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The E-mail Center suppression list: why an address stops receiving and how to remove it

SMTP Relay & Transactional

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MozOut International
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The E-mail Center suppression list: why an address stops receiving and how to remove it

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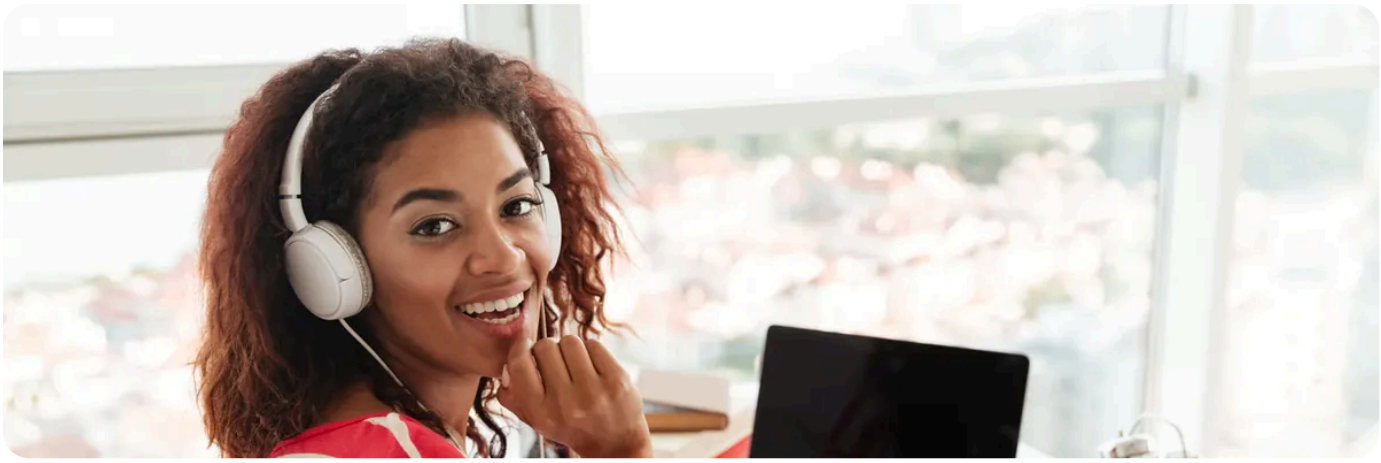

The short answer: addresses on the suppression list **never receive your e-mails**. They join on their own after a **permanent** bounce or when the recipient **marks you as spam**, and you can add others by hand. Before every send they are removed, **are not charged** and are listed in `suppressed` in the answer.

Why it exists

Carrying on sending to an address that does not exist, or to someone who has already called it spam, is the fastest way for receiving servers to stop trusting your domain. The list stops those sends for you and protects the reputation of everything you send. More on reputation in **a new domain sending e-mail**.

How an address gets on it

Reason (`reason`)	When
`bounce`	A permanent bounce: the mailbox does not exist or the domain takes no mail
`complaint`	The recipient marked the e-mail as spam
`manual`	You added it, for example because the customer asked to stop receiving

Viewing, adding and removing

What you want	In My MozOut	Through the API
See the list	Suppressions, on the Transactional e-mail page	`GET /v1/email/suppressions`
Suppress an address	Suppress an address	`POST /v1/email/suppressions`, with `email` and a `note`

What you want	In My MozOut	Through the API
Remove one	Unsuppress	`DELETE /v1/email/suppressions/{email}`

For `DELETE`, the address is URL-encoded in the path: `ana%40example.com` instead of `ana@example.com`.

Do not remove addresses in a hurry.
Take one off the list only when you know the problem is over: the customer fixed the mailbox, or asked to receive again. A spam complaint removed for no reason counts against you again.

When every recipient is suppressed

If every recipient of an e-mail is on the list, nothing is sent or charged: the API answers `422` with the reason `all_recipients_suppressed`. It is a sign your system holds an old address for that customer.

Keep your system up to date.
When a send comes back with addresses in `suppressed`, flag them in your system and ask the customer for a new address next time they sign in.

NEED A HAND?

Is an address suppressed that should not be? Open a support ticket.

Open a support ticket →

SEE ALSO

- **Transactional e-mail statuses: sent, delivered, bounced, complained and failed explained**
- **E-mail Center statistics: delivery, bounce and complaint rates, and what they tell you**
- **To, Cc, Bcc and Reply-To in transactional e-mail: how many recipients and what each one costs**
- **A new domain sending e-mail: how to build a reputation without landing in spam**
- **Your domain or IP is on a blacklist: how to check and how to get off it**
- **Bounce message 550: user unknown, relay denied and rejected, what each one means**

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