

## Problem receiving emails in [HOTMAIL.COM](mailto:), [MSN.COM](mailto:) etc.

Name	Date	Signature
Responsible for specification	2026-04-13	1st Level Support
Delivering committed	2026-04-13	2nd Level Support
Update requested		
Update published and committed		

## Problems with [HOTMAIL.COM](https://www.hotmail.com), [MSN.COM](https://www.msn.com), [GMX.DE](https://www.gmx.de) and similar free email providers

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Ask:

We've noticed that guests with Hotmail addresses aren't receiving the email with their guest card. Is this a known issue?

Technical support response:

Ladies and Gentlemen

We regret to inform you that email addresses containing [@hotmail.com](https://www.hotmail.com) belong to a mail server provider that has not been actively maintained since 2013.

In 2013 [@hotmail.com](https://www.hotmail.com) as well as [@msn.com](https://www.msn.com) These addresses have been integrated into the Microsoft OUTLOOK.COM 'world' and are now offered as free basic addresses under OUTLOOK.COM. New addresses are no longer being issued; only existing accounts will be maintained.

This has the following effects on the receipt and avoidance of excessive mail volume for such accounts:

1. Strict authentication (SPF, DKIM, DMARC):  
When an email is sent directly via a server/script, Hotmail checks whether the sender's domain is authorized. This is done using SPF, DKIM, or DMARC records, all of which are issued and constantly updated by the Jungfrau Region server. If valid SPF, DKIM, or DMARC records are missing, the email is almost always classified as spam or completely blocked. This is not the case with the Jungfrau Region!  
  
Junk Mail Filter & Reputation: Hotmail uses its own 'AI' algorithms to evaluate the sender's IP address and domain.
2. Automatically generated emails (sent without an email program like Microsoft Outlook) often contain suspicious links from HOTMAIL's perspective (the link to

the guest card or the digital registration form) and are therefore classified as spam. The Jungfrau Region has no choice in the matter; these links cannot be removed.

3. HOTMAIL.COM, like MSN.COM or GMX.DE, is one of the providers of largely free email services that generally only allow emails from so-called "certified partners." These are companies like Microsoft, Apple, etc., that own a certified email client program (such as Microsoft Outlook or Apple Mail), or that generously support these platform operators with annual sponsorships. We're talking about monthly costs of \$5,000 and more. Anyone not part of this sponsoring community automatically ends up in the spam folder.
4. Since HOTMAIL.COM and MSN.COM became part of Microsoft, this situation has worsened, as their server systems now use a pre-filtered spam filter that prevents emails deemed unwanted by AI from even reaching the spam folder, blocking them completely before they arrive in the user's inbox. This is the key difference compared to a paid OUTLOOK.COM account within Microsoft 365, where these blocks can be bypassed through custom whitelisting.

As mentioned above, email transmissions from the digital reporting system of the Jungfrau Region are equipped with all technical security certificates and features for unambiguous and correct authentication (SPF, DKIM and DMARC certifications).

The only feature that the automated mail server of the Jungfrau Region cannot perform is to behave like Microsoft Outlook with its identifier, as this would constitute phishing. However, this is precisely what the incoming mail checker of HOTMAIL and MSN servers checks upon receipt of mail: whether an Outlook client or other email programs like Thunderbird or Apple Mail sent the email.

The Jungfrau Region mail server does not receive any error messages in the logs from either HOTMAIL.COM or MSN.COM, so we cannot indicate any failed sending here.

### **Our recommendation here is:**

Please refer to or contact HOTMAIL or MSN.COM support and request a so-called whitelisting of the mail domain [@quest-registration.com](mailto:@quest-registration.com), under which all guest cards are sent. A mention of public and free services in the Jungfrau Region wouldn't hurt.

Unfortunately, we must admit that you will probably not have a realistic chance of success with such a request at HOTMAIL.COM, MSN.COM or similar operators.

We can only recommend switching to a different email provider such as GMAIL, BLUEWIN or similar providers.

Especially with GMAIL.COM, even with free accounts, you can set the filtering so that emails like the guest card email from the Jungfrau Region can be whitelisted.