

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to contact Interweb

Support & Account

CODE

RLX-AO-KB-26

VERSION

v2026.10.04

COUNTRY · LANGUAGE

Angola · English

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

<https://www.meu.interweb.ao/knowledgebase/26>



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	+244 942 011 191
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	+244 942 011 191

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.ao
Invoices, payments, receipts, refunds	Billing	vendas@interweb.ao
New plans, quotes, upgrades	Sales	vendas@interweb.ao
Bringing a site from another provider	Migration customers only, via Meu Interweb	suporte@interweb.ao

The best channel is a support ticket in Meu 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

Meu Interweb	Meu Interweb
Website	www.interweb.ao
General e-mail	info@interweb.ao

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.

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



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 Angola

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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