Accounts concerned — 203

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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11 have already exported · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **This table does not conclude that you should warn them.** Warning 203 customers about a problem 192 have not met has a cost too, and the call is not a technical one.

Segment	Accounts	Have exported since 2.13	Have opened a ticket
Option on, usually > 50,000 rows	**203**	**11**	**11**
Option on, 50,000 rows	1,447	612	0
Option off	3,891	1,204	0

All eleven who exported opened a ticket. The rate is 100%: in other words the problem is not silent — it announces itself the moment it is met. That is an argument for waiting, and it appears here alongside the opposite one.

The two options, with their cost

Option	Effect	Cost
Warn all 203	The 192 unaffected learn a defect exists	**Reply volume, perception**
Wait for the fix	Each new export above the threshold opens a ticket	**≈ 3 tickets a week, estimated**

Decision: ☐ warn all 203 · ☐ wait for the fix · ☐ warn only accounts above 100,000 rows (..... accounts) · ☐ other: .....

The third box was not in the question asked. It is added because it exists: 38 accounts regularly exceed 100,000 rows, and they are the ones who will meet the problem first.

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