FirstNet
Technology Services

Technology. Elevated

Security · SMS sign-in for Microsoft Entra ID

Keep SMS sign-in. Delivered locally.

From 1 February 2027, Microsoft Entra ID stops sending SMS and voice sign-in codes itself, so SMS sign-in needs a telephony provider. FirstNet delivers your codes over South African SMS routes, from our own datacentres.

1 Feb 2027
Entra stops sending SMS and voice codes for most users

1 Jul 2027
Global Administrators and external users follow

Local SMS
South African routes, with a delivery receipt per message

Pay per SMS
billed in rand, with monthly budget alerts

Sound familiar?

- Your users still sign in with SMS codes, and February is close
- Not everyone can, or will, use an authenticator app
- SMS-pumping fraud can run up a bill overnight
- You need to show where sign-in data goes, for POPIA
- Nobody has tested what happens on 1 February

Keep what works. Users sign in exactly as they do today. Only the provider that sends the SMS changes.

One service, three things it takes care of

Delivery
Entra ID creates the code. Microsoft's connector in your Azure subscription passes it to FirstNet, and we send it on local routes.
Microsoft's provider model · Local SMS routes · Delivery receipts

Fraud and spend control
Country allow-lists and velocity limits stop SMS pumping. Monthly budgets alert at 80% and 100%.
Allow-lists · Velocity limits · Budget alerts · Optional hard stop

Visibility
Your own portal shows every send, its delivery status and your spend. Sign in with your Entra ID account.
mfa.firstnet.co.za · Delivery status · Spend against budget

Private by design: Entra ID creates and checks each code. FirstNet only delivers it, and never stores codes, message text or full phone numbers.

What FirstNet does for you

1. **Scope** — Your SMS users, countries and a monthly budget.
2. **Connect** — Your admin runs our setup script in Azure Cloud Shell.
3. **Approve** — We check your setup code and enable your tenant.
4. **Pilot** — SMS for one pilot group, tested end to end.
5. **Roll out** — A quarter of users, then everyone. We monitor.

Why FirstNet

- ✓ **In South Africa.** Runs in FirstNet's own South African datacentres, and codes go out on local SMS routes.
- ✓ **Works with any tenant.** You don't need to buy Microsoft licences from FirstNet. Your own admin runs the setup.
- ✓ **Joined up with your Microsoft stack.** Teams calling, Microsoft 365 Backup and security from the same provider.
- ✓ **One accountable provider,** ISO 27001 and ISO 9001 certified, with local support.

Getting started

1. **Book a 30-minute Entra SMS readiness check.** We confirm who still signs in with SMS and what 1 February means for you.
2. **Agree countries and a budget,** and get a quote.
3. **Pilot before the deadline.** One group first, then the rest of your users.

What we will need from you: Entra ID P1 or P2, an Azure subscription your admin owns, and a Global Administrator.

Let's elevate your sign-in security.

Book an Entra SMS readiness check with your account team before 1 February 2027.

Book a readiness check →

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Dates are Microsoft's published dates for Entra ID and may change. Microsoft's connector runs in the customer's Azure subscription, at the customer's cost. Delivery depends on the mobile networks. Features, availability and outcomes depend on solution design, scope and the signed customer agreement. You remain responsible for your POPIA obligations. Microsoft and Microsoft Entra are trademarks of the Microsoft group of companies. All other names belong to their respective owners.