

Formal Escalation to Reseller Technical Support Management

Date: [Insert Date]

To: [Reseller Technical Support Management Name]

From: [Your Name]

Subject: Escalation of Ongoing Technical Support Issues

Dear [Reseller Technical Support Management Name],

I hope this message finds you well. I am writing to formally escalate an ongoing technical issue we have been facing with [Product/Service Name] that has yet to be resolved despite several attempts to seek assistance through standard support channels.

Issue Summary:

- **Ticket Number:** [Insert Ticket Number]
- **Date of Initial Contact:** [Insert Date]
- **Nature of the Issue:** [Brief Description of the Issue]
- **Impact on Business:** [Describe how the issue affects your business operations]

We have followed all recommended troubleshooting steps provided by the initial support team, yet the problem persists. We believe that bringing this matter to your attention will expedite the resolution process.

We appreciate your immediate attention to this matter and look forward to your prompt response. Please feel free to contact me directly at [Your Phone Number] or [Your Email Address] for any further information required.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Company Address]