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## August 2003

### Nominet - Positive Renewals (Summer 2003)

Taking place shortly, Nominet, the UK registry for all domain names ending in .uk, will be changing the way that domain name renewals are issued.

In place of the 'opt-out' system, where customers are able to state that they do not wish to renew a domain name, Nominet will instead request each tag holder to submit only a list of domain names that should be renewed.

For domain name owners, it is vital that if you would like to retain the ownership of a domain name, that you ensure that your renewal payment reaches us (if we are your tag holder), by the renewal date of the domain name.



Please note that we are not able to guarantee the successful renewal of a domain name for which we have not received a renewal payment by the renewal date.

Please remember to allow extra time if the renewal falls on a weekend, or if your cheque/card signatory will be away during the renewal period.

### New Customer Ticket System

We are pleased to announce that we have introduced a new ticket system that will dispatch an automatic reply to every customer e-mail that we receive.

The new system will automatically assign ticket numbers to incoming enquiries that can be used as future reference numbers if required.

We hope that the new ticket system will make it even easier for customers to contact us and will ensure that every enquiry is handled promptly by in-house Net Energy Internet staff.

*To help us handle your enquiry, please include your customer code and password in all correspondence.*

For sales and order status enquiries, please contact [sales@netenergy.net](mailto:sales@netenergy.net).

For accounts and invoice enquiries, please contact [accounts@netenergy.net](mailto:accounts@netenergy.net).

For technical support enquiries, please contact [support@netenergy.net](mailto:support@netenergy.net).

### Windows 2000 Upgrades

We are also pleased to announce that components within our Windows 2000 hosting plans have been upgraded.

The upgrades apply to ASP Upload, used to provide a private or anonymous FTP area for visitors to upload items into the /uploads folder, and to ASP E-Mail one of several form-to-email handlers available for customers to use to send e-mail from a Web page.



For more information on the features included in our Windows 2000 hosting plans, please visit [www.netenergy.net](http://www.netenergy.net).

If you would like to transfer your Web site to Windows 2000 hosting\*, please contact [sales@netenergy.net](mailto:sales@netenergy.net) quoting your customer code and password.

\*A one-time £20 +VAT transfer fee per site will apply.

Welcome to our last issue in Volume 2 where this month we are going back through topics that we have covered in our newsletter this year.

We would also like to thank everyone who sent a reply to our survey regarding the delivery method for Volume 3.

From September, we are pleased to announce that Energise will be delivered by e-mail to customers on an opt-out basis.

To make sure that you receive your copy of our newsletter, simply log in at [www.netenergy.net/login/](http://www.netenergy.net/login/) and check that the newsletter setting is on.

If you would like to read or re-read a previous issue of Energise, please visit our 'News Room' under the 'About Us' section on our new site at [www.netenergy.net](http://www.netenergy.net).

Finally, if you would like more information about any of the items contained within this issue, or have suggestions for features or improvements to our services, please e-mail [feedback@netenergy.net](mailto:feedback@netenergy.net).

Best Wishes,

Net Energy Internet Ltd.

## Highlights from Volume 2

### September 2002

In the first issue of Volume 2, we updated the look of our newsletter to the current design and offered a new range of Thawte seals for secure certificate customers.

Tech Terms: Avatar | ARPANET | Bit Bucket | Bounce

### October 2002

In October, we ran a special feature on the new version of LiveStats, used to provide comprehensive statistics for every Net Energy Internet Web hosting plan.

Tech Terms: Cipher | Cookies | Database | Domain Name

### November 2002

November saw the launch of our new Windows 2000 Web hosting plans, complete with support for Microsoft FrontPage 2002, ASP.NET plus many new components.

Tech Terms: Easter Egg | Emoticon | Flame | Frames

### December 2002

Shortly before Christmas, we alerted customers to the typical signs of circulating domain name scams with key advice for checking if a renewal notice was genuine.

Tech Terms: Gateway | Googlehacking | HTTP | Hit/Hits

### January 2003

Starting the new year, we covered steps to reduce spam, new contact numbers, a statistics upgrade and a walkthrough for our form-to-email handler, Mailsend.

Tech Terms: IP Address | IPS-key/IPS-tag | .jpg/.jpeg | Keywords

### February 2003

In February, we recapped on spotting domain name scams and introduced the new (up to) 10 year domain name registration/renewal services for gTLD\* domains.

Tech Terms: Latency | LiveStats | Meta Refresh | MIME (Mime Types)

### March 2003

In March we launched the second of our SSL products to offer GeoTrust as well as Thawte secure certificates and included a feature on the domain name lifecycle.

Tech Terms: .net | .NET | ODBC | .org

### April 2003

In April, we launched our new range of Email-Only hosting plans offering packages tailored to include 1, 5, 20 or 50 accounts as well as unlimited e-mail forwarding.

Tech Terms: POP3 | Queue | ReMailer

### May 2003

In May, we offered Thawte customers the opportunity to upgrade to more Thawte site seals for no additional charge and ran feature on search engine submissions.

Tech Terms: Site Map | Spider | Third Level Domain | Top Level Domain

### June 2003

In June, we launched our new Web site and eSynapsia, our in-house developed customer management system and also our support for the 25 product Actinic Lite (LE).

Tech Terms: UCE | URL | VeriSign | Virus

### July 2003

Last month, we installed LiveHelp, Domain Protect, ASP.NET 1.1, new reports for search engine customers and ran a feature on choosing the ideal domain name.

Tech Terms: Webify | Whois | XML | XModem

### Volume 3

Through Volume 3, we plan to keep our subscribing customers up to date with improvements to services as well as sending details about exciting new services.

*As always, thank you for choosing Net Energy Internet.*

## August Tech Terms Y - Z

 *Tech Tip: To ensure you receive the next issue of Energise, log in to eSynapsia\*\* to check your settings.*

### Yahoo! Inc.

Now one of the largest portal search engines in the world containing links to thousands of Web sites and millions of Web pages, Yahoo started as a single Web page containing a simple list of bookmarked pages belonging to Stanford University graduates David Filo and Jerry Yang.

### Yetties

Not 'yeti' - said to be the abominable snowman dwelling in the Himalaya mountains - 'yetti', collectively, 'yetties' describes 'young entrepreneurial tech based twenty-somethings' and/or 'young entrepreneurial technocrats' labelled as the new 'yuppies' also known as 'young urban professionals'.

### Zip (.zip)

Zip is another verb coined for Internet usage and is used to describe the act of packaging files into a single archive that has the .zip extension. When files are zipped-up they can be compressed which in turn decreases the file size and increases the speed at which the files can be transmitted, e.g. by e-mail.

### Zone File

Every active domain name on the Internet has a zone file stored on one (usually two) or more nameservers, e.g. ns0.netenergy.net. The zone file stores information about the domain name such as IP addresses used to direct Web and e-mail traffic to servers hosting the Web site or e-mail accounts.

\* gTLD or Global Top Level Domain includes .com, .net, .org, .biz and .info domain names.

\*\* To log in to eSynapsia, please visit [www.netenergy.net](http://www.netenergy.net) and click on the 'Your Account' icon in the top right corner.