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Do SMS credits expire? How long credits stay in your SMS balance

WhatsApp & APIs

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Do SMS credits expire? How long credits stay in your SMS balance

WhatsApp & APIs Created on **November 10, 2026** 3 min read



The short answer: no. **SMS credits have no expiry date.** Once paid for, they stay in your SMS balance until you use them, whether you send this week or several months from now. There is no end date, and you do not lose credits for going a while without sending.

What changes your SMS balance

Your balance only changes when you buy, when you send or when a message does not go out. Time on its own takes nothing away:

What happens	What changes in the balance
You pay for a credit purchase	The credits you bought are added to the balance.
You send a message	1 credit is used for each part of the message.
A message fails	The system tries 2 more times, 10 minutes apart. If it still fails, the credits go back to your balance.
You test through the API in the Sandbox	Nothing: the messages are validated but neither sent nor charged.
Weeks or months go by without sending	Nothing: the credits are still there.

Where to see your balance

1. **On the SMS page in Meu MozOut, under Credits**, you see the balance and can buy more.

2 **In History, on the Balance tab**, you see every credit movement in and out: purchases, sends and refunds.

3 **Through the API**, `GET /v1/sms/balance` returns the balance in credits, the daily limit (`daily_limit`) and what you have sent today (`sent_today`). See **sending SMS through the API**.

Buying for several months pays off

Because credits do not expire, you can buy what you will use over several months in one go. And because **the whole order is charged at the price of the tier it falls into**, a bigger order can lower the price per SMS. The tiers are in **SMS credits and price tiers**.

Buying plan	Credits	Tier
4 one-part reminders a month to 1,500 customers, bought month by month	6,000 per order	5,001 to 10,000
The same reminders, three months bought at once	18,000	10,001 to 25,000
The same reminders, six months bought at once	36,000	25,001 to 50,000

Do the maths before you buy.
Multiply your number of contacts by the parts in each message and by the number of sends per month. Knowing how many parts a message has is the key step: see **how many credits an SMS uses**.

SMS balance and account credit are not the same thing

Your **SMS balance** is counted in credits and is only for sending messages. Your **Meu MozOut account credit** is money: that is where, for example, the refund for **a Sender ID rejected after payment** goes. They are two separate balances.

What if you deactivate SMS?

On the SMS page in Meu MozOut you can deactivate the service. **Your credit balance is kept** and you can reactivate it whenever you like. Before you confirm, the page explains what happens next.

The balance is not the only limit.
Besides credits, there is a daily sending limit per account. For a large campaign, keep that in mind when you pick the day and time to send.

RECOMMENDED

On the SMS page, see the price tiers and work out how many credits to buy.

See SMS prices →

SEE ALSO

- SMS credits and price tiers: how buying works and how to pay less per message →
- How many credits an SMS uses: 160, 153, 70 and 67 characters explained →
- SMS history and scheduling: statuses, filters and what happens when a message fails →
- Bulk SMS for businesses: what it is, what it costs and how to start →
- Sending SMS through the API: key, permissions, Sandbox and your first request →
- Sender ID rejected: refund as account credit and how to request it again →

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