

Urgent Technical Issue Escalation

Date: [Insert Date]

To: [Technical Support Team/Manager's Name]

Subject: Urgent Escalation: Website Downtime

Dear [Recipient's Name],

I am writing to urgently escalate a technical issue that has resulted in our website being offline. The downtime began on [Insert Date & Time] and has persisted for [Insert Duration]. This situation is causing significant disruption to our operations and impacting our customers.

Details of the issue:

- **Website URL:** [Insert Website URL]
- **Impact:** [Insert Brief Description of Impact, e.g., loss of sales, customer inquiries]
- **Previous Communication:** [Insert Any Previous Tickets or Communication References]

We request immediate attention to resolve this matter. Please provide updates on the progress and estimated time for resolution.

Thank you for your prompt response to this urgent issue.

Best regards,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]