Your OneDrive files and photos are at risk

1 mensagem

Microsoft365 <Microsoft365@notificationemails.microsoft.com>
Responder a: noreply <replies@microsoft.com>
Para: lopesleonardovc@gmail.com

9 de junho de 2026 às 20:28

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Microsoft

Manage your storage to keep your files and photos protected



Your **lopesleonardovc@gmail.com** personal account is currently frozen because you're **6.98 GB** over your storage limit of **5 GB.** Your files are still there. However, your cloud storage **will be deleted on or after 12/2/2025 12:00:00 AM** unless you remove files you don't need or upgrade your account.

While your account is frozen, you will not be able to:

- Save and back up new files, photos or videos to OneDrive
- Sync files across your devices
- Send and receive emails from Outlook.com

If your cloud storage is deleted, you won't be able to retrieve any previously saved files or send any emails.

Get more storage

Why am I over my storage limit?

There are a few possible reasons that you're out of storage:

- The total storage used by your files, content and email attachments exceeds the amount of storage allowed by your current Microsoft 365 plan. Review and upgrade your plan.
- Your Microsoft 365 or OneDrive subscription was not renewed. Visit your account page to check your subscription.
- A storage bonus previously granted to your account has now expired.

Learn more about what it means to be frozen.

What do I need to do to avoid deletion?

You have two options to avoid deletion:

- Delete files to reduce your Microsoft storage below 5 GB. You can see your storage usage in your Manage storage page.
- Subscribe to a Microsoft 365 plan that will increase your storage above your current storage amount. To find the right plan for you, view subscription options.

Need more space?
More Microsoft 365 options for you

Microsoft 365 Basic



- 100 GB of cloud storage

Microsoft 365 Personal



- 1 TB of cloud storage

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