

Telecom in Germany: Regulated, low-margin and digital-first



Mobile operators and Mobile Virtual Network Operator (MVNOs) in DACH are squeezed between:

Mandatory identity checks for prepaid activation and sensitive account actions.

Low ARPU + high volume, where every extra minute in verification hits margins.

Customer expectation of instant app-based activation and eSIM provisioning.

So identity can't be a bolt-on. It has to be fast, defensible, and scalable to either lose conversions or invite fraud and regulatory risk.

Operational Bottlenecks & Regulatory Pressure

Regulation & Compliance

- ▶ The Identifikationsverordnung defines acceptable methods, ranging from in-store ID to online photo-ident via webcam.
- ▶ SIM card and contract activation legally requires customer identity verification. Mandatory robust documentation must prove ID checks and authorization.

Cost & Operations

- ▶ The cost of legacy KYC verification is higher than the cost of the SIM itself.
- ▶ Separate tools for ID, AML/fraud and documentation increase handling effort.

Digital Onboarding & UX

- ▶ Customers expect remote activation for SIMs, eSIMs and devices.
- ▶ Device financing and number porting are prime targets for fraud and SIM-swap attacks.

Shufti Video KYC For DE & AT

Shufti provides a Video KYC platform designed around telecom use cases:



Risk-Based Configuration

Automated KYC for standard SIM activations. Video KYC when risk rules, high-value devices, sensitive number porting.



Live Video with KYC Experts

1:1 video calls where agents confirm live presence, inspect ID and, if needed, capture extra documents (e.g. proof of address).



AI-Assisted Checks

Face match, liveness and document authenticity in real time during the call.



Audit-Ready Records

Structured logs and evidence to demonstrate compliance with ID obligations and internal policies.

How Shufti Addresses The Key Telecom Needs



Regulations

- ▶ Support DE/AT requirements for SIM activation and contracts with live interaction, document checks and documented decisions.
- ▶ Clear audit trails for regulators and internal compliance teams.

Cost

- ▶ Shufti's low cost agents significantly reduce operational expenses by minimizing the need for large, in-house teams.
- ▶ AI support shortens calls and cuts repeat attempts, lowering cost per activation or financing approval.

SIM Activation & Device Financing

- ▶ Remote verification for prepaid and postpaid SIMs, including eSIM, inside your digital journey.
- ▶ Step-up Video KYC for **device financing** to confirm identity and reduce handset fraud.

Number Porting & SIM-Swap Protection

- ▶ Video KYC can be triggered on sensitive number-port requests or suspicious changes.
- ▶ Live identity confirmation plus AI checks make SIM-swap attacks significantly harder.

Core Telecom Use Cases (Germany & Austria)

Prepaid SIM Activation

Fast, remote verification in ~2 minutes to enable compliant activation without the need for in-store visits.

Device Financing

Step-up video for high-value devices/ credit-like risk to reduce handset and synthetic-ID fraud.

Number Porting

Trigger Video KYC on high-risk port-out requests to reduce account takeover and fraudulent transfers.

SIM-Swap Defense

Add a high-assurance identity step when users request a replacement SIM/eSIM or change critical account data.

Why Choose Shufti Video KYC?



2-minute verification time for faster onboarding and higher conversion.



Lowest-cost agent model, No in-house team required to run Video KYC operations.




Guided, Single-session verification reduces failed checks and retries




Audit-ready evidence through dashboard/API for regulated oversight

Ready To Secure Your Platform?

Stop letting fraud and regulatory risks dictate your growth.

 www.shufti.com

 sales@Shufti.com

Book a Demo