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E-mail Center credits and the daily limit: what a credit pays for and when it comes back

SMTP Relay & Transactional

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E-mail Center credits and the daily limit: what a credit pays for and when it comes back

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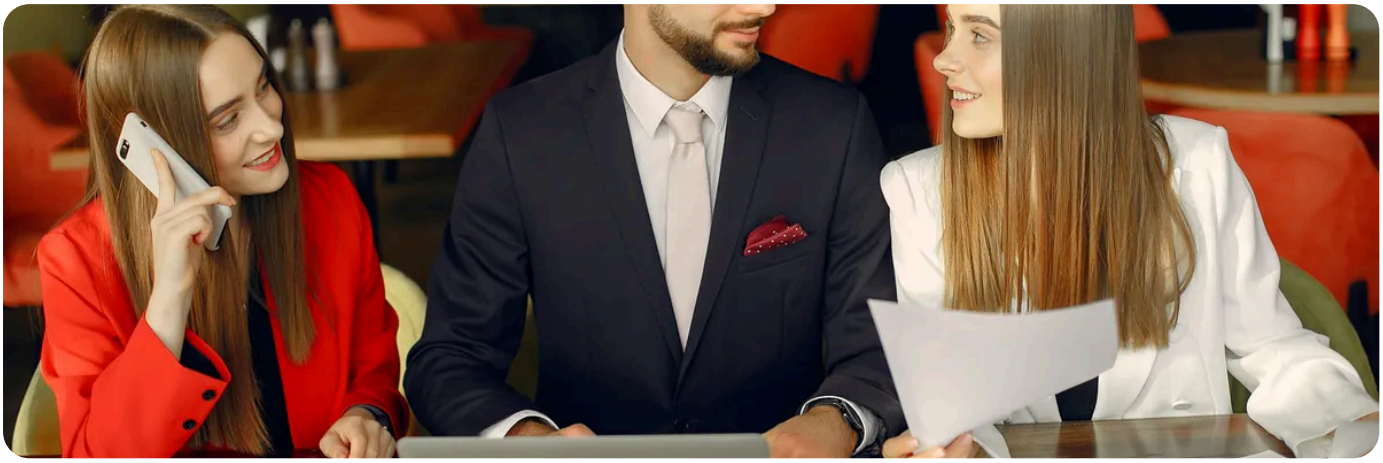

The short answer: one credit is one e-mail to one recipient. E-mail Center is prepaid with no monthly fee: you buy credits and pay only for the e-mails you send. Suppressed recipients are not charged, a failed e-mail gives its credits back, and a scheduled one is only charged when it goes out. Each account also has a **daily sending limit**.

What uses credits and what does not

Situation	Credits
An e-mail with one recipient	1
An e-mail with `to`, `cc` and `bcc`, four addresses in all	4
A recipient on the suppression list	0: removed before sending
An e-mail that ends up `failed`	The credits go back to the balance
A scheduled e-mail	Only when it goes out. Cancel it first and you pay nothing
Any send with a Sandbox key	0

Checking your balance

The balance shows on the Transactional e-mail page in My MozOut. Through the API, `GET /v1/email/balance` returns:

Field	What it says
`balance`	Credits available, in e-mails

Field	What it says
`scheduled_credits`	Credits for scheduled e-mails that have not gone out yet
`daily_limit` and `sent_today`	Your account's daily limit and how many you have sent today
`test_mode`	`true` while E-mail Center is not sending for real

The daily limit

The daily limit protects your account and everyone's reputation: a buggy system that repeats sends cannot fire off thousands of e-mails before anyone notices. Your account's value is on the page and in `daily_limit`. Once you reach it, further sends are refused with `daily_limit_reached`. If your normal volume needs more, open a support ticket.

Buying credits and pricing

You pay per e-mail sent, with a volume discount: the more credits, the lower the price of each. Tell us how many e-mails you send a month and we will prepare a proposal. Payment uses the same **payment methods** as your other services, and the credits are added once the payment is confirmed.

Check your balance before a big send.
In a **batch send**, if credits run out part-way, the remaining messages are refused with `insufficient_credits`.

Turning it off does not wipe the balance.
If you stop using E-mail Center, the balance is kept and you can turn it back on whenever you like, at no cost.

RECOMMENDED

Want to know what your e-mails would cost? Tell us how many you send a month and we will prepare a proposal.

Ask for a proposal →

SEE ALSO

- To, Cc, Bcc and Reply-To in transactional e-mail: how many recipients and what each one costs →
- Sending transactional e-mails in a batch: one request, many messages and the result of each →

Scheduling a transactional e-mail with send_at, and cancelling it before it goes out

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

E-mail Center statistics: delivery, bounce and complaint rates, and what they tell you

Transactional e-mail: the invoices, confirmations and password resets your system sends on its own

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