

Reseller Partnership Communication Guidelines

Dear [Reseller Name],

We are pleased to have you as a valued reseller partner. To ensure a smooth and effective communication flow between our teams, we have outlined some key guidelines below:

Communication Principles

- **Be Clear and Concise:** Always aim for clarity. Avoid jargon that may not be familiar to all parties.
- **Maintain Professionalism:** Use a professional tone in all written and verbal communications.
- **Timely Responses:** Strive to respond to queries and concerns within [24/48] hours.

Preferred Communication Channels

For different types of communications, please utilize the following preferred channels:

- **Email:** [support@example.com] for general inquiries.
- **Phone:** [Customer Service Number] for urgent matters.
- **Online Portal:** Please check our [Partner Portal Link] for updates and resources.

Reporting Issues

If you encounter issues with our products or services, please follow these steps:

1. Document the issue with specific details.
2. Contact our support team via email or phone.
3. Follow up if you do not receive a response within the specified time frame.

Thank you for your attention to these guidelines. We look forward to a successful partnership.

Best Regards,
[Your Name]
[Your Position]
[Your Company]