

# Tech Support Escalation Notice

Date: **[Date]**

To: **[Customer Name]**

Email: **[Customer Email]**

Subject: Escalation of Your Support Request

Dear [Customer Name],

Thank you for reaching out to us. We have received your support request regarding **[issue description]**. We understand that this matter is important to you, and we apologize for any inconvenience this may have caused.

After reviewing your case, we have determined that it requires further escalation to ensure a swift and effective resolution. Our senior technical support team will be taking over your case and will contact you directly within **[time frame]**.

Your satisfaction is our top priority, and we appreciate your patience during this process. Should you have any further questions or need immediate assistance, please feel free to reach out to us at **[support phone number]** or **[support email]**.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]