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

1. **Business customers:**

**Contact methods:**

Azerbaijan Customer Support Line: +944 12 437 3555

1. **Personal and non-corporate:**
2. **Contact methods:**

Azerbaijan Customer Support Line: +944 12 437 3555

If the Customer Service Agent is offline and if you have any general questions about Microsoft products or services, you can use this form to email Microsoft. They will contact you via email.

<https://support.microsoft.com/contactus?ContactUsExperienceEntryPointAssetId=S.HP.SMC-HOME>

1. **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!