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Generated on 03/11/2026 05:10

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Why your invoice shows this amount, and the billing calendar

Billing & Payments

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-314	v2026.11.03	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/314

Why your invoice shows this amount, and the billing calendar

Billing & Payments Created on **September 11, 2026** Updated on **November 3, 2026** 3 min read



Two questions reach us nearly every week: *why is the first invoice not the price of the plan?* and *why did I get two invoices at once?* Both have the same answer, and there is nothing hidden in it.

Your first invoice covers a whole period

On this brand's plans there is **no pro-rata**: the first invoice covers a full cycle counting from the day of purchase, and the following ones keep that same calendar. It is the simplest arithmetic there is - the first invoice is the price of the plan.

The billing calendar, day by day

After the first one, everything runs to the same rhythm, and it is always this:

When	What happens
15 days before the due date	The renewal invoice is issued and e-mailed. It is there to give you time - not to be paid that day.
7 days before	We send a reminder, if it is still unpaid.
On the due date	Nothing changes on the service. The site and the e-mail carry on working.
Days 1, 2 and 3 overdue	Three notices, on consecutive days. The service stays up.
7 days overdue	**The service is suspended.** The site stops opening and mail stops arriving - but nothing is deleted.
15 days overdue	**The service is terminated** and the data may be removed. This is the deadline that really matters.

Fees on unpaid invoices.
A 10% fee applies on the day after the due date and a 15% fee if the service is suspended.

There is an enormous difference between suspended and terminated.
Suspended is fixed by paying: the service comes back, and comes back whole. **Terminated** can mean the files and mailboxes no longer exist - and then paying restores nothing. There are eight days between the two. If money is tight, talk to us **before** day 15 - see **how to reactivate a suspended or terminated plan**.

Why I received two invoices at once

It happens when you buy close to the renewal date of services you already have: one invoice is for the new service, the other is the ordinary renewal of what already existed - issued, as always, 15 days ahead. They are different things and both are due.

Paying only one of them does not solve half of it.
Each invoice is tied to its own services. If you pay the new service and leave the renewal unpaid, the new service starts and the old one begins counting towards suspension. It is always worth looking at both.

The domain runs on its own calendar

A domain is not a hosting service: it is not suspended or reactivated the same way, and the deadlines belong to CIUEM, not to us. An expiring domain has its own rules and windows - see **expired domain: what happens and how long you have**. It is the invoice least worth letting slip.

How to avoid surprises

1. **Check the contact e-mail** on your account. Invoices and notices all go there, and we have seen cases where they went to someone who had left the company.
2. **Pay when the invoice is issued, not when it falls due.** The 15 days are there on purpose.
3. **Move to a longer cycle** if it suits you. Yearly instead of monthly is one invoice a year rather than twelve, and it usually costs less.
4. If the plan no longer fits, changing beats letting it lapse - see **how to upgrade or downgrade your plan** and **how to cancel a service and keep only the domain**.

For how to pay and how long each method takes to confirm, see **how to pay your invoice** and **bank transfer: the five stages**.

NEED A HAND?

Invoice not matching what you expected? Send us the number.

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