

Customer Excellence Returns to Web Site Hosting!

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By Robin Nobles

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For those of you with Web sites, you probably know what a "host" is. It's a company that provides a location, or address, on the Internet where your Web site resides.

In other words, just like a physical business needs an address, so does a Web site. You can't have a Web site and just "stick it up" on the Web. Unless you want to set up your own server, you have to go through a hosting company who gives you that address, including server space and bandwidth, that enables the search engines and visitors to find your site.

Let's look at some common problems we often have with hosting companies:

You can never find an actual person to talk to! They may have a 24-hour customer service line open, but you can never get through to a real person.

Hosting companies often think that the "lowest price" will always get the sale, but they fail to realize that what people really want is excellent customer service, servers that are up almost 100% of the time, and a variety of services that come with the hosting package.

Many hosting companies don't provide any other functionality other than Web site hosting. They don't provide a "control panel" full of goodies such as PGP secure e-mail, shopping carts, log analysis, database creation, etc.

Guess what? Technical support people often don't make the best "customer support" people. They may be technical gurus, but their main interest lies in their high tech servers and other functionality, rather than solving the simple problems of their customers.

In other words, weak customer service is a major problem with the majority of hosting companies these days. Solution:

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I recently had the pleasure of being introduced to Combustion Hosting Company, and to say I was impressed is a vast understatement.

Here are some things that struck me as unbelievable. When the phone rings, whoever answers the phone is required to stand up to answer it and talk. After all, the sheer act of standing up requires that they're alert and are listening to your problems and concerns. And, you actually speak to a "real" person!

With Combustion, if you have a problem, they don't just "tell" you how to solve it, they solve it for you! Also, their services certainly aren't limited to "hosting." They can set you up with an account to where you can access the Internet through local access numbers no matter where you travel.

Their prices are extremely reasonable -- much better than I had been paying previously. Plus, the

"extras" I've received by going with Combustion are amazing.

But the one thing that makes Combustion shine over most Web hosting companies is their devotion to providing good customer service, and this is an area in which they truly excel.

So, if you're in the market for a new Web site, or if you aren't pleased with your current host, consider Combustion Hosting. It will be one of the smartest moves you could ever make for your Web site.

If you want further proof as to the benefits of using Combustion, read: [this article](#).

Robin Nobles is the Co-Director of Training of Search Engine Workshops with John Alexander. They teach 2-day beginner, 3-day advanced, and 5-day all-inclusive "hands on" search engine marketing workshops in locations across the globe. She also teaches online search engine marketing courses through

, and she's a member of Wordtracker's official question

support team. With partner John Alexander, she's co-authored a series of e-books called, "The Totally Non-Technical Guides to Having a Successful Web Site." And, they opened a networking community for search engine marketers called The World Resource Center for Search Engine Marketers.

What To Consider With Web Hosting Plans And Services?

By Dean Shainin

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There are many important aspects to consider with web hosting services and plans. Choosing the

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wrong web hosting plan can cause a real problem down the road with your business. This in turn, can cost your business lost customers and sales. If you take some time to compare the different options available to you, and to see what is the best web hosting plan for your situation, it can help you in the long run.

Are You Going To Have A Personal Home Page Or A Business Site Hosted?

The first thing you may want to consider with the web hosting service is the type of website you are going to have hosted. A small business may not need the options that come with larger hosting plans. On the other hand, if you are going to plan on having a large ecommerce site hosted, you may want all the bells and whistles that are provided from some web hosting services. When you have decided on what type of website you will have hosted, you can then figure how to compare the web hosting services and plans.

How Much Data Transfer And Disk Space Is Offered From The Web Hosting Plan

Some of the aspects you will want to compare are the disk space and bandwidth to see if the hosting plan can handle the data transfer from your business promotions that can cause large amounts of traffic. On the other hand, if you have a simple home page you will not need much disk space and bandwidth. Only you can decide on what you will really need from the web hosting service, options and plans that are offered.

Aspects To Consider For Your Web Hosting Needs

Some of the aspects of the web hosting service you may want to consider are, the cost and fees, customer support, control panel, POP email accounts, FTP transfer limits and if you have unlimited space transfer.

Web Hosting Costs And Possible Setup Fees?

When you compare the cost of the web hosting plan, be sure you understand what the costs are, before you sign up. Make sure you know what the setup fees might be, if any.

What About Customer Support From The Web Hosting Company?

Customer support is very important because you don't want your site or sites down for long periods of time. Be sure to see if they offer 24 hours a day customer support and what experience they have with customers in the past. You can easily check with the BBB to see how the web hosting company rates with customer service. This simple consideration can help save you from hassles and lost revenue.

Is A Control Panel Available?

Some people do not have much experience with web hosting control panels. You may want to see what type of control panel the web hosting service offers to see if it is user friendly and that it will fit your needs. An experienced webmaster may not need a control panel, but a control panel is a must for

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the rest of us.

Are POP Email Accounts Available?

Another aspect of web hosting service plans you may want to consider are, the POP email accounts that may be offered. Most business plans will need email service from their web hosting plan. Check to see how many are available to you, if you think you will need access to email accounts.

What About FTP Transfer Limits?

Again, be sure to look into the FTP transfer limits with the web hosting services you are considering. You want to make sure the web hosting plan offers FTP transfer for your business needs. Most web hosts do not have limits on FTP use.

Check out the web hosting plan to see if they offer unlimited space transfer. Read the terms of service to see if you can upgrade, if you need more space in the future. You do not want to have a problem with the web hosting service if you use too much space on the server.

By taking the time to shop around and compare web hosting plans and services, you will know you have made a well informed decision.

Dean Shainin is a consultant specializing in web hosting plans and services. Get valuable resources, tools, more articles and information on web hosting, visit this site:

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