

Customer Support Escalation Letter

Date: [Insert Date]

To: [Manager's Name]

Subject: Escalation of Service Outage Issue

Dear [Manager's Name],

I am writing to formally escalate the ongoing service outage that has affected our operations since [insert date and time of the outage]. Despite multiple attempts to resolve this issue through your customer support team, we have not yet received a satisfactory resolution.

The details of the service outage are as follows:

- **Issue Start Time:** [Insert Start Time]
- **Issue Description:** [Provide a brief description of the outage]
- **Reference Ticket Number:** [Insert Ticket Number]

This disruption has had a significant impact on our business operations, leading to [explain the consequences, e.g., loss of revenue, delays, etc.]. We would greatly appreciate your immediate attention to this matter to expedite the resolution process.

Thank you for your understanding and support. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]