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Nominet Changes - Positive Renewals

From the 1st of November this year, Nominet UK (the registry responsible for all UK domain names) is changing the way that their renewal process works.

From this date, if you have a domain name that you don't renew by the renewal date you will automatically receive an invoice from Nominet for £80 + VAT. The invoice will give you the option to either renew the domain name through Nominet, or alternatively to contact us to handle the renewal for you at the discounted price of £19.95 + VAT.

Please note: If you decide to renew the domain name with Nominet direct you still need to pay our renewal fees to continue hosting the domain name with us, and to take advantage of the services we include with every domain name renewal.

Initially, domain names that have not been renewed by the 30th day after expiry will be suspended and then cancelled 60 days later. Nominet are working on reducing this and within the next few months, a domain name that has not been renewed will be suspended 7 days after expiry and cancelled 53 days later.

Therefore, it is more important than ever that if you wish to retain a domain name you renew it before the expiry date.

New Renewal Procedures

Due to the changes by Nominet (above) and the other domain name registries it has become necessary for us to review our renewal procedures.

You will still continue to receive a renewal invoice 4-6 weeks before the expiry of any of your services, however if the service is not renewed by the expiry date you will receive a deactivation notice by e-mail.

The deactivation notice will provide you with a further 7 days to make payment, however if payment is not received by the 7th day after expiry, the services detailed on the invoice will be cancelled.

Please note: This applies to all of our services, not just to domain names.

If you have any queries about the new renewal procedure, please don't hesitate to e-mail accounts@netenergy.net.

Recommend Net Energy Internet

If you have Web sites hosted with other service providers that you would like to transfer into your account with us, please contact sales@netenergy.net to find out the best way to bring them across with the minimum of downtime.

Many Net Energy Internet customers don't come to us direct, a growing percentage - based on the feedback left after an order has been placed - shows that a large number of our new customers have heard about us through a friend or colleague.

Is there someone you know who's had a bad experience with a Web hosting company? Why not pass on our Web address for them to browse our product range to see if our services would be suitable.

If you think you could help your friends or colleagues to 'get on the Web' and would like to make a little bit of extra cash from doing so, check out our Reseller Programme to see if you could sell our services to your customers.

Payment Methods / International Orders

We are pleased to support some of the most flexible payment methods available from an Internet Service Provider. Through our Web site, you are able to place orders under a new or existing account and to also set up contact records to save having to enter the details again in the future when ordering.

We are able to accept UK and International same day set-up orders by credit or debit card and on receipt orders by cheque and BACS. Simply click your chosen method when ordering.

Due to changes in VAT legislation, from the 1st of October customers outside the EC will no longer be charged VAT on any orders.