

# Support Portal | Registry Services

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## Contact:info returns "Contact not found" but contact is associated with a domain, why is that?

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This error can be due to several things:

- The specified ROID is incorrect
- The authorization code is incorrect
- The contact you want more information about is not the registrant of the domain name.

More information can be found in the the section *Contact Rules and Policies* of the EPP documentation which is available here on the registrars' website under [Downloads](#).