

Customer Support Escalation

Date: [Insert Date]

To: [Support Team/Manager Name]

From: [Your Name]

Subject: Escalation of Urgent Support Issue

Dear [Support Team/Manager Name],

I hope this message finds you well. I am reaching out to formally escalate a support issue that remains unresolved and is impacting my operations significantly.

Issue Summary:

- **Account Name:** [Your Account Name]
- **Issue Description:** [Brief description of the issue]
- **Reference Ticket Number:** [Ticket Number]
- **Date Issue Reported:** [Date]

This issue has been ongoing for [duration], and despite previous communications, I have not received a satisfactory resolution. The details are as follows:

[Include any relevant details or updates from previous interactions with support]

I appreciate your immediate attention to this matter, as it is causing significant disruption to my business. I would be grateful for an update by [desired response time, e.g., within 24 hours].

Thank you for your assistance.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]