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Future UK Awards - Update



We would like to start Energise volume 4 with another big thank you to everyone who nominated us for a Future UK Internet award!

Through our nominations, we have been shortlisted by the panel of Future UK judges under the 'Best Business Web Host' and 'Best Business ISP' categories.

Voting is now out to the public and will be open until 5pm on the 11th of October. If you would like to vote for us, please visit on the links below to register your vote.

Best Business Web Host: http://www.uknetawards.co.uk/page_vote.asp?cat=BHOS

Best Business ISP: http://www.uknetawards.co.uk/page_vote.asp?cat=BISP

Winners will be announced on the Future UK Web site on the 11th of November.

New Live Help on our Web site

Following the changes to our Web site on the 14th of September, we have also changed our Live Help system from PHP Live to LiveHelp from Star Develop.

As well as the new user-friendly interface, LiveHelp is compatible with more Web browsers and is now running on our own equipment. This enables customers who were previously unable to use live help due to firewall constraints to now make use of the instant help available.

Furthermore, LiveHelp is now available throughout our entire Web site including eSynapsia and online ordering system, so if you get stuck at any point, help is just one click away.

To talk directly with Net Energy Internet staff, simply visit www.netenergy.net and click on the LiveHelp icon in the top left hand corner below our logo.

eSynapsia Changes

To make way for new additions coming soon to eSynapsia (our in-house developed control panel) we have temporarily re-arranged the navigation system used after log in.

Instead of using the links on the left hand side to navigate through eSynapsia, you will now need to use the menu at the top of the screen. For example, to view your order history, simply click on the 'Billing -> View Order History' menu option.

To return to our Web site at any time, simply click on the 'Return' link on the right hand side.

Our entire customer management systems (including our Web site and eSynapsia) have been completely re-written over the last 4 months and starting in October we will be adding new features and improvements on a weekly basis. Whilst not all new features will be available to customers, we are aiming to radically increase the capabilities of eSynapsia over the coming months.

Warning about Domain Registry Services

We would like to draw all customers attention to domain name expiration notices issued by a company called 'Domain Registry Services' based in Cambridge, UK.

The letters arrive by post to the registrant address on or around the renewal date of domain names which have not yet been renewed.

For the sum of £60, £140 or £270, Domain Registry Services claim to be able to renew your domain name for 2, 5 or 10 years.

This scam is not limited to Net Energy Internet customers and it is believed that Domain Registry Services has mined the Whois database for a list of all registered domain names and their respective renewal dates.

Please note: If your domain name is managed by Net Energy Internet, Domain Registry Services will not be able to renew your domain name, regardless of the amount paid.

If you believe that you are a victim of this or a similar domain name renewal scam, please contact support@netenergy.net for advice. If you have paid for a renewal service with Domain Registry Services, you may be able to recover your money from your bank or credit/debit card company.