

Urgent Technical Support Escalation

Date: [Insert Date]

To: [Support Team/Manager Name]

From: [Your Name]

Company: [Your Company Name]

Contact Information: [Your Contact Details]

Subject: Urgent Support Escalation for Reseller Account - [Account Name/ID]

Dear [Support Team/Manager Name],

I hope this message finds you well. I am reaching out to you to escalate an urgent technical issue that our reseller account, [Account Name/ID], has been experiencing. Despite previous attempts to resolve this matter, we have not yet received a satisfactory resolution.

Details of the issue are as follows:

- **Issue Description:** [Brief description of the issue]
- **Impact:** [Impact on business operations or clients]
- **Previous Attempts:** [List any previous communications or support tickets related to this issue]

Given the urgency of this situation, we would greatly appreciate your immediate attention to this matter. Please provide an update on the steps that will be taken to resolve this issue at your earliest convenience.

Thank you for your prompt response and support in this urgent situation.

Best regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]