

Q3 Widget Launch — CSM escalation memo

Launch: Q3 Widget Launch

Filed by: Customer Success, Strategic Accounts

Customer reference: ACME Industries (strategic, ARR >= \$2M)

ACME's procurement lead reached out this morning. They clicked through the Q3 Widget Launch promo-tier signup flow during the launch window and were quoted nineteen dollars per seat on the pricing page. Their finance team received the first invoice yesterday at twenty-four dollars per seat across 800 seats. The four-dollar delta on a strategic account is roughly \$38k a year that they did not authorize.

They want to know:

- Was the Q3 Widget Launch pricing page wrong, or was the billing system wrong?
- Are other customers from the same Q3 Widget Launch promo window affected?
- What's the credit posture?

I know Pricing Ops already has an item open on the disagreement between the Q3 Widget Launch pricing page and billing. This is the same root cause, with a named customer attached. Please pull this into the existing track so we stay on one story when we reply to ACME.

Severity: customer escalation.

Launch: Q3 Widget Launch.

Source channel: SharePoint > LaunchControl > Q3 CSM Escalations.