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API request limits: per key, per account and per task, the headers and what to do after a 429

WhatsApp & APIs

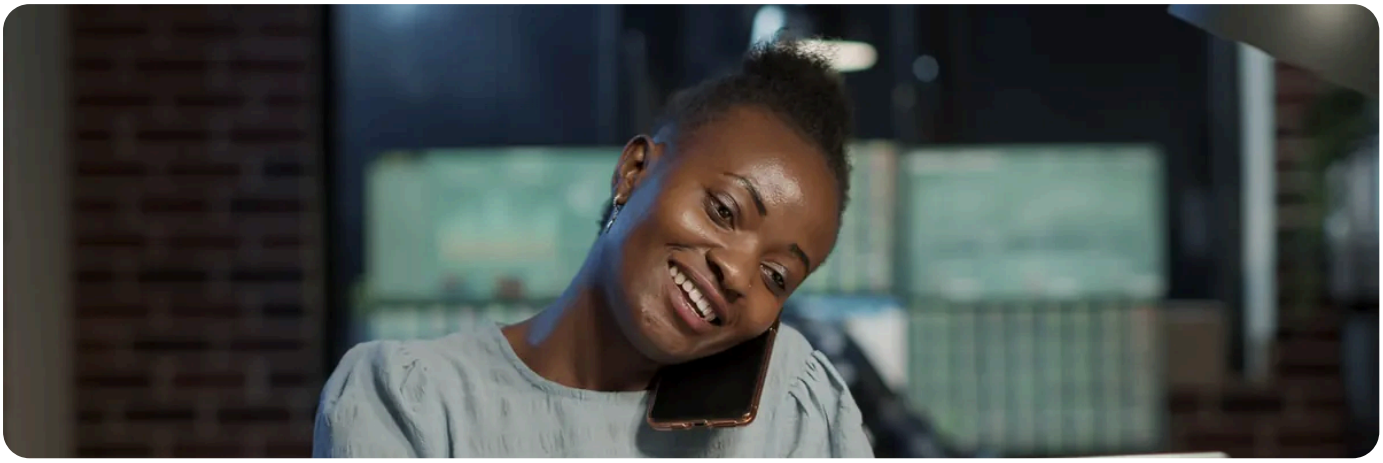
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API request limits: per key, per account and per task, the headers and what to do after a 429

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The short answer: with a valid key you can make **90 requests per minute, per key**, and **300 per minute across the whole account**, adding up all keys. Some tasks have their own, lower limits. When you go over, the API answers `429` with a `Retry-After` header: wait that long and try again.

General and per-task limits

Who asks, or what	Limit
With a valid key	90 requests per minute, per key
The whole account, all keys together	300 requests per minute
Without a valid key	30 requests per minute, per IP
Checking domain names	30 per minute, per account
Changing domains, DNS, renewal cycle and SMS, and closing tickets (shared limit)	20 per minute, per account
Buying domains and extras and paying invoices (shared limit)	5 per minute, per account
Reading nameservers, lock, contacts and DNS zone	30 per minute, per account (answers from the 60-second copy do not count)
Requesting the transfer code	3 per hour, per account
Opening tickets	10 per hour, per account
Replying to tickets	30 per hour, per account

Who asks, or what	Limit
Downloading an invoice PDF	20 per minute, per account
Searching the Knowledge Base	30 per minute, per account
Requesting a cancellation	5 per hour, per account

`GET /v1/ping` and `GET /v1/openapi.json` always count per IP, even with a key. A request body can be up to 1 MB.

Hosting, e-mail and server limits

Area	Limit
Hosting: changes	20 per minute, per hosting account
Hosting: cPanel login link	5 per minute
E-mail: changes	20 per minute, per hosting account
E-mail: passwords	10 per minute
Servers: between actions on the same server	15 seconds
Servers: actions across the account	10 per minute
Servers: new passwords	5 per hour, across the account
Servers: reinstalls or restores	3 per hour, across the account

For hosting and servers, `sandbox_` keys have these limits separately: testing in Sandbox does not use up the Production ones.

> **These are the current values and they can change.**
> Do not hard-code them: read the headers on each answer, which always say what applies at that moment.

The headers that keep count for you

Header	What it says
`X-RateLimit-Limit`	Requests allowed per minute.
`X-RateLimit-Remaining`	Requests left this minute.

Header	What it says
`X-RateLimit-Reset`	When the minute ends, in Unix seconds.
`Retry-After`	Only on a `429`: how many seconds to wait.

`GET /v1/limits` returns the same values, plus the key's spending limit. Any valid key can call it.

What to do when you get a 429

1. **Wait at least the `Retry-After` time** before retrying.
2. **If the `429` repeats**, wait longer on each attempt.
3. **Avoid very fast polling loops.** For a long-running operation, check its status at a calm pace instead of asking non-stop: see **long-running operations**.
4. **For lists, use `per_page=100`**: every page counts as one request, and fewer pages mean fewer requests. See **pagination**.

Several programs hitting the account limit?
The 300 per minute adds up every key. If a reporting script uses a lot, space it out: your other programs will thank you.

RECOMMENDED

Want to see the limits live? The documentation, reached from the API page, shows them on every Playground answer.

See the API page →

SEE ALSO

- Our API's error codes: what each one means, and which ones are worth retrying →
- Paginated lists in our API: page, per_page and reading every page without wasting requests →
- Long-running API operations: the 202 answer, the action_id and following the result →

Idempotency-Key in our API: repeating a purchase, payment or ticket without doing it twice

API Sandbox or Production: what each key really does, and moving your program to production

Timeouts, retries and idempotency: how not to charge a customer twice

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