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### **Add AVAS to Your Inbox**

Last month, we launched a new Anti-Virus and Anti-Spam service (AVAS) designed to protect customer e-mail accounts from virus infected e-mails and e-mails with unwanted spam content.

Since the launch, we have received positive feedback that, in particular, the Anti-Spam module has been very successful at detecting junk e-mails with content ranging from body enhancements and prescription medications to get-rich-quick scams and unsolicited blind-date invitations.

If you would like to try AVAS for yourself, please contact [sales@netenergy.net](mailto:sales@netenergy.net) / 0870 243 0830 for the prorated price for your account.

Remember, AVAS is covered by our 30 day money back guarantee so there's nothing to lose!

Full details about AVAS can also be found on our Web site at [www.netenergy.net](http://www.netenergy.net)

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### **New User Manual Now Available**

Following the launch of our new AVAS (Anti-Virus/Anti-Spam) service, we are pleased to announce that the new user manual is now available for download from our Web site within the AVAS section.

Although AVAS works 'out of the box', some customers have used the WebMail interface (available at <http://webmail.yourdomain.co.uk/>) to set up personalised rules to handle their incoming e-mail.

Some examples of personalised rules include:

- Whitelisting a particular sender's e-mail address
- Deleting e-mails containing a particular word or phrase
- Automatically rejecting spam messages

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*'Whitelisting' = automatically accepting any messages sent from an address that is known-to-be-genuine, e.g. e-mail addresses belonging to friends, family, colleagues, suppliers and/or newsletters. A whitelisted address may still be marked as spam based on its content, however can be made exempt from an auto-move/delete rule.*

If you would like to set up personalised rules for your e-mail accounts, either just for your own account or for any accounts under the same domain name, you are able to do so within the WebMail interface using rules on a per-user or per-domain basis.

If you would like any assistance configuring rules for your e-mail accounts or have any questions about our AVAS service, please e-mail [support@netenergy.net](mailto:support@netenergy.net).

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## **AVAS Features**

AVAS is our dual anti-virus and multi-level anti-spam system that can be added to any e-mail or Web hosting plan and is designed to help protect you from the multitude of e-mail viruses and Unsolicited Commercial E-Mail (UCE), or spam that is being sent by e-mail on a daily basis.

By combining two self-updating anti-virus engines from independent vendors and a five level intelligent anti-spam system, you should immediately see a significant reduction in the amount of viruses and spam messages that you receive.

### **AVAS Features:**

- Messages scanned by two independent anti-virus engines
- Intelligent filtering through five levels of spam analysis
- Additional user filtering via the WebMail interface
- Per domain protection covers all e-mail accounts
- No extra charge to cover any additional e-mail accounts
- Works 'out of the box' - No configuration necessary
- Telephone, e-mail and online support

For more information on the individual AVAS modules, please see the AVAS section on our Web site at [www.netenergy.net](http://www.netenergy.net).

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## **Pricing/How to Buy**

### **Existing E-Mail or Web Hosting Plan:**

For just £10 plus VAT you can upgrade all of the e-mail accounts included in your hosting plan to take advantage of the new e-mail services.

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The upgrade will provide you with both WebMail and IMAP support as well as the facility to add AVAS to your hosting plan. The price to add AVAS to an existing e-mail or Web hosting plan is separate from the £10 plus VAT upgrade fee and will be pro-rated to the renewal date of your hosting plan.

For example, if you have a Standard Web Hosting Plan which renews on the 1st of July the price for AVAS would be (based on today being the 1st of March):

$$£10.00 \text{ Upgrade Fee} + ((£20.00 \text{ AVAS Fee}/365 \text{ Days}) * 122 \text{ Days to Renewal}) = £16.68.$$

To upgrade your hosting plan or to request the pro-rated price please e-mail sales@netenergy.net quoting your domain name, customer code and password.

#### **AVAS Price for E-Mail Hosting Plans:**

Description	No. Accounts	Quarterly	Annually
Individual E-Mail Hosting Plan	1	N/A	£10.00
Dual E-Mail Hosting Plan	2	N/A	£10.00
SOHO E-Mail Hosting Plan	5	N/A	£20.00
SME E-Mail Hosting Plan	20	N/A	£30.00

#### **AVAS Price for Web Hosting Plans:**

Description	No. Accounts	Quarterly	Annually
Small Business Web Hosting Plan	5	£5.00	£20.00
Standard Web Hosting Plan	10	£5.00	£20.00
Professional Web Hosting Plan	20	£7.50	£30.00
Enterprise Web Hosting Plan	50	£10.00	£40.00

#### **New E-Mail or Web Hosting Plan:**

All new e-mail and Web hosting plans purchased after the 16th of March will automatically include support for WebMail and IMAP for no additional charge.

To add AVAS to a new e-mail or Web hosting plan simply visit the e-mail hosting or Web hosting section on our Web site and decide upon the plan you would like to purchase. Then select whether to pay annually or quarterly by using the drop down list provided. Items marked '+ AVAS' already include AVAS in the plan price.

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## **New Knowledgebase Articles**

To cover frequently asked questions about our QuickDial 0845 Internet Access service as well as new questions about AVAS, we have added two new sections to the knowledgebase. There are now over 150 answers to information, how-to and frequently asked questions under eight separate sections.

- General Questions
- Domain Names
- E-Mail Hosting
- Web Hosting
- **New!** Anti-Virus/Anti-Spam
- E-Commerce
- **New!** Internet Access
- Search Engine Submission

If you have any questions about our services that aren't covered by the knowledgebase, please contact us by e-mailing [support@netenergy.net](mailto:support@netenergy.net).