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How to open a support ticket and see the history

Support & Account

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-28	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/28

How to open a support ticket and see the history

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



A **support** ticket is the most effective way to reach us. It is tied to your account, keeps the whole conversation in one place, lets you attach files, and never gets lost in spam.

Opening a ticket

1. Sign in at **My Interweb** and open **Support → Open Ticket**.
2. Choose the **department**: Technical for site or e-mail problems, Billing for invoices and payments, Sales for new plans, Migration to bring a site from another provider.
3. Write a **clear subject** and describe the problem. If you have more than one service, link the ticket to the right one - it saves us a question.
4. Attach screenshots or receipts if they help, and submit. You get an immediate e-mail confirmation with the ticket number.

A good subject versus a bad one

Instead of	Write
“Urgent”	“Site example.co.mz returning error 500 since 2pm”
“Not working”	“Outlook will not send - receiving is fine”
“Payment”	“Proof of payment for Invoice #0123/2026”

Following up and replying

Every time we reply, you get an e-mail. You can answer in two ways, and both work:

- **Replying to the e-mail itself** - your answer is added to the ticket automatically
- **In My Interweb**, under **Support → My Tickets**, opening the ticket

Always reply on the same ticket.
Opening a new one for the same matter loses all the context already gathered, and the case starts from scratch - which slows things down rather than speeding them up.

Viewing your history

Under **Support → My Tickets** you will find every ticket you have opened, with its status. By default the list shows active tickets - to see older ones, change the status filter to **All** or **Closed**.

Status	Means
Open	Received, waiting for us to look at it
Answered	We have replied - waiting on you
In Progress	Being worked on right now
Closed	Resolved. Replying reopens it automatically

A closed ticket does not disappear: it stays in your history and can be read or reopened at any time, simply by replying.

NEED A HAND?

Need help right now?

Open a support ticket →

SEE ALSO

If it might be an access block, include your IP:
How to find your public IP address (and why we ask for it) →

To know what we handle and what is yours:
How far our support goes: what we handle and what is yours →

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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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