shows how you can steer it yourself.

| 3,000+ | 650,000+ | 30+ | Bestselling |
|---|---|---|---|
| keynotes | participants | countries | author |

# What the keynote covers

## NOW AI in telecoms and connectivity

What AI already does today in networks, customer contact and field work.



### 01 The network that runs itself

APPLIED

AI predicts peaks and faults, fixes simple errors on its own and works out where the next mast or fibre route will pay off.



### 02 Fixed before you call

APPLIED

AI diagnoses faults remotely and fixes simple ones. In time, the customer's own assistant will sort it out with the operator's AI agent.



### 03 Inspecting masts and cables

APPLIED

Drones and image recognition flag rust and damage on masts. Drones can already fly from a dock on their own and update a digital twin.



### 04 Energy-efficient networks

APPLIED

AI matches the network's power use to demand. The next step: networks that match their use to solar and wind power and help the grid.



### 05 Private 5G for ports and factories

APPLIED

A private 5G network connects robots and vehicles on one site. Without cables, a production line is far quicker to rebuild.

## COMING NEXT The future of telecoms and connectivity

Where connectivity could be in five to fifteen years, with AI as the engine.



### 06 The network as a sensor

FUTURE SCENARIO

Radio waves that carry data can also detect drones, traffic and rain. Around 2040, the mobile network is a sense organ too.



### 07 Holograms on the line

FUTURE SCENARIO

A screen on sale since 2025 shows the other person life-size in 3D. Next, a colleague joins you as a hologram, seen through lightweight glasses.



### 08 AI agents calling AI agents

FUTURE SCENARIO

Calls are already translated live in the network. Around 2040, AI agents call each other for you, and your avatar speaks many languages in your voice.



### 09 Quantum in the network

FUTURE SCENARIO

The EU wants high-risk uses quantum-safe by 2030. Around 2040, quantum links also run through the fibre network.



### 10 The network as an AI computer

FUTURE SCENARIO

Operators are putting AI chips in exchanges and, in time, in masts. Around 2040, much of the AI runs in the network, close to demand.



### 11 The network that designs itself

FUTURE SCENARIO

Operators are working towards networks that manage themselves. Around 2040, AI agents and robots design, build and repair much of the network.

## PEOPLE & ORGANISATION The telecoms organisation of the future

What AI asks of roles, teams, leadership and culture at operators and network builders.



### 12 The AI-first organisation

AI systems and agents predict faults and balance traffic. Engineers and customer service staff focus on major changes and on customers.



### 13 New roles in telecoms

New roles: designers of network agents, stewards of the network as a sensor, quantum network engineers and builders of holographic services.



### 14 People and AI in the network centre

AI groups alarms and fixes simple faults; engineers lead the major interventions. In time, the night shift may have no one on it.



### 15 Leadership in telecoms

Leaders in telecoms take the initiative on AI and new technology, and bring their people with them to build tomorrow's networks together.



### 16 Into the future as an ecosystem

Tomorrow's infrastructure is built worldwide with start-ups, scientists, partners and governments. Working together speeds up innovation.

THE OTHER SIDE

## The other side: responsibility and risk

Network data, a network that must always work, and criminals who use AI to abuse it.



### 17 Data as the foundation

In telecoms, data already drives the business. Every part of the organisation has its data available, so AI agents can work well here.



### 18 A network that never stops

Emergency services, hospitals and banks depend on the network. One faulty automated change can spread across thousands of transmitters in minutes.



### 19 Attacks on the network

AI makes it easier for criminals to reach customer data and networks: through SMS phishing, cloned voices, ransomware and hacks of core networks.

DURATION
**30, 45, 60 minutes or longer, with time for questions**

LANGUAGE
**Dutch or English**

FORMAT
**On location or online**

FEE
**On request**

PLUS

"Richard succeeded excellently in waking up our leaders and setting them on the path to the future: after the lecture, discussions took place across various parts of the organisation about the topics covered, and initiatives have been set in motion."

**Aart van Haren** Managing director, PLUS

Deloitte.

"A dazzling journey through new technology. The enthusiasm and energy during his presentation, combined with the visuals, provided a successful kick-off to our event."

**Patrick Steemers** Partner, Deloitte

## A keynote on AI in telecoms and connectivity


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