

Web Hosting Provider Comparison

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Important Questions	NetFronts Web Hosting	Company B	Company C
Company Background			
How long have you been in business, hosting websites?	Since 1996		
Has ownership of the company ever changed?	No		
How many servers do you run?	13		

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Price			
How competitive is your pricing?	Plans start as low as \$9.95, please visit http://www.netfronts.com/hostservices/buynow.htm		
Can I upgrade my plan easily without losing my initial investment?	Yes, at your request		

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Support – Level of Service			
Do you offer Linux web hosting?	Yes		
Do you offer Windows web hosting?	Yes		
How do you proactively monitor my website?	What's up Gold and 3 Outside Monitoring Agencies		
How can I contact you for technical support?	Toll-free phone, email and online support documentation		
When is technical support available?	7 days a week		
What do your clients say about you? (past and present)	Many very positive comments, please visit http://www.netfronts.com/aboutnf/testimonials.htm		
Do you update the servers with the latest security patches?	Yes		
What is the web host's customer churn rate?	5%		
Who takes full responsibility for the efficiency of the web host's services?	NetFronts Systems Administrators		

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Support - Staff			
What percentage of your support staff are experienced system administrators?	70%		
How do you prioritize problems?	Every ticket automatically enters the Trouble Ticket System and receives a priority level based on the need		
How fast are emergency tickets addressed?	Within minutes		
What is your server to employee ratio?	2:1		

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Support - Flexibility			
Will you provide advice and trouble shooting on basic web hosting issues?	Yes		
Are you flexible with my business' unique needs?	Yes, through ecommerce solutions and valued partnerships http://netfronts.com/addservices/mainas.htm		
Do you support MySQL, PHP, etc. for no charge?	We provide it, but do not trouble shoot custom scripts		
Do I have access to disk space, site transfer and site visitor statistics?	Yes		

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Integrity			
Do you sell my personal information or information about my company?	No, view our privacy policy online http://www.netfronts.com/policies/privacy.htm		
Do you allow spammers to host with you?	No		

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Data Center Facilities			
How many lines are coming into your facility?	OC-48 (12 GBps) utilizing BGP		
What is the average utilization of your connection?	Less than 50%		
Do you have redundant power to the servers?	Yes, UPS and diesel generator		
Do you have generator back up?	Yes, hospital grade		
How often do you test the generator?	Weekly		
What physical security do you have for the data center?	Access controlled, Multi-zone alarms, etc.		
Who has access to the data center?	Only authorized system administrators and upper management		
Do you have motion sensors tied into the alarm system?	Yes		
Do you have air temperature sensors tied into the alarm system?	Yes		
Do you have air pressure sensors tied into the alarm system?	Yes		
What network security practices do you have in place?	Constantly monitored		
What type of fire suppression systems do you have?	FM-200 waterless gas suppression		
Do you have a disaster recovery plan?	Yes		
Where are the servers geographically located?	Fremont, California		
Do you own the data center?	No		