What to do if an email is returned?

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

Your email account will return an email if there is an issue.

This is in the form of a bounceback message. Typically, these returned messages will let you know why the sent email failed. Some bounceback error messages are easier to understand than others.

Common Bounceback Messages:

- **Inbox is Full**

  This is a typical indication that the email recipient's inbox is full and cannot accept any more messages. There is little you can do to resolve this error message unless you have another means of contacting that person to notify them of the full inbox. They should usually be able to resolve this issue by deleting old emails or raising their current mailbox quota.

- **Email Account does not exist**

  If you send an email and get this message, it's best to double check that you have spelled the recipient's email address correctly. If you are sure that's correct, the email account may have been deleted. If you have another means of contacting the recipients you may try notifying them of the error.

- **IP Address Blacklisted/ Blocked**

  The bounce back message will typically refer to an IP address being blocked and will usually provide a URL with more information as well.

  We ask that these types of bounce back messages be forwarded to us at support-mail@ntt.co.th

  So that we can assist you in resolving this issue.

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- **Greylisting/ Email Message Deferred**

Typical messages due to greylisting will usually refer to an email message being "**deferred**."

Greylisting is a methodology utilized by some mail servers to deter spam. If you send a message to a server that uses greylisting and you are not on that server's whitelist the receiving server will "**temporarily reject**" that message and will often return a message that is formatted very similar to a bounce back but will list the error as temporary instead of permanent.

The sending server will attempt to resend the message at a later time, but the recipient will experience a delay in receiving the message. The best way to avoid greylisting is to ask anyone who uses greylisting on their server to add you to their whitelist so they can receive messages from you without delay.

If you have any questions or concern …

Please take note of any error messages and contact support-mail team as soon as possible.

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