

[3] Total network failure

From T-Mobile No Reply <no-replysf@t-mobilesupport.com>

Apr 27

To ceesiphi@proton.me

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****DO NOT REPLY TO THIS EMAIL****

Thank you for contacting T-Mobile Accessibility Care. We have received your email. To help track your inquiry, we have generated Case ID 25264464. Please use this code in any further communication. We will respond to your inquiry shortly.

We are open from 6 am to 11 pm CT, Monday - Friday. We are closed Saturdays, Sundays and major holidays.

You may reach us by chat by going to <https://www.tmobileaccess.com> and click on the Chat with us icon.

We look forward to assisting you.

T-Mobile Accessibility Care

access@t-mobile.com

From  ceesiphi@proton.me

Apr 28

To T-Mobile No Reply

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Case ID: 25264464

This is NOT a device issue. The exact same <1 Mbps speeds (0.2-0.6 Mbps) are occurring on BOTH my T-Mobile hotspot AND my separate 5G Home Internet router at the same location

same location.

Tower: 8440 Las Vegas Blvd S – suspected backhaul fiber problem as previously reported.

I am terminally ill and homebound. Reliable internet is medically necessary. I need either:

- A firm restoration timeline, or
- Immediate credit + temporary solution (loaner device, data boost, etc.)

Please escalate to Network Engineering / Local Market team.

Sent with [Proton Mail](#) secure email.



On Monday, April 27th, 2026 at 2:43 AM, T-Mobile No Reply <no-replysf@t-mobilesupport.com> wrote:

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Thank you for contacting T-Mobile Accessibility Care. We have received your email. To help track your inquiry, we have generated Case ID 25264464. Please use this code in any further communication. We will respond to your inquiry shortly.

We are open from 6 am to 11 pm CT, Monday - Friday. We are closed Saturdays, Sundays and major holidays.

You may reach us by chat by going to <https://www.tmobileaccess.com> and click on the Chat with us icon.

We look forward to assisting you.

T-Mobile Accessibility Care

access@t-mobile.com**From** postmaster@TMobileUSA.onmicrosoft.com

Apr 28

To ceesiphi@proton.me

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PRDPWEXCH0048.gsm1900.org rejected your message to the following email addresses:T-Mobile [No Reply \(no-replysf@t-mobilesupport.com\)](mailto:no-replysf@t-mobilesupport.com)

Something went wrong and your message couldn't be delivered. This could be a temporary issue. Try resending the message in a few minutes. If that doesn't work, forward this message to your email admin.

For Email Admins

The message couldn't be delivered because a mail routing loop was encountered. This may be due to a routing misconfiguration in the mail flow settings for either your organization or the recipient organization. If mail flow settings were recently updated, this error may be temporary.

Check the message headers in the section below to determine where the loop may be occurring and if it's something you or the email admin for the recipient organization can fix.

For more information, see [Error code 5.4.12 in Exchange Online and Office 365](#).

PRDPWEXCH0048.gsm1900.org gave this error:**SMTP; Hop count exceeded - possible mail loop detected on message id****<M1nuRnGxiaIMxrEnZ2YBSiYLykjcRERlu5mYPi5F73wzqu6EBCV6DSmA-7UaPwoBZ9wcaiM2-SxBJ5cyLJu1_NvQpaPFCvLcA_1-gJgN32Y=@proton.me>****Diagnostic information for administrators:**

Generating server: SA1PR02MB8464.namprd02.prod.outlook.com

no-replysf@t-mobilesupport.com

PRDPWEXCH0048.gsm1900.org

Remote server returned '554 5.4.12 SMTP; Hop count exceeded - possible mail loop detected on message id <M1nuRnGxiaIMxrEnZ2YBSiYLykjcRERlu5mYPi5F73wzqu6EBCV6DSmA-7UaPwoBZ9wcaiM2-SxBJ5cyLJu1_NvQpaPFCvLcA_1-gJgN32Y=@proton.me>'

Original message headers:

Received: from BN9PR03CA0512.namprd03.prod.outlook.com (2603:10b6:408:131::7) by SA1PR02MB8464.namprd02.prod.outlook.com (2603:10b6:806:1f8::22) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9870.18; Tue, 28 Apr 2026 17:31:26 +0000

Received: from BN1PEPF00005FFE.namprd05.prod.outlook.com (2603:10b6:408:131:cafe::e7) by BN9PR03CA0512.outlook.office365.com (2603:10b6:408:131::7) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue, 28 Apr 2026 17:31:26 +0000

Authentication-Results: spf=softfail (sender IP is 208.54.98.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;

Received-SPF: SoftFail (protection.outlook.com: domain of transitioning proton.me discourages use of 208.54.98.100 as permitted sender)

Received: from webmail.t-mobile.com (208.54.98.100) by BN1PEPF00005FFE.mail.protection.outlook.com (10.167.243.230) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:31:25 +0000

Received: from pttnwexch0009d.gsm1900.org (10.139.9.110) by PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61; Tue, 28 Apr 2026 10:30:53 -0700

Received: from PRDTWEXCH0046.gsm1900.org (10.94.120.27) by pttnwexch0009d.gsm1900.org (10.139.9.110) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.2.2562.35; Tue, 28 Apr 2026 10:30:53 -0700

Received: from CY3PR08CU001.outbound.protection.outlook.com (10.136.58.141) by PRDTWEXCH0046.gsm1900.org (10.94.120.27) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:30:52 -0700

Received: from BY3PR04CA0012.namprd04.prod.outlook.com (2603:10b6:a03:217::17) by SJ0PR02MB8659.namprd02.prod.outlook.com (2603:10b6:a03:3f4::13) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.28; Tue, 28 Apr 2026 17:30:49 +0000

Received: from C01PEPF000075ED.namprd03.prod.outlook.com (2603:10b6:a03:217:cafe::b9) by BY3PR04CA0012.outlook.office365.com (2603:10b6:a03:217::17) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.29 via Frontend Transport; Tue, 28 Apr 2026 17:30:48 +0000

Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100)

Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)
header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.147.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.147.100) by
C01PEPF000075ED.mail.protection.outlook.com (10.167.249.36) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:30:48 +0000
Received: from PRDPWEXCH0047.gsm1900.org (10.135.29.22) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:15:46 -0700
Received: from BL2PR08CU001.outbound.protection.outlook.com (10.74.154.62) by
PRDPWEXCH0047.gsm1900.org (10.135.29.22) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:15:45 -0700
Received: from BN9PR03CA0547.namprd03.prod.outlook.com (2603:10b6:408:138::12)
by IA1PR02MB9419.namprd02.prod.outlook.com (2603:10b6:208:3f4::14) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr
2026 17:15:40 +0000
Received: from BN1PEPF00004686.namprd03.prod.outlook.com
(2603:10b6:408:138:cafe::e0) by BN9PR03CA0547.outlook.office365.com
(2603:10b6:408:138::12) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.28 via Frontend Transport; Tue,
28 Apr 2026 17:15:39 +0000
Authentication-Results-Original: spf=softfail (sender IP is 208.54.98.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)
header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.98.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.98.100) by
BN1PEPF00004686.mail.protection.outlook.com (10.167.243.91) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:15:39 +0000
Received: from PRDTWEXCH0045.gsm1900.org (10.94.120.25) by
PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:15:04 -0700
Received: from CY3PR08CU001.outbound.protection.outlook.com (10.136.58.140) by
PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:15:04 -0700
Received: from PH2PEPF0000385A.namprd17.prod.outlook.com (2603:10b6:518:1::7c)
by MW6PR02MB9815.namprd02.prod.outlook.com (2603:10b6:303:23c::20) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr
2026 17:14:59 +0000
Received: from SN1PEPF0002529E.namprd05.prod.outlook.com

(2a01:111:f403:f90e::4) by PH2PEPF0000385A.outlook.office365.com
(2603:1036:903:48::3) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.28 via Frontend Transport; Tue,
28 Apr 2026 17:14:59 +0000

Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)

header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;

Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.147.100 as permitted sender)

Received: from webmail.t-mobile.com (208.54.147.100) by
SN1PEPF0002529E.mail.protection.outlook.com (10.167.242.5) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:59 +0000

Received: from ppolwexch0009b.gsm1900.org (10.13.45.54) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:14:25 -0700

Received: from PRDPWEXCH0048.gsm1900.org (10.135.29.23) by
ppolwexch0009b.gsm1900.org (10.13.45.54) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.2.2562.35; Tue, 28 Apr 2026 10:14:24 -0700

Received: from SJ0PR08CU001.outbound.protection.outlook.com (10.74.154.62) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:24 -0700

Received: from BN9PR03CA0541.namprd03.prod.outlook.com (2603:10b6:408:138::6)
by DS0PR02MB9369.namprd02.prod.outlook.com (2603:10b6:8:14b::19) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr
2026 17:14:19 +0000

Received: from BN1PEPF00004686.namprd03.prod.outlook.com
(2603:10b6:408:138:cafe::d4) by BN9PR03CA0541.outlook.office365.com
(2603:10b6:408:138::6) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue,
28 Apr 2026 17:14:18 +0000

Authentication-Results-Original: spf=softfail (sender IP is 208.54.98.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)

header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;

Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.98.100 as permitted sender)

Received: from webmail.t-mobile.com (208.54.98.100) by
BN1PEPF00004686.mail.protection.outlook.com (10.167.243.91) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:18 +0000

Received: from PRDTWEXCH0045.gsm1900.org (10.94.120.25) by
PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:14:17 -0700

Received: from CY3PR08CU001.outbound.protection.outlook.com (10.136.58.141) by

PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:17 -0700
Received: from SA0PR11CA0108.namprd11.prod.outlook.com (2603:10b6:806:d1::23) by PH0PR02MB9407.namprd02.prod.outlook.com (2603:10b6:510:28a::7) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr 2026 17:14:13 +0000
Received: from SN1PEPF000252A1.namprd05.prod.outlook.com (2603:10b6:806:d1:cafe::ff) by SA0PR11CA0108.outlook.office365.com (2603:10b6:806:d1::23) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue, 28 Apr 2026 17:14:13 +0000
Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning proton.me discourages use of 208.54.147.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.147.100) by SN1PEPF000252A1.mail.protection.outlook.com (10.167.242.8) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:11 +0000
Received: from PRDPWEXCH0048.gsm1900.org (10.135.29.23) by PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61; Tue, 28 Apr 2026 10:14:10 -0700
Received: from DS2PR08CU001.outbound.protection.outlook.com (10.74.154.62) by PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:10 -0700
ARC-Seal: i=2; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=fail; b=gt6f3dQ6w3cm0LR0tBYc/IhnbmuGFc3G3Qkk0wZoESiX+CDWP+pOrpQYu+/WDffpD8eWETOqtx7V95eKP4uKMytiHr2KiHtTn058Wm1T9RBdxvIX+rSlvvno7f62wS/NlseoUgv/MwVjQpRLqeoSICpd3fNJ4eP90ityZ3sOp/jOaK54ij5zxAhoY+q76boa8LC2sH4eh/vUEbnIT6sya53JjfeK17yLQx6+IhBXe2pkUnvYSjGwhKkzqjR40PMuAuwnZ0kidQNZpky5/kk7/69ghag3lXYHpJwqA8BVFDi88XG5hPy+dIDLNVstgIuHJ+QeEBart+EZOZk0J93w==
ARC-Message-Signature: i=2; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com; s=arcselector10001; h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1; bh=0gcpVx2AUkAqjL+yeCK2vbOKet9GFp9nreb/sX+x++E=;

b=q+0LExME0V8JeCA4NfmPX6v271Y15Yifo3c6hg60n9TjK+PbXxRVK8h0WTGizmiu0G0aCHBmNooGVE0GYqefgEbAswy+IbcN09GaLIZQW0AIQgl1Qw5Wc+uF4zJrN+YE4N9NkBsEGDtOkTTOeSCUs2HfkBmc949FVqeq0EkpnrFfkXM6YqHqiHqnS61gxbpZ/FLLmFAA8Nm/vIDDzju5TB1muI61RCfEC1Row1SMRdfkmrSIS8ZnIuDAZdcp6V/doCNSaC10wUUFk5JnoiewZoL1ebdhKje35nd+rYBAif/hTdCzkNSNF/9VY5+udl8tPApUxjLLB1QGwqmAsskg==

ARC-Authentication-Results: i=2; mx.microsoft.com 1; spf=softfail (sender ip is 208.54.147.100) smtp.rcpttodomain=t-mobilesupport.com smtp.mailfrom=proton.me; dmarc=fail (p=quarantine sp=quarantine pct=100) action=quarantine header.from=proton.me; dkim=fail (body hash did not verify) header.d=proton.me; arc=fail (47)

Received: from BN9PR03CA0378.namprd03.prod.outlook.com (2603:10b6:408:f7::23) by PH8PR02MB11426.namprd02.prod.outlook.com (2603:10b6:510:3a5::6) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr 2026 17:14:08 +0000

Received: from BL6PEPF00020E62.namprd04.prod.outlook.com (2603:10b6:408:f7:cafe::35) by BN9PR03CA0378.outlook.office365.com (2603:10b6:408:f7::23) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.28 via Frontend Transport; Tue, 28 Apr 2026 17:14:08 +0000

Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me;dmarc=fail action=quarantine header.from=proton.me;

Received-SPF: SoftFail (protection.outlook.com: domain of transitioning proton.me discourages use of 208.54.147.100 as permitted sender)

Received: from webmail.t-mobile.com (208.54.147.100) by BL6PEPF00020E62.mail.protection.outlook.com (10.167.249.23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:08 +0000

Received: from PRDPWEXCH0048.gsm1900.org (10.135.29.23) by PRDPWEXCH0047.gsm1900.org (10.135.29.22) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61; Tue, 28 Apr 2026 10:14:06 -0700

Received: from CO1PR08CU001.outbound.protection.outlook.com (10.74.154.63) by PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:06 -0700

ARC-Seal: i=1; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=none; b=nVeFccHenr30PhIj06EykkEuKrQ2sj5hdtFLwpnjbTTUDCxLMlZHT32hPzBrO+7U1RqSfP21MHN5ZbztCttWSVMPxhtCfc8I5NW3rT6d5zbZQH7pVajzbMlt/oj42s2HfT4WzcBKQpQYdE9BrGfIRpwZFDwXy+I2QdMHR81YTMSAxFkLBWuNkGWhj0LxC3wC9gqPFfw9NbUufvvVxLHEOES41MtUby4Ycj6Umq/1klcS3VooHdPS9XBtJjJTYxQ8i0iYnRbUIMWX7ZtOH4YyOxD/DPfLgcgD8plMlIisID0MF9r7CjwbYhp8aRuDovLt0T8jJypKfeo5GRsy2sckSw==

ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com; s=arcselector10001; h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1; bh=BQh29R/INS0iUzkF1fY8FRGVw/VZH3JVJBa/a09vD3k=;

b=TM3FVTFzCw0x77sr6E00ItPqGqW0T1QzacqpbvhAcBeOCVSUDVDBshI2ATIU0vteytVsGsjDo14qpKeVNWG2MqWP/pMw+vEEnsNJc2RE0pd5JbVdS/npfZ+XuKroLg5hEhifuMzZexK4N4P8r71y90mXcZWz0DnhtYg8+FFEKUs2fKzb21YG3i8LDuyg8UUC/8g9IWsoTcfzXqFzy9Vie6dXc+1vymU5rFpyCJimanZj3x2Y8UXmXKT8PVIYuuGapSubd4X4n4NUKIU0ErnHswI705+gN

CZ98XprMLUOAZ1QG5WEVAM951GJKHPXU1KWUW1VUKLWNG1UOMZD1RDKW==

ARC-Authentication-Results: i=1; mx.microsoft.com 1; spf=pass (sender ip is 79.135.106.101) smtp.rcpttodomain=t-mobilesupport.com smtp.mailfrom=proton.me; dmarc=pass (p=quarantine sp=quarantine pct=100) action=none header.from=proton.me; dkim=pass (signature was verified) header.d=proton.me; arc=none (0)

Received: from BY3PR04CA0004.namprd04.prod.outlook.com (2603:10b6:a03:217::9) by IA1PR02MB9442.namprd02.prod.outlook.com (2603:10b6:208:3fd::15) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr 2026 17:14:02 +0000

Received: from C01PEPF00012E65.namprd05.prod.outlook.com (2603:10b6:a03:217:cafe::fa) by BY3PR04CA0004.outlook.office365.com (2603:10b6:a03:217::9) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue, 28 Apr 2026 17:14:02 +0000

Authentication-Results-Original: spf=pass (sender IP is 79.135.106.101) smtp.mailfrom=proton.me; dkim=pass (signature was verified) header.d=proton.me; dmarc=pass action=none header.from=proton.me; compauth=pass reason=100

Received-SPF: Pass (protection.outlook.com: domain of proton.me designates 79.135.106.101 as permitted sender) receiver=protection.outlook.com; client-ip=79.135.106.101; helo=mail-106101.protonmail.ch; pr=C

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Authentication-Results-Original: ppop.net; spf=pass smtp.mailfrom=ceesiphi@proton.me; dkim=pass header.s=protonmail header.d=proton.me; dmarc=pass header.from=proton.me

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Date: Tue, 28 Apr 2026 17:13:53 +0000

To: T-Mobile No Reply <no-replysf@t-mobilesupport.com>

From: ceesiphi <ceesiphi@proton.me>

Subject: Re: Total network failure

Message-ID: <M1nuRnGxiaIMxrEnZ2YBS1YLykjcRERlu5mYPi5F73wzqu6EBCV6DSma-7UaPwoBZ9wcaiM2-SxBJ5cylJu1_NvQpaPFCvLcA_1-gJgN32Y=@proton.me>

In-Reply-To: <PsEdYKE0QmKJ2vQdIrcRDg.gwGoeznsfh6VXzIUwjxTCwU@sfdc.net>

References: <PsEdYKE0QmKJ2vQdIrcRDg.gwGoeznsfh6VXzIUwjxTCwU@sfdc.net>

Feedback-ID: 185688191:user:proton

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MIME-Version: 1.0

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engine=ICAP:2.0.293,Aquarius:18.0.1143,Hydra:6.1.51,FMLib:17.12.100.49

definitions=2026-04-28_05,2026-04-28_01,2025-10-01_01

X-Proofpoint-Spam-Details: rule=tmo_inbound_notspam policy=tmo_inbound score=0

lowpriorityscore=0 suspectscore=0 malwarescore=0 phishscore=0

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adjust=0 reason=mlx scancount=1 engine=8.22.0-2604200000

definitions=main-2604280165 domainage_hfrom=5679

Return-Path: ceesiphi@proton.me

X-EOPAttributedMessage: 7

X-MS-Exchange-SkipListedInternetSender:

ip=[79.135.106.101];domain=mail-106101.protonmail.ch

X-MS-TrafficTypeDiagnostic:

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X-Forefront-Antispam-Report-Untrusted:

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X-CrossPremisesHeadersPromoted: PRDPWEXCH0048.gsm1900.org

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X-OriginatorOrg: TMobileUSA.onmicrosoft.com

X-MS-Exchange-CrossTenant-OriginalArrivalTime: 28 Apr 2026 17:31:25.7857

(UTC)

X-MS-Exchange-CrossTenant-Network-Message-Id: 9c40bca8-d3c4-4ce1-3cde-08dea54bf970

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X-OrganizationHeadersPreserved: SA1PR02MB8464.namprd02.prod.outlook.com

X-CrossPremisesHeadersFilteredByDsnGenerator:

SA1PR02MB8464.namprd02.prod.outlook.com

message/delivery-status

Reporting-MTA: dns;SA1PR02MB8464.namprd02.prod.outlook.com

Received-From-MTA: dns;webmail.t-mobile.com

Arrival-Date: Tue, 28 Apr 2026 17:31:26 +0000

Final-Recipient: rfc822;no-replysf@t-mobilesupport.com

Action: failed

Status: 5.4.12

Diagnostic-Code: smtp;554 5.4.12 SMTP; Hop count exceeded - possible mail loop detected on message id

<M1nuRnGxialMxrEnZ2YBSIYLykjcRERlu5mYPi5F73wzqu6EBCV6DSmA-7UaPwoBZ9wcaiM2-SxJB5cyLJu1_NvQpaPFCvLcA_1-gJgN32Y=@proton.me>

Remote-MTA: dns;PRDPWEXCH0048.gsm1900.org

X-Display-Name: T-Mobile No Reply

message/rfc822

Received: from BN9PR03CA0512.namprd03.prod.outlook.com (2603:10b6:408:131::7) by SA1PR02MB8464.namprd02.prod.outlook.com (2603:10b6:806:1f8::22) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9870.18; Tue, 28 Apr 2026 17:31:26 +0000

Received: from BN1PEPF00005FFE.namprd05.prod.outlook.com (2603:10b6:408:131:cafe::e7) by BN9PR03CA0512.outlook.office365.com (2603:10b6:408:131::7) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue, 28 Apr 2026 17:31:26 +0000

Authentication-Results: spf=softfail (sender IP is 208.54.98.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me;dmarc=fail action=quarantine header.from=proton.me;

Received-SPF: SoftFail (protection.outlook.com: domain of transitioning proton.me discourages use of 208.54.98.100 as permitted sender)

Received: from webmail.t-mobile.com (208.54.98.100) by BN1PEPF00005FFE.mail.protection.outlook.com (10.167.243.230) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:31:25 +0000

Received: from pttwexch0009d.gsm1900.org (10.139.9.110) by PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.51; Tue, 28 Apr 2026 10:20:52 -0700

15.1.2507.61, Tue, 28 Apr 2026 10:30:55 -0700

Received: from PRDTWEXCH0046.gsm1900.org (10.94.120.27) by
pttnwexch0009d.gsm1900.org (10.139.9.110) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
15.2.2562.35; Tue, 28 Apr 2026 10:30:53 -0700

Received: from CY3PR08CU001.outbound.protection.outlook.com (10.136.58.141) by
PRDTWEXCH0046.gsm1900.org (10.94.120.27) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:30:52 -0700

Received: from BY3PR04CA0012.namprd04.prod.outlook.com (2603:10b6:a03:217::17)
by SJ0PR02MB8659.namprd02.prod.outlook.com (2603:10b6:a03:3f4::13) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.28; Tue, 28 Apr
2026 17:30:49 +0000

Received: from CO1PEPF000075ED.namprd03.prod.outlook.com
(2603:10b6:a03:217:cafe::b9) by BY3PR04CA0012.outlook.office365.com
(2603:10b6:a03:217::17) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.29 via Frontend Transport; Tue,
28 Apr 2026 17:30:48 +0000

Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)
header.d=proton.me;dmarc=fail action=quarantine header.from=proton.me;

Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.147.100 as permitted sender)

Received: from webmail.t-mobile.com (208.54.147.100) by
CO1PEPF000075ED.mail.protection.outlook.com (10.167.249.36) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:30:48 +0000

Received: from PRDPWEXCH0047.gsm1900.org (10.135.29.22) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:15:46 -0700

Received: from BL2PR08CU001.outbound.protection.outlook.com (10.74.154.62) by
PRDPWEXCH0047.gsm1900.org (10.135.29.22) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:15:45 -0700

Received: from BN9PR03CA0547.namprd03.prod.outlook.com (2603:10b6:408:138::12)
by IA1PR02MB9419.namprd02.prod.outlook.com (2603:10b6:208:3f4::14) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr
2026 17:15:40 +0000

Received: from BN1PEPF00004686.namprd03.prod.outlook.com
(2603:10b6:408:138:cafe::e0) by BN9PR03CA0547.outlook.office365.com
(2603:10b6:408:138::12) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.28 via Frontend Transport; Tue,
28 Apr 2026 17:15:39 +0000

Authentication-Results-Original: spf=softfail (sender IP is 208.54.98.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)
header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.98.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.98.100) by
BN1PEPF00004686.mail.protection.outlook.com (10.167.243.91) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:15:39 +0000
Received: from PRDTWEXCH0045.gsm1900.org (10.94.120.25) by
PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:15:04 -0700
Received: from CY3PR08CU001.outbound.protection.outlook.com (10.136.58.140) by
PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:15:04 -0700
Received: from PH2PEPF0000385A.namprd17.prod.outlook.com (2603:10b6:518:1::7c)
by MW6PR02MB9815.namprd02.prod.outlook.com (2603:10b6:303:23c::20) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr
2026 17:14:59 +0000
Received: from SN1PEPF0002529E.namprd05.prod.outlook.com
(2a01:111:f403:f90e::4) by PH2PEPF0000385A.outlook.office365.com
(2603:1036:903:48::3) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.28 via Frontend Transport; Tue,
28 Apr 2026 17:14:59 +0000
Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100)
smtp.mailfrom=proton.me; dkim=fail (body hash did not verify)
header.d=proton.me; dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning
proton.me discourages use of 208.54.147.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.147.100) by
SN1PEPF0002529E.mail.protection.outlook.com (10.167.242.5) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:59 +0000
Received: from ppolwexch0009b.gsm1900.org (10.13.45.54) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:14:25 -0700
Received: from PRDPWEXCH0048.gsm1900.org (10.135.29.23) by
ppolwexch0009b.gsm1900.org (10.13.45.54) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.2.2562.35; Tue, 28 Apr 2026 10:14:24 -0700
Received: from SJ0PR08CU001.outbound.protection.outlook.com (10.74.154.62) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server

(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:24 -0700
Received: from BN9PR03CA0541.namprd03.prod.outlook.com (2603:10b6:408:138::6) by DS0PR02MB9369.namprd02.prod.outlook.com (2603:10b6:8:14b::19) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr 2026 17:14:19 +0000
Received: from BN1PEPF00004686.namprd03.prod.outlook.com (2603:10b6:408:138:cafe::d4) by BN9PR03CA0541.outlook.office365.com (2603:10b6:408:138::6) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue, 28 Apr 2026 17:14:18 +0000
Authentication-Results-Original: spf=softfail (sender IP is 208.54.98.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me;dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning proton.me discourages use of 208.54.98.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.98.100) by BN1PEPF00004686.mail.protection.outlook.com (10.167.243.91) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:18 +0000
Received: from PRDTWEXCH0045.gsm1900.org (10.94.120.25) by PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61; Tue, 28 Apr 2026 10:14:17 -0700
Received: from CY3PR08CU001.outbound.protection.outlook.com (10.136.58.141) by PRDTWEXCH0045.gsm1900.org (10.94.120.25) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:17 -0700
Received: from SA0PR11CA0108.namprd11.prod.outlook.com (2603:10b6:806:d1::23) by PH0PR02MB9407.namprd02.prod.outlook.com (2603:10b6:510:28a::7) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr 2026 17:14:13 +0000
Received: from SN1PEPF000252A1.namprd05.prod.outlook.com (2603:10b6:806:d1:cafe::ff) by SA0PR11CA0108.outlook.office365.com (2603:10b6:806:d1::23) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue, 28 Apr 2026 17:14:13 +0000
Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me;dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning proton.me discourages use of 208.54.147.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.147.100) by SN1PEPF000252A1.mail.protection.outlook.com (10.167.242.8) with Microsoft

SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:11 +0000
Received: from PRDPWEXCH0048.gsm1900.org (10.135.29.23) by PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61; Tue, 28 Apr 2026 10:14:10 -0700
Received: from DS2PR08CU001.outbound.protection.outlook.com (10.74.154.62) by PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id 15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:10 -0700
ARC-Seal: i=2; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=fail; b=gt6f3dQ6w3cm0OLr0tBYc/IhnobmuGFc3G3Qkk0wZoESiX+CDWP+pOrpQYu+/WDffpD8eWEToqtX7V95eKP4uKMytiHr2KiHtTn058Wm1T9RBdxvIX+rSlvno7f62wS/NlseoUgv/MwVjQpRLqeoSICpd3fNJ4eP90ityZ3sOp/jOaK54ij5zxAhoY+q76boa8LC2sH4eh/vUEbnIT6sya53JjfEK17yLQx6+IhBXe2pkUnvYSjGwhKkzqjR4OPMuAuwnZOkidQNZpky5/kk7/69ghag3IXYHpJwqA8BVFDi88XG5hPy+dIDLNVstgluHJ+QeEBart+EZOZk0J93w==
ARC-Message-Signature: i=2; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com; s=arcselector10001;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-MessageData-1;
bh=0gcpVx2AUkAqjL+yeCK2vbOKet9GFp9nreb/sX+x++E=;
b=q+0LExME0V8JeCA4NfmPX6v271YI5Yifo3c6hg6On9TjK+PbXxRVK8hOWTGizmiu0G0aCHBmNooGFLLMFAA8Nm/vIDDZju5TBlmul61RCfECiRow1SMRdfkmrSIS8ZnluDAZdcp6V/doCNSaC1OwUUfk5JnoiewZoL1ebdhKje35nd+rYBAif/hTdCzkNSNF/9VY5+udl8tPApUxjLLB1QGWqmAsskg==
ARC-Authentication-Results: i=2; mx.microsoft.com 1; spf=softfail (sender ip is 208.54.147.100) smtp.rcpttodomain=t-mobilesupport.com smtp.mailfrom=proton.me; dmarc=fail (p=quarantine sp=quarantine pct=100) action=quarantine header.from=proton.me; dkim=fail (body hash did not verify) header.d=proton.me; arc=fail (47)
Received: from BN9PR03CA0378.namprd03.prod.outlook.com (2603:10b6:408:f7::23) by PH8PR02MB11426.namprd02.prod.outlook.com (2603:10b6:510:3a5::6) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr 2026 17:14:08 +0000
Received: from BL6PEPF00020E62.namprd04.prod.outlook.com (2603:10b6:408:f7:cafe::35) by BN9PR03CA0378.outlook.office365.com (2603:10b6:408:f7::23) with Microsoft SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.28 via Frontend Transport; Tue, 28 Apr 2026 17:14:08 +0000
Authentication-Results-Original: spf=softfail (sender IP is 208.54.147.100) smtp.mailfrom=proton.me; dkim=fail (body hash did not verify) header.d=proton.me;dmarc=fail action=quarantine header.from=proton.me;
Received-SPF: SoftFail (protection.outlook.com: domain of transitioning

proton.me discourages use of 208.54.147.100 as permitted sender)
Received: from webmail.t-mobile.com (208.54.147.100) by
BL6PEPF00020E62.mail.protection.outlook.com (10.167.249.23) with Microsoft
SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.20.9846.18 via Frontend Transport; Tue, 28 Apr 2026 17:14:08 +0000
Received: from PRDPWEXCH0048.gsm1900.org (10.135.29.23) by
PRDPWEXCH0047.gsm1900.org (10.135.29.22) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61; Tue, 28 Apr 2026 10:14:06 -0700
Received: from CO1PR08CU001.outbound.protection.outlook.com (10.74.154.63) by
PRDPWEXCH0048.gsm1900.org (10.135.29.23) with Microsoft SMTP Server
(version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256) id
15.1.2507.61 via Frontend Transport; Tue, 28 Apr 2026 10:14:06 -0700
ARC-Seal: i=1; a=rsa-sha256; s=arcselector10001; d=microsoft.com; cv=none;
b=nVeFccHenr3OPhIjO6EykkEuKrQ2sj5hdtFLwpnjbTTUdCxLMIZHT32hPzBrO+
+7UIRqSfP21MHN5ZbztCttWSVMPxhtCfc8I5NW3rT6d5zbZQH7pVajzbMlt/
oj42s2Hft4WzcBKQpQYdE9BrqfIRpwZFDwXy+I2QdMHR81YTMSAxFkLBWuNkGWhj0LxC3wC9gqPFfV
lklcS3VooHdPS9XbTJjJTYxQ8i0iYnRbUIMWX7ZtOH4YyOxD/
DPfLgcgD8pIMlisiD0MF9r7CjwbYhp8aRuDovLt0T8jypKfeo5GRsy2sckSw==
ARC-Message-Signature: i=1; a=rsa-sha256; c=relaxed/relaxed; d=microsoft.com;
s=arcselector10001;
h=From:Date:Subject:Message-ID:Content-Type:MIME-Version:X-MS-Exchange-AntiSpam-
MessageData-ChunkCount:X-MS-Exchange-AntiSpam-MessageData-0:X-MS-Exchange-AntiSpam-
MessageData-1;
bh=BQh29R/INSOIuZkf1fY8FRGVw/VZH3JVJBa/aO9vD3k=;
b=TM3FVTFzCwOx77sr6EOOItpXGqwOT1QzacqpbvhAcBeOCVSUDVDBshI2ATIUVtEytVsgsjDo14qpl
pMw+vEEsNJc2RE0pd5JbVdS/
npfZ+XuKroLg5hEhifuMzZexK4N4P8r71y9OmXcZWzODnhtYg8+FFEKUs2fKzb21YG3i8LDuyg8UUC/8g
ARC-Authentication-Results: i=1; mx.microsoft.com 1; spf=pass (sender ip is
79.135.106.101) smtp.rcpttodomain=t-mobilesupport.com
smtp.mailfrom=proton.me; dmarc=pass (p=quarantine sp=quarantine pct=100)
action=none header.from=proton.me; dkim=pass (signature was verified)
header.d=proton.me; arc=none (0)
Received: from BY3PR04CA0004.namprd04.prod.outlook.com (2603:10b6:a03:217::9)
by IA1PR02MB9442.namprd02.prod.outlook.com (2603:10b6:208:3fd::15) with
Microsoft SMTP Server (version=TLS1_2,
cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.9846.26; Tue, 28 Apr
2026 17:14:02 +0000
Received: from CO1PEPF00012E65.namprd05.prod.outlook.com
(2603:10b6:a03:217:cafe::fa) by BY3PR04CA0004.outlook.office365.com
(2603:10b6:a03:217::9) with Microsoft SMTP Server (version=TLS1_3,
cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.26 via Frontend Transport; Tue,
28 Apr 2026 17:14:02 +0000
Authentication-Results-Original: spf=pass (sender IP is 79.135.106.101)
smtp.mailfrom=proton.me; dkim=pass (signature was verified)
header.d=proton.me;dmarc=pass action=none header.from=proton.me;compauth=pass

reason=100

Received-SPF: Pass (protection.outlook.com: domain of proton.me designates

79.135.106.101 as permitted sender) receiver=protection.outlook.com;

client-ip=79.135.106.101; helo=mail-106101.protonmail.ch; pr=C

Received: from mx0b-00025704.pphosted.com (148.163.143.120) by

CO1PEPF00012E65.mail.protection.outlook.com (10.167.249.74) with Microsoft

SMTP Server (version=TLS1_3, cipher=TLS_AES_256_GCM_SHA384) id 15.20.9846.18

via Frontend Transport; Tue, 28 Apr 2026 17:14:01 +0000

Received: from pps.filterd (m0489779.ppop.snet [127.0.0.1])

by mx0b-00025704.pphosted.com (8.18.1.11/8.18.1.11) with ESMTP id 63SEKrfB3937531

for <no-replysf@t-mobilesupport.com>; Tue, 28 Apr 2026 10:14:00 -0700

Authentication-Results-Original: ppop.snet; spf=pass

smtp.mailfrom=ceesiphi@proton.me; dkim=pass header.s=protonmail

header.d=proton.me; dmarc=pass header.from=proton.me

Received: from mail-106101.protonmail.ch (mail-106101.protonmail.ch [79.135.106.101])

by mx0b-00025704.pphosted.com (PPS) with ESMTPS id 4dsejcp3w-1

(version=TLSv1.3 cipher=TLS_AES_256_GCM_SHA384 bits=256 verify=NOT)

for <no-replysf@t-mobilesupport.com>; Tue, 28 Apr 2026 10:14:00 -0700 (PDT)

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed; d=proton.me;

s=protonmail; t=1777396438; x=1777655638;

bh=7oCmej3RQ7x5fZGOYIZ8v7TRNuvsk6tEibvSDXjOIQ=;

h=Date:To:From:Subject:Message-ID:In-Reply-To:References:

Feedback-ID:From:To:Cc:Date:Subject:Reply-To:Feedback-ID:

Message-ID:BIMI-Selector;

b=QxryZnsvHhU65bRizUAYjTdHNfd3MvhB+c6loejy6Wior+jGiPuSq7/N8q/Lpk+j

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Date: Tue, 28 Apr 2026 17:13:53 +0000

To: T-Mobile No Reply <no-replysf@t-mobilesupport.com>

From: ceesiphi <ceesiphi@proton.me>

Subject: Re: Total network failure

Message-ID:

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X-MS-Exchange-CrossTenant-OriginalArrivalTime: 28 Apr 2026 17:31:25.7857

(UTC)

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