



We have marked a few APIs as deprecated this year. Please visit the [API deprecation](#) to get information about deprecation and decommission dates for APIs.



[Home](#) > Premium Support

Premium Support

Browse our [FAQ](#) for common help topics, search for issues similar to yours in our [knowledge base](#), get help in our [eBay Developer Forums](#).

For premium support, select a contact from your profile and eBay Developer Technical Support (DTS) will give formal help and support.

Switch User

Ives, Ga ▾

Premium Support Status: [Active](#)

Available: [1.0 hours](#)

My Tickets

Purchase Hours

Request Support

[App Check](#)

Support Operation Hours:

Monday to Friday : 8:30AM to 5:30PM Pacific Time

- Please ensure that your application is live and your API usage is approaching the default call limit: [API Call Limits](#)
- We cannot pass applications which does not have usage or in beta versions.
- To increase your rate limit beyond the default 5,000 calls/day, you must successfully complete the Compatible Application Check process. As you can imagine, we have many requests for increased rate limits, so please be patient as we work through our backlog to the app check form.
- To ensure the fastest service, please make sure to provide the following in your Compatible Application Check request:
 - Describe your application purpose and flow as accurately as possible, including which calls it uses
 - If you are affiliated with the eBay Partner Network, please provide your publisher ID
 - Include your application URL
 - Provide accurate, forecasted daily API usage/call volume

Application Title / Summary*

Application Title / Summary

Application Details* ⓘ

Application Details

Products* ⓘ

Select Product

Purpose of Request* ⓘ

Increase my call limit

Programming Language* ⓘ

Programming Language

Compatibility Level* ⓘ

Compatibility Level

Format* ⓘ

All

Affiliate Program* 

☐ Yes

☐ No

Application ID* 

Application ID

Application Type*

☐ Web Based

☐ Desktop

Content Display*

☐ Public

☐ Automated

☐ User

Application URL* 

Application URL

eBay Logo Used On The Application* 

eBay Logo Used On The Application

Number of Simultaneous Threads* 

Number of Simultaneous Threads

Password Collection* ⓘ

Password Collection

Auth & Auth* ⓘ

Auth & Auth

Message Field* ⓘ

Message Field

Denial of Service* ⓘ

Denial of Service

XSS Attacks* ⓘ

XSS Attacks

SQL Attacks* ⓘ

SQL Attacks

CSRF Attacks* ⓘ

CSRF Attacks

System Errors* ⓘ

System Errors

Application Errors* ⓘ

Application Errors

Call Volume Estimate* ⓘ

Call Volume Estimate

Declaration* ⓘ

Declaration

Cc ⓘ

Cc

Attach Documents ⓘ

Choose Files no files selected

Please ensure that you have done the following:

[Used the correct eBay Logo in your application](#)

[Meet the compatible application check requirements](#)

[Understood the eBay policies for developers](#)

Submit

Save
as
Draft

Clear

Support

FAQs and Contact Channels

Developer Help Center

API Status

Request Support

Knowledge Base

Developer Forums

eBay Software Development Kits

API Information

API License Agreement

API Documentation

API Call Limits

Marketing Handbook

Apps Center

Solutions Directory

Programs

About Us

eBay Developers Program News

Affiliate Developers