

KNOWLEDGE BASE · PUBLIC DOCUMENT

A service suspended for a reason other than payment: what it means and what happens next

Support & Account

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Interweb Mozambique

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The short answer: the most common cause of a suspension is an unpaid invoice, and that one has its own rules and a simple path: **How to reactivate a suspended plan**. But a service can also be suspended to **protect the rest of the server or the customer**, for example if the site was attacked or is sending spam. In that case the first thing to do is find the cause.

The possible reasons

Reason	What it usually is	What to do
Payment	An unpaid invoice went past its deadline.	Pay the overdue invoice. The service comes back by itself: Paid and still suspended .
Security	The site was infected or broken into and is harming the server or other people.	Clean the site before asking for reactivation: How to tell if your site has been compromised and How to clean up a compromised site .
Spam or abuse	Bulk messages go out from the server, or there is a complaint.	Find the account or form that is sending: Domain or IP on a blacklist and Reporting abuse .
Excessive resource use	A faulty program uses a lot for a long time.	Usually the service is limited, not suspended. See The limits nobody advertises .
Holder's request	You or someone with access to the account asked for it.	Ask for reactivation in the same support ticket.
Use outside the rules	Content or activity the terms do not allow.	Talk to us: understanding what happened comes before any decision. The terms are on the site.

What usually happens next

1

Check your e-mail and your list of tickets. When we suspend for a reason other than payment, we try to explain the reason, and leave it there.

2

Reply in the same ticket, saying what you found and what you will do.

3

Fix the cause (clean the site, change the passwords, turn off the form being abused).

4

We ask for confirmation and reactivate the service as soon as the cause is fixed.

Reactivating without fixing the cause only repeats the suspension. If the site was broken into, change the passwords (cPanel, FTP, database, WordPress) after cleaning it, and update what was out of date. We cannot say beforehand how long it takes; it depends on each case.

If you do not understand why your site is down, open a ticket with the domain. It may not be a suspension: see **Your site is down: what to check first**.

Is your service suspended and there is no unpaid invoice? Open a ticket with the domain and what you see on screen.

[Open a support ticket](#)

SEE ALSO

[How to reactivate a suspended or terminated plan](#)

[How to tell if your site has been compromised](#)

[How to clean up a compromised site](#)

[Your site is down: what to check first](#)



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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
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