

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

**Hello, This Is Technical Support, How Can I  
Help You?**

Customer service has become a real buzzword in the recent past, with companies the world over queueing up to offer it. However, as anyone who has experienced a battle with a customer support department will know, offering it is one thing, delivery is often another entirely. This is sadly often true of the technical support departments of web hosting companies, and of online service in general.

You may be familiar with the sinking feeling of being on hold to a company and hearing the recorded message telling you "Your call is important to us, thank you for holding" repeatedly. It cannot be underestimated how annoying this is, and how entirely counter-productive. The message may be designed to reassure the customer that their problem will be dealt with soon, and dealt with well - but to many of us it signals the company protesting too much.

Before you sign up for a web hosting company, it is essential that you research their record on tech support. Some companies do not have a tech support phone line, advising that you send them an email - hardly reassuring when they seem to have such problems with Internet downtime. Others offer a "live chat" service on the Internet, and this can be a worthwhile option, but only when it is adequately staffed.

You can also find this article published on [Hello, This Is Technical Support, How Can I Help You?](#)