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Generated on 22/10/2026 05:11

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I renewed my hosting but the domain still shows as expiring: two renewals, two dates

Billing & Payments

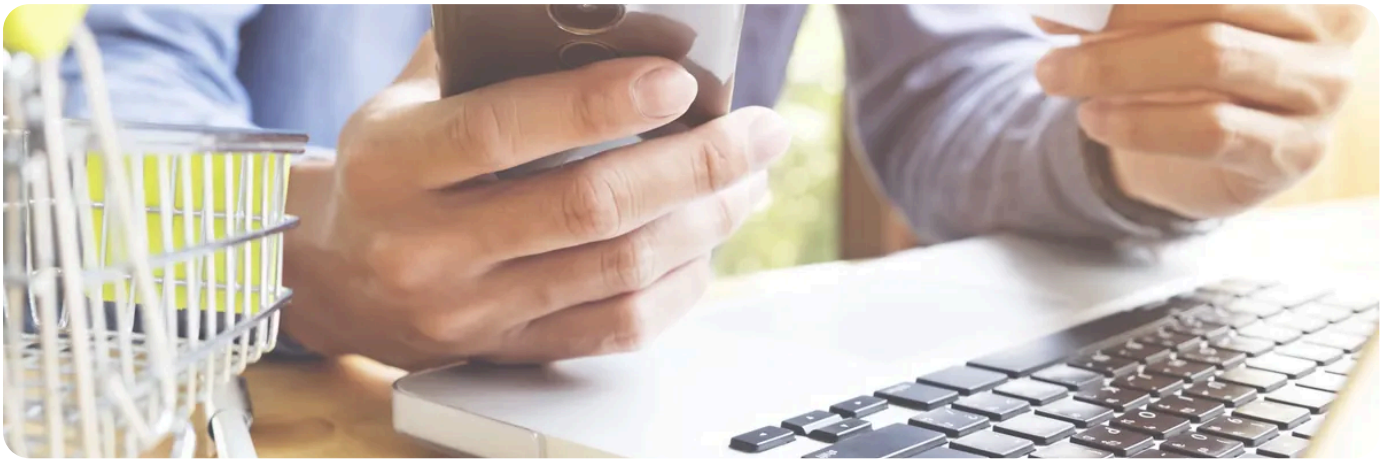
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1310	v2026.10.21	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1310

I renewed my hosting but the domain still shows as expiring: two renewals, two dates

Billing & Payments Created on **October 10, 2026** Updated on **October 21, 2026** 3 min read



Renewing hosting **does not renew the domain**, and renewing the domain does not renew the hosting. They are two services with separate invoices and separate dates, which is why one can be up to date while the other is heading for expiry.

What each payment extends

What you paid	What it extends	Where you see the date
The hosting invoice	The plan: the site, the e-mail and the space on the account.	In My Interweb, in the list of services, in the next due date field.
The domain invoice	The name: the address of the site and of the e-mails.	In My Interweb, in the list of domains, in the expiry date; and in the public **WHOIS** lookup.
Only one of the two	Only that one. The other keeps the date it had.	In both lists, side by side.

If the idea is still hazy, read **the difference between a domain and hosting**.

Checking and fixing it, step by step

1. Open My Interweb, the list of **domains**, and read the expiry date of the domain concerned.

2. Open the list of invoices and look for an **unpaid** invoice carrying the domain name. That is the one that renews the name.

3. Pay it. While the invoice is open, the domain has not been renewed: it is the confirmed payment that extends the term, not the invoice being issued.

4. After a few minutes, open the list of domains again. The new date should appear there and, later, in the WHOIS lookup.

5. If you paid and the date did not change, open a ticket with the full domain name and the invoice number.

Two cases cause confusion. The first: if you registered the domain for several years, the expiry date is far off and the domain invoice only arrives close to it, so nothing is missing. The second: changing the hosting cycle (from monthly to yearly, for example) changes the hosting invoices and leaves the domain as it was. Each service has its own cycle, and only paying for that service extends it.

A simple rule to avoid slips: now and then, open both lists in My Interweb, services and domains, and read the dates side by side. Two minutes, twice a year.

The domain can expire with the hosting fully paid.
The files stay intact, but the address stops answering and e-mail on that domain stops arriving. See **what happens to an expired domain**.

Two ways to stop thinking about this.
Switch on automatic renewal for the domain in My Interweb, domain by domain, and, where the extension allows it, renew for several years at once. And keep the account's contact e-mail on an address you read every day, preferably outside the domain itself. See **deadlines, reminders and what you lose**.

NEED A HAND?

Want to know when each of your domains and services expires? Ask us for the list.

Open a support ticket →

SEE ALSO

- **Domain renewal: deadlines, reminders and what you lose** →
- **Expired domain: what happens and how long you have to recover it** →
- **How to cancel a service and keep only the domain** →

Renew a domain

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