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## **Future UK Award Nominations**



Thank you to everyone who nominated us for a Future UK Internet Award at [www.uknetawards.co.uk/categories/](http://www.uknetawards.co.uk/categories/). Nominations close on the 20th of August where independent judges will select the top three per category to be put out to a public vote to find the winner.

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## **Highlights of Volume 3**

Throughout the year we have made improvements to our existing services as well as introduced some exciting new services.

In particular, we are pleased with the ongoing success of the QuickDial 0845 dial-up service launched in December. QuickDial has benefited a number of customers who were previously using less reliable 0845 services and for customers outside broadband-enabled areas.

For your connection settings and QuickDial FAQs, please visit [www.quickdial.co.uk](http://www.quickdial.co.uk).

## **Highlights of Volume 3**

### [Volume 3, Issue 1 - September 2003](#)

In September, we enabled PGP support for customers using the form-to-email handler MailSend, allowing data to be encrypted when sent by e-mail from a Web site form. Asynchronous searching was also added to the Whois system making searching for the availability of a domain name at [www.netenergy.net](http://www.netenergy.net) up to ten times faster.

Under the E-Commerce section, Actinic Cover was added enabling customers to purchase Actinic's support package (including free upgrades and priority technical support) with their Actinic software.

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[Volume 3, Issue 2 - October 2003](#)

In October, we reported changes made by the UK domain name registry Nominet UK to the renewal procedures for .co.uk, .org.uk, .me.uk, ltd.uk and .plc.uk domain names.

The accepted payment methods were also updated to be able to receive new orders by cheque, BACS, online and offline credit and debit cards in the UK and Internationally, as well as the ability to offer a seven day extension for renewal payments to arrive.

[Volume 3, Issue 3 - November 2003](#)

In November, we ran a special issue on Windows 2000 hosting including full details about the pre-installed folders and files. In particular, this issue focussed on the data, error, logs and wwwroot folders and may be of interest to new Web hosting customers.

[Volume 3, Issue 4 - December 2003](#)

In December, we launched a new look for our Web site and introduced new eSynapsia control panel features including the order history, account statistics and domain name monitor.

We also became an official reseller of EROL, an alternative to Actinic for e-commerce shopping cart software, and an affiliate partner for WorldPay payment solutions.

In December, we also launched the new QuickDial 0845 pay-as-you-go dial-up service available at [www.quickdial.co.uk](http://www.quickdial.co.uk).

[Volume 3, Issue 5 - January 2004](#)

In January, the QuickDial manager was updated with a fresh interface, enabling QuickDial users to log in, view their account settings and add new QuickDial e-mail addresses.

All customers on our Small Business Web hosting plan were given a free disk space upgrade, doubling the amount of storage space from 25MB to 50MB.

[Volume 3, Issue 6 - February 2004](#)

In February, we introduced the Dual E-Mail hosting plan supporting two e-mail accounts. All customers with Individual E-Mail hosting plans plus an Additional E-Mailbox were automatically upgraded to the Dual E-Mail hosting plan, saving approximately £5.00 per year.

We also started the two year project to migrate all .com, .net, .org, .biz and .info domain names from Network Solutions to Tucows.

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[Volume 3, Issue 7 - March 2004](#)

In March, we launched our much awaited e-mail Anti-Virus and Anti-Spam (AVAS) services to help protect customers from e-mail borne viruses and the ever increasing quantity of unwanted spam e-mails.

Also in March, we launched support for IMAP e-mail delivery and introduced WebMail for customers to send and receive e-mails from any Internet-connected computer worldwide.

We also added new movie-style tutorials on a wide range of topics from setting up a new e-mail account to uploading Web pages using Microsoft FrontPage to the support section of our Web site at [www.netenergy.net/support/](http://www.netenergy.net/support/).

[Volume 3, Issue 8 - April 2004](#)

In April, we added more knowledge base articles to answer frequently asked questions about AVAS and our QuickDial 0845 Internet access service.

We also added a new AVAS user guide to the AVAS section on our Web site. As well as full details about the anti-virus and anti-spam engines, the user guide also included popular settings such as whitelisting a sender's e-mail address and how to automatically reject messages triggered by one or all of the spam engines.

[Volume 3, Issue 9 - May 2004](#)

In May, we ran an article about avoiding phishing, the term for gaining someone else's identity, typically for the purposes of impersonating them online, e.g. to log in to an online bank account.

We also put live a new version of our form-to-email handler, MailSend, with features requested by customers and published AVAS statistics for the first week in May.

[Volume 3, Issue 10 - June 2004](#)

In June, we ran a special feature on WebMail including how to send and receive e-mail as well as in depth information on the features available under the settings menu.

As an authorised reseller of Actinic software, we were able to offer recent Actinic customers the opportunity to upgrade to version 7 (launched on the 2nd of June) either for free, or through a 50% discount on Actinic Cover.

[Volume 3, Issue 11 - July 2004](#)

Last month, we added more articles on Web and E-Mail hosting to our support knowledge base. As well as the movie-style tutorials and glossary of Internet terms, there are now over 160 support articles with answers on domain name registration, Web hosting, E-Mail hosting, search engine submission, Internet access, Anti-Virus/Anti-Spam and E-Commerce questions.

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We also published June AVAS statistics and a new article giving information about the five anti-spam AVAS engines. The article covered the subject markings for each engine that can be copied/pasted into rules within the WebMail interface to help reduce the number of spam messages received.

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### **What's Next at Net Energy Internet**

Over the next 12 months, we will continue to review the services we offer to ensure that we are delivering cost-effective, feature-rich solutions suitable for today's Internet-reliant business and consumer Web sites.

In particular, we will be introducing many more features to the eSynapsia control panel, passing control of services over to customers who want it, whilst providing the very best in customer service to manage services for customers who don't.

To request new services and/or features that you would like to be available, please contact us by e-mailing [energise@netenergy.net](mailto:energise@netenergy.net). All customer suggestions will be reviewed and will be added where possible with updates posted each month in Energise.