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Documents required to register an institutional domain

Domains & DNS

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Interweb Mozambique
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Documents required to register an institutional domain

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Most domains register in minutes: you choose, you pay, it goes live. But a set of extensions - those reserved for **institutions** - require CIUEM to see proof that the entity legally exists before approving the registration.

When that happens the request does not fail and is not lost: it sits **under review**, and we contact you for the documents. This article explains what is usually asked for, how to send it, and what to expect while you wait.

Which ones, exactly

A commercial domain identifies a business. An institutional one identifies a **category** - education, the State, a profession. If anyone could register one, the extension would stop meaning anything. So CIUEM verifies before approving, not after.

In Mozambique these are the ones - and note that **not all of them ask for paperwork**:

Extension	What the registry requires
.ac.mz	Only for **higher education** institutions. Asks for **a letter from the institution, the licence and the B.R.** Having “school” or “institute” in the name is not enough
.edu.mz	Also for education, but **with no document requirement**. It is the alternative when the .ac.mz licences are not yet in place
.gov.mz and .mil.mz	Institutions only. Asks for **a letter from the institution and the B.R.**
.adv.mz	Lawyers and law firms
.co.mz, .org.mz and .net.mz	**Nothing.** They register immediately, like any commercial domain

Your extension is not in the table?
Then this article does not apply - just register it. The full list, with who can register each one, is in **.mz domain extensions: which ones exist and who can register them**.

The documents for each extension

These are the only ones, and they depend on the extension:

Document	Who asks for it
Letter from the institution requesting the registration	.ac.mz, .gov.mz and .mil.mz. Signed and stamped by the institution, on headed paper
Licence	.ac.mz only. Shows the institution may operate as higher education
Boletim da República (B.R.)	.ac.mz, .gov.mz and .mil.mz. The official gazette; shows the institution legally exists

Do not guess the list.
Send only what you are asked for in your case. Extra documents slow the review down, because someone has to separate what matters from what does not.

.gov.mz and .mil.mz cannot be registered by third parties.
The letter has to come from the State entity itself, on headed paper and signed by someone with the authority. A supplier or an employee asking on its behalf will not do.

How to send them

1. Sign in to **My Interweb** with your account e-mail and password.
2. Open a support request in the **domains** department, naming the domain in the subject - for example *yourinstitution.co.mz*.
3. Attach the documents as **PDF or a legible image**. If it is a photograph, check the text reads without zooming in.
4. Check that the **entity name on the documents** is exactly the one you gave when ordering the domain. A different abbreviation is enough for the registry to send the case back.

Attach to the ticket, not to an e-mail.
Documents stay tied to the request instead of getting lost in a mailbox. How to open and follow one: **opening a support request**.

How long it takes, and what you see meanwhile

While the registry reviews, the domain shows as **pending** in My Interweb. That is not an error and not an unpaid bill - it is the normal state of something awaiting approval.

The timing is not ours to set: CIUEM decides. What we do is submit, follow up, and tell you as soon as there is an answer - approval or a request for more information.

Pending is not the same as broken.
If the domain is already **active** and still does not open, that is a different problem with a different fix: **registered the domain and it still does not open**.

If the request is refused

A refusal is rarely final. Most of the time a document is missing, or a name does not match. We tell you exactly what CIUEM flagged and you resubmit - **without paying again**.

NEED A HAND?

Need to register an institutional domain and not sure where to start?

Talk to us →

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Interweb Mozambique

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LEGAL ENTITY NO. (NUEL)	105 045 974
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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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