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Generated on 15/11/2026 00:09

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When the domain is registered with us: what changes in the nameservers

Nameservers & Pointing

CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-504	v2026.10.21	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/504

When the domain is registered with us: what changes in the nameservers

Nameservers & Pointing Created on **September 27, 2026** Updated on **October 21, 2026** 3 min read



If you registered the domain with us, it came with our nameservers already set, and they are these: `dns1.interweb.ao` `dns2.interweb.ao` `dns3.interweb.ao` `dns4.interweb.ao`. Putting the domain on Cloudflare means **taking them out** and entering the two that Cloudflare gives you. This is the step that frightens everybody, so this article spells out exactly what happens.

> **Said plainly: your domain nameservers stop being ours.**
> From the moment the change takes effect, the one answering for your domain DNS is Cloudflare, not us. Our DNS servers still hold a zone for the domain, but nobody asks them anything. That is how it has to be for a CDN to work, and it is reversible at any time.

What it does NOT mean

This is the part that matters, because almost everybody fears the wrong thing.

Still the same	Why
The domain is yours	The registrant does not change. Changing nameservers does not touch ownership. See **registry, registrar and registrant**.
The domain is still registered with us	We are still the registrar. This is not a domain transfer.
Renewal is still with us	The date, the reminders and the payment do not change. See **domain renewal**.
Your invoice	Not one line changes. Cloudflare does not appear on it.
The hosting	Files, databases and mailboxes all stay here.
Our hosting support	Unchanged. See the **Support Policy**.

Where to change it, in our panel

1. **Sign in to My Interweb.**
2. **Open the domain list** and pick the domain in question.
3. **Find the nameservers section.** There is usually one option to use our defaults and another to type your own. Choose the second.
4. **Delete what is there and enter Cloudflare's two names.** Two, not four: the remaining fields stay empty.
5. **Save** and confirm the panel accepted it. If the field will not save, do not keep trying: open a ticket and we will do it.

Enter the ones Cloudflare gave you.
It assigns a different pair of names to every account. We checked this on domains hosted on our own servers and the pairs really do differ between accounts. Do not copy from a tutorial or from this article.

Some extensions take longer.
Where the domain belongs to a local registry, the change may not be immediate and may have to go through us. If you save and nothing happens after a few hours, do not save it ten more times: open a ticket with the domain and the two names you want.

Before you save, this list

Changing nameservers wipes, in practice, everything the domain had configured on this side. It does not delete the zone here, but nobody will read it, which comes to the same thing. All of this has to exist at Cloudflare **first**:

What to confirm	Why it hurts
The mail records	Without them e-mail stops the next minute, and nobody notices until somebody complains.
SPF and DKIM	Without them your mail starts landing in other people's spam. See **SPF, DKIM and DMARC**.
The TXT verifications	Google, social networks, tools. See **TXT verification records**.
The subdomains	Each one is a record. Any that exist here and not there vanish from view.
Third-party services	Shops, newsletter tools, booking systems. They usually leave a record of their own.

The full list, with the families the automatic import usually leaves behind, is in **taking the whole zone across without losing records**.

How to go back

On the same screen: delete the two Cloudflare names and pick ours again, `dns1.interweb.ao` `dns2.interweb.ao` `dns3.interweb.ao` `dns4.interweb.ao`. The full road, including the zone copy that has to happen first, is in **switching the CDN off and confirming it is off** and in **pointing your domain to us**.

NEED A HAND?

Would you rather we changed the nameservers for you? Send the domain and the two names.

Open a support ticket →

SEE ALSO

- **Domain registration** →
- **Domain renewal** →
- **Domain pricing** →

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