**TODO**

Please help us investigate following:

* Is the level of bounces normal? (60-100 bounces per month). **- Yes, it's normal, currently our bounce rate is below 2%**
* Why did ode.d.fert.laboratorie@rsyd.dk (soft) bounce for over a year before it hard bounced? **- There may be different reasons for this, it will depend on the configuration/rules configured on their server. Analyzing the reasons given by SparkPost's report (MTA's bad reputation), which means that the IP address we are sending from is on a blacklist used by them, we suggest contacting them to be added to their whitelist.**
* Do we already have a “best practice” setup, where we have done everything we can to prevent bounces? – **Yes, our score it’s 100%.**
* Can we do a report that differs between soft bounces and hard bounces (emails getting marked as “Do not contact”). **– Not at Mautic, but we can provide a SparkPost report instead.**
* Other important stuff to know? **- Nothing to add at the moment.**