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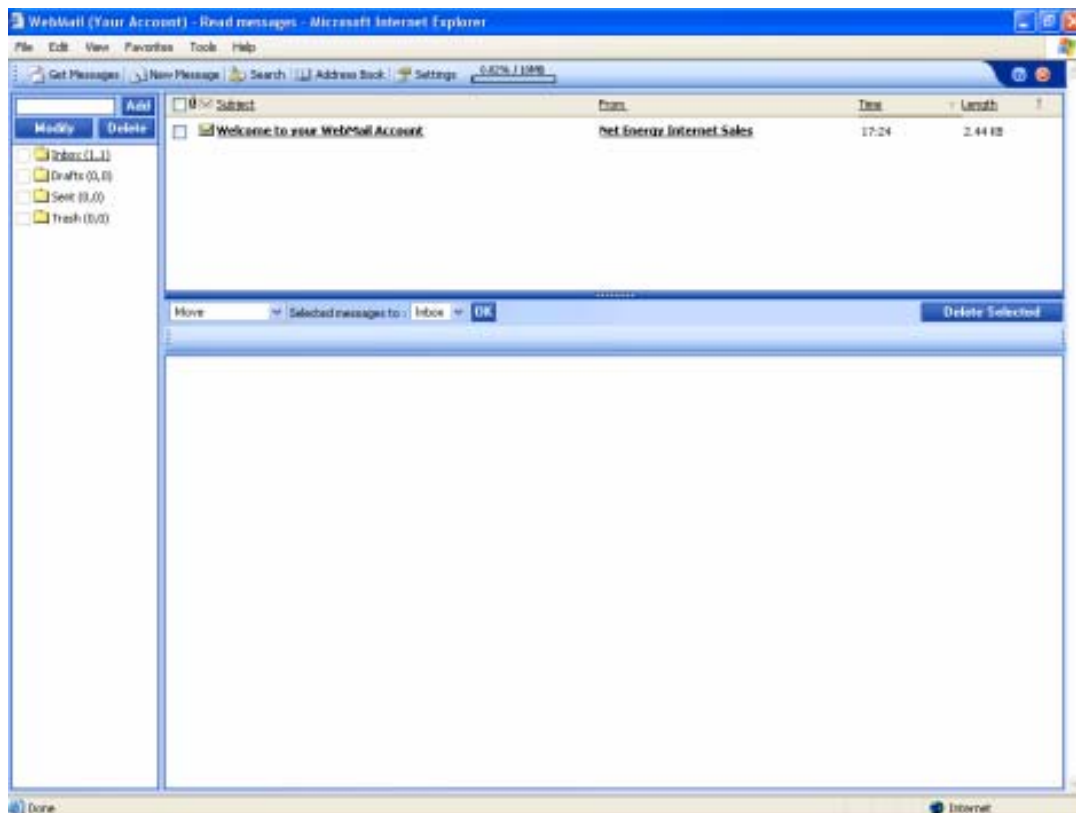
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WebMail and IMAP Services

If you're frequently out of the office, want to access your e-mail whilst abroad or just want another option for reading your e-mail, then our WebMail service can help.

Accessible from any Internet connected computer using any popular Web browser (e.g. Internet Explorer, Netscape or Opera), our WebMail service is ideal for sending and receiving e-mail using your domain name whilst on the move.

WebMail Outlook 2003 Interface Screenshot



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Key Features:

- Send and receive e-mail using your own domain name
- Access to your e-mail from any Internet connected computer
- Fully compatible with the most popular Web browsers
- Works in conjunction with your POP3 and/or IMAP e-mailbox
- SSL Secured login option to protect your username and password

Messaging:

- Compose messages as plain text or HTML with built-in editor
- Spell checker to check messages before sending
- Add multiple attachments to outgoing messages
- Supports both encrypted and signed e-mail
- Search facility to find messages stored in your folders
- Set-up processing rules to automatically move e-mail

Account Management:

- Change your WebMail/POP3/IMAP password
- Temporarily forward your e-mail to another e-mail address
- Set up and manage your own auto-responder
- Visual indicator showing how much space remains in your account

Flexibility:

- Choice of 3 different interfaces, 24 languages and 25 character sets
- Create and manage your own folders for storing e-mail
- Access to your own, personal address book and contacts
- Your own WebMail preferences e.g. signature, time-zone etc.

For Anti-Virus/Anti-Spam Customers:

- Index ham (good) and spam (bad) messages to teach the anti-spam system
- Pre-setup Spam folder used in tandem with the user filters module and indexing
- Create filters to reject, accept, delete or mark messages as spam

IMAP Service:

If you are using us to provide your e-mail services then you are currently downloading your messages to your computer using POP3. Once the messages have been downloaded, they are then automatically deleted from our servers.

IMAP is different. By using IMAP instead of POP3 you don't actually download your messages, instead the messages are stored on our servers and you simply connect and manipulate messages and folders in real-time.

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The major benefit of using IMAP when compared to POP3 is that you always have your messages stored in one place. So if you set up your account on a different computer from the one you usually use, the messages will still be accessible, you don't need to copy the messages from your old computer to the new one!

Sometimes however, you might want to have a copy of the most important messages on your computer, or you may wish to archive off messages stored on our servers. In this situation you simply move everything you want to download into your inbox and connect via POP3 as you used to.

All of the messages in the inbox will then be downloaded and deleted from our servers, and the messages in any other folders you have created in your IMAP account will still be there when you next re-connect using IMAP.

You are also able to use the WebMail interface in conjunction with IMAP, in fact you can use the WebMail interface with IMAP and POP3 providing you with three different methods of accessing your e-mail and the ultimate in flexibility.

How to Upgrade:

For only £10 plus VAT you can upgrade all of the e-mail accounts under your domain name to take advantage of our new WebMail and IMAP services. Please see the Pricing/How to Buy section for more information.

Introducing AVAS

Are you concerned that your computer might get infected by an e-mail virus? Are you inundated with offers for prescription medications, invitations to enlarge body parts and other spam? Do you find yourself spending most of your time sifting through your e-mail looking for the genuine messages that need attention?

If so, from as little as **£10** a year, AVAS can help.

AVAS is our dual anti-virus and multi-level anti-spam system that can be added to any e-mail or Web hosting plan and is designed to help protect you from the multitude of e-mail viruses and Unsolicited Commercial E-Mail (UCE), or spam that is being sent by e-mail on a daily basis.

By combining two self-updating anti-virus engines from independent vendors and a five level intelligent anti-spam system, you should immediately see a significant reduction in the amount of viruses and spam messages that you receive.

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AVAS Features:

- Messages scanned by two independent anti-virus engines
- Intelligent filtering through five levels of spam analysis
- Additional user filtering via the WebMail interface
- Per domain protection covers all e-mail accounts
- No extra charge to cover any additional e-mail accounts
- Works 'out of the box' - No configuration necessary
- Telephone, e-mail and online support
- For more information on the individual AVAS modules, please see below.

Anti-Virus Module

Using dual anti-virus engines from independent vendors, the anti-virus module of AVAS scans every incoming and outgoing e-mail that passes through the system.

Each e-mail is checked against a database containing thousands of known viruses, trojans and worms. If a virus is detected by either engine, the message is automatically rejected and a notification message is sent to both the sender and recipient of the e-mail informing them that a virus has been found.

To ensure that the anti-virus system is up to date with the latest virus threats, it automatically checks every hour for updates, which if found, are applied instantly, ensuring that customers' e-mail is protected around the clock.

Features:

- Dangerous file types blocked at the server level
- Incoming and outgoing e-mail scanned by two anti-virus engines
- Checks against thousands of known viruses, trojans and worms
- Attachments decompressed and scanned, e.g. zip files
- Instant, automatic rejection of e-mail containing a virus
- Notification message sent to both sender and recipient
- Message headers inserted into each scanned e-mail
- Self updates, every hour, 24hrs a day, 7 days a week

Anti-Spam Module

The multi-level anti-spam module of AVAS passes every incoming message through five separate anti-spam engines to identify any spam like characteristics. If any engine considers the message to be spam or possibly spam, the subject is altered and additional message headers are inserted to let you know which engine failed the message as well as the relevant Bayesian and Spam Assassin scores.

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As AVAS will never reject a message unless it is corrupt, you can use the features available to you in the WebMail interface or your e-mail program to set up advanced rules defining exactly what you would like to do with any spam messages.

For example, you could specify that messages marked as spam are automatically moved to a separate folder, except for messages failed by Spam Assassin, these you choose to automatically delete - The choice is endless, and you're in control!

To ensure that messages are delivered, spammers constantly change tactics to avoid anti-spam systems. The anti-spam element of AVAS is updated by both an independent company and ourselves to increase it's accuracy and to ensure that it remains up to date. Using a feature available in the WebMail interface, you can also teach the system so that it learns from the messages that you receive, further helping to reduce the amount of spam reaching your inbox.

Screenshot Showing Anti-Spam at Work



Features:

- Non-fixable, corrupt messages automatically rejected
- Incoming e-mail passed through five separate anti-spam engines
- Message subject automatically altered if it fails any engine
- Message headers inserted providing more detailed information
- Self learns from messages passing through the system
- Periodically updated by both an independent company and ourselves
- The ability to teach the system from the e-mail you receive
- Additional filtering, processing and spam marking capability

Anti-Spam Engines:

Bayesian Analysis	Analyses the whole message using a mathematical approach.
Spam Assassin Filtering	Uses a wide range of heuristic tests on headers and body text.
HTML/Character Set Filtering	Checks for invalid HTML messages & forbidden character sets.
Regular Expression Filtering	Looks for specific senders, headers, phrases and content.
DNS Blacklist Lookup	Checks sending server against 3 databases of spam sources.

User Filters Module

In addition to the anti-virus and anti-spam modules, you also have access to the user filters module which is available via the WebMail interface. Here you are able to filter messages based on a wide range of criteria and perform an action on matching messages, providing you with even more flexibility.

For example, by filtering based on 'Attachment' and using 'Where it ends with a string' and entering '.xls' you are able to either reject, accept, delete or mark as spam, any message with a Microsoft Excel document attachment.

These filters can also be used in conjunction with the WebMail facility or your e-mail program to provide additional message processing rules.

For example, if you set up a processing rule to move spam messages to a folder labelled 'Spam' and create a user filter to mark messages from a particular sender as spam. When messages are received from that sender, they will be marked as spam and moved to the 'Spam' folder.

Features:

- Filter on header, sender, recipient, attachment, message body and more
- Where it starts, ends or matches a string, or regular expression, or doesn't
- Choose between case sensitive or non-case sensitive matching
- Either reject, accept, delete, or mark the message as spam

Pricing/How to Buy

Existing E-Mail or Web Hosting Plan:

For just £10 plus VAT you can upgrade all of the e-mail accounts included in your hosting plan to take advantage of the new e-mail services. The upgrade will provide you with both WebMail and IMAP support as well as the facility to add AVAS to your hosting plan.

The price to add AVAS to an existing e-mail or Web hosting plan is separate from the £10 plus VAT upgrade fee and will be pro-rated to your hosting plan renewal date.

For example, if you have a Standard Web Hosting Plan which renews on the 1st of July the price for AVAS would be (based on today being the 1st of March):

$$£10.00 \text{ Upgrade Fee} + ((£20.00 \text{ AVAS Fee} / 365 \text{ Days}) * 122 \text{ Days to Renewal}) = £16.68.$$

To upgrade your hosting plan or to request the pro-rated price please e-mail sales@netenergy.net quoting your domain name, customer code and password.

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AVAS Price for E-Mail Hosting Plans:

Description	No. Accounts	Quarterly	Annually
Individual E-Mail Hosting Plan	1	N/A	£10.00
Dual E-Mail Hosting Plan	2	N/A	£10.00
SOHO E-Mail Hosting Plan	5	N/A	£20.00
SME E-Mail Hosting Plan	20	N/A	£30.00

AVAS Price for Web Hosting Plans:

Description	No. Accounts	Quarterly	Annually
Small Business Web Hosting Plan	5	£5.00	£20.00
Standard Web Hosting Plan	10	£5.00	£20.00
Professional Web Hosting Plan	20	£7.50	£30.00
Enterprise Web Hosting Plan	50	£10.00	£40.00

New E-Mail or Web Hosting Plan:

All new e-mail and Web hosting plans purchased after the 16th of March will automatically include support for WebMail and IMAP for no additional charge.

To add AVAS to a new e-mail or Web hosting plan simply visit the e-mail hosting or Web hosting section on our Web site and decide upon the plan you would like to purchase. Then select whether to pay annually or quarterly by using the drop down list provided. Items marked '+ AVAS' already include AVAS in the plan price.

Tutorials and Knowledge Base Updated

Following the introduction of our new e-mail services, both the customer tutorial and knowledge base sections of our Web site have been updated to provide configuration information for customers upgrading to take advantage of the new services.

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The four new customer tutorials are:

- Configuring Outlook Express v6 to use POP3 and SMTP Authentication
- Configuring Outlook Express v6 to use IMAP4 and SMTP Authentication
- Configuring Outlook 2002 to use POP3 and SMTP Authentication
- Configuring Outlook 2002 to use IMAP4 and SMTP Authentication

The updated/new knowledge base articles are:

- 1067 - How to configure Microsoft Outlook Express v6 to receive e-mail via POP3
- 1118 - How to configure Microsoft Outlook Express v6 to receive e-mail via IMAP4
- 1068 - How to configure Microsoft Outlook 2002 to receive e-mail via POP3
- 1117 - How to configure Microsoft Outlook 2002 to receive e-mail via IMAP4

To access the tutorials or knowledge base, please visit www.netenergy.net/support/

Bandwidth Upgrade

To make room for our new e-mail services as well as new features and services launching in the near future we are currently in the process of enabling additional bandwidth on our connectivity.

By the 16th of March we will have an additional 50% of bandwidth online, providing both additional headroom for peak periods as well quicker download speeds for both Web sites and e-mail.