interweb

Generated on 13/11/2026 18:11

KNOWLEDGE BASE · PUBLIC DOCUMENT

# Expiry and renewal notices by SMS: contracts, licences and insurance before they lapse

WhatsApp & APIs

| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
| RLX-AO-KB-2670 | v2026.11.13 | 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/2670

# Expiry and renewal notices by SMS: contracts, licences and insurance before they lapse

WhatsApp & APIs Created on **November 13, 2026** 2 min read



**The short answer:** an expiry notice tells the customer **what is ending**, **on which day** and **how to renew**, with enough time to act. A simple sequence is **one notice 30 days before and another 7 days before**. If your system knows the end date, it can schedule both through the API the moment the contract is created, and cancel them if the customer renews early.

## What it is for

Service contracts, insurance policies, software licences, subscriptions, domains, permits: anything that lapses on a date and that the customer loses if they forget. An e-mail can sit unread; an SMS shows up on the phone screen.

## What to write

| When | The SMS |
|---|---|
| **30 days before** | `Your [NAME] contract ends on [DATE]. Renew to keep the service running.` |
| **7 days before** | `Your car insurance ends on 30/11. Renew now so you are not left without cover.` |
| **On the day, if not renewed** | `Your [NAME] licence ended today. To renew it, call [PHONE].` |

Always include your company name and a way to get in touch. The customer cannot reply to the SMS.

## Schedule them at the start

1. **When the contract is created**, your system works out the notice dates.

2. **It sends each notice to the API with send_at**. The date can be up to 365 days ahead, so a yearly contract fits.

3. **It stores the id** of each notice with the contract.

4. **If the customer renews early**, your system cancels the remaining notices. Credits for a scheduled notice are only taken when it goes out.

The details are in **scheduling notices through the API** and **cancelling a scheduled SMS**. Without coding, you can do the same on the SMS page in Meu Interweb: put the customers who expire on the same day in a group and schedule one send to that group.

**The notice is not a promotion.**
Reminding a customer to renew a service they already have is a service notice. Add an offer or a new product and it counts as marketing, with different rules.

**Contracts longer than a year?**
Since scheduling goes up to 365 days, have a monthly routine in your system schedule the notices for contracts ending in the coming months.

RECOMMENDED

Want no customer to miss a deadline by forgetting? See the SMS prices and start today.

See SMS prices →

SEE ALSO

- **Notification SMS: automatic notices to your customers from the SMS page or your own system** →
- **Scheduling SMS notices through the API: send_at, time zones and when credits are charged** →
- **Cancelling a scheduled SMS through the API, for example when the customer has already paid** →
- **Payment reminder SMS: when to send it, what to write and ready-to-use examples** →
- **Transactional SMS: order notices, confirmations and alerts your customers expect** →

**What automatic SMS notices cost each month, and how to keep credits from running out**

interweb

## Interweb Angola

**RLX Angola, Lda. · Group RLX Holdings**

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

Online version of this document

RLX-AO-KB-2670 · v2026.11.13 · Generated on 13/11/2026 18:11