**Complaint - No receipt of the A2P SMS authentication codes**

**Step 1: Click on the link below:**

<https://support.google.com/accounts/topic/2954345?hl=en&ref_topic=7667090&sjid=602938798107598618-EU>

**Step 2: Click on the “Contact us” section:**

A screenshot of a computer

Description automatically generated

**Step 3: Write the issue on the first line: OTP not received, select “Verification code not working”, then click next:**

A screenshot of a computer screen

Description automatically generated

**Step 4: Click next at the bottom of the section:**

A screenshot of a computer

Description automatically generated

**Step 5: Select one of the contact options below to get in touch with their Support:**

**A screenshot of a contact options page

Description automatically generated**

**Text of the complaint (English):**

Dear Support Team, please note that I'm unable to receive the SMS with the OTP code on my mobile number +994 XXXXXXXXXX. I have raised these issues with my mobile operator, but despite my attempts to resolve them, it appears that SMS messages from your service are not reaching their network.

Please troubleshoot and try rerouting SMS messages to correctly reach my mobile phone (over another SMS connectivity provider). Thank you!