

# Reseller Support Escalation Procedure

Date: [Insert Date]

To: [Reseller Name]

From: [Your Company Name]

Subject: Support Escalation Procedure

Dear [Reseller Name],

Thank you for your continued partnership with [Your Company Name]. We understand that there may be times when you encounter challenges that require immediate attention. To assist you effectively, we have established a Support Escalation Procedure which is outlined below:

## Escalation Levels:

1. **Level 1 - Initial Contact:** For all general inquiries, please contact our support team at [Support Email] or [Support Phone Number]. Our team is available from [Support Hours].
2. **Level 2 - Supervisor Escalation:** If your issue remains unresolved for more than [Timeframe], please escalate to a supervisor by emailing [Supervisor Email].
3. **Level 3 - Management Escalation:** Should the matter still require attention, you may escalate to management at [Management Email] with a detailed description of the issue.

## Information Required:

When escalating an issue, please provide the following information:

- Reseller Name
- Contact Information
- Details of the Issue
- Previous Communication Reference

We are committed to resolving your issues as quickly as possible and appreciate your understanding of our escalation process. Should you have any questions regarding this procedure, feel free to reach out to us.

Thank you for your cooperation.

Best Regards,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Phone Number]