

# Critical Issue Escalation

Date: [Insert Date]

To: [Reseller Support Team]

From: [Your Name] [Your Position]

Company: [Your Company Name]

Subject: Escalation of Critical Support Issue

Dear [Reseller Support Team],

I am writing to formally escalate a critical issue that has arisen regarding [brief description of the issue]. This matter requires immediate attention due to its significant impact on our operations and customer satisfaction.

Details of the Issue:

- Issue Description: [Detailed description of the issue]
- Date Identified: [Date the issue was first identified]
- Impact: [Details on how the issue affects your business and customers]
- Previous Communications: [Summary of previous attempts to resolve the issue]

We believe that without urgent intervention, this situation could lead to [potential consequences]. We request your support in addressing this matter as soon as possible.

Thank you for your immediate attention to this pressing issue. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]