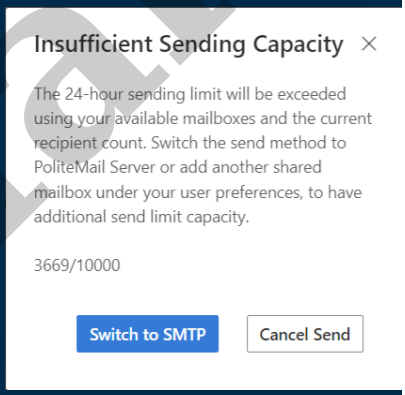
Speeding up delivery using Shared Mailboxes

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Applies To: New PoliteMail Legacy PoliteMail

Version: 4.9+ 5.0+

Send Limits and Shared Mailboxes



Sending via Outlook or via Graph has two limits to be aware of:

- A daily send limit of 10k per day (not just from PoliteMail, but in total).
- A send rate limit of 30 messages per minute.

You can, however, easily speed up your mail delivery by using Shared Mailboxes, since the limits are *per mailbox.* A user with Send permissions to a shared mailbox can then send up to 20,000 messages, 10,000 from their own mailbox and the rest for the shared mailbox, in addition to doubling the send rate from 30 to 60 messages per minute. As many shared mailboxes as needed can be used this way, and the sends will be split among them.

You can calculate the send duration of a message using Graph by taking your list size and dividing it by the number of mailboxes you have times 30.

Setting Up a Shared Mailbox

- Shared Mailboxes need to be created from Exchange Admin Center. Access to Shared Mailboxes will require Send As permissions from the communicator as well as Full Read and Manage permissions on the shared mailbox.
- To add a Shared Mailbox to PoliteMail, go to Settings > Allowed Shared Mailboxes. Enter the desired Shared Mailbox name to select it and it will be added to the list. If the number of recipients will exceed the 10k limit, PoliteMail will automatically distribute the sends among all Shared Mailboxes.

Other Notes

- Shared Mailboxes is different than sending using a different From address.
- Shared Mailboxes do not require additional PoliteMail licenses since PoliteMail licenses sending users, not mailboxes.
- For even faster delivery without Exchange constraints, contact your Account Manager to set up delivery via the PoliteMail server instead.

PoliteMail