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An invoice or renewal notice from a company you do not know: how to check if it is real

Billing & Payments

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Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
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An invoice or renewal notice from a company you do not know: how to check if it is real

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If the message comes from a **company you never bought from** and asks for money for a domain, a website or a "listing", it is most likely a scam. Whoever registers a domain ends up with details that may be public, and some people use them to send notices that look official. This article covers that case; to know whether a message in the name of Interweb is really ours, see **how to tell whether an e-mail really came from us**.

The most common patterns

What the message says	Why it is suspicious
"Your domain is expiring, renew here", from a company that is not yours	Whoever renews your domain is whoever registered it for you. A third-party notice asking for payment is not a renewal: it may be a transfer to another company in disguise.
An invoice for a "directory listing", "ranking" or "search submission"	You ordered nothing. The message presents the invoice as an obligation; it is not.
An attachment or a link to "view the invoice"	A real invoice exists in your account, and that is where you see it.
An urgent deadline and a threat	The hurry is there so you pay without checking.
Asks you to pay into a new account or a phone number	The real payment details are on the invoice, in My Interweb, and do not travel by e-mail.

How to check, step by step

1. **Do not click, do not reply, do not call the number in the message.** Do not open attachments either.

2. Go to My Interweb by typing the address yourself. Open the list of domains and the list of invoices. If the domain, the service and the invoice named in the message are not there, **they do not exist**.

3. Confirm the domain's expiry date in your account, or in the public **WHOIS** lookup, and compare it with what the message claims.

4. Compare what WHOIS shows for the domain with what the message says. If the company in the message appears nowhere in your account, it has nothing to do with your domain.

5. If in doubt, send us the message (with the full header, if you know how) in a support ticket, and we will tell you what it is.

If you have already paid or given details, act now.
Call your bank to try to stop the payment or block the card, change the account password if you typed it anywhere, and tell us what you sent. See **how to recognise a phishing e-mail or message, and what to do if you clicked**.

Never give a domain's authorisation code to anyone who asks for it by e-mail.
It is the key that lets the domain be transferred to another company. Use it only when you are the one starting a transfer. See **domain renewal notices and deadlines**.

NEED A HAND?

Got a notice you cannot tell is genuine? Forward it or describe it to us before you pay.

Open a support ticket →

SEE ALSO

- How to tell whether an e-mail really came from us →
- How to recognise a phishing e-mail or message, and what to do if you clicked →
- Domain renewal: deadlines, reminders and what you lose →
- Look up a domain in WHOIS →

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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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