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Invoice paid but the service is still suspended or pending: what to check

Plans, Renewals & Upgrades

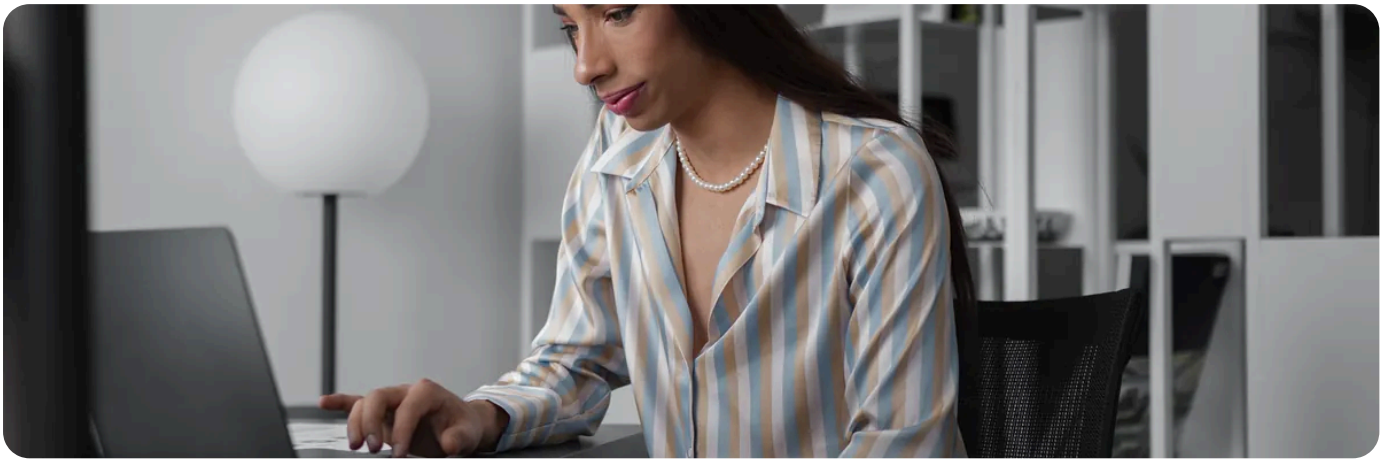
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MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/3984

Invoice paid but the service is still suspended or pending: what to check

Plans, Renewals & Upgrades Created on **October 10, 2026** 3 min read



If the invoice already shows **Paid** and the service is still stopped, the cause is almost always one of four: you paid **another** invoice for the same service, the payment has not been recorded yet, the browser is showing an old page, or the new service is waiting to be created. A quick pass solves most cases.

What you are seeing, and what it means

What you see	What it means	What to do
The invoice is still Unpaid	The payment has not been recorded yet.	Wait a minute and refresh. If you paid by transfer, confirmation is manual: see **bank transfer: the five stages until your payment is confirmed**.
The invoice is Paid and the service Suspended	There may be **another** overdue invoice for the same service, or the reactivation has not run yet.	Look at the list of invoices: paying one does not solve the other.
The new service is Pending	It is waiting to be created after the payment.	See **I have paid. Now what? Five steps until the site opens**.
The service is Active but the site does not open	It is no longer billing: it may be the domain, the DNS or the browser.	See **your site is down: what to check first**.
The service is Terminated	It went past suspension. Paying no longer brings it back by itself.	Talk to us now. See **how to reactivate a suspended or terminated plan**.

Step by step

1. **Open the list of invoices** in My MozOut and look at all of them: not only the one you just paid. There may be two, one for a new service and one for the renewal of what you already had.

2. **Confirm you paid the right invoice,** with the exact amount. A shortfall leaves the invoice open: see **I paid less than the invoice asks for**.

3. **Wait a little and refresh.** Methods that confirm themselves reactivate the service within a few minutes. A transfer waits for the check.

4. **Test somewhere else:** in a private window or on another network. An old suspension page can linger in the browser's or the DNS cache.

5. **If nothing changes, write to us** with the invoice number, the domain or service, the time and the method of payment.

Do not pay again.
A second payment does not speed up the first and creates a surplus to recover: see **I paid twice or paid the wrong invoice**.

Was your service suspended for non-payment?
Files, e-mail and databases stay intact during suspension, and come back whole: see **what stops working if you do not pay**.

NEED A HAND?

Paid, the invoice says Paid and the service is still stopped? Send us the invoice number and the time of the payment.

Open a support ticket →

SEE ALSO

- **How to reactivate a suspended or terminated plan** →
- **I have paid. Now what? Five steps until the site opens** →

Your site is down: what to check first

Bank transfer: the five stages until your payment is confirmed

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