

# Support Portal | Registry Services

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

---

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

A.A - 2021-06-10 - Tech

This error can be due to several things:

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

More information on this can be found under the section "Contact Rules and Policies" in the EPP specification which you will find here, <https://support.registry.se/guides>.