

# IT Support Issue Escalation

Date: [Insert Date]

To: [Recipient's Name]  
[Recipient's Position]  
[Company/Organization Name]  
[Company Address]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate an unresolved issue that I have been experiencing with [describe the specific IT issue]. Despite previous attempts to address this matter via [previous communication methods, e.g., support tickets, emails, phone calls], the problem remains unresolved.

Details of the issue are as follows:

- **Issue Description:** [Brief description of the issue]
- **Date Reported:** [Insert date]
- **Reference Ticket Number:** [Insert ticket number, if applicable]
- **Attempts to resolve:** [Briefly describe attempts made]

Given the impact this issue is having on my work and productivity, I kindly request your immediate attention to resolve this matter. Please let me know if additional information is needed from my end.

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

Sincerely,  
[Your Name]  
[Your Position]  
[Your Contact Information]  
[Your Company/Organization Name]