

phone_number_quality_update webhook reference | Developer Documentation

phone_number_quality_update webhook reference

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This reference describes trigger events and payload contents for the WhatsApp Business Account **phone_number_quality_update** webhook.

The **phone_number_quality_update** webhook notifies you of changes to a business phone number's [throughput level](#).

Triggers

A business phone number's throughput level changes.

Parameters

Placeholder	Description	Example value
<code><BUSINESS_DISPLAY_PHONE_NUMBER></code> <i>String</i>	Business display phone number.	<code>15550783881</code>

Placeholder	Description	Example value
<p data-bbox="113 170 293 197"><CURRENT_LIMIT></p> <p data-bbox="108 203 177 230">String</p>	<p data-bbox="576 170 938 232">This field will be removed in February, 2026. Use</p> <p data-bbox="576 241 1002 300">max_daily_conversations_per_business instead.</p> <p data-bbox="576 318 986 392">Indicates current messaging limit or throughput level.</p> <p data-bbox="576 400 746 427">Values can be:</p> <p data-bbox="576 436 1007 495">TIER_50 - Indicates a messaging limit of 50.</p> <p data-bbox="576 504 959 562">TIER_250 - Indicates a messaging limit of 250.</p> <p data-bbox="576 571 1007 629">TIER_2K - Indicates a messaging limit of 2,000.</p> <p data-bbox="576 638 959 696">TIER_10K - Indicates a messaging limit of 10,000.</p> <p data-bbox="576 705 970 763">TIER_100K - Indicates a messaging limit of 100,000.</p> <p data-bbox="576 772 1007 875">TIER_NOT_SET - Indicates the business phone number has not been used to send a message yet.</p> <p data-bbox="576 884 975 976">TIER_UNLIMITED - Indicates the business phone number has higher throughput.</p>	<p data-bbox="1054 170 1219 197">TIER_UNLIMITED</p>
<p data-bbox="113 1008 201 1034"><EVENT></p> <p data-bbox="108 1041 177 1068">String</p>	<p data-bbox="576 1019 1010 1081">Messaging limit change or throughput change event.</p> <p data-bbox="576 1090 746 1117">Values can be:</p> <p data-bbox="576 1126 983 1218">ONBOARDING - Indicates the business phone number is still being registered.</p> <p data-bbox="576 1227 1002 1355">THROUGHPUT_UPGRADE - Indicates the business phone number's throughput level has increased to higher throughput.</p>	<p data-bbox="1054 1008 1267 1034">THROUGHPUT_UPGRADE</p>

Placeholder	Description	Example value
<p><MAX_DAILY_MESSAGES_LIMIT> String</p>	<p>Indicates a change to the owning business portfolio's messaging limit or throughput change.</p> <p>Values can be:</p> <p><code>TIER_50</code> - Indicates a messaging limit of 50.</p> <p><code>TIER_250</code> - Indicates a messaging limit of 250.</p> <p><code>TIER_2K</code> - Indicates a messaging limit of 2,000.</p> <p><code>TIER_10K</code> - Indicates a messaging limit of 10,000.</p> <p><code>TIER_100K</code> - Indicates a messaging limit of 100,000.</p> <p><code>TIER_NOT_SET</code> - Indicates the business phone number has not been used to send a message yet.</p> <p><code>TIER_UNLIMITED</code> - Indicates the business phone number has higher throughput.</p>	<p><code>TIER_2K</code></p>
<p><OLD_LIMIT> String</p>	<p>This parameter will be removed in February, 2026. Use <code>max_daily_conversations_per_business</code> instead.</p> <p>Indicates old messaging limit.</p> <p>Values can be:</p> <p><code>TIER_50</code> - Indicates a messaging limit of 50.</p> <p><code>TIER_250</code> - Indicates a messaging limit of 250.</p> <p><code>TIER_2K</code> - Indicates a messaging limit of 2,000.</p> <p><code>TIER_10K</code> - Indicates a messaging limit of 10,000.</p> <p><code>TIER_100K</code> - Indicates a messaging limit of 100,000.</p> <p><code>TIER_NOT_SET</code> - Indicates the business phone number has not been used to send a message yet.</p>	<p><code>TIER_UNLIMITED</code></p>
<p><WEBHOOK_TRIGGER_TIMESTAMP> Integer</p>	<p>Unix timestamp indicating when the webhook was triggered.</p>	<p><code>1739321024</code></p>
<p><WHATSAPP_BUSINESS_ACCOUNT_ID> String</p>	<p>WhatsApp Business Account ID.</p>	<p><code>102290129340398</code></p>

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