

# TRMA

TELECOMMUNICATIONS RISK MANAGEMENT ASSOCIATION

## FALL CONFERENCE 2026

*Navigate Risk. Connect Leaders. Strengthen the Industry.*

### CONFERENCE AGENDA

**DATES:** September 1–2, 2026 **VENUE:** Inverness Denver, A Hilton Golf & Spa Resort — Denver, CO



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REGISTRATION



BREAKFAST



COFFEE BREAK



COCKTAIL RECEPTION



# DAY 1 - Tuesday, September 1, 2026

OPENING DAY

**9:30 AM** **Board Meeting**  
11:30 AM

**11:30 AM** **Board Meeting with Committee Chairs**  
12:00 PM

**12:00 PM** **Board, Committee Chairs & Newcomers Lunch**  
12:45 PM

**12:00 PM** **Registration**  
5:00 PM

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**1:00 PM** **Opening Remarks**  
1:15 PM

**1:15 PM** **Economic Speaker**  
2:00 PM

**2:00 PM** *Break*  
2:15 PM

**2:15 PM** **Digital IDs – Regulatory**  
3:00 PM

**3:00 PM** *Break*  
3:15 PM



**3:15 PM** **Collections Best Practices Roundtable**  
5:00 PM

**3:15 PM** **Beyond Device Financing: Protecting High-Value Telco Transactions with Identity Graph Intelligence**  
3:45 PM

**3:45 PM** **Best Practices in B2B Credit Management Using Big Data**  
4:15 PM

**4:15 PM** **Credit & Fraud Best Practices Roundtable**  
5:00 PM

**5:30 PM** **After Dark Event**  
8:30 PM

## DAY 2 - Wednesday, September 2, 2026

CONFERENCE DAY

8:00 AM  
8:45 AM

### Breakfast

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8:15 AM  
8:45 AM

### BAAB Meeting

8:45 AM  
9:45 AM

### Tracy LaTourette — Colorado's First Lady Fighter Pilot

9:45 AM  
10:00 AM

### Coffee Break

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10:00 AM  
10:45 AM

### AI Agents in Risk Management: Safe Deployment and Real-World Use Cases

10:45 AM  
11:00 AM

*Break*

11:00 AM  
11:45 AM

### Reducing FPDs in Telecom Through Fraud Prevention

11:00 AM  
11:45 AM

### Streamlining Collections: Smarter Strategies for Telecom

11:45 AM  
12:30 PM

*Lunch*

12:30 PM  
1:15 PM

### The Evolution of AI-Driven Workflows in Telecom Revenue Management

1:15 PM  
1:30 PM

*Break*

1:30 PM  
2:15 PM

### Driving Inclusion Through Credit Innovation: How Rental Data Expands Access

1:30 PM  
2:15 PM

### The Empathy ROI: Why Human-Centric Collections Are the New Competitive Edge

2:15 PM  
2:30 PM

*Break*

2:30 PM  
3:15 PM

### Reshoring Without the Cost Shock: How AI and Digital Channels Redefine Contact Centers

3:15 PM  
4:15 PM

### Two Truths & A Lie

4:15 PM  
5:30 PM

### Cocktail Reception & Door Prizes

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TRMA 2026 FALL CONFERENCE

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