



GCB

Curaçao Gaming Control Board

Technical Standards

applicable for the Curaçao jurisdiction

GCB-TS-15:

Electronic Bingo and Keno Systems

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ABOUT THIS STANDARD

The Technical Standards for Electronic Bingo and Keno Systems (GCB-TS-15) are an integral part of the casino license fee requirements for the Curaçao jurisdiction.

This Standard is produced by the Curaçao Gaming Control Board (GCB). It has its basis in Technical Standard GLI-15 of Gaming Laboratories International, LLC, who has produced this for the purpose of providing independent certification to suppliers under this Standard.

Only gaming equipment that complies with this Standard and has been duly certified for the Curaçao jurisdiction by a GCB-approved internationally recognized independent gaming laboratory, shall be allowed access to the Curaçao casinos.

Stakeholders can submit gaming equipment to a GCB-licensed internationally recognized independent gaming laboratory for certification in accordance with this Standard. Upon certification, the independent gaming laboratory will provide a certificate of compliance evidencing the compliance with this Standard.

Independent gaming laboratories seeking a GCB license may submit a request to the GCB via email address info@gcb.cw.

TABLE OF CONTENTS

CHAPTER 1: OVERVIEW - STANDARDS FOR ELECTRONIC BINGO AND KENO SYSTEMS	3
1.1 Introduction	3
1.2 Acknowledgment of Other Standards Reviewed	3
1.3 Purpose of Standard	4
1.4 Other Documents That May Apply	5
CHAPTER 2: BINGO SYSTEM REQUIREMENTS.....	6
2.1 Bingo System Definitions	6
2.2 General Operating Procedures	7
2.3 Point of Sale or Cashier Station Requirements.....	7
2.4 Callers Desk Requirements	9
2.5 Server and Database Requirements	9
2.6 Electronic Bingo Card Marking Device (EBM) Requirements	10
2.7 Electronic Random Number Generator Requirements	12
2.8 Mechanical Random Number Generator Requirements	14
CHAPTER 3: ELECTRONIC KENO SYSTEM REQUIREMENTS	15
3.1 Keno System Definitions	15
3.2 General Operating Procedures	16
3.3 Hardware Requirements.....	18
3.4 Software Requirements	18
CHAPTER 4: ELECTRONIC KENO AND BINGO GAMES USING PLAYER TERMINALS.....	21
4.1 Player Terminal Definitions.....	21
4.2 General Operating Procedures	22
4.3 Payment by Voucher or Payment Slip	22
4.4 Cashless Player Terminals	23
4.5 Game Server Requirements	24
4.6 Account Server Requirements	24
4.7 Required Reports	24

CHAPTER 1: OVERVIEW - STANDARDS FOR ELECTRONIC BINGO AND KENO SYSTEMS

1.1 Introduction

1.1.1 Electronic Bingo and Keno Systems Defined

Electronic Bingo and Keno Systems are game management systems that are primarily tasked to provide logging, searching, and reporting of gaming significant events, collection of financial data, and display and verification of winning cards. These Standards are intended to provide guidance toward the certification of the following types of electronic Bingo and Keno systems:

- a) Manual Draw games using paper Cards;
- b) Electronic Draw games using paper cards;
- c) Manual Draw games using electronic card marking devices;
- d) Electronic Draw games using electronic card marking devices;
- e) Manual Draw games using a combination of paper and electronic card marking devices;
- f) Electronic Draw games using a combination of paper and electronic card marking devices; and
- g) Electronic Draw game using player terminals.

1.1.2 Phases of Certification

The approval of an Electronic Bingo or Keno System may be certified in up to two phases:

- a) Initial laboratory testing, where the laboratory will test the integrity of the system in the laboratory setting with the equipment assembled; and
- b) On-site certification where the system and configuration set up are tested on the gaming floor prior to implementation.

1.2 Acknowledgment of Other Standards Reviewed

1.2.1 General Statement

These Standards have been developed by reviewing and tailoring Technical Standard GLI-15 of Gaming Laboratories International, LLC (GLI), who has produced this for the purpose of providing independent certification to suppliers under this Standard. We acknowledge and thank GLI for making available their document to enhance the quality of our supervisory tools.

1.3 Purpose of Standard

1.3.1 General Statement

The purpose of this technical standard is as follows:

- a) To eliminate subjective criteria in analyzing and certifying Electronic Bingo and Keno Systems.
- b) To only test those criteria which impact the credibility and integrity of gaming from both the revenue collection and game play point of view.
- c) To create a standard that will ensure that Electronic Bingo and Keno systems are fair, secure, and able to be audited and operated correctly.
- d) To recognize that non-gaming testing (such as Electrical Testing) should not be incorporated into this standard but left to appropriate test laboratories that specialize in that type of testing. Except where specifically identified in the standard, testing is not directed at health or safety matters. These matters are the responsibility of the manufacturer, purchaser and operator of the equipment.
- e) To construct a standard that can be easily changed or modified to allow for new technology.
- f) To construct a standard that does not specify any particular technology, method or algorithm. The intent is to allow a wide range of methods to be used to conform to the standards, while at the same time, to encourage new methods to be developed.

1.3.2 No Limitation of Technology

This document does not intend to limit the use of future technology. If the technology is not specifically mentioned, it does not mean it is not allowed, but rather that it will first be analyzed.

1.3.3 Scope of Standard

This standard will only govern Electronic Bingo and Keno System requirements necessary to achieve certification for the purpose of properly displaying selected balls or numbers, properly verifying and awarding player winnings, and properly accounting for and reporting all financial and game history data as needed to properly audit the system.

1.4 Other Documents That May Apply

These standards cover the minimal requirements of electronic Bingo and Keno Systems and all associated components. The following other standards apply:

- a) GCB-TS-11 Gaming Devices in Casinos;
- b) GCB-TS-12 Progressive Systems in Casinos;
- c) Regulations, applicable for the Curaçao jurisdiction; and
- d) Minimum Internal Control Standards, applicable for the Curaçao jurisdiction.

CHAPTER 2: ELECTRONIC BINGO SYSTEM REQUIREMENTS

2.1 Bingo System Definitions

The following definitions are used throughout this chapter.

- a. *Card number* : the number that is generally displayed in the center space of a bingo card that identifies the unique pattern of numbers displayed on that card;
- b. *Center number* : see the definition for card number;
- c. *Deal* : each separate package or series of packages consisting of one game of instant bingo, pull-tab raffle or seal cards with the same serial number;
- d. *Designator* : an object used in the number selection process, such as a ping pong ball, upon which bingo letters and numbers are imprinted;
- e. *Disposable paper bingo card* : a non-reusable paper card or sheet, manufactured with a pre-printed serial number and consisting of various rows and columns of numbers, intended for use in a bingo game or the card-minding representation thereof;
- f. *EBM site system* : a system that uses a website of a supplier or manufacturer to download electronic bingo cards on the electronic bingo card monitoring device (EBM);
- g. *Electronic bingo card* : The digital equivalent of the disposable paper bingo card;
- h. *Electronic bingo card monitoring device* : an electronic device that is used by a bingo player to monitor bingo cards in a bingo game (referred to as “EBM” throughout this document). An EBM shall not mean or include any device into which coin, currency, or tokens are inserted to activate play;
- i. *Electronic verification* : the verification of bingo by entering the free space number of the winning bingo card into computer equipment which contains pre-programmed software for this purpose;
- j. *Equipment and video systems* : includes equipment that facilitates the conduct of Bingo such as ball blowers, flash-boards, TV monitors, cameras, electronic verifiers and replacement parts for such equipment;
- k. *Face number* : see the definition for card number;
- l. *Fixed base station* : see the definition for player terminal;
- m. *Free space number* : see the definition for card number;
- n. *Manufacturer* : a person who modifies, converts, adds to or removes parts from a completed piece of bingo or other gaming equipment;
- o. *Packets* : sets of bingo cards assembled in the order of games to be played, that may or may not include specials, winner-take-alls and jackpots;

- p. *Perm number* : a group of predefined bingo cards, each of which has a card number;
- q. *Player terminal* : a device or player station that is connected to a central system and allows the player to play the game of electronic bingo;
- r. *Random selection, randomly selected* : a process of selecting number designators to produce random numbers during a bingo game in which each designator or number in the remaining population has an equal chance or probability of being selected;
- s. *Serial number* : a unique number printed in the same manner on every bingo card by the manufacturer or printer;
- t. *Bingo session* : a continuous series of bingo games with no breaks except for short intermissions, beginning when the first bingo ball is drawn in the first game of bingo and ending when the last game has been won.

2.2 General Operating Procedures

2.2.1 Game Display

All systems shall utilize a lighted game board or other means to display to the players the drawn balls and the winning pattern of play for the game in a legible manner.

2.2.2 Ball Drawing

The balls shall be drawn one at a time from a machine that mixes the balls or via an approved electronic random number generator certified for use in the game of Bingo. The operator of the bingo equipment shall have no discretion over which ball or number is drawn.

2.2.3 Packet Sales

There shall be an easy means to determine the number of packs sold.

2.3 Point of Sale or Cashier Station Requirements

2.3.1 General Statement

Each bingo system must have a device or facility that provides for the sale of bingo cards and the collection and accounting tools needed to determine all sales initiated through the bingo system.

2.3.2 Accounting Requirements

The system must have the capability of recording and printing reports detailing sales and accounting information. This information shall include, but is not limited to, price of card faces or packages, number of faces or packages sold, total sales for both paper and electronic faces, total paid.

2.3.3 Backup Requirements

The system must have a backup and archive utility to allow the operator to save critical data should a system failure occur.

2.3.4 Sales and Accounting Report Requirements

The system shall contain sales and accounting reports detailing all financial transactions on the system. In addition, a log of significant events relating to accounting and sales must be maintained on the system. The system shall provide the option of printing this log on demand.

2.3.5 Configuration Access Requirements

The interface element setup/configuration menu(s) must not be available unless using an authorized access method.

2.3.6 Sales Adjustments and Corrections

The system shall allow for meter adjustments and sales data corrections, if applicable, through a password controlled audit menu. A log of all accounting changes including the employee name/ID, authorized to make the changes, the date of the change, the time of the change and the detailed items adjusted must be kept on the system. A printout of this audit log must also be available upon demand.

2.3.7 Remote or Portable Sales Stations

The system may have the capability of supporting remote sales units provided that each unit communicate all sales to the main sales station either via radio communications or via direct wiring to the stations. Remote sales terminals may have all of the operational capabilities of the main sales station except for audit functions, which can only be done at the main station.

2.4 Callers Desk Requirements

2.4.1 General Statement

A Bingo system may possess a 'Callers Desk' or other means in which the selected balls or numbers get entered into the system for validation purposes. The Callers Desk shall not have the ability to sell or modify sales information.

2.4.2 Ball Draw Information

The Callers desk shall have either a manual ball blower system or an approved Electronic Random Number Generator, see also Section 2.7, 'Electronic Random Number Generator Requirements', to determine the order of drawn balls. Each drawn ball shall be announced prior to marking the light board. If the system uses EBM devices the ball draw information must be entered into the system at the same time as the number is announced. The Callers Desk should have some means of correcting any input errors regarding drawn balls up to the time the game is closed.

2.4.3 Winning Bingo Card Verification

The system shall contain a means in which all card perm numbers or electronic serial numbers are contained within a database for winning card verification. The winning card number or numbers, if more than one card has simultaneous Bingo, shall be entered into the system and the system shall verify that the claim is valid.

2.5 Server and Database Requirements

2.5.1 General Statement

An Electronic Bingo System will possess a database of all cards in the perm. The system shall not allow modification or changes to card faces. Access to the database shall be controlled by password authorization or another equally secure method.

2.5.2 System Clock

A Bingo System must maintain an internal clock that reflects the current time (24hr format - which is understood by the local date/time format) and date that shall be used to provide for the following:

- a) Time stamping of significant events;
- b) Reference clock for reporting; and
- c) Time stamping of all sales and draw events.

2.5.3 Synchronization Feature

If multiple clocks are supported the system shall have a facility whereby it is able to update all clocks in components.

2.5.4 System Accounting Reporting Requirements

The system or other equipment, shall be capable of producing general accounting reports to include the following information:

- a) The name of the casino;
- b) The game date and total number of cards and packets sold;
- c) The sales for regular and packet games;
- d) All information for special games that would be required to validate a bingo. (i.e., color, special patterns, special cards, free strips, odd/even numbers, etc.)
- e) The winner-take-all and bonus computations;
- f) Cash due and cash received reconciliation;
- g) All other monies received from bingo game;
- h) Cash and check expenses;
- i) The total cash, expenses and deposits; and
- j) The signature and date of the person preparing the report.

2.5.5 Game Schedule Reports

A report detailing the game schedule and the type of games being played in the session shall be available to be printed from the system. The system shall not allow changes to the game parameters once the game has begun.

2.6 Electronic Bingo Card Marking Device (EBM) Requirements

2.6.1 General Statement

An EBM provides a means for bingo players to input numbers announced by a bingo caller and compares the numbers entered by the player to the numbers contained on cards previously stored in the electronic memory of the device. An EBM also identifies the winning pattern and signals only the bingo player when a winning bingo pattern is achieved. Automatically marking numbers on the EBM is not permissible.

2.6.2 Bingo Card Limitation

The EBM shall have the ability to limit the number of electronic bingo cards per game. The limit, as established in the Regulations for Live Bingo Operations, is twenty-five (25). A site system shall not be able to load more than twenty-five (25) electronic bingo cards per bingo game into any one (1) EBM.

2.6.3 Marking of Bingo Card Numbers

To distinguish a bingo game from a straight lottery, a player is required to actively participate in the game in order to be successful. Automatically marking numbers on the EBM is not permissible.

2.6.4 Clearing of EBM

Each EBM shall be programmed to automatically erase all electronic bingo cards and/or bingo card face numbers stored in device:

- a) upon turning off the device after the last bingo game of the occasion has been played;
or
- b) by some secondary timing or clearing method.

2.6.5 Bingo Card Creation

No EBM shall offer the possibility to design and create bingo cards by choosing, rearranging, or placing numbers on a card.

2.6.6 EBM Without a Site System

If the EBM is not used in conjunction with an EBM site system, but rather requires an organization to enter bingo card face numbers from disposable paper bingo cards, there must be a method to limit the number of cards loaded into the device. Additionally, the system shall have a means of configuring the limitation. A site system shall not be able to engage in any type of sale, void, or reload transaction unless the EBM is connected to and communicating with the site system.

2.6.7 Site System Reporting

The site system shall be capable of providing accounting and revenue reports on a daily basis. Additionally, the system must be capable of providing weekly and monthly summaries of the daily reports. The daily report shall include, at a minimum, the following:

- a) Gross sales of all bingo cards sold and loaded into an EBM, gross sales voided and/or canceled and net sales of all bingo cards sold;
- b) Gross number of all bingo cards sold and loaded into an EBM, total number of bingo cards voided and/or canceled and net number of bingo cards sold;
- c) Adequate documentation shall be maintained to explain any voids or cancellations; and
- d) The number of units sold, the number of bingo cards per game and the number of games played.

2.6.8 Printing of receipts

A receipting function for electronic bingo cards must be self-contained within the site system and must record and print out on a copy which is given to the player:

- a) the device identification number,

- b) the date, number of electronic bingo cards purchased or loaded and
- c) the total amount charged for the electronic bingo cards.

2.6.9 Printing of Bingo Game Information

A site system shall be able to provide the winning numbers and game patterns required for the entire bingo occasion on a hard copy printout. The printout must be available upon demand at the bingo occasion.

2.6.10 EBM or Site System Malfunction

If any malfunction or problem with a EBM or site system that could affect the security or integrity of the bingo game, the bingo card monitoring devices, or the site system, is discovered, the system must log the malfunction and immediately notify operations staff thereof.

2.6.11 EBM Back-up

Regardless of the number of EBMs made available for play, at least one (1) device shall be reserved by the casino as a back-up device, in the event a device in play malfunctions.

2.7 Electronic Random Number Generator Requirements

2.7.1 Random Number Generator Requirements

The use of an RNG results in the selection of game symbols or production of game outcomes. The selection shall:

- a) Be statistically independent;
- b) Conform to the desired random distribution;
- c) Pass various recognized statistical tests; and
- d) Be unpredictable.

2.7.2 Applied Tests

The test laboratory may employ the use of various recognized tests to determine whether or not the random values produced by the random number generator pass the desired confidence level of 99%. These tests may include, but are not limited to:

- a) Chi-square test;
- b) Equi-distribution (frequency) test;
- c) Gap test;
- d) Overlaps test;
- e) Coupon collector's test;

- f) Permutation test;
- g) Kolmogorov-Smirnov test;
- h) Adjacency criterion tests;
- i) Order statistic test;
- j) Runs tests (patterns of occurrences should not be recurrent);
- k) Interplay correlation test;
- l) Serial correlation test potency and degree of serial correlation (outcomes should be independent of the previous game); and
- m) Tests on subsequences.

2.7.3 Background RNG Activity Requirement

The RNG shall be cycled continuously in the background between games and during game play at a speed that cannot be timed by the player. The only time the RNG is allowed to not be cycled is when interrupts are suspended: test results must confirm that this exception is kept to a minimum.

2.7.4 RNG Seeding

The first seed shall be randomly determined by an uncontrolled event. After every ball draw, there shall be a random change in the RNG process (new seed, random timer, delay, etc.). This will verify the RNG doesn't start at the same value, every time. It is permissible not to use a random seed; however, the manufacturer must ensure that games will not synchronize.

2.7.5 Ball Drawing Games

The consequences for games depicting balls being drawn from a barrel are as follows:

- a) At the start of each game, only balls applicable to the game are to be depicted. For games with bonus features and additional balls that are selected, they should be chosen from the original selection without duplicating an already chosen ball;
- b) The barrel shall not be re-mixed except as provided by the rules of the game depicted;
- c) As balls are drawn from the barrel, they shall be immediately used as directed by the Rules of the Game (i.e., the balls are not to be discarded due to adaptive behavior by the gaming device).

2.7.6 Scaling Algorithms

- a) If a random number with a range shorter than that provided by the RNG is required for some purpose within the gaming device, the method of re-scaling, (i.e., converting the number to the lower range), is to be designed in such a way that all numbers within the lower range are equally probable.
- b) If a particular random number selected is outside the range of equal distribution of re-scaling values, it is permissible to discard that random number and select the next in sequence for the purpose of re-scaling.

2.8 Mechanical Random Number Generator Requirements

2.8.1 Mechanical Based RNG Games

Mechanical based RNG games are games that use the laws of physics to generate the outcome of the game. All mechanical based RNG games must meet the requirements of this document with the exception of the specific requirements for electronic random number generators. In addition, mechanical based RNG games must meet the following rules:

- a) The test laboratory will test via PC communications multiple iterations to gather enough data to verify the randomness. In addition, the manufacturer may supply live data to assist in this evaluation;
- b) The mechanical pieces must be constructed of materials to prevent decomposition of any component over time (e.g., a ball shall not disintegrate);
- c) The properties of physical items used to choose the selection shall not be altered; and
- d) The player shall not have the ability to physically interact or come into physical contact or manipulate the machine physically with the mechanical portion of the game.

2.8.2 Mechanical Ball Mixing Method

A mechanical device that uses air flow for mixing and randomly withdrawing balls to determine the letters and numbers or symbols to be called may be utilized to draw the winning balls. This device shall be constructed in the following manner:

- a) It will allow participants full view of the mixing action of the balls; and
- b) It will be impossible to interrupt the operation to change the random placement of the balls at the exit receptacle of the device, except when the device is shut off.

2.8.3 Bingo Balls

A set of balls, each bearing a unique number and the letter B, I, N, G or O. Each bingo ball set shall comply with the weight and size requirements as stipulated in the Regulations for Live Bingo Operations.

2.8.4 RNG Outcome

There shall be a method to display the RNG Outcome for the numbers called at all bingo games. The display must be visible and legible to all players and clearly indicate all numbers that have been called.

CHAPTER 3: ELECTRONIC KENO SYSTEM REQUIREMENTS

3.1 Keno System Definitions

The following are commonly used terms in describing the game of Keno.

- a. *EPROM* : Erasable Programmable ROM;
- b. *Exception log* : a record documenting a prize payout that has not been authorized by the computer;
- c. *Inside ticket* : a blank Keno ticket constructed with eighty (80) blocks numbered one (1) to eighty (80), and containing a bet block;
- d. *Keno* : a numbers game in which a participant chooses from one (1) to ten (10) numbers from a pool of eighty (80) numbers and the winner and his prize is determined by correctly matching his numbers to the twenty (20) numbers generated in the game;
- e. *Keno equipment* :
 - 1. Electronic selection device;
 - 2. Random number generator;
 - 3. Computerized Keno system; or
 - 4. Integrated system of computer hardware and software that:
 - a) Generates a player ticket;
 - b) Records a game outcome;
 - c) Verifies a winning ticket;
 - d) Produces a management report; or
 - e) Performs other internal audit controls of a Keno operation;
- f. *Keno manager* : the person in charge of the operation of the Keno game;
- g. *Outside ticket* : a computer generated ticket given to the player which reflects certain game and wagering information;
- h. *PROM* : programmable ROM;
- i. *Quick pick* : a number selection made for the player by a computer;
- j. *Random Number Generator (RNG)* : a device for generating number values that exhibit characteristics of randomness and that is composed of computer hardware, software or a combination of hardware and software;
- k. *ROM (Read Only Memory)* : The electronic component used for storage of nonvolatile information in Keno equipment that provides instructions needed by the computer to begin its operations each time it is turned on;
- l. *Selection device* : a device that may be operated manually or automatically and is used to randomly select numbers.
- m. *Transaction log* : a record of the same information printed on each outside ticket that is retained in the computer's memory or printed out by the computer.

3.2 General Operating Procedures

3.2.1 General Statement

The rules within this section are general rules that govern the conduct of Keno.

3.2.2 Operation of Keno Equipment

No player shall have access to, or be allowed to activate the Keno equipment. Each number selected by the player, along with the amount wagered and the total numbers played shall be entered into the computer by the operations staff, and an outside ticket shall be presented to the player. The inside ticket shall be retained until at least three games after the game in which the ticket was purchased for.

3.2.3 Ticket Marking

Players shall mark the inside ticket with their number selections or selection by quick pick is permissible.

3.2.4 Outside Ticket

Concurrently with the generation of the outside ticket, the information on the outside ticket shall be recorded on the transaction log.

3.2.5 Information on the Outside Ticket

The outside ticket that is given to the player shall contain the following information:

- a) Date of the game;
- b) Numbers chosen by the player;
- c) Ticket sequence number;
- d) Conditioning of the ticket;
- e) Station number where the ticket was generated;
- f) Game number; and
- g) The name of the organization.

3.2.6 Voiding a Ticket

If a ticket is voided, the void information shall be input in the computer, and the computer shall document the appropriate information pertaining to the voided wager. A void slip shall then be issued, which shall be retained with the outside tickets to serve as documentation of the transaction.

3.2.7 Malfunction During Number Selection

If the Keno equipment breaks down or malfunctions during the selection of the winning numbers and the problem is not promptly corrected, players shall be refunded the amount wagered upon presenting their outside ticket.

3.2.8 Start of the Game

Once the Keno manager is satisfied that all tickets for a game have been issued, the game shall be closed and all players shall be so notified. No tickets may be written or voided after a game has been closed and the number selection process has begun. Controls shall exist to prevent the writing and voiding of tickets after a game has been closed and after the number selection process has begun.

3.2.9 Display of Winnings

The potential payout or prize for each different type of wager shall be made known to the players prior to their selecting numbers. This may be done through posting the potential payouts in a manner clearly visible to the players or through a printed schedule that is available at each location where Keno is played.

3.2.10 Display of Time Restrictions

A statement indicating any time restrictions for redeeming a winning ticket shall be visibly posted at each location where Keno is played or printed on the outside ticket or the schedule of prize payouts.

3.2.11 Draw Ticket Generation

A draw ticket shall be prepared by the computer.

3.2.12 Collection of Winnings

A player shall wait until the last game wagered on has been called in order to collect any winnings. A player may be allowed to play fewer consecutive games than originally indicated, if approval has been obtained from the Keno manager and the voided wagers are properly documented in the transaction log.

3.2.13 Winner Verification

Winning tickets shall be verified prior to payout and paid in the following manner:

- a) Procedures shall be established to preclude payment of a ticket previously presented for payment, unclaimed winning tickets after a specified period of time, voided tickets, and tickets which have not been issued.
- b) The sequence number of a ticket presented for payment shall be input into the

computer, and the payment amount shall be generated by the computer and shall be given to the player.

- c) No payouts shall be made unless a winning outside ticket has been presented. If the payout amount is not indicated on the outside ticket, a payout slip shall be issued.
- d) The exception log shall be produced and maintained documenting any payments made on tickets that have not been authorized by the computer.

3.2.14 Simultaneous Winners

If two (2) or more tickets fulfill the requirements for winning the largest prize on the same game, the full prize shall be divided equally among the winning tickets subject to any prize payout limit per game. Applicable prize payout limits shall be legibly posted at each location where Keno is played and printed on the schedule of prize payouts.

3.3 Hardware Requirements

3.3.1 General Statement

All hardware associated with a Keno System must meet the following requirements:

- a) All electrical and mechanical parts and design principles shall follow acceptable industrial codes in standards in both design and manufacture;
- b) Logic boards and software EPROM's shall be in a locked or sealed area within the machine or in a separate machine. No access to this area is allowed by persons other than the manufacturer's or distributor's authorized service personnel;
- c) A surge protector that feeds all power to the equipment shall be installed;
- d) The operation of the Keno equipment shall be impervious to influences from the outside of the device, including electro-magnetic interference, electro-static interference, and radio frequency interference;
- e) All computer functions and programs shall be secured in a secured and protective housing; and
- f) The design of the Keno equipment shall ensure that there are no readily accessible game function related points which would allow any input and that there is no access to input or output circuits unless it is necessary for the proper operation of the equipment. No switches or other controlling devices may be added to the machine that would cause the machine to operate in a manner other than in which it was designed to play.

3.4 Software Requirements

3.4.1 General Statement

This section refers to all the associated software in a Keno System.

3.4.2 Storage of Software

All programs residing in the equipment shall be contained in a storage media which is not alterable through any use of the circuitry or programming of the machine itself.

3.4.3 Detection of Corruption

Machine programs shall be capable of detecting corruption and shall provide an error message due to failure of the program storage media and cause the machine to cease play until corrected.

3.4.4 Random Number Generator

A random number generator shall reside on a PROM or EPROM secured in the logic board of the computer. The numbers selected by the random number generator for each game shall be stored in the computer's memory and be capable of being output to produce a draw ticket with no manual input of the numbers required. Each possible combination of numbers which produce winning or losing game outcomes shall be available for random selection at the initiation of each game. The random selection process shall not produce any patterns of game outcomes, or be dependent upon any previous number selections or game outcomes, the amount wagered, or upon the style or method of play. The logic of the hardware or software may not interfere with the random number generator software, see also Section 3.7 'Electronic Random Number Generator Requirements' and Section 3.8 'Mechanical Random Number Generator Requirements.

3.4.5 Retention of Game Data

The following rules apply to the game data within the Keno System:

- a) No Keno equipment shall have a mechanism whereby an error will cause the game data to automatically clear. Game data shall be maintained at all times regardless of whether the machine is being supplied with power.
- b) Game data shall be stored in such a way as to prevent loss of the data when replacing parts or modules during normal maintenance.

3.4.6 Printer

The following rules apply to the printers associated with the Keno System:

- a) The numbers that the player selects shall be printed on the outside ticket;
- b) The printer mechanism shall have a paper-sensing device that upon sensing a "paper low" condition will allow the machine to finish printing the ticket and then prevent further ticket writing;
- c) Each machine shall recognize a printer power loss occurrence and cease play until power has been restored to the printer and the machine is capable of producing a valid ticket;

- d) The printer shall have the capability of producing, at a minimum, the following accounting reports: The records shall include:
- i. The information contained in the transaction log;
 - ii. Payout information for each game played;
 - iii. The number draw and time of the draw for each game played;
 - iv. RESERVED;
 - v. System exception information including voids and late pays for each game played; and
 - vi. The exception log.

3.4.7 Report Requirements

At the conclusion of each day generate a daily report. The required reports are as follows:

- a) Records shall be maintained which include win and write by individual writer for each day;
- b) Records shall be maintained which include (for each licensed game) win, write, and win- to-write hold percentage for:
 - i. Each shift;
 - ii. Each day;
 - iii. Month-to-date; and
 - iv. Year-to-date or fiscal year-to-date as applicable.
- c) Payout information (date, time, ticket number, amount, etc.);
- d) Game information (number, ball draw, time, etc.);
- e) Daily recap information which includes:
 - i. Write;
 - ii. Payouts; and
 - iii. Gross revenue (win).
- f) System exception information, including:
 - i. Voids;
 - ii. Late pays; and
 - iii. Appropriate system parameter information (e.g., changes in paytables, ball draws, payouts over a predetermined amount, etc.)

CHAPTER 4: ELECTRONIC KENO AND BINGO GAMES USING PLAYER TERMINALS

4.1 Player Terminal Definitions

The following are commonly used terms in describing the games of Keno and Bingo and the play of the game that are used throughout this chapter.

- a. *Account server* : a central computer that provides customer account maintenance and the deposit/withdrawal function of those account balances;
- b. *Cash-out ticket* : an instrument of value generated by a gaming machine representing a monetary amount owed to a customer at a specific gaming machine. This investment may be wagered at other machines by depositing the cash-out ticket in the machine document acceptor;
- c. *EPROM* : Erasable Programmable ROM;
- d. *Game server* : a central electronic selection device, utilizing a random number generator;
- e. *Gaming machine* : an electronic or electromechanical machine which contains a microprocessor with random number generator capability which allows a player to play games of chance, some of which may be affected by skill, which machine is activated by the insertion of a coin, token or currency, or by the use of a credit, and which awards game credits, cash, tokens, or replays, or a written statement of the player's accumulated credits, which written statements are redeemable for cash;
- f. *Hold* : the relationship of win to coin-in for gaming machines;
- g. *Hold percentage* : the percentage calculated by dividing the win by the drop or coin-in. Can be calculated for individual tables or slot machines, type of table games or slot machines on a per day or cumulative basis;
- h. *Jackpot payout* : the portion of a jackpot paid by gaming machine personnel or the cashier (hand pay). The amount is usually determined as the difference between the total posted jackpot amount and the coins paid out by the machine. May also be the total amount of the jackpot;
- i. *PIN* : personal identification number selected by player and used to access player's account;
- j. *Player tracking system* : a system typically used to record the game play of individual patrons;
- k. *Random Number Generator (RNG)* : a device for generating number values that exhibit characteristics of randomness (the absence of a pattern) and

- that is composed of computer hardware, software or a combination of hardware and software;
- l. *Theoretical hold* : the intended hold percentage or win of an individual coin-operated gaming machine as computed by reference to its payout schedule and reel strip settings or EPROM;
 - m. *Theoretical hold worksheet* : a worksheet provided by the manufacturer for all gaming machines which indicate the theoretical percentages that the gaming machine should hold based on adequate levels of coin-in. The worksheet also indicates the reel strip settings, number of coins that may be played, the payout schedule, the number of reels and other information descriptive of the particular type of gaming machine;
 - n. *Tokens* : a coin like money substitute, in various denominations, used for gambling transactions.

4.2 General Operating Procedures

4.2.1 General Statement

The following are general rules that govern the conduct of Keno or Bingo games using player terminals (look like slot machines).

- a) Electronic player terminals must be designed to comply with the standards defined in GCB-TS-11 and GCB-TS-12, with the exception of the Random Number Generator requirements, provided that the Bingo or Keno system contains an approved RNG, and the cash handling equipment requirements, provided that the Bingo or Keno system supports cashier transactions; and
- b) If the electronic equipment uses a bar code or microchip reader, the reader shall be tested periodically, by an entity independent of bingo personnel, to determine that it is correctly reading the bar code or the microchip.

4.2.2 Live Game Correlation

Unless otherwise denoted on the payglass, the same probabilities associated with the live bingo or keno game shall be evident in the simulated game.

4.3 Payment by Voucher or Payment Slip

4.3.1 General Statement

If the electronic equipment returns a voucher or a payment slip to the player:

- a) The customer may request a cash-out ticket from the gaming machine which reflects all remaining credits. The cash-out ticket shall be printed at the gaming machine by an internal document printer;
- b) The customer shall redeem the cash-out ticket at a change booth or cashiers' cage. Once presented for redemption, the cashier shall:
 - i. Scan the bar code via an optical reader or its equivalent; or
 - ii. Input the cash-out ticket validation number into the computer.
- c) The information contained on the cash out ticket shall be transmitted to the host computer. The host computer shall verify the authenticity of the cash-out ticket and communicate directly to the change booth or cashier cage terminal;
- d) If valid, the cashier pays the customer the appropriate amount and the cash-out ticket is electronically noted "paid" in the system;
- e) If invalid, the host computer shall notify the cashier that one of the following conditions exists:
 - i. Serial number cannot be found on file (stale date, forgery, etc.);
 - ii. Cash-out ticket has already been paid; or
 - iii. Amount of cash-out ticket differs from amount on file. The cashier shall refuse payment to the customer and notify a supervisor of the invalid condition.
- f) If the coinless/cashless gaming machine system temporarily goes down, cashiers may redeem cash-out tickets after recording the following:
 - i. Serial number of the cash-out ticket;
 - ii. Date;
 - iii. Dollar amount; and
 - iv. Issuing gaming machine number.
- g) Cash-out tickets shall be validated as expeditiously as possible when the coinless/cashless gaming machine system is restored.

4.4 Cashless Player Terminals

4.4.1 General Statement

If the gaming machine does not accept currency or coin and does not return currency or coin, the following standards shall apply:

- a) The device must be connected to a central computer, with supporting hardware and software, to coordinate network activities, provide system interface, and store and manage a player/account database; or
- b) A network of contiguous player terminals with touch-screen or button-controlled video monitors connected to an electronic selection device and the central computer via a communications network; or
- c) One or more electronic selection devices, utilizing random number generators, each of which selects any combination or combinations of numbers, colors and/or symbols for a network of player terminals.

4.5 Game Server Requirements

4.5.1 General Statement

If the player terminals are connected to a game server, the following standards shall apply:

- a) The game server shall generate and transmit to the bank of player terminals a set of random numbers, colors and/or symbols at regular intervals. The subsequent game results are determined at the player terminal and the resulting information is transmitted to the game server;
- b) The game servers shall be housed in a game server room or secure locked cabinet outside of the player terminal.

4.6 Account Server Requirements

4.6.1 General Statement

Player terminals shall not be connected to a wagering (player) account server. As a result patrons shall not be enabled to access their wagering accounts on the computer system at the player terminal.

4.7 Required Reports

4.7.1 General Statement

The accounting, game servers and player tracking systems shall contain the following accounting data and must be capable of producing accounting reports on demand of this data:

- a) Data required to be maintained for each game played includes:
 - i. Date and time game start and game end.
 - i. Sales information by location.
 - i. Money distribution by location.
 - ii. Refund totals by location.
 - ii. Cards-in-play count by location.
 - iii. Identification number of winning card(s).
 - iv. Ordered list of balls or numbers drawn.
 - v. Prize amounts at start and end of game.
- b) Sales information required shall include:
 - i. Daily sales totals by location.
 - ii. Commissions distribution summary by location.
 - iii. Game-by-game sales, prizes, refunds, by location.
 - iv. Daily network summary, by game by location.

- c) Player account information shall include:
- i. Printed receipts issued with any player account shall include a time/date stamp.
 - ii. All player transactions shall be maintained, chronologically by account number.
 - iii. the ability to, upon request, produce a printed account history, including all transactions, and a printed game summary (total purchases, deposits, wins, debits, for any account that has been active in the game during the preceding 24 hours).
 - iv. The software shall provide a “player account summary” at the end of every game.

This summary shall list all accounts for which there were any transactions during that game day and include total purchases, total deposits, total credits (wins), total debits (cash-outs) and an ending balance.