

**The Bill of Rights: Heal the divide between
business and development**

Customer Bill of Rights

- You have the right to an overall plan and to know what can be accomplished when and at what cost.
- You have the right to get the most possible value out of every iteration.
- You have the right to see progress in a running system, proven to work by passing repeatable tests that you specify.
- You have the right to change your mind, to substitute functionality, and to change priorities without paying exorbitant costs.
- You have the right to be informed of schedule and estimate changes, in time to choose how to reduce the scope to meet a required date. You can cancel at any time and be left with a useful working system reflecting investment to date.