

TechConnect 2025 Agenda



Monday, November 3	
2:30 - 5:30 p.m.	Registration
4:30 - 7:30 p.m.	Opening Reception
Tuesday, November 4	
7:30 - 8:30 a.m.	Breakfast
8:30 - 9 a.m.	Welcome <i>Tim Bryan, CEO, NRTC</i>
9 - 10 a.m.	Reimagine the Future We're entering an extraordinary era where generative AI and agents will automate unprecedented parts of our industries — making operations faster, smarter, and more efficient than ever before. At the same time, the baseline expectations of our members keep rising. The organizations that will thrive aren't those with the most advanced technology, but those who master the delicate balance between automation and extraordinary human experiences. This is about trust. <i>Shawn Kanungo</i>
10 a.m. - 5 p.m.	Breakouts - Broadband Summit Tracks - Compete with Mobile Bundles - Grow your Broadband Business - Optimize your Broadband Operations - Smart Grid Reliability Summit
12 - 1 p.m	Lunch
5:30 - 8 p.m.	Evening Event – dinner and socializing
Wednesday, November 5	
7:30 - 8:30 a.m.	Breakfast
8:30 - 8:45 a.m.	Welcome Back <i>Tim Bryan, CEO, NRTC</i>
8:45 - 9:30 a.m.	Cutting-edge AI Innovations Shaping Our Future Engage with a live, interactive presentation driven entirely by artificial intelligence to unlock the power of your data using AI to analyze data and deliver deeper insights and greater value to you; learn how we're leveraging AI to help diagnose issues faster and empower agents to resolve calls with greater speed and accuracy; explore our research into AI-driven workflows and "agentic" systems designed to automate processes and streamline operations. <i>Chris Beatson, Chief Technology Officer, NRTC</i>

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9:30 - 10:15 a.m.	Leveraging Your Network and Customer Connections to Do Good Electric, telecom and broadband providers have a deep connection to the communities and consumers they serve, not only based on their history but also through the networks they operate and the consumer interactions they facilitate. Several NRTC members have launched initiatives to promote public safety and well-being through those connections. Learn about one special program involving an NRTC member that may be of interest to your organization – CLtel's work with Operation IFAST. <i>Andrea Lowe, Marketing Director, Guardian Group</i> <i>Chris Lovell, Chief Growth Officer, CLtel</i>
10:15 - 11:15 a.m.	Creating a Limitless Culture: Better Results, Better Relationships This high-impact, high-amazement session inspires you to create a culture where the impossible is possible and human connection has no limits. In addition to experiencing draw-dropping (and often hilarious) magic and mind reading, you'll be able to instantly increase productivity through better communication, reduce drama by learning how to create and sustain quality relationships in the workplace, and be able to thrive amidst constant change with a simple mindset shift. <i>Ben Whiting</i>
11:15 a.m.	Wrap-Up
11:30 a.m. - 5 p.m.	Excursions
5:30 - 7:30 p.m.	Casual get-together