

Customer Support Escalation

Date: [Insert Date]

To: [Insert Recipient's Name]

Position: [Insert Recipient's Position]

Company: [Insert Company Name]

Address: [Insert Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate a technical issue that I have been experiencing with [briefly describe the product/service]. Despite previous attempts to resolve this matter with the customer support team, the issue remains unresolved.

Details of the issue:

- **Description:** [Detailed description of the problem]
- **Date of first contact:** [Insert date]
- **Reference number:** [Insert reference number]
- **Steps taken:** [Briefly outline any actions taken to resolve the issue]

Given the persistent nature of this issue, I would appreciate your assistance in expediting a resolution. I believe that my concerns warrant immediate attention, and I am hopeful that your involvement will lead to a satisfactory outcome.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Contact Information]