



1. Scenario Overview

System: Airbnb – Web / Account Settings

Feature: Update phone number with SMS verification

To update their phone number, users are required to validate the new number through SMS verification. This step is mandatory and currently the **only available validation method**.

2. Test Scenario (BDD)

Scenario: Phone number cannot be updated because SMS verification code is not delivered

Given the user is logged into their account

And attempts to update their phone number

And SMS verification is required

When the system sends the verification code

And the SMS is not delivered

Then the user cannot complete the phone number update

And no alternative verification method is offered

3. Bug Summary

Expected Behavior

- The verification SMS should be delivered within a reasonable time
- If delivery fails, the system should offer an alternative verification method (e.g. voice call, email, retry with clear feedback)
- The user should receive clear guidance on how to proceed

Actual Behavior

- The verification SMS is never delivered
- No clear error message explains the failure
- No fallback or alternative verification method is available
- The user remains blocked from updating their phone number

Impact

Because phone number updates rely exclusively on SMS verification, users who do not receive the code are unable to update their contact information.

This may lead to critical communication failures during travel, such as:

- Hosts attempting to contact guests using an outdated phone number
- Contact details being shared with third parties using incorrect information
- Time-sensitive check-in or accommodation changes being communicated outside the platform (e.g. via WhatsApp) and not reaching the guest

QA Notes

- This flow represents a **single point of failure**
- The issue affects communication reliability and user safety
- The risk increases in time-sensitive travel scenarios