



## 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- Hosts attempting to contact guests using an outdated phone number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