

Technical Support Escalation Request

Date: [Insert Date]

To: [Support Manager's Name]

From: [Your Name]

Subject: Request for Escalation of Technical Support Issue

Dear [Support Manager's Name],

I am writing to formally request the escalation of the technical support issue that we have been experiencing with [briefly describe the issue] since [insert date issue began]. Despite our previous communications and efforts to resolve this matter with the initial support level, we have yet to see a satisfactory resolution.

Details of the issue are as follows:

- **Account Number:** [Your Account Number]
- **Case Number:** [Support Case Number]
- **Description of the Issue:** [Detailed description of the issue]
- **Steps Taken:** [List the steps taken to resolve the issue]
- **Impact on Business:** [Describe how the issue is affecting your business]

Given the ongoing impact of this issue, I kindly request that it be escalated to a senior technical support representative who can provide the necessary expertise to resolve this matter promptly.

Thank you for your attention to this urgent request. I look forward to your prompt response and the opportunity to discuss this matter further.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]