

The Ideal Web Hosting Customer Support

How many people have been in this situation? It's late at night and you are doing one last tweak on your webpage when something goes wrong. The website is broken beyond your meager abilities to fix or you completely lose access to the site. Either way the first thing that you do is call your Web Hosting Customer Support. Naturally, since it is 2:00 in the morning you are routed to someplace in New Delhi. Since you cannot understand the tech and you do not have time to learn a second language, you are left with two choices. You can wait till morning and hope to be connected with someone that speaks English or hire a third party web developer to do the work for you. Neither of those is acceptable when the responsibility for fixing the problem lies with your web hosting customer support. Keep that in mind when you are signing up with a web hosting company and make sure that you get Web Hosting Support that includes:

- 24/7 web hosting customer support. Bad things simply will not happen during banker's hours. If your business website goes down in the wee hours of the night then you could lose a lot of revenue by the time your techs arrive in the morning. Make sure that you can contact them whenever you need them.
- Phone support should always be an option. No Web Hosting Support company should be so high tech that they only offer support via email. Many customers still feel more comfortable talking with the technicians on the phone. It helps to develop trust in the company and lets the client know that they are not alone in the situation.
- If you live in the United States then your questions should be answered by people in the United States. That prevents barriers to communication and any possible misunderstanding. Nothing is more frustrating than trying to have a very technical explanation given to you by someone that can't speak your language.
- Web hosting support should always be handled in house instead of being farmed out to a third party. The third party will not have had the training or experience with the various problems that can crop up in Web Hosting Customer Support cases than the in house people. Nothing is worse than calling your web hosting support and getting put in touch with an "expert". Then hearing them flipping the pages in a manual trying to find the answer to your question.

Web Hosting Customer Support is a vital service and the field is continuing to grow by leaps and bounds. It is getting to the point where everyone has a website and most of them will experience problems at one time or another.