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E-mail inside a hosting plan or a separate professional e-mail plan

E-mail Options

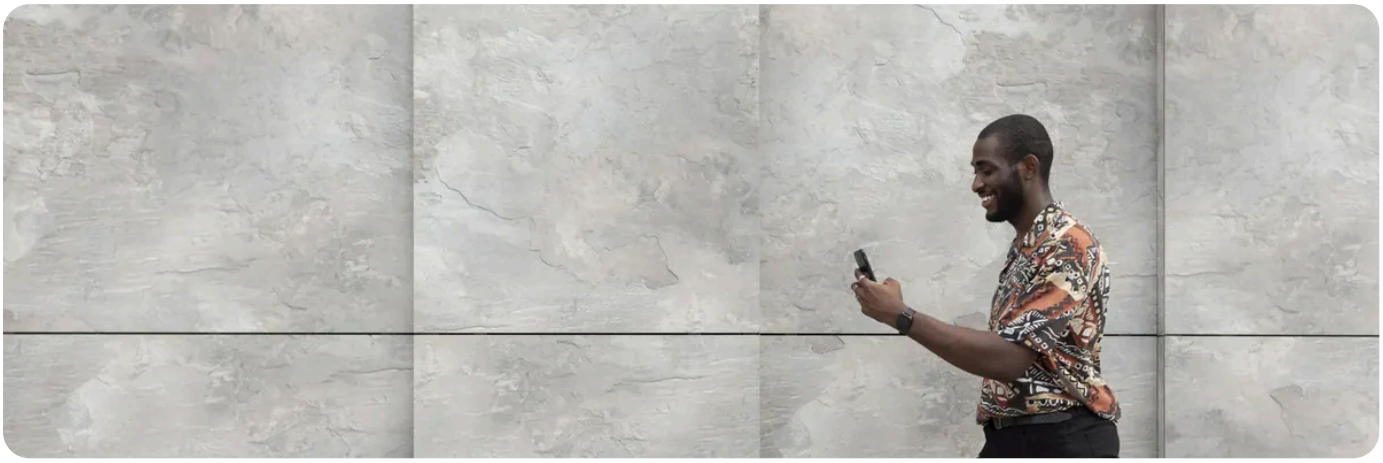
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E-mail inside a hosting plan or a separate professional e-mail plan

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If you already have a website plan with us, **you already have mailboxes included** on your domain, and for most small companies that is enough. The Professional E-mail plan is for whoever wants **e-mail on their own domain without needing a website**, or wants e-mail kept apart from the site for reasons of organisation or security. You do not need to buy both for the same thing.

Side by side

	In the website plan	Professional E-mail plan
What it is	Mailboxes on your domain, managed in cPanel, alongside the site.	Mailboxes on your domain, without a site, with webmail and filters against viruses and spam.
Space	Shares the disk with the site's files and databases.	The plan's space is for mail.
Sending	Each plan has a ceiling on messages per hour, set in the plan itself.	The plan has a ceiling of its own too. The figures for each are on the **professional e-mail** page and on the hosting plans.
If the site has problems	Mail lives on the same server and account. An overloaded or attacked site can affect sending.	Mail is separate from the site: what happens to the site does not touch the e-mail.
If you change hosting	You have to take the mailboxes with you. See **e-mail with us and the site elsewhere**.	Nothing changes in the e-mail when the site moves.

How to decide, step by step

1. **Do you have, or will you have, a site with us?** If so, start with the plan's mailboxes. You create them in cPanel and it is the simplest route. See **how to create an e-mail account in cPanel**.

2. **Only want e-mail, or the site is elsewhere?** Then the Professional E-mail plan is the one. See **the Professional E-mail plan**.

3. **Is e-mail the serious part of the business?** Many people, lots of sending, invoices and confirmations by e-mail: separating mail from the site removes a risk. See **SPF, DKIM and DMARC: why your e-mail lands in spam**.

4. **If you will send newsletters to big lists**, neither is the place: use a bulk sending service. A mailbox was not made for that.

Do not pay twice for the same thing.
Whoever has hosting with us already has mailboxes. If you are thinking of buying the e-mail plan as well, ask us first whether it is worth it in your case.

Mailboxes fill up.
On the website plan, messages take the same disk as the site; keep an eye on the space. See **your mailbox is full: what to delete and how to stop it happening**.

NEED A HAND?

Tell us how many people use e-mail and whether you have a site, and we will say whether the plan's mailboxes are enough or separating pays.

Open a support ticket →

In our plans

Every shared hosting plan includes unlimited e-mail accounts, so the number of mailboxes never decides anything. What differs between plans is the space the mailboxes share with the site and the hourly sending limit.

Plan	Space (shared with the site)	E-mails per hour
Pro	10 GB SSD NVMe	100
Plus	20 GB SSD NVMe	200
Ultra	30 GB SSD NVMe	300
Business Pro / Plus / Ultra	50 / 100 / 200 GB SSD NVMe	Ask us

Example, a team of five: five mailboxes fit on any plan. If each person sends about 15 messages in the busiest hour, that is 75 an hour, inside the 100 of Pro. Mass mailings count against the same limit. To see how much space the mailboxes already use, open the Statistics sidebar in cPanel. For the Professional E-mail plan, read its limits on its own plan page before you decide.

SEE ALSO

- **The Professional E-mail plan** →
- **E-mail with us and the site elsewhere (or the other way round)** →
- **How to create an e-mail account in cPanel?** →
- **Professional e-mail** →

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TAX ID (NIF)	500 260 5724
COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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