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When All in One AI is suspended: the account_suspended error and what to do

Getting Started & Activation

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-2959	v2026.11.28	Mozambique · English

MozOut Mozambique
RLX Holdings, S.A. · Group RLX Holdings
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https://www.meu.mozout.co.mz/knowledgebase/2959

When All in One AI is suspended: the account_suspended error and what to do

Getting Started & Activation Created on **November 28, 2026** 2 min read



A suspended All in One AI account makes no AI requests, neither on the page nor through the API. Your balance and everything you created are kept. Only our team suspends an account, and we always give the reason.

How you know the account is suspended

1. You get the "AI Account Suspended" email, with the reason and the balance that is kept.
2. The **All in One AI** page shows the "All in One AI account suspended" card, with the reason given by our team, instead of the tabs.
3. Through the API, requests answer `403` with the code `account_suspended`.

What stops and what carries on

Stops	Carries on
Chat, images, video and voice, on the page and through the API.	Through the API, reading the model list and your balance.
Agents: using them, creating new ones and adding knowledge.	Your balance, agents, conversations and history are kept.
New conversations.	A paid credit invoice still goes into the balance.

A `sandbox_` key gets the same error. The error message does not include the reason: the reason is in the email and on the page.

The other account_* codes

Code	What it means	What to do
`account_inactive`	All in One AI was never activated on this account.	Activate it on the page.
`account_deactivated`	The client deactivated it.	Reactivate it on the page, at no cost.
`account_suspended`	Our team suspended the account.	Open a support ticket.
`account_terminated`	Our team terminated the account.	If you think it is a mistake, or you still had credits, open a support ticket.

What to do

1. Read the reason, in the email or on the page.
2. Click **Open a support ticket** and answer what the reason asks for.
3. Once it is resolved, we reactivate the account and you get the "AI Account Reactivated" email. Your balance, agents, conversations and history come back as they were.

Buying credits does not reactivate a suspended account.
The credits from a paid invoice go into the balance, but the account stays suspended until our team reactivates it.

Do not confuse it with a suspended Coding Plan.
There it is the plan that stops, because of an unpaid plan invoice: requests stop using points and are paid with your credit balance. Pay the open invoice to use the plan again. And a `403` with `insufficient_scope` is something else: the key does not have `ai:write`.

RECOMMENDED

Got a suspension notice? See the reason on the All in One AI page.

See All in One AI →

SEE ALSO

- The emails All in One AI sends: activation, credits added, suspension and reactivation
- Deactivating or reactivating All in One AI: what is kept and what stops
- Asking us about an AI request: where to find the Correlation ID
- Errors when setting up a tool with All in One AI: 401, model not found, no credits, /v1 and rejected config files
- All in One AI

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