

**TelSoc Online Event: *Agit Nagpal (Aetha Consulting),
John Laughlin and Thomas Pickett***

***Can telcos really stop scammers? The fight against foreign
criminal gangs***

Wednesday, 24 September 2025 – from 5.00 pm AEST

Note: The presentation begins at 5.00 pm AEST, not at the usual lunchtime.

TelSoc has pleasure in announcing its next online webinar on Wednesday, 24 September 2025, from 5.00 p.m. with Agit Nagpal, Partner of Aetha Consulting, and his team, John Laughlin and Thomas Pickett. They will share with us insights gained from their work in the telecom sector on scams and scammers in Asia and lessons for Australia.

Scam calls and SMS continue to inflict significant financial and emotional harm to Australians and others around the globe. In response, telecoms regulators have attempted to disrupt scammers' operations through regulation, typically targeted at limiting scammers' access to equipment such as SIMs and mobile devices. Telecoms operators have deployed network level solutions to detect and block scam communications in transit, before they reach potential victims. Drawing on practical examples from the Asia-Pacific region and worldwide, the session will explore the range of approaches taken by regulators and industry, and the lessons these approaches offer for strengthening protections and restoring trust in communications.

As with all TelSoc lunchtime events, the presentation will be followed by a Q&A session in which TelSoc members and industry colleagues will be able to raise questions and issues – and get some answers. Agit and his team have had considerable experience with scamming activity and prevention and will be able to provide insightful analysis about how various scams work and how they can be and have been disrupted. It is a topic that affects us all, so the presentation and the Q&A session will be well worth your while.

About Agit Nagpal, John Laughlin and Thomas Pickett



Agit Nagpal has been working in the telecoms industry for 30 years, advising fixed and mobile operators, regulators and government bodies, and other relevant stakeholders on a wide range of commercial, technical, and regulatory issues. He has led numerous high-profile regulatory studies and has extensive international regulatory experience, working for prominent industry bodies such as the European Commission, GSMA, IMDA and Ofcom.



John Laughlin has 25 years of experience in the regulation of communications and other critical infrastructure sectors. From 2013 to 2024, he served as a Regulatory Principal at Telstra. In that role, he worked extensively with governments, regulators, and other stakeholders on a range of policy and regulatory challenges. He chaired the cross-industry Communications Alliance working group that developed the enforceable industry code requiring Australian telecommunications providers to block and trace the origin of scam calls and SMS.



Thomas Pickett has supported players in the telecoms industry across Europe, the Middle East and Asia-Pacific. He has assisted in the development of key national regulations and helped operators to respond to consultations on a broad range of regulatory topics.

**Please join us and Agit Nagpal, John Laughlin and Thomas Pickett
on 24 September 2025.**

Participation is FREE but you must REGISTER on the TelSoc website at telsoc.org/events in order to receive a meeting link before the event.

Registration process:

1. Click on the website telsoc.org/events and select the event “Can Telcos Really Stop Scammers?”. Click the “Book a Seat” button and click on “Book” in the pop-up window.
2. You will be asked to login (if you are not already). **If you are a TelSoc member**, login in and your booking will be confirmed. You will receive a confirmatory email.
3. **If you are not a current financial member**, you will be invited to join by creating a new account. Please consider doing so. The objectives of TelSoc and benefits of joining are set out elsewhere on the website. at [Membership | Telsoc](#).
4. If you are not a financial member and do not wish to join right now, or if you are having any difficulty registering, please send your name and email contact to leith.campbell@telsoc.org and he will register you manually – provided he hears from you before 5 pm on 23 September 2025.