

KNOWLEDGE BASE · PUBLIC DOCUMENT

Which hosting plan for a government office, municipality or public service

Choosing the Right Plan

CODE

RLX-INT-KB-5994

VERSION

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COUNTRY · LANGUAGE

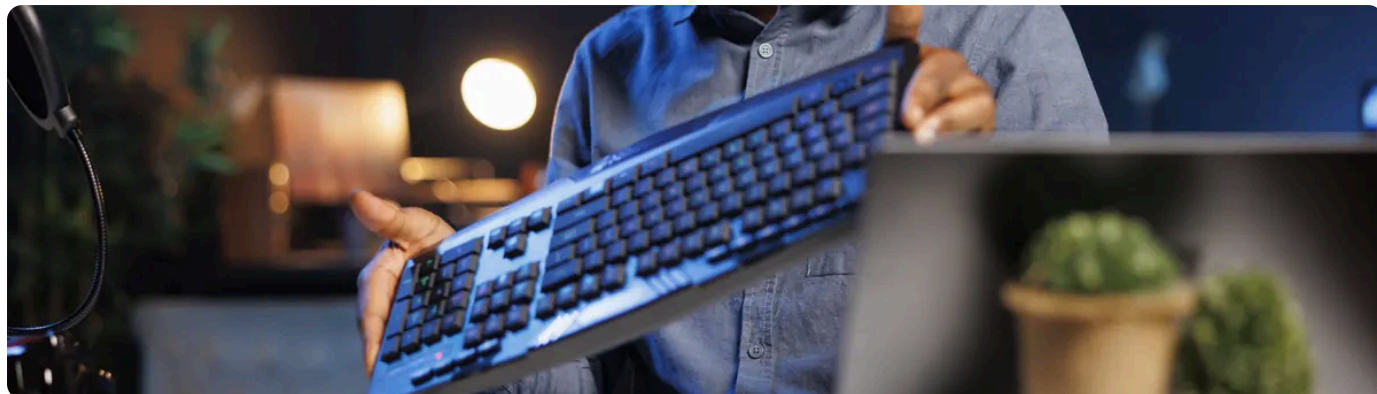
International · English

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

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<https://www.my.mozout.com/knowledgebase/5994>



The short answer: a public service's site exists so citizens can **find the right information, forms and contacts**. It is a content site, without great server demands: for a small service, **the entry plan will do**. What weighs is **accessibility, keeping it up to date and trust**.

What the site needs

What	What to do
Up-to-date information	Correct hours, fees, deadlines and contacts, with a date. Out-of-date information on a public service harms people.
Accessibility	The site should be readable by people with poor sight or using a screen reader: Six accessibility checks .
Documents and forms	Official documents as well-named, dated PDFs; safe forms: A safe, spam-free form .
Official domain and e-mail	A stable domain and e-mail on the domain: they give trust and stop anyone impersonating the service.
Availability	Citizens need the site at deadlines and sign-up times. See what counts as being down and how to be warned: An alert when the site goes down .

Getting started

1**Start with the entry plan** for an information and contact site.

2

Name an owner for each page and a review date.

3

Put first what people look for most (how to ask for a document, hours, fees) on the home page.

4

Check accessibility before publishing and after each big change.

5

Prepare for peaks: sign-ups, tenders and results bring many people at once: **Preparing for a traffic spike.**

Do not ask by form for data you do not need. ID numbers, documents and health data call for a legal basis and extra security. If in doubt, ask only for the contact and handle the rest through a secure channel: **Personal data protection.**

For the legal pages and the cookie policy: **Legal pages.** For a smaller association or institution's site: **Which plan for an association.**

Building a public service's site? Tell us how many people use it and which forms it has.

[Open a support ticket](#)

RLX-PLANOS

In our plans

Situation	Plan	Why
Starting: information, contacts, forms and PDF documents of a small service	Pro	1 site, 10 GB SSD NVMe, unlimited e-mail accounts for the services, with a daily backup
Several departments or events, each with its own site	Plus or Ultra	6 sites and 20 GB, or unlimited sites and 30 GB
Large archive of documents, or a municipality with many services	Ultra or Business	unlimited sites, 30 to 200 GB SSD NVMe

WHEN TO MOVE UP: when the archive of documents and minutes starts to fill the 10 GB of the Pro plan, when each department wants its own site, or when notices sent by e-mail reach the limit of 100 per hour. If sign-ups or results bring many people at once and the site slows down, a VPS or Cloud gives you resources of your own (vCPU and RAM). Moving up does not lose the site.

/RLX-PLANOS

SEE ALSO

Is your website accessible? Six checks anyone can do

A website form that is safe and spam-free: honeypot, captcha and validation

Getting an alert when your site goes down: a simple uptime check

Personal data protection: what applies to your website

Legal pages for any website: privacy, terms and cookies, and which ones you need



Online version of this document

MozOut 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

MozOut International

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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