

POLICY · PUBLIC DOCUMENT

Support Policy

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Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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<https://www.interweb.co.mz/en/support-policy>

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The version in force is the one published at [interweb.co.mz/en/support-policy](https://www.interweb.co.mz/en/support-policy). Printed copies are not controlled: always check the online version.

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How our support works

On this page, the terms “we”, “us” and “our” refer to Interweb Moçambique, a trading name of RLX HOLDINGS, S.A. The terms “you”, “your”, “user” and “customer” refer to any individual or entity that accesses this website, contracts our services or uses them.

This Support Policy explains how to ask for help, who answers you, how quickly, and what our support does and does not include. It applies to every service contracted from Interweb Moçambique and complements the [Terms and Conditions](#) (RLX-MZ-CON-TC) and the [SLA Agreement](#) (RLX-MZ-CON-SLA).

1. Definitions

In this policy, the following words have this meaning:

Support: the assistance we give customers to answer questions, diagnose problems and carry out the tasks included in the scope described in this policy, within the technical limits of each contracted service.

Support Team: the people at Interweb Moçambique who answer support requests and the conversations that the assistant hands over to a person.

Support request (ticket): the request opened in the client area, through the “Submit Ticket” link in the menu alongside. It is the most effective way to reach us: it is recorded, keeps its history and reaches the right department.

First response: the Support Team’s first message on a support request — to confirm we received it, ask for missing information, give initial guidance or start the analysis. The first response is not the resolution of the request.

Business hours: Monday to Friday, 08:00 to 16:00, in the local time shown on the [Opening Hours](#) page. On Saturdays, Sundays and national holidays the Billing and Sales departments are closed.

1.1 Automatic assistant (Interweb AI)

In this website’s chat, the first to answer is **Interweb AI**, our automatic assistant. Its replies are always identified as such.

The assistant is available at any time, except for interruptions due to maintenance or technical failures, ours or our suppliers’.

It answers questions and gives guidance. When you are logged in, it can look up the account data it needs to answer you; when you are not, it sees no account at all.

Whenever the matter justifies it, or if you ask, the conversation is handed over to a person.

Invoices, payments and refunds are always handled by a person. The assistant does not cancel services or change plans.

The assistant does not replace a support request: anything that needs to be on record should go through a ticket.

1.2 Technical support

The Technical Department works **24 hours a day, every day**.

Support requests receive a **first response within 48 hours** of being opened. This is a first-response time, not a resolution time.

This time may be suspended or extended in exceptional situations, including: high-impact incidents; third-party supplier failures; force majeure; maintenance windows; security incidents; an abnormal volume of requests; and whenever we are waiting for information or action from you or from third parties.

The chat is mainly for quick questions and guidance. Anything that needs technical investigation, another team, a supplier or information we do not have yet becomes a support request and follows the time above.

We may point you to the most suitable channel for each matter.

1.3 Billing and sales support

The Billing and Sales departments work during business hours. You can write to them at any time, by chat or support request; a person's reply arrives within those hours and may take longer at weekends, on holidays and at busy times.

Invoices, payments and refunds are always handled by a person.

Matters that need internal analysis, validation or formal communication go through a support request.

Phone, WhatsApp and e-mail are on the [Contact](#) page.

1.4 Migration

There is a dedicated migration department. We migrate accounts coming from another provider free of charge, within the scope described in our Knowledge Base. Requests are made by ticket, in the Migration department.

2. What support covers

For services with a control panel (cPanel, WHM or Plesk), support covers the hosting environment: the panel, the server, the network and the e-mail service.

For servers without a control panel, support covers the hardware, the network and the power.

We run our infrastructure with a commitment of **99.99% availability per month**.

To diagnose a problem we may need to access your account and run tests. We do so from the server. None of our technicians will ever ask you for your e-mail, panel or bank password, by phone, e-mail or WhatsApp.

What support does not cover:

Your website's content, which is yours: the files, WordPress, themes and plugins, and any changes the application needs in order to work (programming).

Developing or maintaining websites, applications or services hosted on our infrastructure, unless contracted separately.

Taking control of your computer: we do not do it.

Work outside this scope can be requested by ticket. If we can do it, it is quoted before we start.

3. Third-party applications

When the matter is a third-party application, service or product, we help as far as we can: we advise on good practice and point you to Knowledge Base articles.

Keeping your website's applications up to date is your responsibility. An outdated or badly configured application is the most common way in for intruders, and a compromised service may be suspended as a precaution, as set out in the [Terms and Conditions](#) (RLX-MZ-CON-TC).

In these cases, support analyses the environment and tells you what it found; fixing or updating the application is up to you.

4. Shared and reseller hosting

These plans are delivered with a standard configuration, with the features of the contracted plan, which cannot be customised.

There is no root access: we analyse the server configuration and carry out any checks that need that access.

On reseller plans, the reseller is the only point of contact for its own customers.

5. VPS, Cloud and Dedicated servers

They are delivered with a standard configuration and the resources of the contracted plan, with root access, and you can customise them as you need.

Unless the “Managed Server” option is contracted, they are unmanaged plans: the hardware, network and power are ours; the operating system, updates, firewall, backups and applications are yours.

Not included unless you contract them: control panel, backups, system administration, or installing and tuning applications.

If you contract the “Managed Server” option, support for that server follows the scope of that option.

Because you can customise the server, you are also responsible for managing and monitoring it, and for any downtime caused by the changes you make. We monitor the network and the infrastructure; the server’s resources — memory, disk, processing, mail queue — are monitored by you.

Tasks outside this scope can be requested by ticket; if we can do them, they are quoted first.

6. Identification and security

Before acting on an account, we confirm that we are talking to the account holder, based on the data already on the account.

Anything done with valid credentials is presumed to have been done by you. We recommend that you turn on two-step verification.

If you give access to third parties — for example through sub-accounts, which only have the permissions you grant — you are responsible for what they do.

7. Language

Our Support Team replies in Portuguese. The assistant replies in the language you write in, Portuguese or English.

8. Relationship between these documents

The Terms & Conditions, the Payment Terms, the Service Agreement and the Privacy Policy together form the agreement between you and RLX Holdings, S.A.. Where they differ, the Terms & Conditions prevail, except in anything concerning personal data, where the Privacy Policy prevails.

What is written in these documents prevails over information given by any other means, including the chat, the automated assistant, email and the telephone. The version in force is the one published on this website on the date you contract the service, and the date each page was last changed is shown at the top of that page.

9. Changes to these documents

We may change these documents. Substantial changes take effect 30 days after publication and are notified to the email address registered on your account; corrections of typographical errors and clarifications that do not alter rights or obligations take effect on publication. If you do not agree with a substantial change, you may cancel your services before it takes effect.

10. Governing Law and Jurisdiction

This agreement is governed by Mozambican law. The courts of Mozambique have jurisdiction over any question arising from its interpretation or performance, to the exclusion of any other forum.

Annexes

Annex A — Related documents

Terms & Conditions	RLX-MZ-CON-TC	interweb.co.mz/en/terms-conditions
Payment Terms	RLX-MZ-CON-PAG	interweb.co.mz/en/payment-terms
SLA Agreement	RLX-MZ-CON-SLA	interweb.co.mz/en/sla-agreement
Privacy Policy	RLX-MZ-POL-PRIV	interweb.co.mz/en/privacy-policy
Support Policy	RLX-MZ-POL-SUP	this document
Copyright Policy	RLX-MZ-POL-DA	interweb.co.mz/en/copyright-policy

About Interweb Mozambique

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

Interweb is one of the pioneers and leading hosts of the global online industry

Founded in 2020

Interweb was founded in 2020 at the time of COVID-19 and we have been on an epic journey ever since. We had a simple idea to let you create a totally FREE website to take off your projects and with total freedom to express yourself online.

Over 37,000 clients

We have implemented a world-class website hosting infrastructure with more than 37,000 customers worldwide, with more than 130 subscriptions per day. We develop robust technology to help you learn, create and grow.

Driven company

We owe a huge thank you and respect to our community for joining us on this exciting dream journey, and we want you to continue to be part of our history for the efficient development of our community, culture, society and nation.

WHERE WE ARE

Interweb Mozambique

September 7th Nbhd, Vilankulo - 1304
Moçambique, Inhambane

RLX Holdings

1111 Olive St, Saint Louis, MO - 63101
United States, Missouri

WHAT WE DO

Hosting

Web Hosting
Business Hosting
WordPress Hosting
Reseller Hosting

Services

Website Creation
Professional E-mail
SSL Certificates
Website Security

Servers

VPS Server
Cloud Server
Dedicated Servers
Streaming Server

Domains

Register Domain
Transfer Domain
Renew Domain
Domains WHOIS

COMMITMENT TO SOCIAL DEVELOPMENT

I Want to be a Partner

We believe in the transformative power of social initiatives and mobilize to collaborate with projects that make a difference where they operate. We have created some guidelines to facilitate and join forces with partners. Share ideas by e-mail.

I Want Incentive

We vibrate by overcoming barriers through Education, Culture and Sports, and we support initiatives that seek social evolution. If you have an idea that has to do with our values and our guidelines, we are waiting for your contact by e-mail.



Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

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

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OPENING HOURS Monday to Friday - 08 AM to 04 PM
Saturday & Sunday - Closed