

## ▶ We've Moved

If you've been a regular Energise reader, you'll know that from March this year we have been planning a major relocation to new-build offices in Exeter. Whilst we have been steadily growing the company since 1997 from our Newton Abbot base, we were delighted to be in a position to accept the opportunity to move to the new premises at the end of June.

As well as reduced travelling for staff, Exeter offers a step forward in the communications infrastructure and will enable us to bring new and exciting services online during the coming months.

Please remember to update any records of our address you may have to our new postal address below:

Net Energy Internet Ltd.  
5a, The Newton Centre  
Thorverton Road  
Matford Park  
Exeter  
EX2 8GN

Our 0870 telephone and fax numbers and e-mail addresses remain the same:

Telephone: 0870 243 0830  
Fax: 0870 243 0829  
E-Mail: [sales@netenergy.net](mailto:sales@netenergy.net)  
[accounts@netenergy.net](mailto:accounts@netenergy.net)  
[support@netenergy.net](mailto:support@netenergy.net)

Please Note: The Newton Abbot local numbers 01803 872551 and 01803 872999 are longer operational following the move.

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## ▶ Invoice Reminders

At the beginning of June we also started planning changes to our company logo, stationary and general correspondence. The first change has been to replace our 'deactivation notices' with new invoice reminders which are sent out at

### In this Issue:

- ▶ We've Moved!
- ▶ Invoice Reminders
- ▶ AVAS Settings

Cont...

the renewal date if a renewable service hasn't been paid for by the payment date.

Although not many reminders have been sent, customer feedback has been positive with regards to the change. The new style reminders give full details of our payment methods as well as a link to the secure online payment page within our control panel at [www.netenergy.net/login](http://www.netenergy.net/login).

#### In this Issue:

- ▶ We've Moved!
- ▶ Invoice Reminders
- ▶ AVAS Settings

## ▶ AVAS (Anti-Virus/Anti-Spam) Settings

If you use our AVAS (Anti-Virus/Anti-Spam) service to filter viruses and spam from reaching your inbox, you may find the following spam rules helpful to automatically delete e-mails containing spam or junk content.

"Header" - "Contains String"

Subject: [SPAM-DNSBL  
Subject: [SPAM-SpamAssassin  
Subject: [SPAM-Bayesian=100  
Subject: [SPAM-Bayesian=9

The AVAS rules are managed through the webmail interface at <http://webmail.your-domain> (replacing your domain with your domain name), or alternatively via the link in the top right hand corner on our website at [www.netenergy.net](http://www.netenergy.net).

Simply log into webmail using your usual e-mail username and password and click "Settings" in the blue bar at the top of the screen.

Then click "User Level Filters" or "Domain Level Filters" from the left hand menu and copy/paste the rules above into the boxes in the right hand window.

User Level Filters: User Level Filters are activated when a spam e-mail is sent to your e-mail address.

Domain Level Filters: Domain Level Filters apply to every e-mail address at your domain name. This method should also be used if you have a wildcard/catch-all address.



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# e-Nergise

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Cont...

Customers who set up these rules noticed a marked reduction of spam with immediate effect. If you would like any help setting up AVAS rules, please contact [support@netenergy.net](mailto:support@netenergy.net) for assistance.

Our Anti-Virus/Anti-Spam service starts at £10 plus VAT per year. For more details please either visit the AVAS section on our website or contact [sales@netenergy.net](mailto:sales@netenergy.net).

#### In this Issue:

- ▶ We've Moved!
- ▶ Invoice Reminders
- ▶ AVAS Settings

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