

myhosting.com Launches Twitter Based Customer Support

myhosting.com, a leading Cloud Provider offering Windows Hyper-V VPS Hosting, Linux VPS Servers, Shared Hosting and Exchange Email has announced 24/7 availability of support via its new Twitter handle, @myhostingcare.

Toronto, ON – June 18, 2013: In addition to its existing Customer Service and Technical Support channels, myhosting.com is now offering 24/7 support via Twitter @myhostingcare. This brings full year-round coverage for 4 modes of communication, included Email, Chat and Telephone based support options.

"Our customers want to communicate with us by whatever means is most convenient to them," said Jim Bhutta, Customer Support Manager. "Rather than restrict their choices, we felt it would benefit everyone if we joined the conversation and offered full support around the clock through our new Twitter handle".

The launch of @myhostingcare compliments the existing myhosting.com Social Media efforts, including the existing Twitter handle @myhosting. By launching a separate twitter channel specifically for Customer Service outreach, the team is able to focus specifically on communications related to specific customer inquiries, maintenance notifications and service updates.

"Social Media is here to stay," said Celal Ulgen, CMO, "And myhosting.com is committed to being part of the conversation, rather than just a bystander. This commitment extends beyond our Sales and Marketing efforts to include all levels of the Customer lifecycle."

For more information on myhosting.com services and customer support, please visit <http://myhosting.com/>.

About myhosting.com

myhosting.com is owned and managed by SoftCom Inc., a privately held company headquartered in Toronto, Canada. Founded in 1997, SoftCom provides reliable and cost effective Email and Web Hosting services to more than 10 million customers with support of 26 languages in 140 countries worldwide. The myhosting.com name and the logo are registered trademarks of SoftCom Inc.

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