

Vendor Support Escalation Procedure

Date: [Insert Date]

To: [Vendor Name]

From: [Your Name]

Subject: Escalation of Support Issue - [Issue Reference Number]

Dear [Vendor Contact Name],

I hope this message finds you well. I am writing to formally escalate a support issue we are currently experiencing with [describe the product/service]. Despite previous attempts to resolve this matter, it remains unresolved.

Issue Details:

- **Issue Description:** [Brief description of the issue]
- **Date Reported:** [Insert Date]
- **Previous Ticket Number:** [Insert Ticket Number]

We would appreciate your immediate attention to this issue, as it is impacting our operations. Please let us know the expedited steps you will take to resolve it and a timeframe for the expected resolution.

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

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Contact Information]