How Limits Work

Each 30-day period starts when the paid order is activated and the plan becomes active.

If another plan is still active, a newly paid order waits in queue until that plan ends.

Inbound messages count only after they are sent out to at least one recipient.

Normal routing counts applicable alias intake and managed destination deliveries.

Ignored or rejected inbound messages increase blocked counters only.

You have access to features which help you save credits.

- **Built-in SPAM filtering**
- **Automatic alias generation**
- **Ignored aliases / SPAM aliases**
- **Group e-mails**

Related pages

Select Plan | How It Works

Terms of Service | Privacy Policy

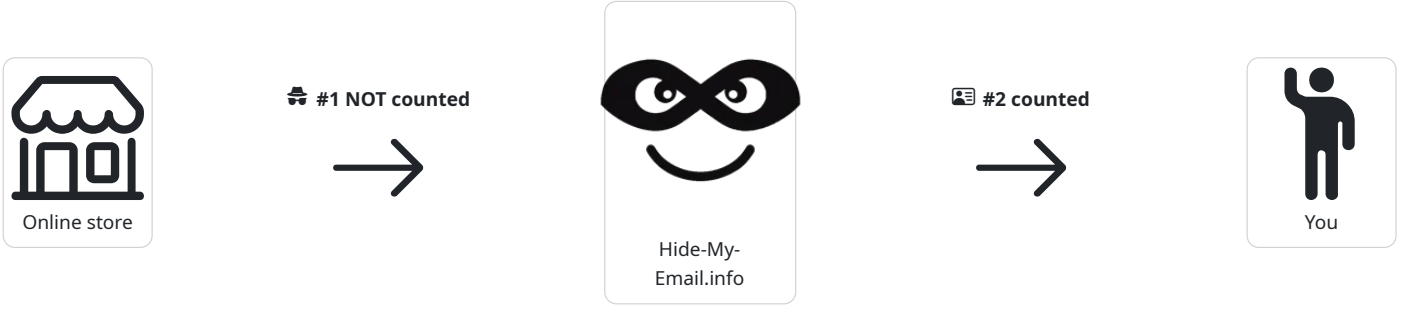
Acceptable Use Policy | How to Delete My Data

Receiving Anonymous E-mail

EXAMPLE An online store sends one message to you through our relay.

WHAT TO DO We apply your message rules.

RESULT `Eligible messages are sent out to their recipients and count toward applicable limits.`

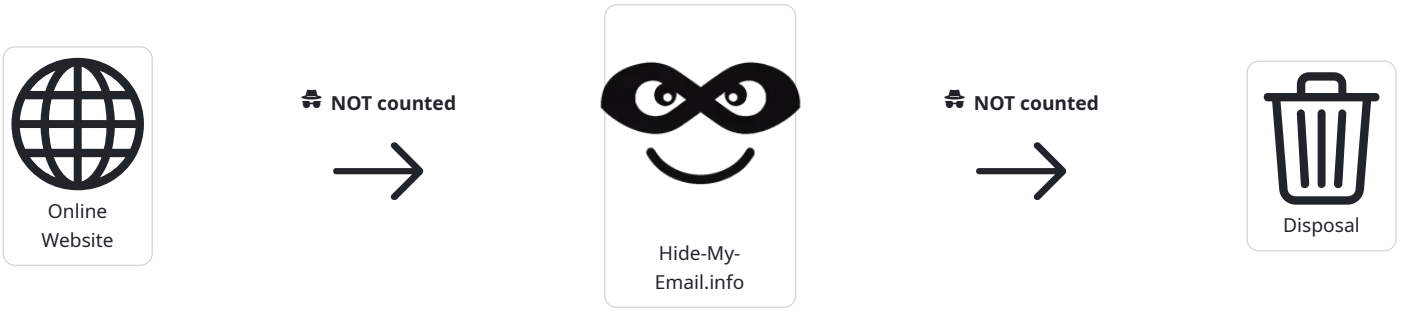


SPAM Aliases / Ignored Aliases / Temporary & Permanent Rejections

EXAMPLE You used a 10-minute e-mail alias to sign up for a third-party service.

WHAT TO DO When alias validity expires, incoming messages are blocked from delivery.

RESULT `Incoming message is not counted as received or billable`



Two Hide-My-Email.info Users in One Conversation

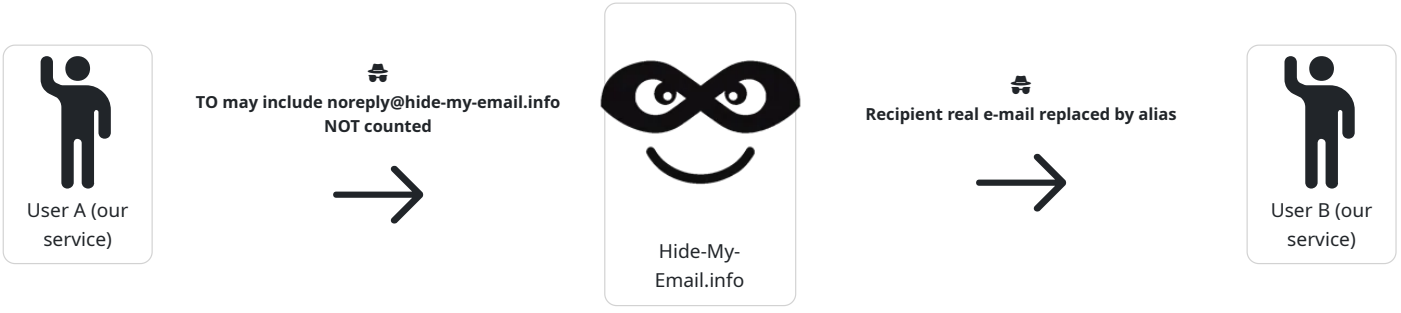
EXAMPLE You send an e-mail to another Hide-My-Email.info user and both real addresses are protected.

WHAT TO DO Sender and recipient real e-mails are replaced with aliases during routing.

IMPORTANT If TO becomes empty after routing operations, `noreply@hide-my-email.info` is added to TO so message delivery can proceed.

IMPORTANT Some e-mail clients may automatically add `noreply@hide-my-email.info` as an additional recipient.

RESULT `Real addresses stay hidden while anonymous alias-to-alias communication remains deliverable.`

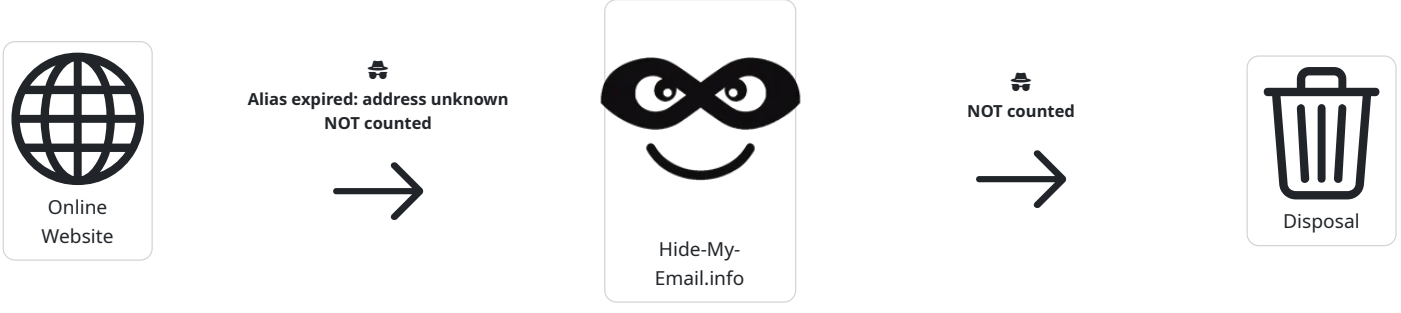


Expired 10-minute Alias Behavior

EXAMPLE 10-minute alias validity expired and was not extended.

IMPORTANT For every delivery attempt to this expired alias, our service responds that such address is unknown.

RESULT `E-mails sent after expiration do not reduce account limits.`



Deleted Alias Grace Period (30 Days)

EXAMPLE You deleted an alias and external services still send messages to it.

IMPORTANT To prevent abuse, forwarding remains active for 30 days and still consumes limits.

RESULT `After grace period, messages are disposed and treated as no-recipient deliveries.`

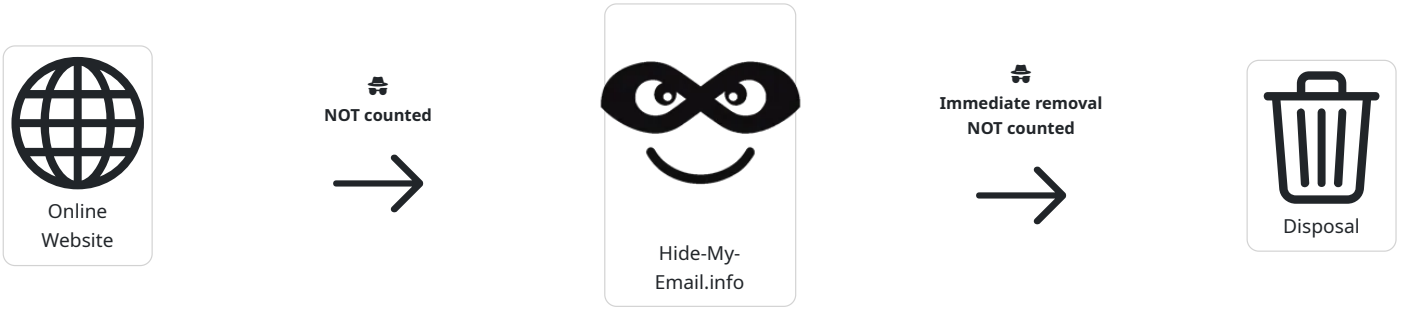


When Message Limit Is Reached

EXAMPLE Your account has already used all available e-mail actions in the current period.

IMPORTANT Messages that cannot be forwarded because of a message limit are rejected and do not increase received or billable counters. Blocked counters are updated instead.

RESULT `To keep delivery uninterrupted, keep enough message limits in your account. You can choose longer plans (90, 180, 365 days) and optionally keep a payment token for future payments.`



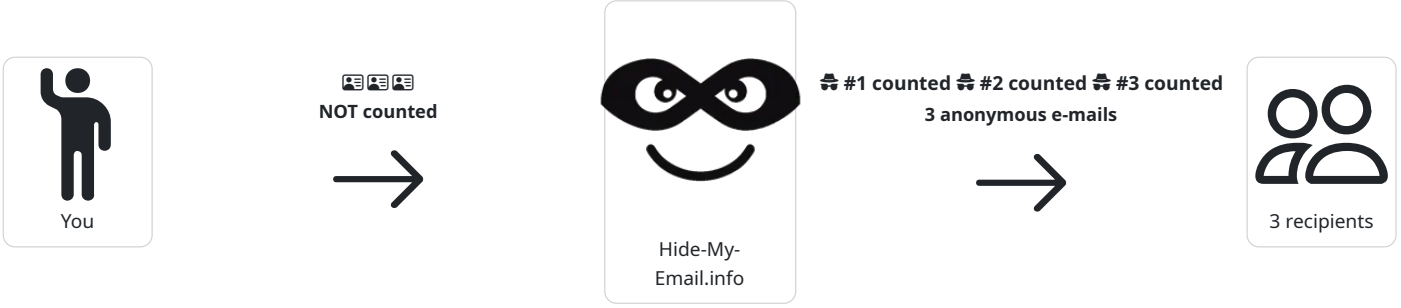
Anonymous Mail with multiple recipients

EXAMPLE You send one e-mail to multiple friends from your anonymous account.

WHAT TO DO Each recipient is processed as a separate forwarding action.

RESULT `Each destination processed by our service counts once; other external recipients handled directly by your mail provider are not counted.`

IMPORTANT The alias added to select your sender identity is not counted as a separate action.

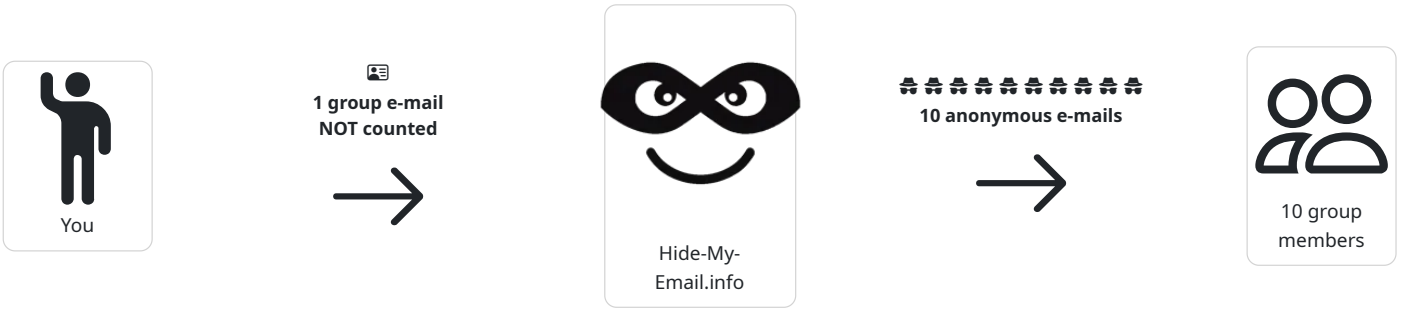


Sending Group E-mails

EXAMPLE You send an e-mail to a group that contains 10 members.

WHAT TO DO Send one group message through Hide-My-Email.info.

RESULT `You send 11 e-mails total, but only 10 e-mails count.`



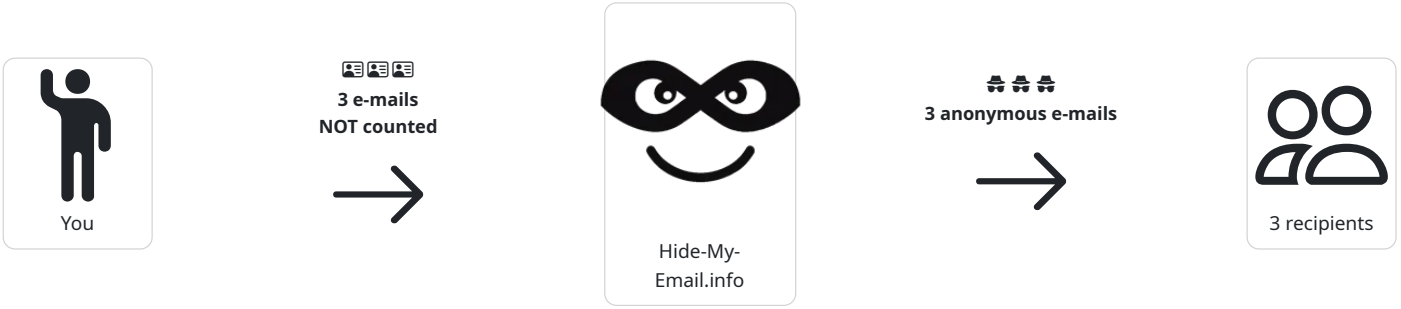
Reply-All to E-mails

EXAMPLE You received 1 e-mail sent to 3 recipients and used Reply-All.

WHAT TO DO Reply to all recipients from your anonymous e-mail flow.

IMPORTANT Every added recipient counts as one e-mail action.

RESULT `You send 6 e-mails total, but only 3 e-mails count.`



Quarantined E-mails

EXAMPLE An incoming e-mail is placed in quarantine.

WHAT TO DO Decide what to do with the quarantined e-mail: leave it in quarantine, delete it, or release it for delivery.

IMPORTANT An inbound message placed in quarantine is not counted at that time.

IMPORTANT Quarantined e-mails are automatically purged according to their retention periods.

IMPORTANT Deleted or purged quarantined messages are not counted.

RESULT `Released e-mails count according to standard processing rules.`



Last updated: October 20, 2026