AI Native Telco

A step-by-step path from intent to governed outcomes across business, IT and networks

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Defining the AI-native CSP: Composable, Autonomous, Trusted

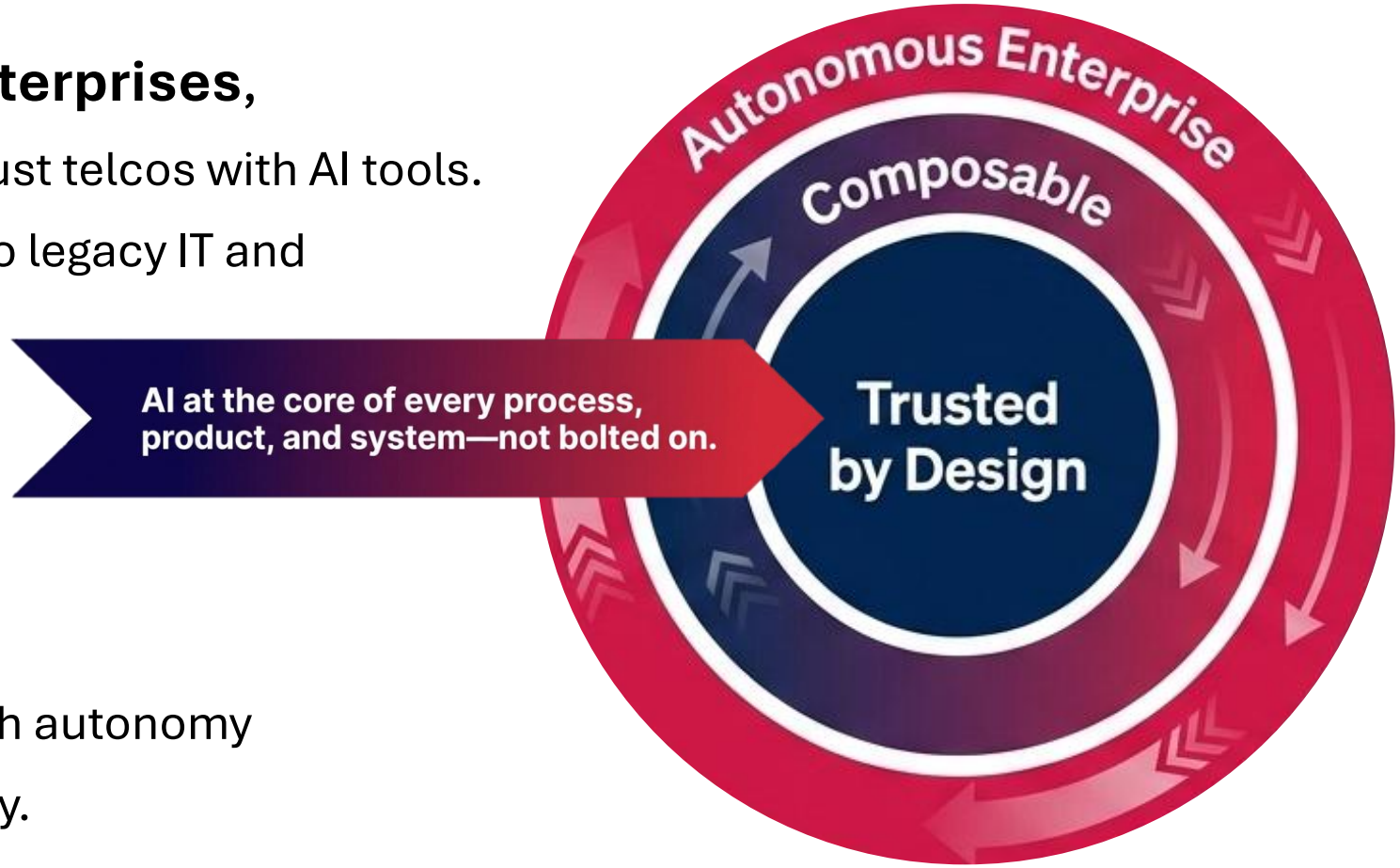
Race to 2030, leading CSPs need to be

AI-native Autonomous Enterprises,

not just telcos with AI tools.

We can't get there by simply bolting AI onto legacy IT and networks.

That just automates the old world.



To become truly autonomous, we must:

- Reinvent IT through composability,
- Make the network self-governing through autonomy
- Ensure AI decision making is trustworthy.

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The CIO Reality

Risk: Cyber, resilience, and regulatory expectations rise.

Boards: Demand immediate AI impact, not future roadmaps.



Customers: Expect better experiences, immediately.

Cost: IT cost pressure has not eased.

Legacy: The single biggest constraint on speed and AI.

CIOs are expected to enable agentic customer experiences, build growth platforms and drive IT Operational Excellence

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Response to the CIO's Crucible – Re-Invent IT

Heavy legacy drag

- High opex of technical debt
- Reactive incident management
- Slow delivery

"The imperative is to reinvent IT daily " Anthony Rodrigo, Group CIO, Axiata Group

The industry squeeze

- Declining/ flat core revenues
- Low ROI on 5G network investments
- Board demands for high-velocity AI innovation

55% of CSPs are managing 3 or more legacy stacks *

Intensifying AI scaling, operational resilience and efficiency demands

*** McKinsey research**

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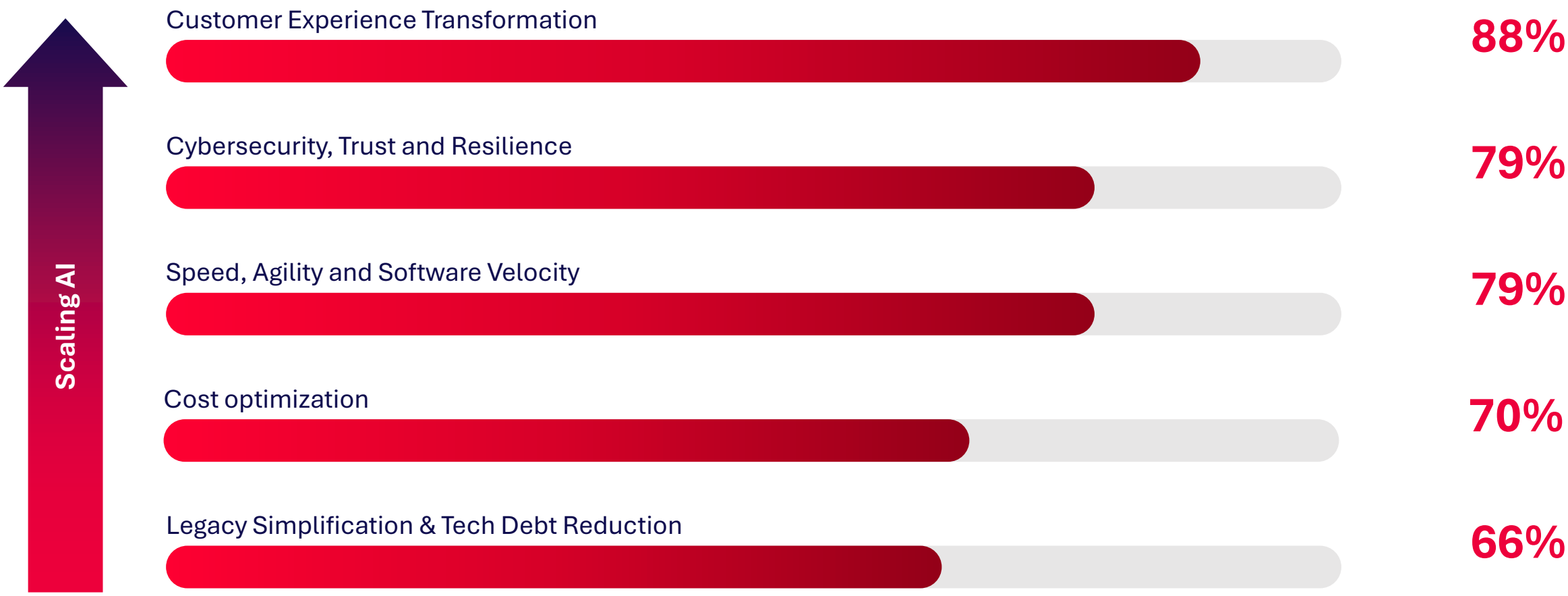
Assessing enterprise readiness

Reinvent IT to enable the autonomous enterprise

	Legacy IT		AI-Native Enterprise
Architecture	Monolithic & Rigid	→	Composable & API-First (AI-Native ODA)
Operations	Manual & High-Touch	→	Autonomous & Zero-Touch
Delivery	Siloed & Waterfall	→	Agile at Scale & AI-First Delivery
Customer Experience	Reactive & Standardized	→	Radically Improved & Data-Driven (AI4CX)
Resilience	Reactive Incident Management	→	Engineering & Operational Silence

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The CIO Re-Invent IT Agenda for 2026



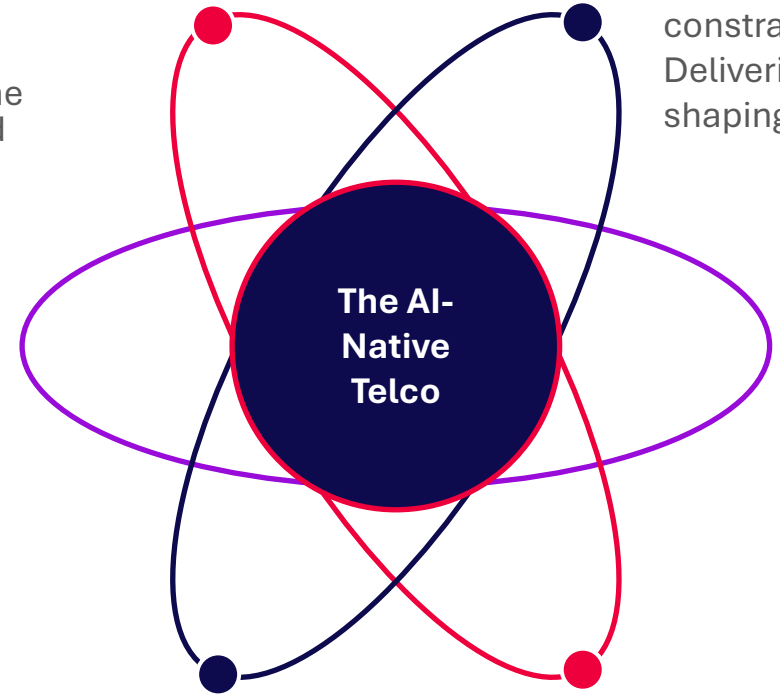
Source: TM Forum Benchmark Research

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Building the AI-Native platform

AI-Native ODA, sovereignty, security, and governed data as the execution prerequisite

AI4CX Autonomous Business drives customer-centric autonomy and commercial impact.
Delivering agentic AI capable of real-time orchestration across systems for CX-led growth.



AI4BSS Autonomous IT destroys structural constraints of legacy IT, enabling scale.
Delivering simplification and modernisation while shaping vendor evolution.

Ecosystem helps the CSP evolve into a partner-driven platform business.
Enables CSPs to be orchestrators of platform ecosystems.

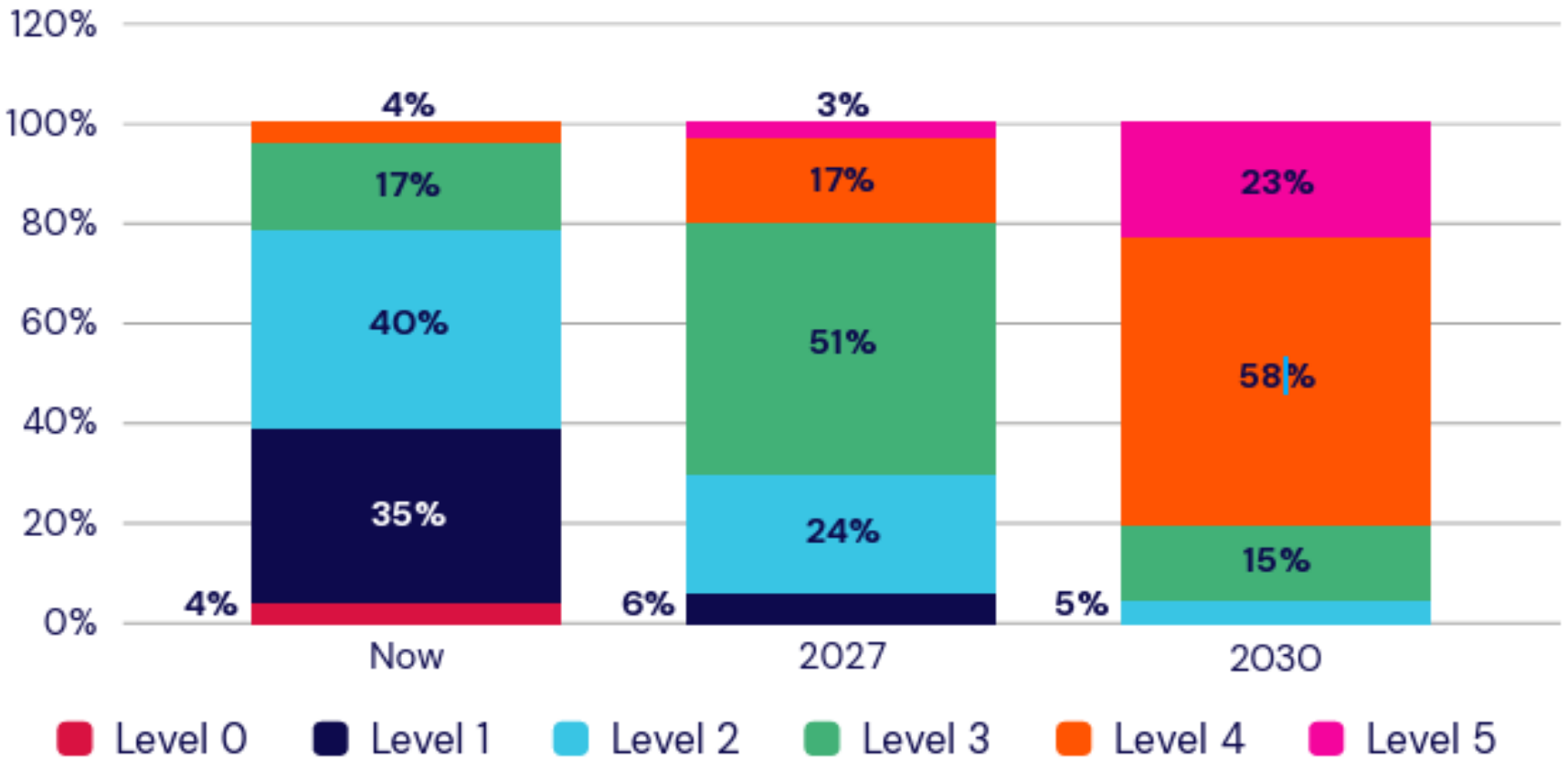
Fintech establishes the direct linkage between IT transformation and net-new revenue.

SODA proves ODA's adaptability into uncharted connectivity domains.

Re-Inventing IT is not a cost-reduction exercise. It is a comprehensive transformation of how CSPs operate, innovate, and grow.

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CSP Predictions of their AN Levels



TM Forum, 2026

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Autonomous Enterprise to AI-native ODA definition flow

Autonomous Enterprise

is an organisation that uses AI-native intelligence and autonomous operations to continuously sense, decide, act and optimise business outcomes with minimal human intervention

Autonomous Flows:

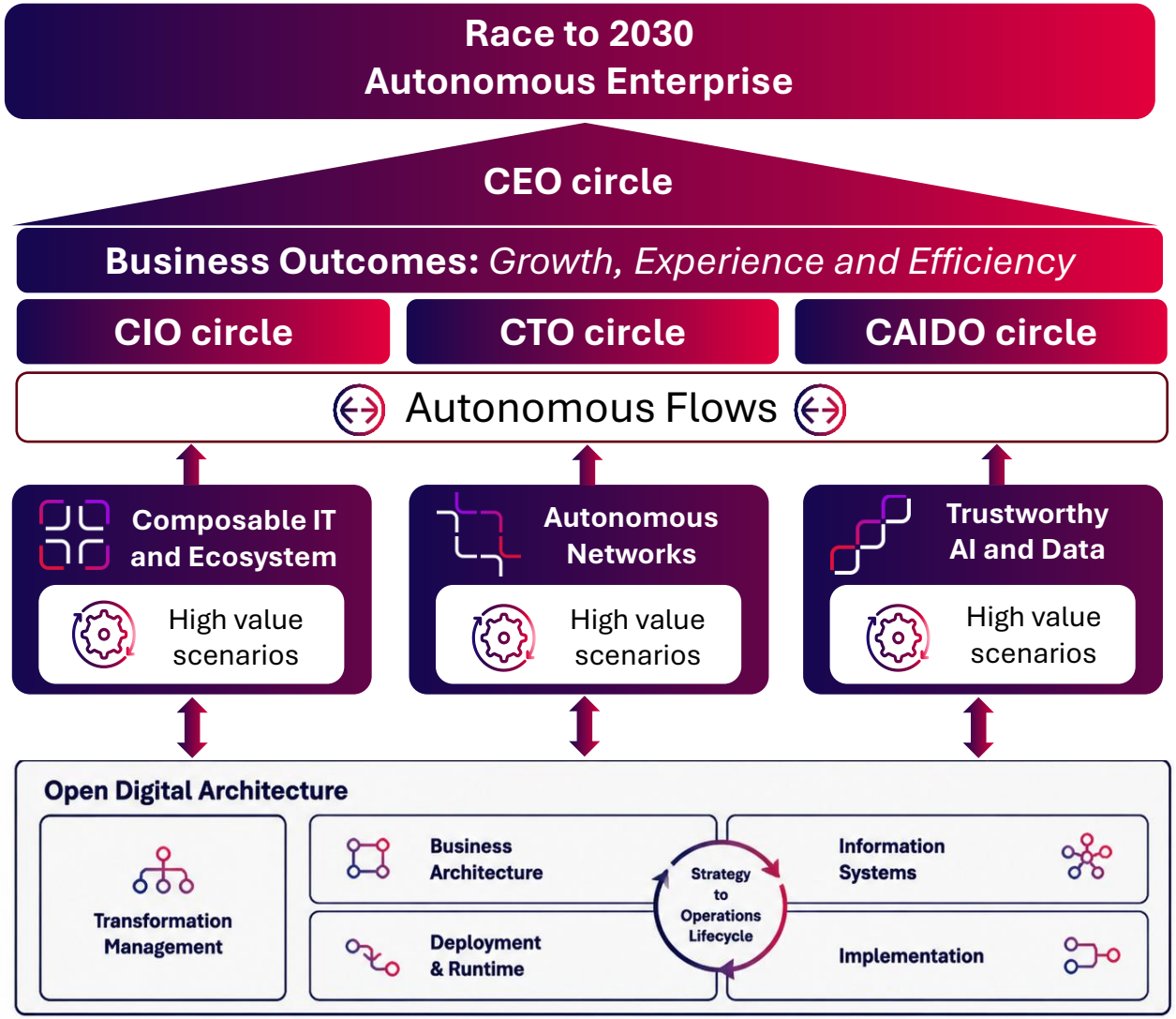
are AI-driven, end-to-end process that combines multiple High Value Scenarios across business, service and network domains to autonomously deliver a business outcome.

High Value Scenarios :

are member-validated, business-critical problem or opportunity that delivers significant industry value and serves as the focal point for AI-native automation, ODA-based solutions, and autonomous business transformation.

AI-native ODA:

is the trusted architectural foundation that enables High Value Scenarios by providing the standards, governance and execution environment needed to build an autonomous enterprise.

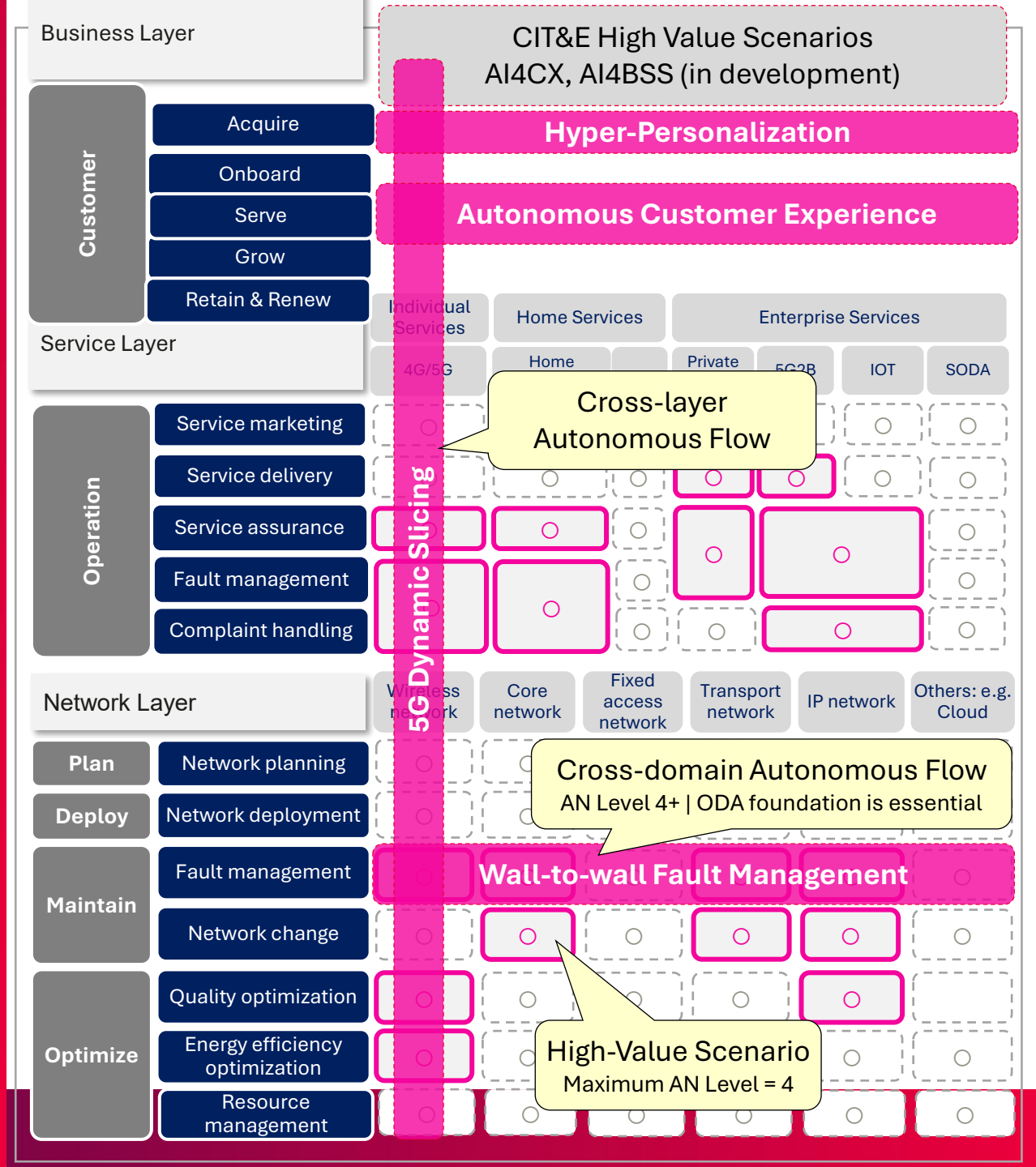


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Open Digital Autonomy

Level 4

- Identify priority areas to transform
- Select available high-value scenarios
- Measure current capability close gaps
- Design using TM Forum technical solution packages
- Implement, pilot and deploy your solution
- Independently validate progress
- Share learnings, accelerate transformation



High Value Scenario, step-by-step approach to AI Native CSP

A High Value Scenario is **a business-critical, high-impact organisational goal**, ideally set at executive level, that can be decomposed into value streams, capabilities, processes, data, KPIs and other ODA assets.

Decomposes into

- **Value streams**
- **Capabilities**
- **Processes**
- **Data**
- **KPIs**
- **ODA assets**

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The framework harmonizes a common language across the industry, creating a semantic network effect as more companies use the models.

L1	**High Value Scenario**	The executive-level, business-critical goal. The 'why'.
L2	**Value streams**	The end-to-end flows of value that deliver the goal.
L3	**Business capabilities**	What the organisation must be able to do — the 'what'.
L4	**Business processes**	How the capabilities are executed — the 'how'.
L5	**ODA component / API assets**	The concrete, reusable building blocks that realise it.
L6	**ODA AI Native Canvas**	AI Agents communicate through central abstraction layer.

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Value emerges when network, customer and ecosystem autonomy work as one

AUTONOMOUS NETWORKS

Turn intent into self-optimising network outcomes

Observe • analyse • decide • act • learn

Closed-loop assurance • predictive operations • cross-domain autonomy

EXPERIENCE

AI4CX & AI4BSS
Create proactive, personalised and continuously improving experiences

Understand intent • anticipate need • resolve • engage

Hyper-personalisation • autonomous resolution • next-best action

ECOSYSTEMS

Compose capabilities across partners to deliver new outcomes

Discover • combine • onboard • transact • assure

Partner APIs • marketplaces • multi-party orchestration • monetization

Satellite – Fintech – Physical AI

AI & DATA FOUNDATION

Trusted data products • shared semantics • governed models • agent lifecycle • security, assurance and responsible AI

Common intelligence and governance allow autonomous flows to span network, customer and ecosystem domains without creating new silos.

KEY SHIFT **The proposition is not isolated AI initiatives. It is trusted outcomes delivered by autonomous flows that compose capabilities across all three domains.**

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Two Proof Points

CASE 1 | CHINA MOBILE + HUAWEI

Bounded outcome
Level 4 autonomy in network operations, focused on fault management and complaint handling.

Method
Intelligent agents and co-pilots, telco AI models, TM Forum frameworks and AN Level assessment.

Reported results
- AN level rose from 3.2 to 4
- 30% average reduction in fault and complaint MTTR
- More than 30% reduction in backend O&M manpower

CASE 2 | MULTI-VENDOR AI-NATIVE ODA CANVAS

Bounded outcomes
5G dynamic slicing assurance and closed-loop fault management.

Method
ODA components, agents, governed models, data products, APIs, case management and observability integrated on a common runtime.

Demonstrated result
A simulated BGP failure was detected, analysed, remediated, revalidated and closed autonomously in under 30 seconds.

Pattern to copy: select a measurable HVS, implement it on reusable foundations, validate the outcome, then compose it into broader autonomous flows.

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AI Native ODA drives Scalable AI

VALUE + BUSINESS ARCHITECTURE	Outcomes • value streams • capabilities • metrics
COMPOSABLE BUILDING BLOCKS	Components • Open APIs • events • solution patterns
INTELLIGENCE + CONTEXT	Trusted data products • semantics • knowledge • intent
EXECUTION ENVIRONMENT	Canvas • agents • models • tools • observability
TRUST + TRANSFORMATION	Governance • assurance • conformance • maturity uplift

THREE ACTIONS NOW

1. **Fund outcomes, not AI projects**
2. **Build HVSs into autonomous flows**
3. **Use ODA to make every win reusable**

EFFICIENCY CREATES CAPACITY

VALUE CHOOSES THE DESITINAION

ODA MAKES THE JOURNEY SCALABLE

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Thank you

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