An SMTP error, or Delivery Status Notification (DSN), indicates that an email could not be delivered, either due to a temporary or permanent problem. You can review our list of SMTP error messages below for details about each error.

➕ WHAT ARE 4XX (421 AND 451) TEMPORARY ERRORS?

➖ WHAT ARE 5XX (553 AND 554) PERMANENT ERRORS?

- A 553 or 554 SMTP error indicates an email could not be delivered due to a permanent problem. Message delivery can be permanently deferred because :

    - Spamhaus has your domain or IP address listed on a Block List.
    - You're trying to send a message to an invalid e[Copy] [Look Up] [Share...]
    - Your message failed authentication checks against your sending domain's DMARC or DKIM policy.
    - The message contains characteristics that Verizon Media won't accept for policy reasons.
    - Other suspicious behavior which leads Verizon Media to issue a permanent rejection for your SMTP connection.

- If you consistently receive 5xx errors when sending to Verizon Media, we encourage you to review our Sender Best Practices, since 5xx errors can be a symptom of a more widespread, general problem.

- You should **not retry** sending an email that comes back with with a 5xx error. List managers should have a policy for removing email addresses that generate 5xx errors/bounces.

➕ EXCESSIVE USER COMPLAINTS

➕ EXCESSIVE UNSOLICITED MESSAGES

➕ EXCESSIVE UNKNOWN RECIPIENTS