

File Created by [Blogging Rebirth](#) WP Plugin

Customer Support Is A Deal Breaker

Whatever else you look for in a web hosting provider, you should always be on the lookout for good customer support. All web hosts will say they provide it, just as all heavyweight boxers will say they are going to win their next fight by a knockout. Just because someone is saying something, it doesn't mean it is true. There are several things you will need to ensure your web host has before deciding that it will provide you with the right level of customer support.

A toll-free customer support line is a sure sign that the company really is confident that it can give you the help you need without any messing around. Someone has to pay for a phone call and if it isn't you, it'll be them. If they're paying for the call, they want it to be short and final, so they will move mountains to get you back up and running if there's unscheduled downtime. Still, it is helpful to have a record of every query, so if they offer an additional email support service, you should double up by sending them email.

Many of the better web hosting providers also have customer forums. If they're any good they will be patrolled and moderated by techies, and placing a post on the forum is a good idea if you have an unresolved problem. They don't want to see a lot of posts on there saying their service sucks, because that's liable to turn people off them - expect someone to reply to your query fast and have you up and running again. Finally, look out for hosts who have frequently updated documentation of potential downtime and other issues on their site. If you're going to have downtime, it's nice to know in advance.

You can also find this article published on [Customer Support Is A Deal Breaker](#)