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Which hosting plan for a government office, municipality or public service

Choosing the Right Plan

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Which hosting plan for a government office, municipality or public service

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The short answer: a public service's site exists so citizens can **find the right information, forms and contacts**. It is a content site, without great server demands: for a small service, **the entry plan will do**. What weighs is **accessibility, keeping it up to date and trust**.

What the site needs

What	What to do
Up-to-date information	Correct hours, fees, deadlines and contacts, with a date. Out-of-date information on a public service harms people.
Accessibility	The site should be readable by people with poor sight or using a screen reader: **Six accessibility checks**.
Documents and forms	Official documents as well-named, dated PDFs; safe forms: **A safe, spam-free form**.
Official domain and e-mail	A stable domain and e-mail on the domain: they give trust and stop anyone impersonating the service.
Availability	Citizens need the site at deadlines and sign-up times. See what counts as being down and how to be warned: **An alert when the site goes down**.

Getting started

1. **Start with the entry plan** for an information and contact site.
2. **Name an owner** for each page and a review date.

3 **Put first what people look for most** (how to ask for a document, hours, fees) on the home page.

4 **Check accessibility** before publishing and after each big change.

5 **Prepare for peaks**: sign-ups, tenders and results bring many people at once: **Preparing for a traffic spike**.

Do not ask by form for data you do not need.
ID numbers, documents and health data call for a legal basis and extra security. If in doubt, ask only for the contact and handle the rest through a secure channel: **Personal data protection**.

For the legal pages and the cookie policy: **Legal pages**. For a smaller association or institution's site: **Which plan for an association**.

NEED A HAND?

Building a public service's site? Tell us how many people use it and which forms it has.

Open a support ticket →

In our plans

Situation	Plan	Why
Starting: information, contacts, forms and PDF documents of a small service	Pro	1 site, 10 GB SSD NVMe, unlimited e-mail accounts for the services, with a daily backup
Several departments or events, each with its own site	Plus or Ultra	6 sites and 20 GB, or unlimited sites and 30 GB
Large archive of documents, or a municipality with many services	Ultra or Business	unlimited sites, 30 to 200 GB SSD NVMe

WHEN TO MOVE UP: when the archive of documents and minutes starts to fill the 10 GB of the Pro plan, when each department wants its own site, or when notices sent by e-mail reach the limit of 100 per hour. If sign-ups or results bring many people at once and the site slows down, a VPS or Cloud gives you resources of your own (vCPU and RAM). Moving up does not lose the site.

SEE ALSO

- Is your website accessible? Six checks anyone can do
- A website form that is safe and spam-free: honeypot, captcha and validation
- Getting an alert when your site goes down: a simple uptime check
- Personal data protection: what applies to your website
- Legal pages for any website: privacy, terms and cookies, and which ones you need

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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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