# Title: Segment blocked accounts

The following account has been blocked/unblocked in production  by removing segment feature

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| --- | --- | --- | --- | --- | --- | --- |
| S. No | Account\_id | Blocked Date | Unblocked date | Blocked Reason | Is informed to the customer | Customer response |
| 1 | 60317(iubenda) | 10-OCT-2019 | 14-OCT-2019 | ~12k requests per min | Yes | <https://support.freshdesk.com/a/tickets/4653007> |
| 2 | 137056(deepcode) | 16-OCT-2019 |  | ~ Same lead updation  and 1.1L request in last one hour  ---  Blocked again on 06/06/2020 | Yes | <https://support.freshdesk.com/a/tickets/4683601> |
| 3 | 60317(iubenda) | 02-JAN-2020 |  | ~500K requests in last 3 hours | Yes |  |
| 4 | 196737(classdo) | 29-MAR-2020 |  | Errors  <https://rpm.newrelic.com/accounts/1147877/applications/12261525/traced_errors/bcf6c08f-7187-11ea-8696-0242ac11000c_13899_24497?tw%5Bend%5D=1585464249&tw%5Bstart%5D=1585462449> | No |  |
| 5 | 206613 (mmlafleu) | 7 May - 2020 |  | 1. <https://logs.haystack.es/goto/8abca825751c4e9b3cfe1bb5d728ac92>  2 Lakh Segment calls per hour.   2. <https://logs.haystack.es/goto/86d26cf1cb57511ffc1e904aa6017c7b>  3. Now We blocked 3rd time.  <https://logs.haystack.es/goto/2f6dd54a62372391aec7fe0db9df4af4> | Yes | Jonathan(Presales team) : Please find the response below he has got all his information into the account and he has also spoken to segment to batch process records going forward. He has also purcahsed Freshsales <https://admin.freshsales.io/accounts/206613> Please re-enable the integration for them |
| 6 | 54907 (backlotcars) | 20 May 2020 |  | Incident 1 - 19 May 2020 - 20k segment calls in 10 mins  <https://logs.haystack.es/goto/17aee5a8951de69bfc8f05a30bcd1564>  Incident 2 - 20 May 2020 - 200k segment calls per hour  <https://logs.haystack.es/goto/78e0e73d80d29811ba5a055138a5f599> | No |  |