What are my email sending limits?

Email accounts · https://computancy.co.uk/kb/what-are-my-email-sending-limits/

Email Account Limits

The following limits apply to all messages sent via authenticated SMTP. This will primarily be used for email sent via a mail client, but can also include mail sent via your website if configured to send via SMTP.

We impose a limit of **8,000 messages** per e-mail address per 24 hours.

The following limits also apply:

- No more than 10,000 recipients per day.
- No more than 2,000 unique recipients per day.
- A single email may not be sent to more than 100 individual addresses.

As an example, if you were to send 100 emails to 5 different e-mail addresses within a 24 hour period. We would count 100 messages, 500 total recipients and 5 unique recipients.

Web Server Limits

A limit of **500 messages** per day is imposed on all e-mail sent by our web servers. E-mails sent by the web servers should be no larger than 5 MB in size. This applies to all messages sent via the PHP mail() function.

Autoresponders

An autoresponder only sends once every 8 hours per sender

Zero Tolerance Spam Policy

We take a zero-tolerance stance against the sending of unsolicited email, bulk emailing and spam.

Please note: The distributed nature of our network means email can leave through different servers at different times. As a result, you may see periods when you can send a greater number of messages than the limits mentioned above. However, this behaviour should not be relied upon and is not supported. If you do wish to send a larger number of e-mails than any of the limits

mentioned above, we would recommend looking at a specialist marketing email platforms such as SendGrid, Mailgun, or Mailjet.

New Mailbox Limit

When a new mailbox has been set up, the sending is limited to 50 per day for 7 days. This is actually an abuse rule to prevent new mailboxes from being set up and used immediately to send out high volumes of spam emails. To preserve the reputation of the platform and protect mail being sent from being spoofed as spam by third parties this rule was put place to protect that status.