Generated on 21/10/2026 15:55

KNOWLEDGE BASE · PUBLIC DOCUMENT

How to contact MozOut

Support & Account

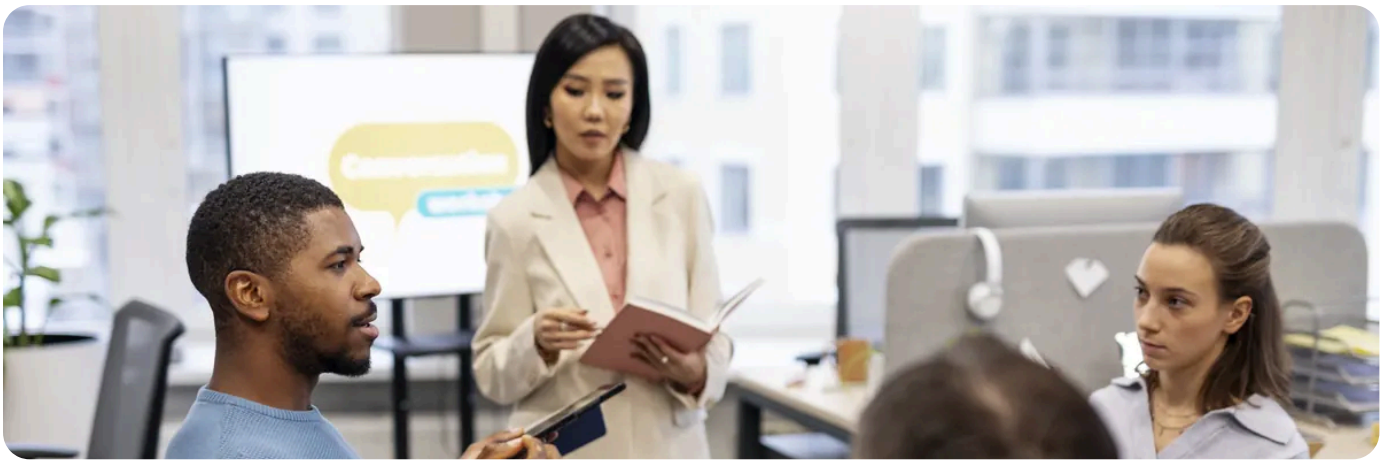
CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-26	v2026.10.04	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/26

How to contact MozOut

Support & Account Created on **August 14, 2026** Updated on **October 4, 2026** 2 min read



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**	+27 78 823 3325
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**	+27 78 823 3325

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**	`support@mozout.com`
Invoices, payments, receipts, refunds	**Billing**	`sales@mozout.com`
New plans, quotes, upgrades	**Sales**	`sales@mozout.com`
Bringing a site from another provider	**Migration** customers only, via **My MozOut**	`support@mozout.com`

The best channel is a support ticket in My MozOut.
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

My MozOut	My MozOut
Website	www.mozout.com
General e-mail	info@mozout.com

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.

NEED A HAND?
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

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-26 · v2026.10.04 · Generated on 21/10/2026 15:55