



Table's Ready LLC
11 Forest Green Rd
Rye, NH 03870

TablesReady is a waitlist and scheduling application for restaurants and other businesses to notify their guests when they are ready to be served. Our voice services include only a single 1-way voice notification to waiting customers.

Our approach to avoiding illegal robocall traffic includes:

- Requiring a valid email to sign up for our service
- Requiring a verification of said email before sending
- Allowing a maximum of 150 notifications to be sent during the free trial (SMS and voice)
- Requiring a valid credit card with an authorized payment in order to subscribe and send more messages
- We have set the highest fraud threshold possible with our payment gateway to ensure no suspicious payments are accepted
- We rate limit the number of voice notifications that can be sent per hour, day, week, and month to 500, 1000, 2500, and 5000, respectively
- Voice notification text is limited to 200 characters
- Each outbound voice notification is scored against various levels of spam signals including:
 - Keyword/text matching
 - Account characteristics (newly signed up, geolocation, etc.)
 - Message usage patterns and other atypical product usage behavior
- When a message is scored as spam, the message is blocked and the account is immediately deactivated until it can be manually reviewed
- Blocked accounts are investigated and added to our application firewall rules with as broad a pattern as possible

We are always happy to improve on these processes, but we have also never experienced an incident.