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June 2003

New Web site Launched - www.netenergy.net

At Net Energy Internet, we are delighted to announce the launch of our new Web site and the launch of **eSynapsia**, our in-house written customer management system at www.netenergy.net.

Using the account details accompanying this newsletter, you will be able to log in to the management system to carry out changes to your account details at any time.

We will be adding to eSynapsia during the coming months and welcome customer suggestions for new features.

If you have any questions about eSynapsia or have not received your account details, please contact support@netenergy.net.



eSynapsia Features

- View restricted content
- Update your contact details
- Place new orders online



Actinic LE (Lite Edition)

We are also pleased to be able to announce the support of Actinic LE, the award winning software from Actinic Software.

Unlike Actinic Catalog or Actinic Business, the LE version supports just 25 products and is priced at £149 plus VAT, providing a more cost effective solution for online shops with up to 25 products for sale.

Full information on the range of Actinic shopping solutions is available on our Web site under the new **e-commerce** section.



For the first time, we are also offering support for Actinic Cover when purchased with an Actinic product.

Actinic Cover is an annual service which provides a range of additional services to help Actinic customers and includes technical support and free software upgrades during the period of cover.

If you have any questions about Actinic software or are interested in discussing which product might best suit your Web site, please contact sales@netenergy.net.

CentralNic Accreditation

During May we applied for and have been accepted as a CentralNic Accredited Registrar.

CentralNic are the top-level registry that we use to register and renew domain names with the following extensions:

- .gb.com
- .gb.net
- .uk.com
- .uk.net
- .eu.com

The accreditation is given to organisations that are deemed competent in carrying out the registration and maintenance of CentralNic domain names.

If you would like to check the availability of a CentralNic domain name, why not try our new domain name search tool on our Web site at www.netenergy.net.



Welcome to June's copy of *Energise*, where this month, we're welcoming all of our customers to the launch of our new Web site at www.netenergy.net.

We are covering several of the new features of the new Web site in this issue as well as a summary of the features available from the launch contained within our customer management system, eSynapsia.

We are also pleased to announce the extension of our range of e-commerce services to include both the server-side support and the supply of Actinic LE, the 25 product version of the award winning Actinic Catalog shopping basket software.

For customers who read or re-read issues of *Energise* online, we will continue to post the latest issue of our newsletter online under the new 'News' section which can be found under the 'About Us' menu on our new Web site at www.netenergy.net.

As always, we appreciate feedback from all of our customers. To send us your views about items in this newsletter, please e-mail feedback@netenergy.net.

Best wishes,

Net Energy Internet Ltd.

New Web site Launched!

Although new Web sites go live everyday, the ahead-of-schedule launch of our new Web site is a huge milestone for us at Net Energy Internet.

Developed purely in .NET and consisting of over 50,000 lines of code, the new Web site and eSynapsia have taken a total of just four months to develop.

The new 'Services' section has information about all of our Internet services.

All of our services are now available to purchase online using a custom browse and add shopping basket that is available during your visit.

The transfer-in process for moving domain names to Net Energy Internet has also been simplified and is also available as a one-click option from the main navigation menu at the top of each page.



We have also enhanced the usability of our support pages by removing the need to log in to view the answers to your questions.

The articles are ordered into the following new categories: Domain Name Registration, Domain Name Transfer-In,

E-Mail Only Hosting, Shared Web Hosting, E-Commerce Solutions and Search Engine Submission.

New features in the support area include article ID numbers for easy future reference, and tools such as 'most viewed' and article ranking that will become useful as the knowledgebase grows, to keep the most popular articles at hand.

Go on, try it out!

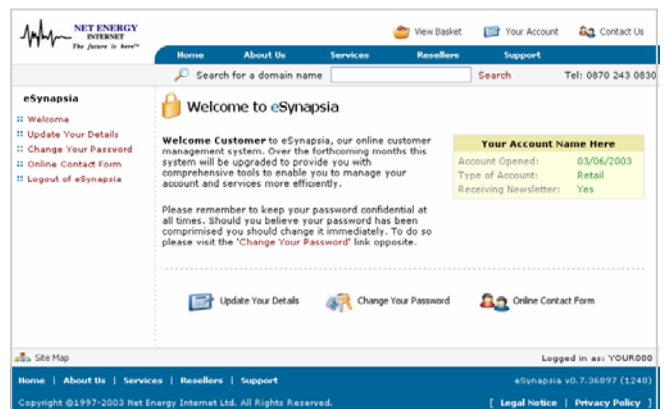
www.netenergy.net



Welcome to eSynapsia...

eSynapsia is our new customer management system designed to offer all of our customers greater control over their domain names and Internet services.

Using your username and password from the letter accompanying this newsletter, you will be able to log into eSynapsia and try out all of the following features.




Features available from launch

Log into eSynapsia to use the following new features:

- Facility to update your account details in real-time
- Manage your newsletter subscription
- Unique customer password to make changes
- Ability to change your password at any time
- Ability to place orders online under your account
- Address book style contact database that can be used to store your own customers' details for use when ordering services for your customers
- View restricted content on our Web site
- Secure form to contact us about your account
- Make credit/debit card payments to your account

Additional features are currently in development, including access to detailed information about all of the domain names stored under your account.

June Tech Terms U - V

 *Tech Tip: Regularly update your anti-virus software to protect your computer from viruses.*

UCE

UCE or Unsolicited Commercial E-Mail is the term given to e-mails sent by a commercial entity, usually advertising their products and services, that the recipient has not requested to receive. UCE often operates on an opt-out basis, with the onus on the recipient to unsubscribe from the mailing list.

URL

A URL, or Uniform Resource Locator, is the term used to describe an address and access method to find a Web page or file on the Internet. URLs consist of three parts; the protocol, typically http or ftp, the domain name, such as netenergy.net and then finally the end file location e.g. index.html.

VeriSign

Through its recent acquisition of Network Solutions, VeriSign Inc. is reported to be the world leader in domain name registration and trust identity services, handling records for over 28.2 million Web addresses for .com, .net and .org, .biz and .info domain names worldwide.

Virus

In computing terms, a virus is a malicious computer program which if activated, can cause disruption to a computer that it comes in contact with. Viruses can be transmitted by e-mail and other file sharing methods. Recent examples of computer viruses include Bugbear, Klez and Nimda. 