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Volume 3, Issue 9

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AVAS - Virus and Spam Statistics

Last month, according to New York based security company MessageLabs, the number of messages found to contain spam content reached a new record of 82% of all US e-mail (67.6% worldwide). In America, that's just 18 genuine e-mails in every 100.

"Just 18 genuine e-mails in every 100!"

Following the launch of our new AVAS (Anti-Virus/Anti-Spam) service, we have collected statistics on the e-mails sent (to customers subscribing to AVAS) during the first week in May.

As expected, spam featured heavily with a record 1 in 5 e-mails detected as containing spam content and 1 in 44 detected (and automatically deleted) containing a virus!

In particular, the Bayesian spam engine alone detected 56% of the spam messages, with content ranging from unwanted credit, mortgage and loan offers to prescription medications and pornographic invitations.

We are very pleased with the results that AVAS has delivered in such a short space of time since the launch in March (Energise issue 7). Customer feedback continues to be positive, with subscribers noticing a real difference in the quality and quantity of e-mails received.

If you would like to try AVAS on your e-mail account(s), please contact sales@netenergy.net. AVAS is priced between £10 and £40 plus VAT per year and includes all e-mail addresses/accounts under a domain name. AVAS upgrades are also covered by our 30 day money back guarantee.

Please contact sales@netenergy.net or telephone 0870 243 0830 to activate AVAS on your account.

New Version of MailSend Released

We are pleased to announce the continued development of MailSend, our written in-house form-to-email handler, by introducing the latest version of MailSend, released at the end of April.

MailSend is one of four form-to-email handlers supported under our Windows 2000 hosting plans and can be used to build interactive forms to collect information submitted by Web site visitors.

Using MailSend, it is possible to create a wide variety of Web-based forms, ranging from a simple data collection form to obtain a visitor name and e-mail address, through to an advanced secure online ordering, booking or reservation form, complete with automated notification to both the Web site owner and to the visitor.

MailSend features in brief:

- Standard e-mail features: To, From, CC, BCC, Subject, Priority
- Option to disable sending e-mails when testing
- Web templates to personalise the appearance of the form data/fields
- E-Mail templates including receipts to both Web site owner and visitors
- Option to set required fields, e.g. name, e-mail address, telephone etc.
- Error handling, automatic redirect and link-back facilities
- Stylesheets supported
- PGP Encryption supported
- Customisable 'sortorder' command to choose the order you receive fields

New features:

- Multiple fields allowed per template line, e.g. %FirstName% %LastName%
- White space used for blank fields instead of %% for easy interpretation of form results

PGP Encryption = PGP or Pretty Good Privacy is a software tool which encrypts data between two entities, e.g. encrypting the information submitted on an online form whilst it is transmitted by e-mail from the form to the Web site owner. PGP support is included with all of our Web hosting plans.

Please visit the support knowledgebase for the MailSend manual with step-by-step instructions for creating your own forms, including using PGP and Web/E-Mail templates.

For more information about MailSend or to discuss it's suitability in relation to your Web site, please contact our support team at support@netenergy.net.

If you are an NT customer and would like to upgrade your Web site to the Windows 2000 hosting platform, please contact sales@netenergy.net. A one-time upgrade fee of £20 plus VAT applies per Web site upgrade.

New Bait in Phishing Scams

As if it wasn't bad enough to remember to cover your pin with your hand at the cash machine whilst checking for plastic inserts designed swallow your card, keeping one eye over your shoulder to monitor people watching you, umbrella tightly gripped ready to swipe someone making a grab for your physical money, a new wave of 'cyber thieves' threaten to obtain your cash without even being in the vicinity.

To explain, the term 'phishing' (pronounced fishing) is the new term to describe identity theft, in particular with the view of obtaining money stored on a credit/debit card. The term comes from real fishing, where bait is thrown and whilst many fish will ignore it, some will bite and be caught.

A 'phishy' e-mail would claim to have been sent by a legitimate organisation, such as a bank or credit card company. In-depth checking aside, the e-mail would appear to have been sent by the legitimate organisation's e-mail address and would state that the recipient must visit their Web site to check, update or re-activate their account.

In sophisticated phishing e-mails, the link offered to the victim will take them to a perfect replica of the legitimate organisation's Web site, even including genuine links and company information. At the login screen however, the visitor will be invited to update their details, not knowing that they are updating them on the phisher's Web site.

Typical information a phisher will ask for includes verifying account or card numbers, passwords, addresses and bank details. This information can be used almost too easily to siphon money from the victim's account.

Amongst others, phishing scams have posed as eBay, PayPal, Bank of America as well as UK banks Lloyds TSB, Barclays and NatWest. By hijacking trusted brands, phishers are reported to be able to convince up to 5% of recipients to respond.

Without cutting up your cards and vowing never to shop online, it is possible to combat phishing by exercising care when and more importantly where you submit your contact details and card information.

If you suspect you have been a victim of a phishing scam, it is important to act quickly and notify your bank or card provider as soon as possible for advice tailored to your circumstances.

Free QuickDial 0845 Internet Access Settings

On a more cheerful note, we are pleased to continue to offer our QuickDial 0845 Internet Access settings free of charge.

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

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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.

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:	<CustomerCode>
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 unique 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.

Contacting Net Energy Internet

At Net Energy Internet, being contactable sets us apart from many of our competitors and is one of the top reasons why our customers continue to choose us as their sole Internet Service Provider.

Whether you need advice choosing which package best meets your requirements, or would like help setting up the services you have purchased, we are able to help either online, by e-mail or by telephone.

When contacting us, please choose your preferred method from the list below.

Pre-Sales & Upgrades:	sales@netenergy.net / 0870 243 0830 (Ext. 1)
Accounts & Billing:	accounts@netenergy.net / 0870 243 0830 (Ext. 2)
Technical Support:	support@netenergy.net / 0870 243 0830 (Ext. 3)
Online Support:	http://www.netenergy.net/support/
Secure Messaging:	http://www.netenergy.net/login/

We also provide LiveChat facilities which can be found in the top left corner of our Web site at www.netenergy.net.

Please remember to quote your customer code and account password when requesting changes to your services by e-mail. If required, you are able to retrieve these details from www.netenergy.net/login/.