
In this issue of Energise

Volume 3, Issue 6

- ▶ New prices for old services
- ▶ When one is not enough - try Dual!
- ▶ Customer Notice: Migration to Tucows
- ▶ Batten down the hatches - eSynapsia security
- ▶ Your free QuickDial Internet Access settings

New Prices for Old Services

Whilst preparing for the launch of some exciting new e-mail services later this week, we have given our entire product range a much needed overhaul. A key area is the price reduction of our annual Web hosting plans of up to 10%.

Quarterly prices have also been adjusted to round out prices where the quarterly price was the exact four-way split of the previous annual price. For example, the Standard Web hosting plan is now £49.95 plus VAT quarterly, rather than £49.75 plus VAT. For the first time in seven years, it is now more cost effective to pay for your services annually.

Other changes include reduced domain name transfer in fees for all domain names; most significantly International domain names are now only £14.95 plus VAT to transfer in, compared with £24.95 in the past and a reduction in the price of Actinic e-commerce software.

For more information, please visit our Web site at www.netenergy.net

Try Dual!

Responding to an increase in the number of customers purchasing an additional e-mailbox with their Individual E-Mail hosting plans, we are pleased to introduce a new 'Dual' E-Mail hosting plan from the 1st of March.

The Dual E-Mail hosting plan will include two POP3 accounts plus all of the E-Mail hosting plan features and will also cost less than an Individual E-Mail hosting plan with an additional e-mailbox!

What is a POP3 e-mail account?

The POP in POP3 stands for Post Office Protocol version 3 which is the protocol used by your e-mail software to retrieve messages from an e-mail server anywhere in the world. A POP3 e-mail account is simply storage space for these messages while they are waiting to be downloaded.

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Popular uses of two POP3 e-mail accounts:

- Two separate inboxes (for different e-mail addresses) on the same computer.
- Collecting for different addresses (e.g. john@, jane@) on two computers.
- Receiving a copy of a message sent to one address on two separate computers.

Upgrading to a Dual E-Mail hosting plan:

If you have purchased an Individual E-Mail hosting plan and an additional box, there is no need to contact us - we will automatically upgrade your account to a new Dual E-Mail hosting plan at your next renewal date and save you up to £5 in the process!

Migration to Tucows

Starting on the 16th of February, we plan to migrate all customers who own .com, .net, .org, .biz and .info domain names from Network Solutions, our current registrar, to our new registrar, Tucows Inc.

If you own a .com, .net, .org, .biz or .info domain name you will not need to do anything; the migration process will be automatically handled by us when we receive confirmation that a particular domain name should be renewed.

Due to the number of domain names to migrate and that many domain names have different renewal dates, we anticipate that the total migration will take up to two years to complete.

Every domain name renewal will continue to extend the life of the domain name by two years (or longer if requested) and will not affect the operation of Web and/or e-mail services set up on the domain name.

For more information, please contact support@netenergy.net.

eSynapsia Security

In addition to current security measures already in place in our eSynapsia customer control panel, we are pleased to announce a new account locking feature.

In many password entry systems, especially online, it is possible to continue guessing a username and password to gain access to a system an unlimited number of times. Through persistence and by process of elimination, it would eventually be possible to log into any system - even if the access details were not previously known.

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The new account locking feature we have introduced to eSynapsia will prevent this by recording how many times your username and password have been entered incorrectly. When the number of incorrect attempts reaches a threshold, eSynapsia will automatically lock access to your account.

As with all usernames and passwords, we recommend that you only pass your eSynapsia details to people that you trust to have access to your account and that you change your password at least once every couple of months.

We also recommend that you change your eSynapsia password when a person with access to your account no longer needs access, or if you believe that your password may be known to someone not authorised by you.

To change your eSynapsia password at any time, please log in and select 'Change Your Password' from the left hand menu.

Free QuickDial 0845 Internet Access Settings

QuickDial is our new 0845 Internet Access dial-up service launched at the end of last year. Operating in the same way as other well known pay as you go providers, QuickDial is unique in having a one to one contention ratio.

Whereas you might be one of a hundred other users using the same connection at the same time (often causing a slowdown in peak periods), QuickDial's one to one contention ratio translates into a consistently smoother connection with fast file and page downloads. Using QuickDial is completely optional and is an added bonus for all Net Energy Internet customers.

Underneath the QuickDial features below, you'll find unique settings for your account and anonymous connection settings that you can pass on to anyone you know who would benefit from a fast and reliable Internet connection at home, at work or even as a laptop connection when on the move.

QuickDial 0845 Features:

- No set-up, monthly or annual subscription fees
- Only pay for the cost of a local call
- Use as often or as little as you like
- No penalty fees for high usage
- 1:1 Contention ratio - Greater speed
- Your own e-mail account with WebMail
- Connect at 56k, 64k ISDN or 128k ISDN
- Use as a primary or backup Internet connection

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Your Personalised QuickDial 0845 Settings:

Telephone Number:	0845 123 2424
Username:	<Customer Code>
Password:	quickdial
SMTP Server:	smtp.quickdial.co.uk

Note to 128k ISDN users: To ensure that your connection is bonded correctly, please use the telephone number 0845 121 3853 and your personalised settings above.

Anonymous QuickDial 0845 Settings:

Telephone Number:	0845 123 2424
Username:	quickdial
Password:	quickdial
SMTP Server:	smtp.quickdial.co.uk

For more information about QuickDial, please visit www.quickdial.co.uk.