
In this issue of Energise

Volume 3, Issue 5

- ▶ Customer Upgrades - Small Business Plan
- ▶ New QuickDial 0845 Manager Interface
- ▶ Your Free QuickDial 0845 Settings
- ▶ Domain Name Renewals
- ▶ Contacting Net Energy Internet

Customer Upgrades - Small Business Plan

In line with recent upgrades to our hosting plans, we are pleased to announce the doubling in size of the disk space available in our Small Business plan from 25MB to 50MB. All customers using Small Business plans will be automatically upgraded.

By popular request, the Small Business plan is now also available quarterly. If you are a Small Business plan customer and would like to convert from annual to quarterly billing, please contact accounts@netenergy.net quoting your customer code/password and your domain name.

New QuickDial 0845 Manager Interface

Following the launch of our new QuickDial 0845 pay as you go Internet Access service, available for all of our customers and their colleagues, family and friends, we are pleased to announce the updates available within the Web management interface.

At www.quickdial.co.uk, you are able to log into your QuickDial account to edit your account details, change your WebMail password, create a new e-mail address and download a QuickDial installation file for Windows.

If you haven't already set up your QuickDial account, simply use the settings below in a new Internet connection or visit www.quickdial.co.uk to download a self-installing connection pre-set with the anonymous username and password.

Your Free QuickDial 0845 Settings

QuickDial operates in the same way as other well known pay as you go providers with a unique difference in contention ratios. Whereas you might be one of a hundred others connecting at the same time, QuickDial offers a one to one contention ratio which translates into a smoother connection and fast page/file downloads.

Cont...

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.

Key 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

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.

Cont...

Domain Name Renewals

On the 1st of November 2003, Nominet UK (the registry for all domain names ending in *.uk) changed their renewal procedure to only renew domain names for which they receive a 'positive renewal' (instructions from the ISP/Tagholder responsible for the domain name) confirming that the domain name should be renewed.

Any domain names that Nominet have not received a positive renewal at the renewal date will be subject to Nominet's suspension policy and will receive a full price renewal invoice which if remains unpaid, the domain name will be subsequently cancelled and will become available for re-registration.

To ensure that domain names under your account are renewed correctly, please ensure that your payment for the renewal of your domain names reaches us in advance of the due date on your invoice. If you pay on receipt of a deactivation notice from us, you and/or your customer will still receive a separate full price invoice from Nominet.

If you have received a full price invoice from Nominet and have already paid or would like to pay our invoice, please contact accounts@netenergy.net.

Please note: If you have paid our invoice you do not need to pay Nominet's and if you pay Nominet's invoice you will still need to pay our invoice to continue your Web, e-mail and other services with us.

If you have any queries with regards to Nominet's positive renewal system or have received a domain name renewal invoice from any other company, please contact accounts@netenergy.net.

Contacting Net Energy Internet

Following the introduction of security passwords for all customer accounts, we would like to remind customers to have your customer code and password to hand when contacting us. If you are contacting us by e-mail, please place these details prominently in your message.

If you would prefer not to send your details by e-mail, simply send your message through the secure contact form within eSynopsisia. Messages sent through eSynopsisia will be automatically assigned under your account and there is no need to quote your details.

Introduced in June 2003, the security password is used to identify you when making changes to services under your account. This supersedes named contact lists that were previously in place and the customer code/password combination can be issued



NET ENERGY
INTERNET
The future is here™

e-Nergise

January 2004

Cont...

to anyone that you would like to have authority for your services.

If you believe that your password has been compromised, it should be changed immediately using eSynapsia. If required at any time, you are also able to retrieve a copy of your customer code and current password at www.netenergy.net/login/.

Copyright ©1997-2003 Net Energy Internet Ltd. All Rights Reserved.