

What are Openprovider API calls limits?

Question

How many calls can be sent to Openprovider API until access is blocked/denied?

Answer

There are two patterns of API calls that can lead to API access block based on various conditions:

- 1. **Identical calls** - any calls to the Openprovider API using valid credentials, where all arguments are identical
- 2. **Failed login attempts** - any calls to the Openprovider API using invalid credentials

Call type	Rate limits (LIVE)	Response	API access block time
Identical calls Excluded commands: (because other rules are applied) 'createDomainRequest', 'checkDomainRequest', 'generateTokenAuthRequest', 'createCustomerPhoneVerificationRequest'	300 calls / 300 seconds	10005 Access denied	Until removed manually
Identical calls of 'checkDomainRequest'	20 calls / 300 seconds	Calls limit has been reached	300 seconds
Identical calls of 'createDomainRequest'	15 call / 300 seconds	4007 API access temporarily blocked because of	300 seconds
Failed login attempts	100 calls / 3600 seconds	Calls limit has been reached	20 minutes

REST API token generation requests (generateTokenAuthRequest)	30 calls / 60 seconds	Calls limit has been reached	1 minute reached
Identical calls of checkDomainRequest for the following TLDs: 'eu', 'xn--e1a4c', 'uk', 'co.uk', 'org.uk', 'me.uk', 'it', 'ch', 'fi', 'fr'	60 calls / 60 seconds	Calls limit has been reached	1 minute reached
Incorrect/invalid operations or API Calls for .eu	10 errors / 1200 seconds	Invalid extension. This domain extension is not supported by Openprovider	Until removed by Openprovider Support
Identical calls createCustomerPhoneVerificationRequest	1 call / 60 seconds	50 Calls limit has been reached	60 seconds reached

Note

The API call limits are in place to prevent exceeding the thresholds set by registries and providers, which could impact all customers using these services. For this reason, we cannot increase the API limit or whitelist any IP address. Resellers are requested to ensure API calls, especially identical calls, are executed in batches and within the specified limits to avoid blocks.

TIPS:

1. To restore API access in case of '10005 Access denied': **log in to your RCP account > Navigate to [Contacts overview](#) > Click on the blocked contact > Remove blocked IP from the blacklist**
2. To restore API access in case of 'Calls limit has been reached' - wait for 20 minutes after the block or contact Openprovider support team

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