

Email Hosting Provider Comparison Worksheet

General			
How many hosted mailboxes do you have?			
How long have you been in business?			
How many employees are dedicated to email?			
Is there a Control Panel dashboard?			
Support			
Is live, dedicated, U. S.-based support available 24x7x365?			
Do I have unlimited access to support?			
Is dedicated migration and transition assistance offered?			
Do I have to pay for data restorations?			
Security			
What kind of encryption standards do you use?			
Is premium spam & virus protection included?			
Are there daily, off-site backups?			
What security measures are in place at your data centers?			
Uptime			
What is your uptime guarantee (SLA)?			
What is the financial reimbursement for downtime?			
What steps have you taken to ensure redundancy?			
How many data centers do you operate?			
Features			
Are email data migration services available?			
Is optional email archiving service available?			
Are mobile email services available?			
What is your maximum mailbox size? Attachment size?			
Pricing			
Do you offer flexible, monthly billing?			
Are long-term contracts required? Penalties for cancellation?			
Do you offer a reseller discount and/or volume discounts?			