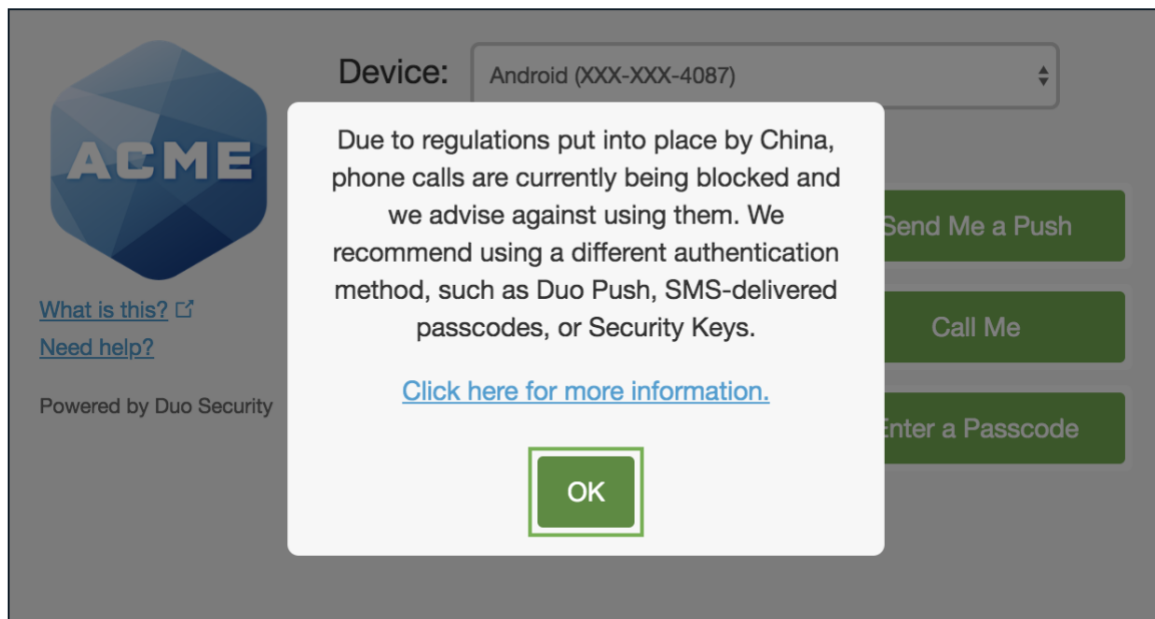


# Duo Multi-Factor Authentication (MFA): Why might Duo phone callback authentication fail to Chinese +86 numbers?

Due to recent telephony restrictions by the Chinese government, Duo is no longer able to deliver automated phone calls for authentication to users with +86 numbers. All other authentication methods, including phone-based options such as Duo Push and SMS passcodes, are not affected.

**People using +86 phone numbers will be alerted each time they access an application that displays the web-based Duo prompt.** Below is a sample of the message:



For more information, please review the following Duo knowledge base article: <http://help.duo.com/s/article/5001>. Duo will keep this article updated with the latest as they learn more. At this time, Duo believes phone call authentications will continue to fail for +86 phone numbers for the foreseeable future.