

WebHostingM Support Levels & Pricing Options

Overview

Explore WebHostingM's various options, compare features and pricing, and choose the one that optimizes your online presence. Our diverse support levels cater to websites and applications of all sizes, ensuring you achieve your mission-critical goals. Find the perfect support plan for your unique website needs/budget and maximize your web hosting experience with WebHostingM.

Support Cost

WebHostingM Support offers 3 levels of service to align with your needs and budget. Our service offers 3 levels of support with a pre-sales basic:

- Complimentary Support Plan at \$0.00
- 100% Managed Hosting Plan at \$39.00 per hour*
- WebHostingM Community

These options are available when placing a hosting order and afterward via [myDashboard Addons page](#).

Complimentary Support

WebHostingM's Legendary Support Team is available on all plans. We'll work closely with you to troubleshoot any technical issues, so you can enjoy peace of mind when you choose WebHostingM for your business.

This includes upgrades and maintenance updates, support for billing inquiries, access to documentation, white papers, online best practices guides, community forums, and "best effort" support for third-party applications we provide during our hours of operation.

We can also transfer your web hosting **from** another host to our platform and can also help you transfer your domain to our domain services.

This tier does not cover website contents, graphics design, script customization, upgrading / updating scripts without our automation tools, web content transfers **to** other hosts, transferring domains to other domain registrars, and such.

100% Managed Hosting

WebHostingM's Customer Success Team is available on Enterprise plans. With 10+ years of experience helping 1,000+ customers, we've identified best practices to achieve your goals with cPanel & WHM, Plesk, Webuzo, or bespoke services on public clouds such as AWS, Google Cloud, Oracle Cloud, etc. Our team will work with you to plan, implement, onboard, and help everyone in your organization get the most out of WebHostingM.

The 100% Managed Hosting Plan includes all the items in the Business/Priority and Complimentary levels plus the following:

- Assist the customer in developing a cloud strategy with respect to the services we provide.

- Provide best practice advice regarding the implementation and use of our services.
- Manage technical support escalations and coordinate with subject matter experts to address technical inquiries related to the services we provide.
- Ensure success in building and migrating applications, software, and services on the WebHostingM platform.
- Find the best solutions for your current business problems.
- Conduct architectural evaluation, analysis, and design of enterprise-wide systems.

WebHostingM Community

The WebHostingM Community is available on all plans. Get a direct line to WebHostingM customers and experts in our Slack Community to ask questions, discuss latest releases, and learn from power users.

Service Level FAQs

1. How quickly will you fix my issue?

The problems that application or service developers encounter vary widely, making it difficult to predict issue resolution times. The first-time response time of the after-sales support team is based on the support plan that you choose and the type of ticket submitted. It also depends on your issue. We can say, however, that we'll work closely with you and will use all reasonable efforts to provide an initial response within the following time frames.

2. How do I contact you?

If you are a paying customer with a valid account, you can open a web support case from our support center located at <https://mydashboard.webhostingm.com/submitticket.php>. If you have Business/Priority or Enterprise-level Support, you can request that WebHostingM contact you at any convenient phone number or start a conversation with one of our engineers.

3. How and when does Support provide real-time assistance during chat and phone support cases?

If customers encounter issues after following our step-by-step documentation, they can provide details such as screen prints and logs through a support case. For high-severity issues, Business/Priority or Enterprise-level customers can chat with or call support to receive help in real-time. In most scenarios, our support team provides detailed guidance through email. If necessary, support will use our screen-sharing tool to remotely view the customer's screens to identify and troubleshoot problems. This tool is view-only—Support cannot act on behalf of customers within the screen-share session.

Please note that the screen-share tool is not intended to assist with guiding customers through steps that are already documented. For security reasons, our support team cannot join screen-share sessions hosted by other third-party tools.

4. Do you speak my language?

For now, WebHostingM Support is available in English and Japanese. For other languages, we will use automatic translation to respond. This might not be as correct as you would expect if we are native-born speakers of such a language. We are working though, to bring in engineers with additional language skills.

5. As a reseller, how do I offer support for my end customers' WebHostingM-related issues?

If an issue is related to your WebHostingM account, we'll be happy to help you. For problems with a resource provisioned under their own accounts, your customers will need to contact us directly. Due to security and privacy concerns we can only discuss specific details with the account holder of the resource in question.

6. How does Chat support work?

Customers with valid accounts needing billing or technical support though are expected to submit a ticket to get help from our engineers. The reason is simple. Creating a ticket after logging in ties the request to your account which gives our support team and you a history of the issues you have had which in turn aids us in resolving your issues quickly. To us, the live chat tool is mostly for sales and immediate issues we can troubleshoot/resolve in less than 3 minutes. You can initiate a new chat from [our chat page](#)

7. How do you deal with unresolvable 3rd-party software issue?

In the case that we are not able to resolve your issue we will collaborate with, or refer you to, the appropriate vendor support for that product. In some cases you may need to have a support relationship with the vendor to receive support from them.

8. What are some of the most common reasons a customer might require third-party software support?

For Business/Priority or Enterprise-level, WebHostingM Support can assist with installation, configuration, and troubleshooting of third-party software on the supported list. For other more advanced topics such as performance tuning, troubleshooting of custom code or scripts, security questions, etc., please contact the third-party software provider directly.

While WebHostingM Support will make every effort to assist, any assistance beyond installation, configuration, and basic troubleshooting of supported third-party software will be on a best-effort basis only.

The logo for WebHostingM, featuring the text "webhostingm" in a white, lowercase, sans-serif font, centered within a green rounded rectangle.