interweb

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KNOWLEDGE BASE · PUBLIC DOCUMENT

How to contact Interweb

Support & Account

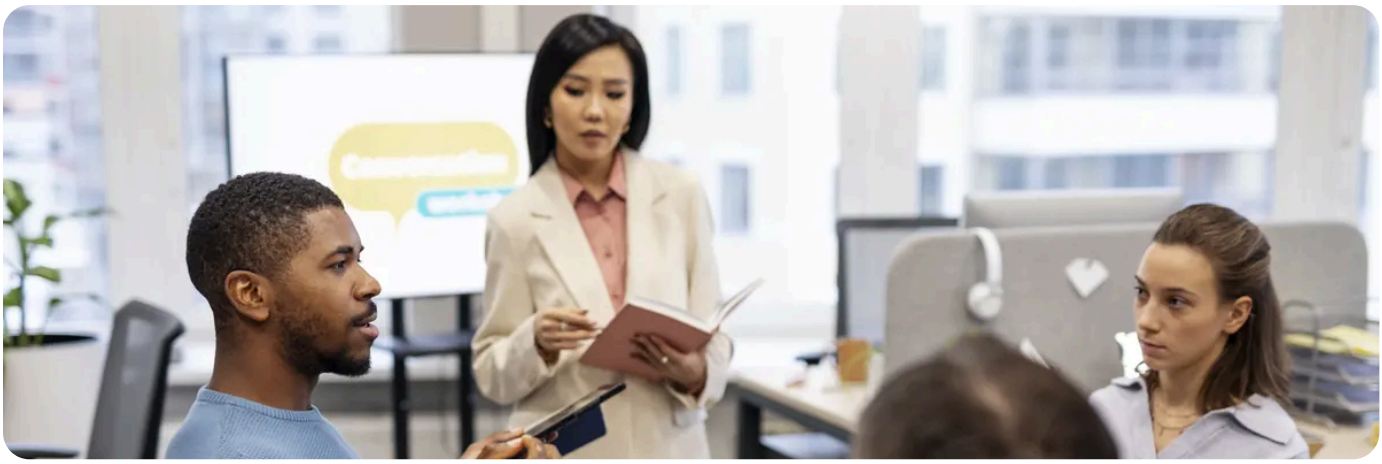
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-26	v2026.10.21	Mozambique · English

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/26

How to contact Interweb

Support & Account Created on **August 14, 2026** Updated on **October 21, 2026** 2 min read



We are reachable through several channels. Picking the right one first time saves you waiting - a technical request sent to sales takes longer to resolve than one that went straight to the right department.

Channels and hours

Channel	When it answers	
WhatsApp	**24 hours a day**	+258 84 635 1111 · +258 86 635 1111
Panel ticket	**24 hours a day**	The channel we recommend: tied to your account and keeps the history
E-mail	**24 hours a day**	Answered in working hours; for urgent matters use WhatsApp or the panel
Phone call	**08:00 to 16:00**	+258 84 635 1111 · +258 86 635 1111

A site down or e-mail stopped at night is a case for **WhatsApp** or a **panel ticket** - the two channels that work at any hour. A phone call suits sales conversations and administrative questions better, within hours.

Which channel for your case

Subject	Department	E-mail
Site down, e-mail, cPanel, technical problems	**Technical**	`suporte@interweb.co.mz`
Invoices, payments, receipts, refunds	**Billing**	`vendas@interweb.co.mz`
New plans, quotes, upgrades	**Sales**	`vendas@interweb.co.mz`
Bringing a site from another provider	**Migration** customers only, via **My Interweb**	`suporte@interweb.co.mz`

The best channel is a support ticket in My Interweb.
It is tied to your account, lets you attach files, keeps the full history and never gets lost in spam - unlike e-mail. See **how to open a ticket and view its history**.

General contacts

My Interweb	My Interweb
Website	www.interweb.co.mz
General e-mail	info@interweb.co.mz

How to be helped faster

Most of the delay in a request does not come from us: it comes from having to ask for things that could have arrived in the first message. Always include:

- ☐ The **domain** involved - many customers have more than one service
- ☐ The **exact error message**, or a screenshot
- ☐ **When it started** and what changed just before
- ☐ What you have **already tried**, so we do not repeat the same steps

Never send passwords
by e-mail or WhatsApp. If we need access, we will ask through the support ticket, which is an authenticated channel - and you can reset it straight afterwards.

Before contacting us

Many questions are already answered in the **Knowledgebase** - accessing cPanel, creating e-mail, paying an invoice, pointing a domain. A quick look there often solves it on the spot, with no waiting.

NEED A HAND?
Ready to talk to us?
Open a support ticket →

SEE ALSO

- How to open a support ticket and see the history
- How to unblock your IP address
- How to change your registration e-mail
- Need hosting? See the plans.

WEB HOSTING

Looking for hosting that stays out of your way?

cPanel, a free SSL certificate, backups every night before dawn kept for a year, and support that answers in your language.

See hosting plans →

Free migration of your current site · no lock-in

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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

Online version of this document

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