GLI STANDARD SERIES

GLI-19:

STANDARDS FOR INTERACTIVE GAMING SYSTEMS

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About This Standard

Gaming Laboratories International, LLC (GLI) has developed this technical standard for the purpose of providing independent technical analysis and/or certifications to interactive gaming industry stakeholders indicating the state of compliance for interactive gaming operations and systems with the requirements set forth herein.

Operators and suppliers are expected to provide documentation, credentials, and associated access to source code and a production equivalent test environment with a request to the independent testing laboratory that it be evaluated in accordance with this technical standard. Upon the successful completion of testing, the independent testing laboratory will provide a report evidencing the evaluation of, or certification to, this standard.

GLI-19 should be viewed as a living document that will be tailored periodically to align with this developing industry over time as interactive gaming implementations and operations evolve.

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Chapter 1: Introduction to Interactive Gaming Systems

1.1 Introduction

1.1.1 General Statement

Gaming Laboratories International, LLC (GLI) has been testing Gaming Equipment since 1989. Over the years, GLI has developed numerous technical standards utilized by jurisdictions all over the world. This document, *GLI-19*, sets forth the technical standards for Interactive Gaming Systems.

1.1.2 Document History

This document is a compilation based upon many standards documents from around the world. Some were written by GLI; others were written by industry regulators with input from independent test laboratories and interactive gaming operators, developers, and suppliers. GLI has taken each of the standards documents and merged the unique rules, eliminated some rules and updated others, to reflect both the change in technology and the purpose of maintaining an objective standard that achieves common regulatory objectives without unnecessarily impeding technological innovation. It is the policy of GLI to update this document as often as warranted to reflect changes in technology and/or testing methods. This document will be distributed without charge and may be obtained by downloading it from the GLI website at www.gaminglabs.com or by contacting GLI at:

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1.1.3 Acknowledgment of Other Standards Reviewed

GLI acknowledges and thanks the regulatory bodies and other industry participants who have assembled rules, regulations, technical standards, and other documents which have been influential in the development of this document.

1.2 Purpose of Technical Standards

1.2.1 General Statement

The purpose of this technical standard is as follows:

a) To eliminate subjective criteria in the evaluation and/or certification of Interactive Gaming Systems.
b) To assess the criteria that impact the credibility and integrity of interactive gaming from both revenue collection and player perspectives.
c) To establish a standard that will ensure interactive gaming is fair, secure, auditable, and able to be operated correctly.

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d) To distinguish between local public policies and Independent Test Laboratory criteria, acknowledging that it is the prerogative of each regulatory body to set its own public policies with respect to interactive gaming.
e) To recognize that the evaluation of internal control procedures (such as anti-money laundering, financial, and business processes) employed by Interactive Gaming Operations should not be incorporated into the laboratory testing of the standard. Instead, these should be addressed within operational audits and assessments performed for local jurisdictions.
f) To develop a standard that can be easily revised to allow for new technology.
g) To formulate a standard that does not specify any particular design, method, or algorithm, thereby allowing a wide range of methods to conform to the standards while simultaneously encouraging the development of new methods.

1.2.2 No Limitation of Technology

One should be cautioned that this document shall not be read in such a way that limits the use of future technology. This document should not be interpreted to mean that if the technology is not mentioned, then it is not allowed. On the contrary, GLI will periodically review this standard and update it to include minimum standards for any new and relevant technology.

1.2.3 Adoption and Observance

This technical standard can be adopted in whole or in part by any regulatory body that wishes to implement a comprehensive set of technical requirements for Interactive Gaming Systems.

1.3 Other Documents That May Apply

1.3.1 Other GLI Standards

This technical standard covers the requirements for Interactive Gaming Systems. Depending on the technology utilized by a system, additional GLI technical standards may also apply.

NOTE: The entire family of GLI Standards is available free of charge at www.gaminglabs.com.

1.3.2 Minimum Internal Control Standards (MICS)

Implementing Interactive Gaming Systems is a complex endeavor, necessitating the development of internal processes and procedures to ensure that the Interactive Gaming System's Gaming Production Environment (GPE) is secure and controlled adequately. To that end, it is expected that a set of Minimum Internal Control Standards (MICS) will be established by the regulatory body to determine the minimum required internal processes for the management and handling of interactive gaming as well as the requirements for internal control of any system or component software and hardware within the system's GPE, and their associated accounts. The regulatory body's MICS may also include technical security controls and testing requirements as well as change management policies for the system's GPE.

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1.3.3 Gaming Security Framework (GSF)

Adherence to the *GLI Gaming Security Framework (GLI-GSF)* is strongly recommended for Interactive Gaming Systems. The GLI-GSF details technical security controls and testing requirements, which will be assessed during evaluations of the Interactive Gaming System's Gaming Production Environment (GPE) as described in Appendix B: Integrity and Security Assessments. This includes, but is not limited to, operational process reviews critical to compliance, vulnerability and penetration testing of the external and internal infrastructure and applications handling sensitive information, and any other criteria set by the regulatory body.

NOTE: The *GLI Gaming Security Framework (GLI-GSF)* is available free of charge at www.gaminglabs.com.

1.4 Interpretation of this Document

1.4.1 General Statement

This technical standard applies to systems that support interactive gaming and is intended to be general in nature and not limit or authorize specific game types and functionalities. The intent is to provide a framework to cover those currently known and permitted by law.

NOTE: This technical standard does NOT apply to systems that support wagering on live, real-world wagering events. For detailed standards applicable to these systems, please reference the *GLI-33 Standards for Event Wagering Systems*.

1.4.2 System Configuration and Operational Responsibilities

The components of an Interactive Gaming System, although they may be constructed in a modular fashion, are intended to function cohesively.

a) Interactive Gaming Systems may be developed to have configurable features; the final configuration of which depends on the options selected for the Interactive Gaming Operation. From a testing perspective, it might not be possible to test all of the configurable features of an Interactive Gaming System submitted by a software supplier in the absence of the final configuration; however, the configuration that will be utilized in the system's GPE shall be communicated to the independent test laboratory to facilitate creating a production equivalent test environment.
b) Because of the integrated nature of the Interactive Gaming Operation, requirements in this document may be satisfied through the technological capabilities of the Interactive Gaming System, internal control procedures, or a combination thereof, as applicable. The collection of systems and solutions deployed to support interactive gaming shall be considered the system's GPE, and the individual entities providing them shall meet such eligibility requirements as the regulatory body deems appropriate for their respective functions.

NOTE: Unless otherwise specified, requirements applicable to the Interactive Gaming Operation may be satisfied by the Operator, Software Suppliers, Third-Party Service Providers, or other parties, individually or collectively, according to their respective responsibilities. This document is not intended to prescribe the allocation of responsibilities among these parties, except where expressly stated, or to alter their regulatory accountability under applicable regulatory requirements.

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1.4.3 Use of "Mechanisms"

When a requirement in this technical standard requires that a "mechanism" be in place, it means that the Interactive Gaming Operation shall use a critical component, an integrated solution, or a clear, documented process that has been effectively implemented to achieve the desired outcome. Interactive Gaming Operations have the flexibility to determine what type of mechanism is best for the situation at hand, whether it is by the use of technology, an operational procedure, or a mix of activities. Compliance shall be evaluated based on the effectiveness of the overall mechanism rather than the use of any specific implementation approach.

1.5 Testing and Auditing

1.5.1 Laboratory Testing

The independent test laboratory will test and evaluate or certify components of the Interactive Gaming System against the applicable requirements of this technical standard within a production equivalent test environment, where applicable.

a) Unless otherwise directed by the regulatory body, the independent test laboratory shall be provided access to the source code of each component submitted for evaluation or certification, along with sufficient documentation or evidence to verify that the submitted component was compiled from that source code and is identical to the resulting compiled output.
b) As determined by the regulatory body, additional laboratory testing may be required when components are integrated with the Interactive Gaming System, particularly where integration involves modifications to previously evaluated or certified components.
c) Where the regulatory body has adopted a change management program (CMP), such as the *GLI Change Management Program Guide (GLI-CMP)*, the CMP will be used to determine which changes to previously evaluated or certified components require modification testing. The scope of such testing will depend on the nature, extent, and potential impact of the changes.
d) Requirements of this technical standard that necessitate supplemental operational procedures to demonstrate compliance may be identified in the evaluation or certification report and incorporated into the scope of applicable operational audits and assessments.

NOTE: Upon request or as required by the regulatory body, the independent test laboratory will conduct additional compliance testing to verify that the Interactive Gaming System, as implemented within its Gaming Production Environment (GPE), is configured and operating in accordance with these standards and any additional requirements specified by the regulatory body.

1.5.2 Operational Audits and Assessments

The integrity and reliable operation of an Interactive Gaming System depend not only on laboratory evaluation and certification but also on the operational procedures, system configurations, and network infrastructure supporting its Gaming Production Environment (GPE). Accordingly, where required by the regulatory body, the following operational audits and assessments shall be performed at the frequency adopted or specified by the regulatory body:

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a) An Internal Controls Audit, against the applicable internal control procedures identified in Appendix A: Internal Control Procedures and the regulatory body's Minimum Internal Control Standards (MICS); and
b) An Integrity and Security Assessment, as described in Appendix B: Integrity and Security Assessments, against the applicable controls and tests identified in the *GLI Gaming Security Framework (GLI-GSF)* and any other controls and tests identified by the regulatory body.

NOTE: Regulatory bodies are encouraged to allow flexibility in audit and assessment schedules for multi-jurisdictional Interactive Gaming Operations to allow the consolidation of audits and assessments across multiple jurisdictions on a common schedule, provided applicable regulatory requirements are met.

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Chapter 2: Platform/System Requirements

2.1 Introduction

2.1.1 General Statement

If the Interactive Gaming System is comprised of multiple computer systems at various sites, the system as a whole and all communication between its components shall conform to the applicable technical requirements within this document.

2.2 System Clock Requirements

2.2.1 System Clock

The Interactive Gaming System shall maintain an internal clock that reflects the current date and time that shall be used to provide for the following:

a) Time stamping of all transactions, games, and configuration changes related to the regulated functions of the system;
b) Time stamping of significant events; and
c) Reference clock for reporting.

2.2.2 Date and Time Synchronization

The Interactive Gaming System shall implement a mechanism to ensure that the date and time of all components that comprise the system are synchronized daily or operate on a common date and time reference sufficient to maintain the validity of time-based communications.

2.3 Control Program Requirements

2.3.1 Control Program Self-Verification

The Interactive Gaming System shall be capable of verifying that all critical control program components contained on the system are unaltered versions of authentic components of the system using a software solution evaluated by the independent test laboratory or other method approved by the regulatory body. The critical control program verification function shall:

a) Perform self-verification of the critical control programs at least once every twenty-four hours, or at another frequency specified by the regulatory body, and on demand.
b) Employ a cryptographic secure hash algorithm or equivalent that produces a message digest of at least 128 bits. Other test methodologies may be used where determined to be suitable by the independent test laboratory and approved by the regulatory body on a case-by-case basis in accordance with recognized industry standards.
c) Include all critical control programs which may affect regulated functions of the system, including but not limited to executables, libraries, gaming or system configurations, server-side game files, customized operating system files, components that directly control required system reporting, and database elements that directly affect system operations.

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d) Record the results of each self-verification in a log maintained for at least ninety days or for another period specified by the regulatory body, including:
   i. The date and time of the verification;
   ii. For on demand verifications, unique user account ID or equivalent executing the verification;
   iii. Identification of each critical control program, its expected signature, and the signature generated by the verification; and
   iv. Any other pertinent validation information (e.g., hash results and seeds used).
e) Provide an indication of the verification failure if any critical control program is determined to be invalid.

NOTE: To ensure full compliance, the critical control program verification function may need to be installed on each server hosting critical control programs that comprise the system, including all Player Account Managers and Gaming Platforms, if such functionality is not centralized to a single server.
NOTE: This requirement does not apply to Player Applications, including client-side graphics and audio files (e.g., rules of the game, help screens, etc.).

2.3.2 Control Program Independent Verification

Each critical control program of the Interactive Gaming System shall have a method to be verified via an independent third-party verification process. The third-party verification process shall operate independently of any process or security software within the system.

NOTE: The independent test laboratory, prior to system certification, will evaluate the verification process in accordance with recognized industry standards.

2.4 Gaming Communications and Controls

2.4.1 Communication Loss

If communications between critical components of the Interactive Gaming System are lost which would impact the overall operation of the system, the affected components shall cease operations related to that communication. Detection of such communication failures may occur upon an attempted communication between components.

2.4.2 Gaming Management

The Interactive Gaming System shall be able to disable or suspend the following on demand, as applicable. A mechanism shall be in place to record the date and time for disabling or suspending:

a) All interactive gaming activity;
b) Individual game themes and paytables, or versions (e.g., desktop, mobile, tablet, etc.);
c) Individual bonusing/promotional offers;
d) Individual progressive jackpots or incrementing bonus jackpots; and
e) Individual Remote Player Device logins.

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2.5 Information to be Maintained

2.5.1 Information Retention

The Interactive Gaming System shall be capable of maintaining and backing up all applicable recorded information as discussed within this section, with timestamps and versioned data fields where relevant to the integrity and auditability of the records, unless properly communicated to or recorded by another Gaming System or Solution, which will assume these responsibilities:

a) Where applicable, bonusing/promotional amounts shall be recorded separately from other amounts (e.g., for wagers, wins or payouts, voids or cancellations, etc.); and
b) There shall be a mechanism to export this recorded information in machine-readable format for the purposes of analysis and auditing/verification (e.g., CSV, JSON, XLS, PDF, etc.).

NOTE: Internal control procedures shall be in place to ensure this information is recorded by the operator or a third-party service provider where it is not maintained directly by the system.

2.5.2 Gameplay Information

The information to be maintained and backed up for each individual game played by the player shall include, as applicable:

a) Unique game cycle ID and/or gaming session ID, if different;
b) Unique game theme ID and/or paytable ID, if different;
c) The date and time the game was played;
d) The denomination played for the game, if a multi-denomination game type;
e) The display associated with the final outcome of the game, either graphically or via a clear text description;
f) The funds available for wagering at the start of play and/or at the end of play;
g) Total amount wagered;
h) Total amount won, which may include or separately indicate any progressive jackpots and/or incrementing bonus jackpots;
i) Any non-wager purchase that occurred between the start of play and the end of play;
j) Total amount voided or cancelled;
k) Rake, commission, or fees collected;
l) The results of any player choices involved in the game outcome;
m) The results of any intermediate game states, such as double-up/gamble or bonus/feature states;
n) If a progressive jackpot and/or incrementing bonus jackpot was won, an indication that the jackpot was awarded;
o) For games with skill, any player advice offered to the player that is necessary to understand the game history or outcome;
p) Contributions to progressive jackpots or incrementing bonus jackpots;
q) Unique player account ID;
r) Relevant player access information (e.g., device identifier and type, application identifier and version, and connection type);
s) Relevant device location data from the most recent geolocation check, where geolocation is supported or required by the regulatory body; and

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t) The current status of the gameplay (e.g., in progress, interrupted, void, cancelled, complete, etc.) and, where recorded, the history of previous status changes, including their dates and times.

NOTE: For individual games with multiple players, such information shall be recorded for each player.

2.5.3 Game Theme/Paytable Information

The information to be maintained and backed up for each individual game theme and paytable available for play shall include, as applicable:

a) Unique game theme ID and/or paytable ID, if different;
b) The name of the game theme and game type (e.g., reel, blackjack, poker, table, etc.);
c) Game configuration data (e.g., denominations, wager categories, etc.);
d) The date and time the game theme and/or paytable was or is scheduled to be made active, if known;
e) The date and time the game theme and/or paytable was or is scheduled to be retired, if known;
f) For house-banked games, the theoretical return to player;
g) The number of games played;
h) Total amount wagered, not including subsequent wagers of intermediate winnings accumulated during game play such as those acquired from double-up/gamble features;
i) Total amount won, separately indicating any progressive jackpots and/or incrementing bonus jackpots won;
j) Total amount voided or cancelled;
k) Total amount of non-wager purchases made in relation to the game;
l) The number of times each jackpot is awarded;
m) For games which support double-up/gamble features:
    i. Total double-up/gamble amount wagered;
    ii. Total double-up/gamble amount won;
    iii. Number of double-up/gamble games played;
    iv. Number of double-up/gamble games won;
n) Information regarding persistence or play-from-save features, where supported by the Interactive Gaming System:
    i. Unique player account ID, if tied to a particular player account;
    ii. Game achievements, capabilities earned, or similar;
    iii. Last save point, if play from save is supported;
o) Total rake, commission, or fees collected; and
p) The current status of the game theme and paytable (e.g., pending, active, disabled, retired, etc.) and, where recorded, the history of previous status changes, including their dates and times.

2.5.4 Contest/Tournament Information

Where contests/tournaments are supported, the information to be maintained and backed up for each contest/tournament shall include, as applicable:

a) Name or identification of the contest/tournament;
b) The participating game theme IDs and/or paytable IDs, if different;
c) The date and time the contest/tournament occurred or is expected to occur, including any applicable participation period, if known;

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d) For each participating player:
   i. Unique player account ID and/or name;
   ii. Amount of entry fee collected, if any, and the date and time collected;
   iii. Player scores, rankings, or completion of defined gameplay or activity objectives;
   iv. Amount of winnings paid or awards issued, and the date and time paid or issued;
e) Total amount of entry fees collected;
f) Total amount of winnings paid or awards issued to players;
g) Total amount voided or cancelled;
h) Total rake, commission, or fees collected; and
i) The current status of the contest/tournament (e.g., pending, in progress, interrupted, void, cancelled, complete, etc.) and, where recorded, the history of previous status changes, including their dates and times.

2.5.5 Player Account Information

The information to be maintained and backed up for each player account shall include, as applicable:

a) Unique player account ID and username, if different;
b) The date and method of account registration (remote or on-site), including relevant device location data, where geolocation is supported or required by the regulatory body;
c) The personally identifiable information (PII) collected to register a player and create the account, including their full legal name, date of birth, residential address, contact information, and any other information required by the Interactive Gaming Operation or the regulatory body;
d) The following items, which shall be protected using industry-standard cryptographic controls (e.g., encryption, hash algorithms, etc.):
   i. The player's full or partial government identification number (driver's license number, social security number, taxpayer identification number, passport number, or equivalent);
   ii. The player's current payment methods or identifiers that link the player account to personal financial information maintained by the Payment Processor (e.g., debit instrument numbers, electronic payment account numbers, or equivalent information), and any previous such payment methods or identifiers stored on the system in whole or in part;
   iii. The player's current authentication credentials, and any previous credentials stored in whole or in part on the system;
e) The date and method of identity verification (automatic or manual) and details, including:
   i. If a government-issued identification credential is used for identity verification, a description of the credential provided by the player to confirm their identity and its date of expiration;
   ii. If a government-issued identification credential is not used for identity verification, a description of the mechanism used to confirm the player's identity;
f) The date of player agreement to the applicable terms and conditions and privacy policies;
g) Previous player accounts, if any, and reason for closure;
h) Account details and current account balance. All discretionary account funds (i.e., restricted bonusing/promotional credits and bonusing/promotional credits that have a possible expiration) shall be maintained separately;
i) The date and time the account is accessed by any person (e.g., player, authorized personnel, etc.), including any relevant player access information (e.g., device identifier and type, application identifier and version, and connection type);

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j) Limitation/time-out/suspension information:
   i. The date and time of the request;
   ii. Description of limitation/time-out/suspension, including the reason, if recorded;
   iii. The type of limitation/time-out/suspension (e.g., self-imposed weekly deposit limitation, three-day time-out, involuntary suspension, etc.);
   iv. The date and time limitation/time-out/suspension commenced;
   v. The date and time limitation/time-out/suspension ended;
k) Financial transaction information:
   i. Unique transaction ID;
   ii. The date and time of the transaction;
   iii. The type of transaction (e.g., deposit, withdrawal, adjustment, non-wager purchase, etc.);
   iv. The transaction amount;
   v. Total account balance before/after transaction;
   vi. Total amount of fees paid for transaction, if any;
   vii. The payment method (e.g., cash, personal check, cashier's check, wire transfer, money order, debit instrument, electronic payment account);
   viii. Deposit authorization number or equivalent;
   ix. For non-wager purchases, a description of the item or entitlement acquired (cosmetic items, display customization options, etc.) and any applicable expiration date or period;
   x. Relevant player access information (e.g., device identifier and type, application identifier and version, and connection type);
   xi. Relevant device location data from the most recent geolocation check, where geolocation is supported or required by the regulatory body;
   xii. The current status of the transaction (e.g., pending, in progress, interrupted, void, cancelled, complete, etc.) and, where recorded, the history of previous status changes, including their dates and times;
l) Player attribute information, if supported by the Interactive Gaming System:
   i. Unique assignment or use ID;
   ii. If tied to a particular game theme or paytable, unique game theme ID and/or paytable ID, if different;
   iii. The date and time of its assignment or use;
   iv. The criteria for its assignment or use (e.g., skill level, subscriptions, account memberships, player tracking information, skill requirements of the game, etc.);
   v. The type of action taken, or alteration made to the game (e.g., games, denominations, and wager options offered, game rule change, paytable change, or other configuration change related to the game or game outcome, etc.);
   vi. Any other information necessary to reconcile its assignment or use;
   vii. The current status of its assignment or use (e.g., pending, active, inactive, paused, cancelled, etc.) and, where recorded, the history of previous status changes, including their dates and times;
m) The date and method of account closure (remote or on-site), including the reason for closure;
n) Unique user account IDs or equivalent of any authorized personnel assisting the player or accessing their account; and
o) The current status of the player account (e.g., pending, active, inactive, closed, suspended, etc.) and, where recorded, the history of previous status changes, including their dates and times.

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2.5.6 Bonusing/Promotional Offer Information

Where bonusing/promotional offers are supported, the information to be maintained and backed up for each bonusing/promotional offer shall include, as applicable:

a) Unique bonusing/promotional offer ID;
b) The bonusing/promotional offer terms, or a reference to their retained version, specifying the applicable game themes or paytables and offer parameters (e.g., value, eligibility, restrictions, order of precedence, etc.);
c) The date and time the offer was or is scheduled to be made active, if known;
d) The date and time the offer was or is scheduled to be retired, if known;
e) Current amount available under the bonusing/promotional offer, where quantifiable;
f) Total bonusing/promotional amounts issued;
g) Total bonusing/promotional amounts redeemed;
h) Total bonusing/promotional amounts expired;
i) Total bonusing/promotional offer adjustments; and
j) The current status of the bonusing/promotional offer (e.g., pending, active, disabled, retired, etc.) and, where recorded, the history of previous status changes, including their dates and times.

2.5.7 Jackpot Information

Where progressive jackpots or incrementing bonus jackpots are supported, the information to be maintained and backed up for each jackpot offered shall include, as applicable:

a) Unique jackpot ID, or other unique identifier if the jackpot is only tied to a specific game theme, paytable, or particular player;
b) The participating game theme IDs and/or paytable IDs, if different;
c) Unique player account IDs, if the jackpot is tied to particular players;
d) The date and time the jackpot was or is scheduled to be made active, if known;
e) The date and time the jackpot was or is scheduled to be retired, if known;
f) Current value of the jackpot (jackpot payoff);
g) Any other pools containing jackpot contributions:
    i. Current value of the amount exceeding the ceiling (overflow);
    ii. Current value of the Jackpot Diversion Scheme (diversion pool);
h) Reset value of the current jackpot if different from startup value (reset value);
i) Initial value of the jackpot (startup value);
j) Percentage increment rate (increment);
k) Jackpot limit value (ceiling);
l) Percentage increment rate after ceiling is reached (secondary increment);
m) Percentage increment rate for diversion pool (hidden increment);
n) Diversion pool limit value (diversion limit);
o) Any parameters indicating time periods the jackpot is available for triggering (time limit);
p) Any additional information needed to properly reconcile any configurable jackpot; and
q) The current status of the jackpot (e.g., pending, active, disabled, retired, etc.) and, where recorded, the history of previous status changes, including their dates and times.

NOTE: It is expected that for non-configurable parameters not maintained or backed up by the Interactive Gaming System, there will be documentation available to the operation indicating such static values.

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2.5.8 System Significant Event and Alteration Information

System significant event and alteration information to be maintained and backed up shall include, as applicable:

a) Failed user account access attempts, including associated IP address or other applicable information, where necessary for investigating potentially fraudulent user activities;
b) Program error or signature mismatch;
c) Significant periods of unavailability of any critical component of the system (e.g., any length of time gameplay is halted for all players, communications are halted, and/or system functions cannot be successfully completed for any user);
d) Large wagers (single and aggregate over a specific time period) exceeding an operation-established threshold not greater than any regulatory body-specified threshold, including gameplay information;
e) Large wins or payouts (single and aggregate over a specific time period) exceeding an operation-established threshold not greater than any regulatory body-specified threshold, including gameplay information;
f) System voids, overrides, and corrections;
g) Changes to live data files occurring outside of normal program and operating system execution;
h) Changes to policies and parameters for operating systems, databases, networks, and applications (e.g., audit settings, authentication credential complexity settings, system security levels, manual updates to databases, etc.) that affect the regulated functions of the system;
i) Changes to date and time on master time server or common date and time reference;
j) Changes to the download data library, including the addition, changing, or deletion of software, where supported;
k) Changes to game theme parameters (e.g., game rules, payout schedules, rake percentage, paytables, etc.);
l) Changes to progressive jackpot or incrementing bonus jackpot parameters (e.g., jackpot payoff, reset value, increment, ceiling, etc.);
m) Changes to bonusing/promotional offer parameters (e.g., value, eligibility, restrictions, etc.);
n) Player Account Management:
    i. Adjustments to a player account balance;
    ii. Changes made to sensitive information recorded in a player account (e.g., registration information, authentication credentials, payment methods, etc.);
    iii. Operation-imposed lock-out, time-out, suspension, or closure of a player account;
    iv. Large financial transactions (single and aggregate over a specific time period) exceeding an operation-established threshold not greater than any regulatory body-specified threshold, including financial transaction information;
    v. Negative account balance (due to adjustments and/or chargebacks);
o) Irrecoverable loss of sensitive information (permanent loss, corruption, or deletion of such information where restoration from backup or other recovery mechanisms is not possible);
p) Any other abnormal system events that require manual user intervention to restore normal operations, excluding routine or expected operational activities; and
q) Other significant or unusual events as deemed applicable by the regulatory body.

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2.5.9 User Account Information

The information to be maintained and backed up for each user account shall include, as applicable:

a) Unique user account ID and username, if different;
b) User's name and assigned role, job title, or position, where necessary for access control, authorization, audit, or regulatory oversight;
c) Full list and description of functions that each group or user account may execute;
d) The date and time the account was created;
e) The date and time of each access, including associated IP address or other applicable information, where necessary for investigating potentially fraudulent user activities;
f) The date and time of each authentication credential change;
g) The date and time the account was disabled or deactivated, including the reason, if recorded;
h) Group membership of user account; and
i) The current status of the user account (e.g., pending, active, inactive, disabled, deactivated, etc.) and, where recorded, the history of previous status changes, including their dates and times.

2.6 Reporting Requirements

2.6.1 General Reporting Requirements

The Interactive Gaming System shall be capable of providing the necessary information to produce reports as required by the regulatory body, unless properly communicated to or recorded by another Gaming System or Solution, which will assume these responsibilities. In addition to meeting the requirements in the section above for "Information Retention", the following requirements shall apply for required reports:

a) These required reports shall be able to be produced on demand, and for intervals required by the regulatory body (e.g., day-to-date (DTD), week-to-date (WTD), month-to-date (MTD), year-to-date (YTD), life-to-date (LTD), etc.).
b) Each required report shall contain, as required by the regulatory body:
    i. The Interactive Gaming Operation's name (or other identifier);
    ii. The title of report, including any distinguishing factors and applied information filters;
    iii. The selected interval of activity;
    iv. The date and time that the report was produced;
    v. Labeled fields (e.g., rows, columns, etc.), which can be clearly understood in accordance with their function;
    vi. Subtotals and grand totals when appropriate; and
    vii. An indication of "No Activity" or similar message if no information appears for the period specified.
c) Where applicable, each required report shall separately indicate bonusing/promotional amounts from other amounts (e.g., for wagers, wins or payouts, voids or cancellations, etc.) unless otherwise specified by the regulatory body.

NOTE: In addition to the reports outlined in this section, the regulatory body may also require other reports utilizing the information stored under the "Information to be Maintained" section of this document.

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2.6.2 Game Performance Reports

The following information shall be provided to produce one or more reports on game performance for each game theme as a whole and for each individual paytable for that game theme, as applicable:

a) Unique game theme ID and/or paytable ID, if different;
b) The name of the game theme and game type (e.g., reel, blackjack, poker, table, etc.);
c) The date and time the game theme and/or paytable was or is scheduled to be made active, if known;
d) The date and time the game theme and/or paytable was or is scheduled to be retired, if known;
e) For house-banked games:
   i. Theoretical return to player;
   ii. Actual return to player;
f) The number of games played;
g) Total amount wagered;
h) Total amount won, which may include or separately indicate any progressive jackpots and/or incrementing bonus jackpots;
i) Total amount voided or cancelled;
j) Total rake, commission, or fees collected;
k) Total funds remaining in interrupted games; and
l) The status(es) of the game theme and paytable (e.g., pending, active, disabled, retired, etc.) and the date and time of any status changes during the reporting interval.

2.6.3 Operation Liability Reports

The following information shall be provided to produce one or more reports on operation liability, as applicable:

a) For player accounts, the starting liability amount (total amount held by the Interactive Gaming Operation), total additions and subtractions to account balances, and the ending liability amount for the reporting interval;
b) The total amounts held in interrupted games;
c) The total amount of winnings or payouts owed but unpaid or partially paid by the Interactive Gaming Operation on completed games; and
d) Any operational funds used to cover other categories of operation liability specifically identified by the regulatory body.

2.6.4 Jackpot Balancing Reports

Where progressive jackpots or incrementing bonus jackpots are supported, the following information shall be provided to produce one or more reports on jackpot balancing for each jackpot offered, as applicable:

a) Unique jackpot ID, or other unique identifier if the jackpot is only tied to a specific game theme, paytable, or particular player;
b) Current value of the jackpot (jackpot payoff);
c) Total value of the jackpot payoffs paid;
d) The number of times the jackpot is awarded;

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e) For each jackpot awarded:
   i. Winning player account ID;
   ii. Winning game theme ID and/or paytable ID, if different;
   iii. Winning game cycle ID and/or gaming session ID, if different;
   iv. The date and time of jackpot trigger;
   v. Jackpot hit and jackpot payoff amount; and
   vi. Unique user account ID or equivalent who processed and/or confirmed the win if not done so automatically.

2.6.5 Player Account Activity Report

The following information shall be provided to produce one or more reports for each player account, as applicable:

a) Unique player account ID;
b) Beginning account balance;
c) Total amounts deposited;
d) Total amounts withdrawn;
e) Total amounts wagered;
f) Total amounts won or paid out;
g) Total amounts adjusted;
h) Total amounts for other additions to, or deductions from, the account balance; and
i) Ending account balance.

2.6.6 System Significant Events and Alterations Reports

The following information shall be provided to produce one or more reports for each system significant event or alteration, as applicable:

a) The date and time of the significant event or alteration;
b) Event/component identification;
c) Identification of each individual who performed and/or authorized the significant event or alteration;
d) Reason/description of the significant event or alteration, including data or parameter altered;
e) Data or parameter value before alteration; and
f) Data or parameter value after alteration.

NOTE: Please reference the "System Significant Event and Alteration Information" section of this technical standard for a list of system significant events and alterations.

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Chapter 3: Player Account Requirements

3.1 Introduction

3.1.1 General Statement

The requirements of this chapter apply to player accounts supported by the Interactive Gaming System and maintained by the Interactive Gaming Operation. In addition to the requirements contained within this chapter, the operational procedures and controls indicated in the "Player Account Controls" section of this document shall also be met.

NOTE: Player accounts are required for a player to participate in interactive gaming.

3.2 Player Account Registration and Verification

3.2.1 General Statement

The requirements of this section apply to player account registration, identity verification, and activation of player accounts where such functionality is supported directly by the Interactive Gaming System.

NOTE: Where this functionality is not supported directly by the Interactive Gaming System, the Interactive Gaming Operation shall establish processes and procedures to meet the requirements of this section.

3.2.2 Account Registration

Before a player account can be established, there shall be a mechanism to collect the player's personally identifiable information (PII) for the registration process.

a) At a minimum, each player shall provide and confirm the accuracy of the following information, unless otherwise specified by the regulatory body:
   i. Full legal name (first name and last name);
   ii. Date of birth (month, day, and year);
   iii. Contact information (email address and/or phone number);
   iv. Physical residential address (a post office box or equivalent is not acceptable);
   v. Full or partial government identification number (driver's license number, social security number, taxpayer identification number, passport number, or equivalent); and
   vi. Any additional information required by the regulatory body or needed to verify the player's identity or eligibility, manage the player account, prevent fraud, or meet applicable legal and regulatory requirements.

b) During the registration process, the player shall:
   i. Be denied the ability to establish or activate a player account for interactive gaming if they submit a date of birth indicating that they do not satisfy the applicable minimum age requirement;
   ii. If not all registration fields are required, be informed on the registration form which fields are required, which fields are optional, and the consequences of failing to complete any required fields; and

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iii. Be provided with links to the terms and conditions for accessing and using the player account and the privacy policies governing the protection of PII and acknowledge acceptance of both.

3.2.3 Know-Your-Customer (KYC) Solution

The Interactive Gaming System shall implement a Know-Your-Customer (KYC) Solution provided in-house or by a third-party KYC Service Provider to perform identity verification and assist in performing eligibility checks prior to player account activation.

a) Unless otherwise specified by the regulatory body, identity verification and eligibility checks shall use the player's full legal name, physical residential address, date of birth, full or partial government identification number, and any additional information required by the regulatory body or necessary to verify the player's identity and eligibility.
b) Identity verification and eligibility checks shall confirm that the player is not:
   i. Underage or using the personally identifiable information (PII) of a deceased individual;
   ii. On any time-out or suspension lists maintained by the Interactive Gaming Operation;
   iii. On any exclusion lists provided or recognized by the regulatory body; or
   iv. Otherwise prohibited from establishing or accessing a player account.

NOTE: The requirements of this section apply to the independent test laboratory's testing of the KYC Solution as implemented within the Interactive Gaming System, as part of the overall system evaluation or certification. Requirements pertaining to the evaluation of the KYC Solution itself and assessments of the KYC Service Provider are addressed in the "KYC Service Providers and Solutions" section of this document.
NOTE: Additional identity verification and eligibility checks may be performed at any time during the life of a player account where there is reasonable suspicion that the player's identity has been compromised.

3.2.4 Multi-Factor Authentication (MFA)

To support player account activities requiring Multi-Factor Authentication (MFA), the player shall establish the authentication credentials necessary to complete MFA before account activation.

a) MFA shall use at least two independent authentication factors from the following categories:
   i. Something the player knows, such as a password, passphrase, or Personal Identification Number (PIN);
   ii. Something the player possesses, such as a hardware token, software token, authenticator application, or One-Time Authentication Credential (OTAC);
   iii. Something that identifies the player through biometrics, such as a fingerprint, facial recognition, or iris recognition, using a secure authenticator associated with the device or otherwise securely managed, where permitted by applicable data privacy and security laws, regulations, and standards observed by the regulatory body; or
   iv. Another authentication factor approved by the regulatory body in accordance with recognized industry standards.
b) A single authentication credential, such as a passkey, may satisfy MFA requirements if it verifies at least two independent authentication factors, such as possession of an authenticator application combined with verification through a PIN or biometrics.

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3.2.5 Account Activation

The player account shall not be activated or allowed to accept deposits or place paid wagers until:

a) The player account registration process has been completed, including the player acknowledging the applicable terms and conditions and privacy policies.
b) Identity verification and eligibility checks have been successfully completed;
c) The player establishes the authentication credentials necessary to complete MFA; and
d) It has been confirmed that the player does not already have another active player account, unless specifically authorized by the regulatory body.

NOTE: Additional identity verification may be performed at any time during the life of a player account where there is reasonable suspicion that the player's identity has been compromised.

3.3 Player Account Management

3.3.1 Authentication Credentials and Trusted Devices

The Player Account Manager shall allow a player to securely log in to their player account using authentication credentials, such as a username (or similar) and a strong password, passkey, biometrics, or a secure alternative means. Allowable authentication credentials and authentication methods are subject to the discretion of the regulatory body as necessary. This requirement does not prohibit the option for more than one method of authentication being available for a player to access their account.

a) If the Player Account Manager does not recognize the authentication credentials provided, an explanatory message shall prompt the player to try again. The message shall be the same regardless of which credential is incorrect.
b) The Player Account Manager shall support, through configurable settings or built-in functionality, requiring MFA for player account logins from a Remote Player Device at intervals not exceeding fourteen days, or another period specified by the regulatory body. MFA shall be enforced where required by the regulatory body, subject to the following:
    i. Following successful MFA, the account-device pairing shall be granted trusted status for the applicable period, during which MFA is not required for subsequent logins.
    ii. The applicable period of trusted status shall restart upon each subsequent successful MFA using the same account-device pairing, including MFA performed for other player account activities.
    iii. Trusted status shall be maintained independently for each account-device pairing.

NOTE: A previously successful MFA may satisfy MFA requirements for multiple account activities performed using the same player account and Remote Player Device within twenty-four hours of the most recent successful MFA, or another period specified by the regulatory body, provided it remains valid under the established authentication controls and additional MFA is not required for a particular activity, based on risk, or by the regulatory body. For example, a player who successfully completes MFA during login may subsequently update registration information without repeating MFA within the applicable period.

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3.3.2 Account Recovery and Lockouts

The Player Account Manager shall support secure mechanisms for recovering access to player accounts and locking out accounts, when necessary, subject to the following:

a) Where a player has forgotten or lost access to their authentication credentials, MFA shall be employed for their retrieval, reset, or replacement. Where the player cannot complete MFA, an alternative secure account recovery process shall be provided that includes appropriate identity verification.
b) The player account shall be automatically locked-out after three consecutive failed access attempts in a thirty-minute period, or another threshold, period, or equivalent risk-based detection methodology specified or approved by the regulatory body. MFA shall be employed for the account to be unlocked. Alternatively, the system may, as supported, automatically release a locked-out account after thirty minutes, or another period determined by the regulatory body, provided no other account restriction or suspension applies.
c) The system shall support a mechanism that allows for a player account to be locked-out in the event that suspicious player activity is detected. MFA shall be employed for the account to be unlocked, provided the suspicious player activity has been investigated and determined to be unfounded or otherwise resolved.

3.3.3 Post-Login Information and Functions

Once a player is successfully logged in, the Player Account Manager shall make the following available to the player:

a) Any material updates to the terms and conditions and/or privacy policies (i.e., beyond any grammatical or other minor changes) which shall be agreed upon by the player prior to allowing gameplay or financial transactions related to the update.
b) The last date and time the player logged into their player account, where required by the regulatory body.
c) Current account balance information. All discretionary account funds (i.e., restricted bonusing/promotional credits and bonusing/promotional credits that have a possible expiration) shall be indicated separately.
d) Where a credit meter is supported, the ability to transfer funds between the player account and the credit meter for gameplay:
    i. A transfer shall not be accepted if it would result in a negative account balance. Where the account balance is less than the amount requested by the player, a transfer of the available funds may be processed provided that the player is clearly notified that they have transferred less than requested.
    ii. The player account balance is to be debited when the transfer is accepted by the Player Account Manager and funds are added to the player's credit meter.

3.3.4 Access Inactivity

After thirty minutes of inactivity while logged into their player account on a Remote Player Device, or another period determined by the regulatory body, the player shall be required to re-authenticate to access their player account on that device.

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a) No further wagers or financial transactions on that device are permitted until the player has been re-authenticated.
b) A simpler means may be offered for a player to re-authenticate following inactivity, such as operating system-level authentication (e.g., biometrics), a passkey, or a Personal Identification Number (PIN), provided that the account-device pairing maintains its trusted status, unless prohibited by the regulatory body.

NOTE: Where the system provides one-way communication or content streaming and the player's expected interaction is passive, such as viewing the transmission of a live game, the absence of player input shall not, by itself, cause the player to be treated as inactive, unless otherwise specified by the regulatory body.

3.3.5 Account Information Access and Updates

The Player Account Manager shall allow a player to view and update their registration information, manage authentication credentials and account recovery information, and view, add, modify, or remove stored payment methods, subject to the following:

a) The player shall be authenticated before accessing this information or associated management functions. Sensitive information shall be appropriately hidden or masked when displayed unless full disclosure is necessary for an authorized purpose, including:
   i. Government identification numbers, which shall be at least partially masked;
   ii. Authentication credentials;
   iii. Account recovery information, including associated contact information; and
   iv. Payment method identifiers (e.g., debit instrument numbers and electronic payment account numbers), which shall be at least partially masked.
b) The Player Account Manager shall support, through configurable settings or built-in functionality, requiring MFA before a player completes specific account-related or financial actions based on applicable risk-based controls. MFA shall be enforced for any of the following actions, as applicable, where required by the regulatory body:
   i. Updating registration information or account recovery information;
   ii. Changing player's authentication credentials;
   iii. Adding or modifying payment methods or identifiers that link the player account to personal financial information maintained by the Payment Processor (e.g., debit instrument numbers, electronic payment account numbers, or equivalent information).
c) Updates to registration information shall be verified as appropriate, subject to the following:
   i. Changes to the player's recorded date of birth or government identification number shall require independent verification of the player's authorization and validation of the updated information; and
   ii. Changes to information previously used to verify the player's identity or determine eligibility shall be verified before further paid wagering or financial transactions are permitted, with enhanced identity verification performed where necessary.
d) New or updated authentication credentials, account recovery information, and payment methods shall be appropriately verified before use.
e) Where permitted, authorized personnel may update registration information or add, modify, or remove payment methods on behalf of a player, provided appropriate identity verification, access controls, audit logging, and safeguards against unauthorized changes are in place.
f) The player shall be notified through previously verified contact information upon completion of updates to registration information or payment methods, including any required verification.

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3.3.6 Financial Transactions

Funds may be deposited to or withdrawn from the player account using payment methods allowed by the regulatory body and supported by the Player Account Manager. Where financial transactions can be performed by the Player Account Manager, the following requirements shall be met:

a) The system shall provide confirmation or denial of each financial transaction, including:
   i. The type of transaction (deposit/withdrawal);
   ii. The transaction amount; and
   iii. For denied transactions, an appropriate message as to why the transaction could not be completed, without revealing sensitive information that could compromise security, fraud prevention, compliance, or investigations.
b) If a player initiates a financial transaction and that transaction would exceed limits put in place by the Interactive Gaming Operation and/or regulatory body, this transaction may only be processed provided that the player is clearly notified that they have withdrawn or deposited less than requested.
c) The funds deposited shall not be available for wagering until the funds have been received from the payment provider or the payment provider provides an authorization number or equivalent, authorizing the transaction.
d) Where Electronic Funds Transfers (EFT) are permitted, the Player Account Manager shall use appropriate mechanisms to reasonably detect and prevent EFT fraud. Unless otherwise specified by the regulatory body:
   i. The player account shall be temporarily locked-out for investigation after five consecutive failed EFT attempts within a ten-minute period, or another threshold, period, or equivalent risk-based detection methodology specified or approved by the regulatory body. The account may be unlocked if no evidence of fraud is found.
   ii. If the account is unlocked and five additional consecutive failed EFT attempts occur within a ten-minute period, or another threshold, period, or equivalent risk-based detection methodology specified or approved by the regulatory body, the account shall be suspended pending further investigation.
   iii. Failed EFT attempts caused by verified technical or processing errors shall not count toward these limits. Previous successful EFT transactions without outstanding chargebacks may be considered when assessing potential fraud but shall not exempt the account from these requirements.
e) The Player Account Manager shall prevent any withdrawal activity initiated by a player that would result in a negative account balance. Where payment processing issues outside the control of the system cause an account to be overdrawn, the player account shall be suspended until the negative account balance is settled or otherwise resolved.
f) Unless otherwise specified by the regulatory body, withdrawals from a player account shall be paid directly to an electronic payment account in the name of the player or made payable to the player and forwarded to the player's residential address using a secure delivery service or through another payment method that is not prohibited by the regulatory body. The name and residential address shall match the recorded registration information.
g) It shall not be possible to transfer funds between player accounts associated with different players.
h) Security or authorization mechanisms shall be in place to ensure that only authorized adjustments can be made to player account balances, and these changes are auditable.

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3.3.7 Transaction Log or Account Statement

The Player Account Manager shall be able to provide a transaction log or account statement history to a player upon request. The information provided shall include sufficient information to allow the player to reconcile the statement or log against their own financial records. Information to be provided shall include, at a minimum, details on the following types of transactions within the past year or other time period as requested by the player or as required by the regulatory body, as applicable:

a) Financial transactions (transaction time stamped with a unique transaction ID):
   i. Deposits to the player account;
   ii. Withdrawals from the player account;
   iii. Bonusing/promotional amounts added to/removed from the player account (outside of gameplay);
   iv. Manual adjustments or modifications to the player account (e.g., due to refunds);
   v. Any non-wager purchases, including the item or entitlement acquired (cosmetic items, display customization options, etc.);
b) Gameplay (game cycle or gaming session start/end time stamped with a unique game cycle ID or gaming session ID);
   i. The name of the game theme and game type (e.g., reel, blackjack, poker, table, etc.);
   ii. Total amount wagered;
   iii. Total amount won, which may include or separately indicate any progressive jackpots and/or incrementing bonus jackpots won, for completed games;
   iv. Total bonusing/promotional amounts wagered/awarded;
   v. Total amount voided or cancelled;
   vi. Rake, commission, or fees collected; and
c) Any other additions to, or deductions from, the account balance that would not otherwise be metered under any of the above-listed items.

3.3.8 Account Closure

Players shall be provided with a mechanism to request closure of their player account at any time unless the Interactive Gaming Operation has suspended the account for reasons that prevent closure. Authorized personnel shall also be able to close an account on behalf of a player upon request or where otherwise necessary.

a) The account closure process shall begin immediately when the request is received. The account shall be closed after:
   i. All active wagers have been settled, redeemed, voided, or cancelled in accordance with the applicable terms and conditions; and
   ii. Any remaining unrestricted player funds have been refunded to the player, provided the operation has confirmed that the funds have cleared.
b) After requesting account closure, the player shall not be encouraged or offered incentives to keep their account open. However, the operation may explain the consequences of closing the account and ask the player to confirm their decision.

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3.3.9 Inactive Player Accounts

The Player Account Manager shall have a mechanism for authorized personnel to identify, manage, or close player accounts considered to be inactive under the conditions as specified in the terms and conditions. Any unrestricted player funds remaining in a closed inactive player account shall be refunded or otherwise handled in accordance with applicable regulatory requirements and the Interactive Gaming Operation's internal control procedures.

3.4 Limitations, Time-Outs, and Suspensions

3.4.1 General Statement

The requirements in this section apply where the Player Account Manager supports the ability to directly manage and implement responsible gaming tools, including limitations, time-outs, and/or suspensions.

NOTE: Where implementing and managing responsible gaming tools are not supported directly by the Player Account Manager, the Interactive Gaming Operation shall utilize processes and procedures to satisfy the requirements of this section.

3.4.2 Limitations

Players shall be provided at all times with a mechanism to impose limitations for account activity including but not limited to deposits and wagers over a specified time period (e.g., day, week, month) as required by the regulatory body. Authorized personnel shall also be able to impose limitations for account activity as required by the regulatory body.

a) Once established by a player and implemented by the system, it shall only be possible to reduce the severity of self-imposed limitations after the time period of the previous limit has expired, or as required by the regulatory body.
b) Players shall be notified in advance of any operation-imposed limits and their effective dates. Once updated, operation-imposed limits shall be consistent with what is disclosed to the player.
c) Upon receiving any self-imposed or operation-imposed limitation order, the system shall ensure that all specified limits are correctly implemented immediately or at the point in time (e.g., next login, next day) clearly indicated to the player.
d) The self-imposed limitations set by a player shall not override more restrictive operation-imposed limitations and vice-versa. The more restrictive limitations shall take priority.
e) Limitations shall not be compromised by internal status events, such as time-outs or suspension orders and revocations.

3.4.3 Time-Outs and Suspensions

Players shall be provided at all times with a mechanism to establish a time-out period or for a specified time period or suspend their player account indefinitely, as required by the regulatory body. Authorized personnel shall also be able to suspend an account as required by the regulatory body. During a time-out period or suspension:

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a) For time-outs, the player shall be provided with:
   i. Information on the remaining duration of their time-out; and
   ii. A mechanism to extend their time-out period or suspend their account.
b) For suspensions, the player shall be given a notification stating:
   i. That the account is suspended;
   ii. For involuntary suspensions, the reason for suspension, to the extent disclosure is permitted and does not compromise an ongoing investigation;
   iii. The restrictions placed on the suspended account; and
   iv. Where possible, general instructions for resolution.
c) The player shall be prevented from:
   i. Placing new wagers; and
   ii. Depositing funds to their player account with the exception of settling or resolving a negative account balance, but only to the extent the account balance is brought back to zero.
d) The player shall not be prevented from withdrawing any or all of their unrestricted player funds, provided that the operation acknowledges that the funds have been cleared, and for involuntary suspensions, that the reason for suspension would not prohibit a withdrawal.
e) For involuntary suspensions, the player shall be prevented from making changes to or closing their player account, unless authorized by the operation.

3.5 Bonusing/Promotional Offers

3.5.1 General Statement

Bonusing/promotional offers redeemable for cash, wagering credits, or merchandise prizes, or that provide items or entitlements which do not influence the outcome, return to player, odds, or awards of any game (cosmetic items, display customization options, etc.), may be provided to a player based upon pre-determined events or criteria established by the parameters of the offers.

3.5.2 Cancellation of Offer Participation

The player shall be provided with a mechanism to cancel participation in a bonusing/promotional offer. In addition, there shall be a mechanism for authorized personnel to cancel participation on behalf of a player upon request or where otherwise necessary. Where applicable:

a) Upon request for cancellation, the player shall be informed of, in accordance with the terms of the offer:
   i. The value of unrestricted player funds that will be returned upon cancellation; and
   ii. The value of restricted bonusing/promotional credits that will be removed from the player account.
b) If the player elects to proceed with cancellation, unrestricted player funds remaining in a player account shall be returned in accordance with the terms of the offer.

3.5.3 Completion of Offer Terms

Once a player has met the terms of a bonusing/promotional offer, the winnings earned while participating in the offer shall not be limited (i.e., the restricted bonusing/promotional credits of the offer will become unrestricted bonusing/promotional credits).

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Chapter 4: Remote Player Device and Application Requirements

4.1 Introduction

4.1.1 General Statement

The requirements of this chapter apply to the Remote Player Devices and Player Applications used by the player to remotely take part in wagers and financial transactions with the Interactive Gaming System over a public network or private network, depending on the implementations authorized by the regulatory body.

4.2 Player Applications and Devices

4.2.1 General Statement

A Remote Player Device interacts with the Interactive Gaming System through a Player Application, which may be downloaded to or installed on the device (mobile application or desktop application), accessed through the device's browser interface (web application), or implemented through a combination of these methods.

4.2.2 Device Identification

The Interactive Gaming System shall employ reliable mechanisms to generate or utilize a reasonably persistent, tamper-resistant identifier for each Remote Player Device, consistent with the capabilities and limitations of the device's underlying operating system, browser, or platform.

4.2.3 Application Identification

Player Applications shall contain sufficient information to identify the application and its version, which, for example, may be displayed via a display screen or contained in the application source code.

4.2.4 Application Validation

For Player Applications installed locally on the Remote Player Device, it shall be possible to validate that the application is an authorized and suitable version for use with the Interactive Gaming System. If Player Application validation fails, the application shall prevent player account access and gameplay through the Player Application and provide indication of an error.

NOTE: The suitability of application validation methods will be evaluated by the independent test laboratory and approved by the regulatory body in accordance with recognized industry standards.
NOTE: This requirement does not apply to client-side graphics and audio files (e.g., rules of the game, help screens, etc.).

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4.2.5 Compatibility Verification

During any installation or initialization and prior to permitting player account access or wagering, the Player Application used in conjunction with the Interactive Gaming System shall detect any incompatibilities or resource limitations with the Remote Player Device that would prevent proper operation of the application (e.g., application version, minimum specifications not met, browser type, browser version, plug-in version, etc.). If device compatibility requirements are not met or resource limitations prevent proper operation, the application shall prevent player account access and gameplay through the Player Application and provide indication of an error.

4.2.6 Integrity of Application Communications

The Player Application shall be designed or programmed to communicate only with authorized critical components through secure communications. If communication between the Interactive Gaming System and the Remote Player Device is lost, the application shall prevent player account access and gameplay through the application and provide indication of an error. It is permissible for these conditions to be detected when the application or device tries to communicate with the system.

4.2.7 Application Security and Restrictions

To protect the security and integrity of the Remote Player Device, Interactive Gaming System, and associated functionality, the Player Application shall:

a) Not contain any malicious code or functionality deemed to be malicious in nature by the regulatory body, including, but not limited to, malware, unauthorized file extraction/transfers, unauthorized device modifications, and unauthorized access to any camera, microphone, location data, or locally stored personal information (e.g., contacts, calendar, etc.);
b) Prevent players from transferring data to one another, except through permitted chat functions (e.g., text, voice, video, etc.) or approved file transfers (e.g., user profile pictures, photos, etc.);
c) Not automatically disable virus scanners or detection programs or alter any device-specified firewall rules to open ports that are blocked by either a hardware or software firewall;
d) Not access any TCP/UDP ports (either automatically or by prompting the user to manually access) that are not necessary for the communication between the Remote Player Device and the server;
e) Ensure that any additional non-gaming functionality does not compromise the security or integrity of the Player Application or its regulated functionality;
f) Not override the volume settings of the Remote Player Device; and
g) Not store sensitive information in an unprotected manner.

4.2.8 Cookies

Where cookies are used, the player shall be informed of the cookie use upon Player Application access or during player registration. When cookies are required for interactive gaming, gameplay cannot occur if they are not accepted by the Remote Player Device. All cookies used shall contain no malicious code.

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4.2.9 Information Access

In addition to the "Game Requirements" within this document, the Player Application shall be able to provide access to the required "Public Display Content", either directly from the player interface or from a page accessible to the player, including, but not limited to pages containing:

a) Gaming Rules;
b) Player Protection Information;
c) Terms and Conditions; and
d) Privacy Policies.

NOTE: During laboratory testing, the independent test laboratory shall ensure that the Player Application provides access to placeholder pages on which the Interactive Gaming Operation will be responsible to disclose the required "Public Display Content".

4.2.10 Outcome Generation Restrictions

The Player Application shall not contain logic that unilaterally generates or determines any game outcome. All critical functions including the generation of any game outcome shall be generated by the Interactive Gaming System and be independent of the Remote Player Device.

NOTE: This requirement does not prohibit the use of cryptographic hashes, seeds, or other inputs generated by the Remote Player Device as supplemental inputs to RNGs utilized by the Interactive Gaming System, including as part of an approved "Provably Fair" RNG implementation, provided such inputs are not the sole source used to generate game outcomes.

4.3 Geolocation Implementation

4.3.1 Geolocation Solution

Where required by the regulatory body, the Interactive Gaming System shall implement a Geolocation Solution provided in-house or by a third-party Geolocation Service Provider to obtain and verify the reliability of location data from a Remote Player Device and determine the player's real-world geographic location.

NOTE: The requirements of this section apply to the independent test laboratory's testing of the Geolocation Solution as implemented within the Interactive Gaming System, as part of the overall system evaluation or certification. Requirements pertaining to the evaluation of the Geolocation Solution itself and assessments of the Geolocation Service Provider are addressed in the "Geolocation Service Providers and Solutions" section of this document.
NOTE: The suitability of alternative location detection methods or technologies not addressed in this section will be evaluated by the independent test laboratory and approved by the regulatory body on a case-by-case basis in accordance with recognized industry standards.

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4.3.2 Geolocation Triggering Actions

The Interactive Gaming System shall support, through configurable settings or built-in functionality, the identification of player actions that require a geolocation check before they can be accepted or completed. Geolocation checks shall be performed directly by the system or through communication with the Geolocation Solution and enforced for the actions specified by the regulatory body, which may include, where applicable, the following:

a) Accepting a paid wager where any of the following conditions apply:
   i. The player is placing their first paid wager after logging in from a specific Remote Player Device;
   ii. More than twenty minutes, or another period specified by the regulatory body, have elapsed since the player's last successful geolocation check; or
   iii. A change to the player's IP Address has been detected.
b) Completing specific account-related or financial actions based on applicable risk-based controls, which may include where applicable:
   i. Creating a player account;
   ii. Updating registration information or account recovery information;
   iii. Changing authentication credentials;
   iv. Conducting large financial transactions (single and aggregate over a specific time period) exceeding an operation-established threshold not greater than any regulatory body-specified threshold; and
   v. Conducting the first financial transaction using a newly added or modified payment method.

NOTE: A previously successful geolocation check may satisfy a required check if it remains valid under the approved controls of the Geolocation Solution, unless the regulatory body requires a new check or a condition occurs that invalidates the previous result.
NOTE: The regulatory body may require more frequent geolocation checks for mobile connections based on the player's proximity to the permitted geofence boundary, using an assumed travel velocity of sixty-five miles per hour (one hundred and five kilometers per hour), or another velocity specified by the regulatory body.

4.3.3 Geolocation Checks, Logging, and Failures

For each geolocation check, the Interactive Gaming System shall initiate or facilitate a request to the Geolocation Solution that includes or is associated with the Remote Player Device's location data, a pseudonymized player identifier that does not directly reveal the player's identity, and any other information necessary to perform the check. Sufficient records shall be maintained to associate each geolocation check with the corresponding player account and Remote Player Device.

a) Each geolocation check and its result shall be recorded in one or more logs maintained by the Interactive Gaming Operation and/or Geolocation Service Provider. Together, these logs shall include, at a minimum:
   i. Unique player account ID or, for logs maintained by the Geolocation Service Provider, the corresponding pseudonymized player identifier;
   ii. The date and time of the geolocation check;
   iii. Relevant player access information (e.g., device identifier and type, application identifier and version, and connection type);
   iv. Relevant device location data; and
   v. Geolocation result, including the reason for any unsuccessful geolocation check.

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b) A successful geolocation check shall be completed before the system accepts or completes the attempted triggering action.
c) A geolocation check shall be considered unsuccessful when any of the following conditions apply:
   i. The device's location cannot be reliably verified due to insufficient location data, inadequate accuracy, or other conditions affecting location verification;
   ii. Required location services, permissions, settings, configurations, or other functions are disabled, unavailable, unreliable, unsupported, or manipulated;
   iii. Fraud, tampering, spoofing, proxying, or other interference is detected that may compromise the reliability of the location determination; or
   iv. The device is determined to be outside the permitted geofence boundary when the regulatory body requires the triggering action (e.g., wager) to occur within that geofence.
d) Upon an unsuccessful geolocation check, the system shall:
   i. Reject the attempted triggering action;
   ii. Notify the player that the attempted action cannot be accepted or completed due to an unsuccessful geolocation check; and
   iii. Prevent subsequent attempts to complete the triggering action until a successful geolocation check is completed.

4.3.4 Geolocation Data Sources and Cross-Validation

The Interactive Gaming System, in conjunction with the Geolocation Solution, shall determine the player's current real-world geographic location using location data obtained from or reliably associated with the Remote Player Device, either directly or through the Interactive Gaming System, based on the capabilities of the Player Application and Remote Player Device. Location data shall be cross-validated using multiple independent location data sources or supporting signals, where available and applicable, which may include:

a) Global Positioning System (GPS) or Global Navigation Satellite System (GNSS) data;
b) Wi-Fi and cellular network-based positioning;
c) Device sensor data;
d) Verified network infrastructure location information;
e) IP Address analysis, which shall not be used as the primary location data source for geolocation checks unless otherwise authorized by the regulatory body; and
f) Other reliable and authenticated location data sources determined to be suitable by the independent test laboratory and approved by the regulatory body on a case-by-case basis, in accordance with recognized industry standards.

NOTE: Where remote wagering occurs over a private network, such as a Wireless Local Area Network (WLAN), connection to that network alone shall not be sufficient to verify the Remote Player Device's location. Network-based positioning technologies, such as beacons, directional antennas, or similar technologies, may be used as supplementary location data sources or supporting signals, subject to the cross-validation requirements of this section.

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4.3.5 Geolocation Beacon Technology

When beacons, such as short-range communication technologies, are used to assist in enforcing the permitted geofence:

a) The beacon's signal strength, broadcast range, and related settings shall be configurable or otherwise adjustable, as necessary, to establish and maintain the permitted geofence as accurately as reasonably practicable; and
b) Security tokens broadcast by the beacon shall be refreshed at intervals consistent with documented security requirements or as specified by the regulatory body. Expired tokens shall be invalidated to prevent reuse.

4.3.6 Location Fraud Detection Testing

The independent test laboratory shall perform location fraud detection testing to assess the implementation of the Geolocation Solution with the Interactive Gaming System, including applicable Remote Player Devices and Player Applications.

a) Testing shall be conducted using a representative set of devices, operating systems, and connection types, as determined by the independent test laboratory and/or required by the regulatory body.
b) The independent test laboratory shall select tests on a case-by-case basis, considering the design, functionality, security mechanisms, and intended operating environment of the implementation, to assess the effectiveness of mechanisms designed to detect, prevent, or respond to location fraud, device or application compromise, or circumvention of geolocation controls. Testing shall include, as applicable, tests from the following categories:
    i. Geolocation Spoofing Detection Testing;
    ii. Virtual Private Network (VPN) Detection Testing;
    iii. Remote Desktop and Screen Mirroring Detection Testing;
    iv. Rooted or Jailbroken Device Detection Testing; and
    v. Virtual Machine and Emulator Detection Testing.

NOTE: The use of a Virtual Private Network (VPN) may be permitted when other reliable location data independently confirms the player's real-world geographic location.

4.3.7 Communication Security and Tampering Resistance Testing

The implementation of the Geolocation Solution within the Interactive Gaming System shall employ security mechanisms to protect the integrity of location data, geolocation requests, and geolocation results. At a minimum, the implementation shall be resistant to the following types of attacks:

a) Replay Attack: Previously valid location data or geolocation results shall not be capable of being reused or substituted for subsequent geolocation checks, including through network-based replay attacks or unauthorized manipulation of device-side geolocation responses.
b) Man-in-the-Middle (MITM) and Tampering Attack: Unauthorized interception, modification, injection, substitution, or manipulation of location data, geolocation requests, or geolocation results, including through communication-based attacks, device-side tampering, or code manipulation of the Player Application, shall not enable circumvention of geolocation controls.

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Chapter 5: Random Number Generator (RNG) Requirements

5.1 Introduction

5.1.1 General Statement

This chapter sets forth the technical requirements for a Random Number Generator (RNG). The types of RNGs include the following, or a combination thereof:

a) Software-based RNGs do not use hardware devices and derive their randomness principally and primarily from a computer-based or software-driven algorithm. They do not incorporate hardware randomness in a significant way.
b) Hardware-based RNGs derive their randomness from small-scale physical events (e.g., electric circuit feedback, thermal noise, radioactive decay, photon spin, etc.).
c) Mechanical RNGs generate game outcomes mechanically, employing the laws of physics (e.g., automated and non-automated mechanical wheels, tumblers, blowers, shufflers, shoes, shakers, throwers, etc.).

NOTE: See also related requirements found in "Game Outcome Using a Random Number Generator (RNG)" section as contained in the "Game Requirements" chapter of this standard.

5.2 General RNG Requirements

5.2.1 Source Code Review

The independent test laboratory shall review the source code pertaining to any and all core randomness algorithms, scaling algorithms, shuffling algorithms, and other algorithms or functions that play a critical role in the final random outcome selected for use by a game. This review shall include comparison to published references, where applicable, and an examination for sources of bias, errors in implementation, malicious code, code with the potential to corrupt behavior, or undisclosed switches or parameters having a possible influence on randomness and fair play.

5.2.2 Statistical Analysis

The independent test laboratory shall employ statistical tests to assess the outcomes produced by the RNG, after scaling, shuffling, or other mapping (hereafter referred to as "final outcome output").

a) The independent test laboratory shall select appropriate tests on a case-by-case basis based on the RNG under review and its intended use within the game. The tests shall be selected to assess conformance with the intended distribution of values, statistical independence between draws, and, where applicable, statistical independence among multiple values within a single draw.
b) The applied tests shall be evaluated collectively at a 99% confidence level. The amount of data tested shall be sufficient to reliably detect statistically significant deviations from the applicable RNG testing criteria. Where an RNG is intended for variable usage, the independent test laboratory shall select and test a representative set of usages as test cases.

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c) Statistical tests may include one or more of the following:
   i. Total Distribution or Chi-Square Test;
   ii. Overlaps Test;
   iii. Coupon Collector's Test;
   iv. Runs Test;
   v. Interplay Correlation Test;
   vi. Serial Correlation Test; and
   vii. Duplicates Test.

5.2.3 Distribution

Each possible RNG selection shall be equally likely to be chosen. Where the game design specifies a non-uniform distribution, the final outcome output shall conform to the intended distribution.

a) All scaling, shuffling, and mapping algorithms used shall be unbiased. The discard, delay, substitution, or modification of intermediate RNG values is permissible where necessary to eliminate bias.
b) The final outcome output shall be tested against the intended distribution using appropriate statistical tests (e.g., Total Distribution Test).

5.2.4 Independence

Knowledge of the numbers chosen in one draw shall not provide information on the numbers that may be chosen in a future draw. If the RNG selects multiple values within the context of a single draw, knowing one or more values shall not provide information on the other values within the draw, unless provided for by the game design.

a) The RNG shall not discard, delay, substitute, or modify selections based on previous selections or internal state history, except as intended by game design (e.g., without-replacement functionality).
b) The final outcome output shall be tested for independence between draws and, as applicable, independence within a draw, using appropriate statistical tests (e.g., Serial Correlation Test, Interplay Correlation Test, Runs Test, etc.).

5.2.5 Available Outcomes

The set of possible outcomes produced by the RNG (i.e., the RNG period and internal state space), taken as a whole, shall be sufficiently large to ensure that all outcomes shall be available on every draw with the appropriate likelihood, independent of previously produced outcomes, except where specified by the game design.

NOTE: This requirement is to prevent the occurrence of rare game states being used to infer the RNG states which produced those results or to predict the states which will follow. This also ensures that once low probability events have occurred, there is still a chance that they will occur again within a short time period.

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5.2.6 External RNG

Where the RNG operates separately from the Gaming Platform, the following requirements shall apply:

a) The External RNG shall contain sufficient information to identify its hardware and/or software revision level.
b) The External RNG's critical control programs shall be capable of independent verification in accordance with the "Control Program Independent Verification" requirements of this document.
c) The External RNG shall be designed or programmed to communicate only with authorized critical components through secure communications.
d) Any game reliant on output from an External RNG shall cease operation or otherwise respond appropriately upon failure of the External RNG or communication with it, unless operation is transferred to an authorized backup RNG.

5.3 RNG Strength and Monitoring

5.3.1 RNG Strength for Outcome Determination

The RNG used in the exclusive determination of game outcomes in a Gaming Platform shall be cryptographically strong or provide a comparable or greater level of unpredictability and resistance to prediction, manipulation, or compromise, as demonstrated to, and evaluated by, the independent test laboratory and approved by the regulatory body on a case-by-case basis.

NOTE: For purposes of this requirement, "cryptographically strong" means that the RNG is resistant to prediction or compromise by an intelligent attacker with modern computational resources, and who may have knowledge of the design or source code of the RNG and/or its algorithm.
NOTE: This does not prohibit the use of RNGs that are not cryptographically strong for purposes other than the exclusive determination of game outcomes, such as RNGs used for quick pick features or RNGs controlling a fan to blow a ball onto a roulette wheel.

5.3.2 Cryptographically Strong RNG Attacks

A cryptographically strong RNG shall be designed so that it cannot be feasibly compromised by a skilled attacker with knowledge of its design or source code. At a minimum, cryptographically strong RNGs shall be resistant to the following types of attack:

a) Direct Cryptanalytic Attack: Given a sequence of past RNG outputs, it shall be computationally infeasible to predict future RNG outputs. This shall be achieved through the appropriate use of recognized cryptographic algorithms and techniques;
b) Known Input Attack: It shall be computationally infeasible to manipulate or control inputs to the RNG in a manner that causes the RNG to enter a known or predictable state, for example by reducing or exhausting available entropy; and
c) State Compromise Extension Attack: If the internal state of the RNG becomes known, it shall be computationally infeasible to use knowledge of that state to predict past or future RNG outputs, or any resulting period of predictability shall be limited. Where necessary, the RNG shall periodically update its internal state using fresh, independent entropy to restore the unpredictability of future RNG outputs.

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NOTE: Due to continuous advances in computational capabilities and cryptographic research, compliance with these requirements shall be re-evaluated as required by the regulatory body.

5.3.3 Software-Based RNGs and Seeding

Where seeding is used by a software-based RNG, the RNG shall be designed and seeded such that it is highly improbable that the RNG will reproduce the same output stream (cycle) that it has produced before, or that multiple instances of an RNG will produce the same stream as each other (synchronize), except where explicitly intended by design and approved by the regulatory body.

a) Initial seeding (initialization) shall use an entropy source derived from an uncontrolled and unpredictable event and may incorporate a unique combination of available parameters, such as timestamps, parameters unique to a server, previous RNG outputs, or other similar methods (e.g., timestamps shall not be used as the sole entropy source).
b) It shall be computationally infeasible to determine or reasonably estimate the state of the RNG after initial seeding.
c) Re-seeding may be used where the re-seeding input provides sufficient independent entropy and does not compromise the unpredictability, intended distribution, independence, or availability of RNG outcomes.
d) Seeding and re-seeding methods shall ensure that all seed values are determined in a manner that does not compromise the cryptographic strength of the RNG.

5.3.4 Hardware-Based RNGs and Dynamic Output Monitoring

A hardware-based RNG may be used as, or as part of, the RNG implementation to generate outcomes that meet the cryptographic requirements of this chapter. The hardware-based RNG shall be implemented in accordance with any necessary requirements as specified by the supplier (e.g., entropy rate limits, output whitening).

a) The hardware-based RNG shall provide sufficient non-deterministic entropy to support continuous game operation. Where sufficient entropy is unavailable, the RNG shall prevent the generation of outcomes until sufficient entropy is available.
b) The hardware-based RNG shall be dynamically monitored to detect degradation or malfunction. Such monitoring may be performed by the hardware-based RNG itself and may include tests designed to verify that the RNG is accessible and functioning as intended.
c) Where degradation or malfunction is detected and the randomness of the output cannot be assured, the game shall cease operation unless operation is automatically transferred to a backup RNG.

NOTE: Statistical testing may be used as part of dynamic monitoring where appropriate. However, dynamic monitoring need not include continuous runtime statistical testing of output randomness unless specified by the supplier. Such testing relies on probability-based pass/fail thresholds, which may either fail to detect actual failures or generate excessive false positives, and a suitable threshold may not exist for continuous game operation.

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5.4 Mechanical RNG (Physical Randomness Device)

5.4.1 General Statement

The requirements of this section apply to mechanical RNGs, hereafter referred to as "Physical Randomness Devices." While software may be a part of the device, the software is primarily limited to operating machinery and/or reading and recording game outcome data (the software does not play a deterministic role in determining the game outcome).

NOTE: Devices which faithfully and mechanically create or display a game outcome selected by a computer RNG are not considered Physical Randomness Devices and shall be tested as RNGs once the faithful reproduction of RNG selected outcome has been assured. Physical Randomness Devices may incorporate RNGs in secondary roles (e.g., rotation speed). Such secondary RNGs need not be evaluated against the RNG requirements contained herein, as they do not directly select the game outcome. Rather, the Physical Randomness Device shall be tested as a whole as described in this section.

5.4.2 RNG Strength for Physical Randomness Devices

Physical Randomness Devices used in the determination of game outcomes shall provide a comparable or greater level of unpredictability and resistance to prediction, manipulation, or compromise than that required for a cryptographically strong RNG, as demonstrated to, and evaluated by, the independent test laboratory and approved by the regulatory body on a case-by-case basis.

5.4.3 Device Data Collection for Testing

To provide reasonable assurance of random behavior, the independent test laboratory shall collect game outcome data for at least 10,000 game outcomes. Data shall be collected under conditions reasonably representative of the Physical Randomness Device's intended use in the field. The recommended setup and calibration procedures shall be performed before data collection, and the device and its components (cards, balls, etc.) shall be replaced or serviced during the collection period in accordance with the supplier's recommendations.

NOTE: Due to feasibility concerns associated with reasonable data collection on some devices, the regulatory body may elect to accept testing results from a smaller collection amount on a case-by-case basis. Equally possible, a larger data collection sample may be required. Regardless, the independent test laboratory will clearly state in the applicable evaluation or certification report, the amount of data used for testing. When less than 10,000 games are used, a statement on the statistical limitations of reduced testing will be clearly denoted within the evaluation or certification report.

5.4.4 Physical Randomness Device Durability

All mechanical components shall be constructed of materials suitable to prevent unacceptable degradation that could affect the random behavior or performance of the Physical Randomness Device over its intended service life.

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NOTE: The independent test laboratory may recommend a more stringent replacement schedule than that specified by the supplier where necessary to maintain compliance with the "Durability" requirements of this section. The independent test laboratory may also recommend periodic inspection of the Physical Randomness Device to ensure and maintain its integrity.
NOTE: Components integral to the random behavior or performance of a Physical Randomness Device may not be replaced with unapproved components. Approved components may be replaced with other approved components as part of routine maintenance. For purposes of this requirement, approved components include physical items that contribute to the production of random outcomes, such as balls used in a mixing device or cards used in a shuffler. For example, approval of a mechanical card shuffler evaluated using plastic cards does not necessarily extend to the same shuffler when used with paper cards.

5.4.5 Physical Randomness Device Tampering

Players and gaming attendants (e.g., dealers, croupiers, hosts, etc.) shall not be able to manipulate or influence the Physical Randomness Device in a manner that affects the production or selection of game outcomes, except as permitted by the intended game design.

5.5 "Provably Fair" RNGs

5.5.1 General Statement

The requirements of this section apply to "Provably Fair" RNGs based on a commit-reveal scheme, which enable players or other authorized parties to independently verify that game outcomes were generated using previously committed inputs and a disclosed deterministic algorithm, without subsequent alteration of those inputs or outcomes.

NOTE: These requirements apply only where a supplier implements or describes an RNG as "Provably Fair" and do not introduce additional requirements for conventional software-based, hardware-based, or mechanical RNG implementations covered under other sections of this chapter.

5.5.2 RNG Strength for "Provably Fair" RNGs

"Provably Fair" RNGs used in the determination of game outcomes shall meet the applicable "RNG Strength for Outcome Determination" requirements of this chapter.

5.5.3 Seed Generation and Management

The "Provably Fair" RNG shall employ a cryptographic commit-reveal mechanism based on one or more inputs (seeds), which are combined using a documented deterministic algorithm to generate the random values used to determine game outcomes. At a minimum:

a) Server Seed (Committed Value): A server seed shall be securely generated by the Gaming Platform using a cryptographically strong RNG.
   i. Before the server seed is used to determine any game outcome, the Gaming Platform shall make available a cryptographic commitment to the server seed.
   ii. Once committed for use, the server seed shall not be modified or replaced while that commitment remains applicable to the determination of game outcomes and shall remain confidential until it is no longer used to generate subsequent game outcomes.

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b) Client Seed (Player-Influenced Value): A client seed shall be provided or selected by the player, generated by the Remote Player Device, or generated by the Gaming Platform with the ability for the player to modify or replace it.
   i. The Gaming Platform shall not alter the established client seed while applicable to the determination of a game outcome without player authorization.
   ii. The client seed shall be incorporated into the deterministic generation of the game outcome.
c) Outcome Uniqueness Parameters: Where a committed server seed is used to derive outcomes for more than one game, the "Provably Fair" RNG shall incorporate a nonce, counter, or equivalent parameter to ensure a unique set of generation inputs for each game.
   i. Outcome uniqueness parameters shall be used in a deterministic and verifiable manner and shall not permit the selective manipulation, reuse, or omission of generation inputs to influence game outcomes.
   ii. Where a separate server seed is generated and cryptographically committed for each game, outcome uniqueness parameters are not required.

NOTE: Additional entropy sources (e.g., hardware-based RNGs or external randomness beacons) may be incorporated, provided their use is fully documented and all inputs necessary to reproduce the game outcome are available during verification.

5.5.4 Algorithm Documentation

The algorithm used by the "Provably Fair" RNG and its associated commit-reveal scheme shall be fully documented, including, but not limited to:

a) The cryptographic commitment method used for the server seed;
b) The method of combining seeds and incorporating outcome uniqueness parameters, such as a nonce, counter, or equivalent parameter, where applicable;
c) All cryptographic primitives and deterministic processes used;
d) Any transformations, shuffling procedures, or scaling methods applied; and
e) The process by which generated random values are converted into game outcomes.

NOTE: The documentation shall be sufficiently detailed to enable the development of an independent verification mechanism capable of reproducing and validating historical game outcomes using the disclosed commitments, revealed inputs, and documented algorithm.

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Chapter 6: Game Requirements

6.1 Introduction

6.1.1 General Statement

This chapter sets forth the technical requirements for the rules of play, game fairness, game selection, game outcome, related player displays and artwork, return to player and odds, bonus/feature states, progressive jackpots, incrementing bonus jackpots, game recall, game modes, common features, games with skill, tournaments, and other game requirements.

NOTE: Please reference the "Games with Skill" section of this technical standard for specific and supplemental requirements for games containing one or more skill elements.

6.2 Player Interface Requirements

6.2.1 Player Interfaces

The player interface is an interface application or program through which the player views and/or interacts with the Remote Player Device, including the touch screen, keyboard, mouse, or other forms of player interaction devices. The player interface shall meet the following requirements:

a) Where orientation changes, resizing, or overlays of the player interface screen are supported, such changes shall be mapped accurately to reflect the revised display and touch/click points or buttons and shall not terminate or interrupt a gaming session currently in progress.
b) All player-selectable touch/click points or buttons represented on the player interface screen that affect gameplay and/or that impact the integrity or outcome of the game shall be clearly labeled according to their function and shall operate in accordance with applicable game rules.
c) There shall be no hidden or undocumented touch/click points or buttons anywhere on the player interface screen that affect gameplay and/or that impact the integrity or outcome of the game, except as provided for by the game rules.
d) Game instructions, as well as information on the functions provided by the player interface, shall be clearly communicated to the player and not be misleading or inaccurate.

6.2.2 Adaptive Displays

The display of the game instructions and information shall be adapted to the player interface. For example, where a device uses technologies with a smaller display screen, it is permissible to present an abridged version of the rules of the game accessible directly from within the game screen and make available the full/complete version of the rules of the game via another method, such as a secondary screen, help menu, or other interface that is easily identified on the visual game screen.

6.2.3 Alternating Displays

Where multiple items of game instructions or information are displayed on the player interface, these items may be displayed in an alternating manner, provided that each item remains visible for a sufficient period to allow the player a reasonable opportunity to read it.

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6.2.4 Simultaneous Inputs and Outputs

Simultaneous or sequential activation of various inputs and outputs, including player interaction devices comprising a player interface, shall not, whether intentionally or not, cause wager malfunctions or invalid results contrary to a game's design intent.

6.3 Gaming Session Requirements

6.3.1 General Statement

A gaming session is defined as the period of time commencing, at minimum, when a player initiates a game or series of games on a Gaming Platform for a particular game theme by committing a wager and ending at the time of a final outcome for that game or series of games and coincide with the opportunity for the player to exit the game.

NOTE: This standard is not intended to preclude or prohibit designs that allow the simultaneous play of multiple games themes on a Gaming Platform. Where multiple game themes are accessible simultaneously, players may play more than one game at a time in separate gaming sessions. However, in such a case, metering and applicable limits shall be enforced against each available game, as it is played, and all other requirements within this chapter shall continue to apply to these multiple game-in-play designs.

6.3.2 Information to be Displayed

A player interface shall display the following information within a gaming session, or sufficient information for the player to otherwise derive it, except when the player is viewing an informational screen such as a menu or help screen:

a) Current funds available for wagering;
b) Denomination being played, when values are displayed in credits;
c) Current wager amount and placement, selection, or location of all active wagers, so that the player is in no doubt as to which wagers have been made and the amounts bet per wager;
d) Any wager options in effect or available prior to game initiation or during gameplay;
e) The following information for the last completed game until the next game starts, wager options are modified, or the player exits the game:
    i. Any wager options in effect;
    ii. Accurate representation of the game outcome; and
    iii. The total amount won and, where applicable, the amount won for each winning wager. If wins are associated with multiple wagers, each winning wager may be indicated in turn. If there is a large volume of wager information to convey, a summary screen may suffice.

NOTE: It is acceptable for the information for the last completed game to be cleared before the above-mentioned conditions occur as long as the same information is clearly available to the player under the "Game Recall" section of this document.

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6.3.3 Credit Meter

The Gaming Platform may support a credit meter to maintain funds available to a player for wagering during a gaming session. Where a credit meter is supported, the following shall apply:

a) The credit meter shall be visible to the player at any time a wager may be placed, at any time a transfer to or from the player account balance is allowed, or at any time the meter is actively being incremented or decremented.
   i. The credit meter shall be displayed in credits or local currency format. If the game's credit meter allows for toggling between credits and currency, this functionality shall be easily understood by the player. The credit meter shall clearly indicate whether credits or currency are currently being displayed.
   ii. If the current local currency amount is not an even multiple of the denomination for a game, or the credit amount has a fractional value, the credits displayed for that game may be displayed and played as a truncated amount, (i.e., fractional part removed). However, the fractional credit amount shall be made available to the player when the truncated credit balance is zero.
b) Once the credit meter is available, funds may be transferred from the player account balance to the credit meter for gameplay. This may be automatic where the player account balance is automatically transferred to the credit meter or the player is presented transfer options, which require selection before occurring. Such options would include how much the player wishes to transfer to the player's credit meter.
c) Once gameplay is completed, the player shall have the option to transfer some or all of the funds on the player's credit meter back to the player account balance. Exiting a game shall cause all funds to be automatically transferred back to the player account balance.

6.3.4 Selection of Game

The Gaming Platform shall clearly inform the player of all game themes and denominations available for play and their rules and paytable information before the player commits to playing them. The following requirements apply to the selection of a specific game on the player interface:

a) The player shall be made aware of which game theme and denomination has been selected for play and is being played.
b) The player shall not be forced to play a game just by selecting a game theme, unless the game screen clearly indicates the game selection is unchangeable. If not disclosed, the player shall be able to return to the main menu or game chooser screen prior to committing a wager.
c) The default game display upon entering gameplay mode from a main menu or game chooser screen, shall not correspond to the highest advertised award (unless that was the outcome of the player's last gameplay). This applies to the base game state only and not to any intermediate game states, such as double-up/gamble or bonus/feature states.

6.3.5 Game Cycle Requirements

The Gaming Platform shall ensure that game cycles are processed accurately, sequentially, and without unintended duplication or interruption. Game cycles consist of all player actions and gaming activity occurring from one wager to the next.

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a) A game cycle shall be initiated when the player:
   i. Places or commits a wager; and/or
   ii. Activates a "play" touch/click point or button or performs an equivalent action in accordance with the rules of the game.
b) The Gaming Platform shall prevent multiple game cycles from being initiated that arise from communications errors, pressing the “play” touch/click point or button repeatedly, or performing the equivalent action more than once while awaiting a response from the platform.
c) Amounts wagered or committed at any point at the start of, or within the course of a game cycle shall be deducted from the player’s credit meter or player account balance. A wager shall not be accepted if it would result in a negative credit meter or negative account balance.
d) If a player's credit meter combines restricted bonusing/promotional credits and unrestricted player funds, restricted bonusing/promotional credits shall be wagered or committed first, as allowed by the rules of the game, before any unrestricted player funds are wagered or committed.
e) The following game states shall be considered to be part of a single game cycle:
   i. Games that trigger extended play and any subsequent plays;
   ii. “Second screen” bonus/feature states;
   iii. Games with player choice (e.g., draw poker or blackjack);
   iv. Games where the rules permit wagering of additional credits (e.g., blackjack insurance, or the second part of a two-part keno game);
   v. Double-up/gamble features; and
   vi. Any other intermediate game state not mentioned above.
f) By the end of the game cycle, the value of every award at the end of a game cycle shall be added to the player’s credit meter or player account balance, except for merchandise prizes and large wins or payouts where required by the regulatory body. If fractional payments occur (i.e., less than one cent or equivalent), the game may either use conventional rounding or maintain more fractional decimal places beyond a whole cent or equivalent and award a whole value when added together either after a game or when a player exits the game.
g) A game cycle shall be considered complete when all amounts wagered or committed are lost or when the final transfer to the player’s credit meter or player account balance takes place.
h) It shall not be possible to start a new game cycle within the same gaming session before the current game cycle is completed and the game history and the player’s credit meter or player account balance have been updated, including the game states listed in this section, unless the action to start a new game terminates the current game cycle in an orderly manner. Some exceptions may be granted in instances where, for example, if the Interactive Gaming Operation elects to conduct offline, manual consideration of large wins or payouts, if a player chooses to continue gaming while a large win or payout is pending, or the game in question is a scheduled game which will take place in the future.

6.3.6 Wagering Period

Where the game includes a defined wagering period (e.g., roulette), the wagering period and cutoff for accepting wagers on a game shall be clearly communicated to the player. It shall not be possible to place wagers once the wagering period for that game has closed.

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6.3.7 Player Input and Automatic Selection

Where a game requires player selection or interaction during the game cycle, and imposes a time limit to make that selection:

a) The rules or artwork shall clearly disclose the automated selection or action that will occur if the player fails to act within the allotted time.
b) A timer or equivalent indicator of the allotted time remaining shall be clearly shown on the game screen so the player is aware of the time remaining to act.
c) Where an automated selection process is implemented upon expiration of the allotted time, the following shall apply unless otherwise specified by the regulatory body or clearly disclosed via rules or artwork:
    i. For selections or interactions involving player skill or strategy, the allotted time shall be no less than fifteen seconds, and the automated selection shall be made in accordance with a reasonable strategy.
    ii. For selections or interactions not involving player skill or strategy, the allotted time shall be no less than five seconds, and the automated selection shall be determined using a random selection process.

6.3.8 Additional Wagers During a Game

Games shall not permit a player to wager additional credits during a game cycle unless the following requirements are met:

a) The player shall be clearly given the choice whether to place the additional wager before any additional credits are committed. If placing the additional wager is required to continue the game in progress, the player shall be given the opportunity to end the game without placing the additional wager.
b) If placing the additional wager is optional, the game shall not alter the chance of achieving a winning outcome based solely on the player's decision whether to place the additional wager and shall not mislead the player regarding any effect of the additional wager on game outcomes, awards, or probabilities, unless such effect is clearly disclosed.
c) For single-player games, unless otherwise disclosed, where the player has insufficient funds available to place the additional wager, including any amounts won during the game in progress, the game shall allow the player to add funds to the credit meter or player account balance for this purpose.
d) Any subsequent outcome, feature, award, or result within the game in progress shall not be determined before the player chooses whether to place the additional wager, unless otherwise disclosed to the player.

6.4 Game Information, Transparency, and Disclosure Requirements

6.4.1 Game Information and Rules of Play

The following requirements apply to the game information, artwork, paytables, and help screens including any written, graphical, and auditory information provided to the player either directly from the player interface or from a page accessible to the player:

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a) Player interface and player interaction device usage instructions, paytable information, and rules of play shall be complete and unambiguous and shall not be misleading or unfair to the player. If there are multiple player interaction devices able to affect the same player action, then all such options shall be clearly explained to the player.
b) Help screen information shall be accessible by a player without the need for funds deposited or commitment of a wager. This information shall include descriptions of unique game features, such as extended play, bonus spins, double-up/gamble, autoplay mode, countdown timers, symbol transformations, community bonuses, progressive jackpots, incrementing bonus jackpots, etc.
c) Minimum, maximum, and other available wagers shall be stated within, or be able to be deduced from, the artwork.
d) Adequate instruction for any wager option available or obtainable at any point in time shall be described in the artwork. The game shall clearly indicate when a wager option is unavailable, such as by greying out unavailable selections or otherwise distinguishing them from available wager options.
e) Paytable information shall include all possible winning outcomes and combinations, along with their corresponding payouts, for any available modifiers and/or wager options, as well as any symbol, object, number required, wager, or multiplier condition associated with each award.
f) The artwork shall clearly indicate whether awards are designated in credits, currency, or some other unit.
g) For artwork that contains game instructions explicitly advertising a credit award or merchandise prize:
    i. It shall be possible to win the award or prize from a single game, or series of games enabled by an initiating game, when including bonuses/features or other game states, unless the artwork clearly specifies the criteria necessary to win the award or prize.
    ii. Where player choices influence the likelihood of winning the award or prize, the game rules and help screens shall disclose the applicable decision mechanics and their impact on outcomes.
h) The game shall reflect any change in award value that occurs during the course of play and shall clearly state the criteria by which any award value is modified, including, where applicable, any fixed or increasing multiplier rules, how the award is calculated, when the multiplier is applied, and whether any player action affects the multiplier or award value.
i) Game instructions that are presented aurally shall also be presented in written form.
j) Game instructions shall be rendered with sufficient font size and clarity in a color that contrasts with the background color to ensure that all instructions are clearly visible/readable.
k) The artwork shall clearly state the rules for payment of awards where multiple wins or interpretations of winning combinations are possible. The artwork shall clearly communicate the treatment of:
    i. Coinciding game outcomes, including outcomes that may qualify for more than one win category, and whether all possible awards are paid or only the highest award.
    ii. Coinciding scatter wins with respect to other possible scatter wins, whether combinations of scatters pay all possible awards or only the highest award;
    iii. Awards for mixed or grouped game symbol/object, including whether an outcome that may be interpreted as both a mixed and straight combination pays one or both awards; and
    iv. Wins involving substitutes or wilds, including how awards are handled when substitutes or wilds create winning combinations for symbols/objects that do not otherwise appear.

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l) Where multiplier instructions or calculated, accumulated, or displayed awards are shown:
   i. The artwork shall clearly state what the multiplier does and does not apply to; and
   ii. If only some awards are eligible for multiplication, the artwork shall not imply that other displayed awards are further multiplied unless this is the rule of the game.
m) The game shall not advertise 'upcoming wins', for example, "three times pay coming soon", unless the advertisement is accurate and mathematically demonstrable, or unless the player has a direct advertisement of the current progress to that win (e.g., they have two of four tokens collected that are required to win an award).
n) The game artwork shall clearly explain to the player any non-wager purchase option, including the item or entitlement (cosmetic items, display customization options, etc.) and its value in credits or local currency.
o) The artwork shall disclose any restrictive features of gameplay, such as any play duration limits, maximum total win values, etc. which are implemented as an element of game design.
p) For scheduled games, the scheduled time of the game and a countdown of the time remaining to place a wager on that game shall be displayed to the player.
   i. If the game allows a player to cancel a wager, cancellation may only occur while the countdown is active.
   ii. No new wagers may be placed or existing wagers cancelled once the countdown has expired.
q) Where videos or other media are presented through the game or the player interface to advertise gameplay, it shall be made clear to players where footage has been edited, enhanced, or sped-up for demonstration purposes. Advertising disseminated outside of the game or player interface remains subject to the advertising requirements established by the regulatory body.

6.4.2 Game Symbols and Objects

All game symbols/objects shall be clearly displayed to the player and shall not be misleading.

a) Game instructions that specifically correspond to one or more game symbols/objects shall be clearly associated with them and shall not create ambiguity as to which symbol/object is being described. For example, this may be achieved with appropriate framing or boxing. Additional wording, such as "these symbols" may also be used.
b) If game instructions refer to a particular game symbol/object, and the written name for the symbol/object may be mistaken for another symbol/object, or may imply other characteristics, then the visual display of the instructions shall clearly indicate to which symbol/object the instruction refers.
c) Game symbols/objects shall retain their shape throughout all artwork, except while animation is in progress or where a change in appearance is clearly indicated as part of a game feature. Any symbol/object that changes shape or color during an animation process shall not appear in a way that can be misinterpreted to be some other symbol/object defined in the paytable.
d) If the function or appearance of a game symbol/object changes (e.g., a symbol/object becomes a substitute during a bonus/feature state, symbol/object changes color, etc.), the artwork shall clearly indicate this change of function or appearance and any special conditions that apply to it.
e) If limitations exist with respect to the location and/or appearance of any game symbol/object, the limitation shall be disclosed in the artwork. For example, if a symbol/object is only available in a bonus/feature state, then the artwork shall disclose this.
f) The artwork shall clearly state which game symbols/objects may act as a scatter, substitute, or wild, and in which winning combinations, game states, and conditions they may be applied, including any exclusions, behavior changes, extra pays, multipliers, etc.

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g) The artwork shall contain textual and/or graphical information to clearly explain the order, position and direction in which game symbols/objects are to appear, in order for an award to be issued or for triggering a bonus/feature state, including numbers or another visual representation to indicate how many correct symbols/objects each pattern corresponds to.

6.4.3 Virtual Player Chips/Tokens

If virtual representations of player chips and/or tokens are used, the following shall apply:

a) All chips/tokens shall have identical physical characteristics except for specific differences in denomination.
b) The chips/tokens of all possible denominations for the game shall be made available to the player, whether displayed simultaneously or through a selection mechanism, so that unavailability of chips/tokens of smaller denominations will not force players to wager more than the minimum permitted wager.
c) Each chip/token shall be designed so that the specific denomination can be determined when placed in a stack of chips/tokens of various denominations.
d) The chips/tokens used shall be unique for each denomination they are representing, and the denomination shall be clearly visible on any chips/tokens.
e) It shall be made clear to the player how to select a chip/token, apply the chip/token to a wager option, remove the chip/token.

NOTE: The above requirements also apply to using physical player chips and/or tokens in live games. For example, in a live poker game involving both on-premises players and remote players, physical player chips or tokens may be placed on the table to indicate the player's wager to the other players.

6.4.4 Pseudo-Live Games

The following requirements apply to games that simulate the play of live games using pre-recorded footage of a Live Gaming Studio, computer-generated imagery, and/or green screen technology:

a) Disclosures about the use of pre-recorded footage, computer-generated imagery, and/or green screen technology shall be available to the player in the game rules or help screens;
b) The pre-recorded footage, computer-generated imagery, and/or green screen technology shall not:
   i. Be represented to the player as a live game; or
   ii. Mislead a player to imply human decision-making or real-time interaction with a live person;
c) The pre-recorded footage, computer-generated imagery, and/or green screen technology may serve only as a graphical presentation of the game and shall not influence or determine game outcomes; and
d) The game outcomes displayed to the player shall accurately correspond to the outcomes determined by the game independent of the pre-recorded footage, computer-generated imagery, and/or green screen technology.

NOTE: These requirements do not apply to the use of computer generated imagery and/or green screen technology when utilized solely for the purpose of the visual background of live games.

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6.4.5 Multi-Player Games

The following requirements apply to games consisting of multiple players linked to a single gaming session:

a) Each player shall be informed when the next multi-player game will begin. If applicable to the game, the wagering period shall be the same and simultaneous for all participating players;
b) For multi-player games where each player takes turns to play:
   i. The multi-player game shall clearly indicate to each player when it is their turn;
   ii. Each player shall only be able to place wagers and make player choices during their turn;
   iii. Where the player's turn has a time limit, the requirements for "Player Input and Automatic Selection" shall be met. Additionally, this time limit shall be the same for all players unless otherwise disclosed to the player;
c) The wagers and player choices of each player shall be clearly distinguishable from the wagers and player choices of any other player;
d) The actions or outcomes of any one player shall not affect the actions or outcomes of any other player, unless otherwise denoted by the game rules; and
e) At the end of the game, each player's wagers shall be settled individually in accordance with the applicable game rules and paytable.

NOTE: Please reference the "Peer-to-Peer (P2P) Gaming" section of this chapter for specific and supplemental requirements for multi-player games where players compete with and against each other.

6.4.6 Rakes, Commissions, and Fees

There shall be sufficient information available to the player regarding charges imposed on players or award payout adjustments such as a rake, commission, or fee taken by the Interactive Gaming Operation, as applicable. Any variation in the published information shall be disclosed to the player.

6.5 Game Types

6.5.1 General Statement

This section is intended to define a baseline set of requirements for traditional types of games while recognizing that many variants of these same games, games with characteristics of multiple types, and other game types not covered by this section are still permissible unless prohibited by the regulatory body.

6.5.2 Reel-Based Games

The following requirements apply, as relevant to the specific game design, to games of a reel-based type, including games that have non-traditional reels:

a) The game shall provide a summary display of the paylines/patterns/ways that are available to form winning combinations;
b) The bet multiplier, where applicable, shall be shown. It is acceptable if this may be easily derived from other displayed information;

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c) For games that permit multiple credits to be wagered on selected paylines/patterns/ways, the artwork shall:
   i. For linear pays, clearly state that the wins for each selected payline/pattern/way will be multiplied by the bet multiplier;
   ii. For non-linear pays, convey all possible wagers and their awards;
d) The artwork shall indicate any rules and/or limitations which pertain to how pays are evaluated, including an indication of:
   i. How paylines/patterns/ways are evaluated, such as left to right, right to left, both ways, or another defined method;
   ii. How individual game symbols/objects are evaluated, such as adjacent reels/columns only, selected paylines/patterns/ways only, or another defined method, and any exceptions such as scatter pays;
   iii. Where a payline/pattern/way may be interpreted to have more than one such winning combination, whether only the highest winning combination is paid per payline/pattern/way;
   iv. Whether awards on different paylines/patterns/ways are added together;
   v. For scatter pays, the applicable scatter, number required, payment basis, and whether scatter pays are added to payline/pattern/way wins, paid separately, or limited to the greater win where the same game symbol/object or outcome qualifies for both;
e) If a game symbol/object that can form part of a winning combination does not appear on all reels/columns, the artwork shall clearly indicate the reels/columns on which the symbol/object may appear or otherwise ensure that the game does not imply that an impossible winning combination can occur;
f) Each individual payline/pattern/way to be played shall be clearly indicated by the game so that the player is in no doubt as to which paylines/patterns/ways are being wagered upon and the amounts wagered per payline/pattern/way. Displaying the number of paylines/patterns/ways wagered and the total wager amount shall be sufficient to meet this requirement; and
g) Winning paylines/patterns/ways shall be clearly discernible to the player. Where there are wins on multiple paylines/patterns/ways, each winning payline/pattern/way shall be indicated in turn or otherwise displayed so the player can identify each win and its associated award. This requirement does not preclude other intuitive methods of displaying payline/pattern/way wins such as the grouping of common win categories, nor shall it prohibit a player from opting to bypass a detailed outcome display of payline/pattern/way wins, where supported.

6.5.3 Card Games

The following requirements apply, as relevant to the specific game design, to games depicting cards being drawn from one or more card decks:

a) The following information shall be accessible to the player while no game is in progress:
   i. A clear indication of the variant of the card game being played and the rules that apply;
   ii. A display showing all possible winning hands or outcomes and their payouts;
   iii. An explanation of any special rules, winning combinations, and/or payouts that are outside the standard game;
   iv. All player choices that are available at any point in time;
   v. The number of cards in a deck and the number of decks in play;

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b) At the start of each game, hand, and/or other applicable dealing sequence, cards shall be drawn in order from one or more randomly shuffled decks consisting of the full set of cards applicable to the game;
   i. The drawing of cards shall occur at a rate that allows players to follow the game;
   ii. It is acceptable to draw random numbers for replacement cards at the time of the first hand's random number draw, provided that the replacement cards are sequentially used as needed, and so long as any stored RNG values are encrypted;
   iii. The decks shall not be reshuffled except as provided by the rules of the game. When a deck is shuffled, it shall be shuffled randomly and frozen prior to use;
c) Cards once removed from the decks shall not be returned to the decks except as provided by the rules of the game;
d) Card faces shall clearly display the card value and the suit. Where suit color is used, the suit colors shall be consistent with the game rules and shall not mislead the player;
e) Rules for jokers and wild cards shall be clearly explained in the help screens. Jokers and wild cards shall be distinguishable from all other cards;
f) For poker games:
   i. After drawing and displaying the initial cards, unless the highest possible winning combination is obtained, the player shall have the option to hold or discard any or all cards according to the rules of the game;
   ii. If a possible winning combination is obtained after the initial cards are dealt, the game shall automatically notify the player of the winning hand or hands, display the kind of hand (e.g., one pair, two pair, three of a kind), and the potential award amount;
   iii. If the game is automatically completed due to obtaining the highest possible winning combination, it shall clearly indicate to the player why the game ended;
   iv. Held and non-held cards, including recommended holds where allowed, shall be clearly marked on the game screen. The method for changing holds shall be clearly displayed to the player;
   v. Any cards that are discarded shall be replaced by the remaining cards in the deck in the order they are drawn;
g) For blackjack games:
   i. Unless otherwise indicated to the player, aces count as either 1 or 11, kings, queens, and jacks count as 10, and all other cards count their face value;
   ii. If the first two cards dealt to either the player or the dealer total 21 ("Blackjack"), the game shall immediately terminate and credits, if any, shall be awarded;
   iii. Insurance rules shall be clearly explained, including conditions under which the option is offered;
   iv. Pair split rules shall be clearly explained, including whether split aces have only one card dealt to each ace, or if further splits or double-downs after splits are available;
   v. Double-down rules shall be clearly explained, including limitations of which totals may allow a double-down to be selected;
   vi. Surrender rules shall be clearly explained, including the portion of the wager returned to the player;
   vii. Any limits on the number of cards that may be drawn by player and/or dealer shall be explained, including any winners declared when the limit is reached (e.g., "Five Under" wins);
   viii. Dealer play rules shall be clearly explained, including whether the dealer shall take additional cards if the total value of their hand does not exceed 16, whether if the player loses on "Dealer Push", and any special treatment of a soft 17 count;

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ix. Push rules shall clearly explain what occurs in the case of a tie between the player and dealer (e.g., the player loses, the player's wager is returned, etc.);
x. If pair splits have occurred, the results for each hand shall be shown (e.g., total points, resultant win category or loss category, amount wagered, amount won, etc.);
xi. The current total of all hands, including the dealer's total, shall be displayed during and at the end of the game. The term "bust" or the equivalent may be used to indicate a hand whose total has exceeded 21; and

h) At the conclusion of each game or hand, the game shall display the applicable results for each player position, including any winning combination or win category (e.g., "Blackjack", "Five Under", "Push", "Full House", etc.), final hand value or score, win/loss/push result, amount wagered, amount won, and any wager amount returned, as applicable.

6.5.4 Dice Games

The following requirements apply, as relevant to the specific game design, to simulations of physical dice games:

a) Each die face shall clearly show the number of spots or other indication of the face value;
b) Unless clearly indicated otherwise, the simulated dice shall be of the same layout as standard dice (e.g., the 1 and 6, 2 and 5, and 3 and 4 respectively shall be on opposite faces);
c) There shall be a description of each wager option available and obtainable at any point in time. For example, the craps wagers "Field" and "Hardway" shall be clearly explained; and
d) It shall be obvious what the result of each die is (e.g., which is the up face on each die), after the dice are thrown.

6.5.5 Roulette/Wheel Games

The following requirements apply, as relevant to the specific game design, to simulations of roulette or other wheel games:

a) The following information shall be accessible to the player while no game is in progress:
   i. A description of all available wagers and their payouts;
   ii. The method of selecting individual wagers;
b) The wagers already selected by the player shall be displayed on the game screen. Placement of new wagers shall not obscure these wagers, unless other means are provided to inform the player of the total wagers placed;
c) For roulette games:
   i. The type of roulette and the rules for that type shall be clearly stated;
   ii. Unless clearly indicated otherwise, the simulated roulette wheel shall be in the identical format as a standard casino wheel (including colors of landing locations and position of numbers) with the exception of the position of "Zeroes", if more than one exists, in which case the "Zeroes" may be placed arbitrarily;
   iii. Each "Zero" used shall be uniquely labelled (e.g., "0" versus "00"); and
d) The result of each spin of the wheel shall be clearly shown to the player (e.g., any simulated ball, pointer, or other result indicator shall result in a location that unambiguously determines the winning number or outcome), and the winning wagers and corresponding win amounts shall be displayed.

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6.5.6 Ball/Number Drawing Games

The following requirements apply, as relevant to the specific game design, to games depicting balls or numbers being drawn from one or more pools:

a) The following information shall be accessible to the player while no game is in progress:
   i. A display showing all possible winning draws or outcomes and their payouts;
   ii. An explanation of any special rules, winning combinations, and/or payouts that are outside the standard game;
   iii. Rules for purchase of additional features of the game, if any;
   iv. The number of balls/numbers in a pool and the number of pools in play;
b) Where a game has scheduled drawings (e.g., for keno or lottery drawing games), the date and time of each drawing shall be clearly disclosed to the player.
c) At the start of each game and/or other applicable drawing sequence, balls/numbers shall be drawn in order from one or more randomly mixed pools consisting of the full set of balls/numbers applicable to the game;
   i. The drawing of balls/numbers shall occur at a rate that allows players to follow the game;
   ii. Where additional balls/numbers are drawn by the game, they shall be drawn from their original pools without duplication unless otherwise allowed for by the game rules;
   iii. The pools shall not be re-mixed except as provided by the rules of the game. When a pool is re-mixed, it shall be re-mixed randomly and frozen prior to use;
d) All balls/numbers drawn shall be clearly displayed to the player and shall remain available for review for the duration of the game;
e) Where player selections are permitted:
   i. The artwork shall clearly state the method for making, modifying, and clearing individual or all player selections;
   ii. All the player selections shall be clearly identified directly on the game screen;
   iii. Where the game uses multiple player cards/tickets, it is acceptable for the player selections to be accessible by flipping or switching through the cards/tickets;
f) If the player is permitted to discard their current player cards/tickets and instead select new cards/tickets before the commencement of the game, this functionality shall be:
   i. Clearly explained to the player in the game rules;
   ii. Made readily available to the player before the commencement of the game;
g) For keno games:
   i. Number combinations shall be selected from the defined player selection field by the player or randomly generated by an auto-select (quick pick) function;
   ii. Each game shall draw a pre-determined quantity of numbers from the player selection field;
   iii. Winning outcomes shall be determined and awards paid based on the number of matches between the balls/numbers drawn and the player selections, in accordance with the published rules;
h) For bingo games:
   i. Player cards shall contain numbers or other elements arranged according to the game rules;
   ii. Player cards within the same game shall not be identical, unless otherwise disclosed;
   iii. The rules shall identify the applicable bingo format, card layout, number or element range, winning patterns, prize categories, and prize distribution method;
   iv. Where automatic marking of drawn balls/numbers or other elements is supported, the functionality shall be clearly disclosed to the player;

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v. Where the game notifies players of proximity to a prize or winning condition, such notifications shall be accurate and based on the current game state;
vi. A winning outcome shall occur when a player card completes a pre-determined bingo pattern as defined by the game rules;
vii. Where multiple players simultaneously complete the same winning pattern or prize category, the applicable prize shall be awarded or divided in accordance with the disclosed game rules;

i) For lottery drawing games:
   i. Players shall purchase or receive virtual tickets consisting of number combinations selected by the player or randomly generated by an auto-select (quick pick) function;
   ii. A lottery drawing shall randomly determine the official winning numbers for the game;
   iii. Prizes shall be awarded to virtual tickets that match the official winning balls/numbers in accordance with the defined prize structure;
j) At the conclusion of each game, the game shall:
   i. Highlight the balls/numbers drawn which match the player selections (i.e., "hits");
   ii. Provide clear indication of how many selections were made and how many hits were achieved;
   iii. Clearly identify any special hits, winning conditions, and awards; and
k) The results of each drawing, including the order in which the balls/numbers were drawn, shall be available on demand for players enrolled in such game.

6.5.7 Immediate Prize/Reveal/Scratch Ticket Games

The following requirements apply, as relevant to the specific game design, to games where the player pushes a button, purchases an electronic scratch ticket, or performs another action to start the game, and immediately is presented with its winning or losing outcome:

a) The following information shall be accessible to the player without placing a wager:
   i. A precise definition of the player choices required to complete the game and if the player choices made affect the game outcome;
   ii. Details of how prizes are won, and their amounts;
   iii. All rules for game symbols/objects that may substitute in winning combinations;
b) For games that leverage popular real-life themes (cards, dice, etc.), but do not mirror actual gameplay and probabilities a disclaimer shall be added to the artwork that states outcomes are not distributed with the probabilities that would typically be expected from this game;
c) After placing a wager, the outcome and prize of the game shall be revealed to the player. The player may or may not have to interact with the game to reveal the win/loss results; and
d) The outcome of the game can either be pre-determined or probability-based as allowed by the regulatory body, with both relying on randomness as opposed to player skill;
   i. For pre-determined games, the outcome and prize are determined upon placing a wager; or
   ii. For probability-based games, the outcome and prize may be determined during the course of gameplay based on random events and any player selections or interactions permitted by the game rules.

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6.5.8 Risk/Crash/Mine Games

The following requirements apply, as relevant to the specific game design, to games where the player places wagers to potentially win an award that changes over the course of play and is contingent upon avoiding a game termination event (e.g., reaching the crash point or revealing a mine) or performing a cashout:

a) The outcome-determining elements (e.g., crash point, mine locations) shall be randomly determined;
b) The game artwork shall clearly indicate where applicable:
   i. How the award may increase or decrease during the game, including the rate or mechanism of change;
   ii. Any bonuses which may be added to the award;
   iii. The conditions under which the player may perform a manual cashout (e.g., minimum thresholds, required actions, or revealed positions);
   iv. Any conditions that trigger an automatic cashout (e.g., reaching a maximum threshold, revealing all required positions, or player pre-selection, if supported);
c) The current award value shall be displayed and updated in real-time as applicable to the game;
d) The game shall be completed when one of the following events occurs, as supported by the game:
   i. The player performs a manual cashout after satisfying the applicable conditions disclosed to the player, and the cashout request is recognized by the game;
   ii. An automatic cashout is triggered in accordance with the game rules; or
   iii. A game termination event occurs, unless otherwise indicated in the artwork;
e) Unless otherwise specified in the rules:
   i. Upon a game termination event, the award shall cease changing and all pending winnings shall be forfeited; and
   ii. Upon cashout, the award value at the time of cashout shall be awarded to the player.

6.5.9 Shooting/Fishing/Target Games

The following requirements apply, as relevant to the specific game design, to games where the player attempts to fish or shoot or collect targets or other objects with varying award amounts:

a) Unless otherwise specified in the rules, the location and movement of each target shall be randomly determined. The outcome of each attempt shall be randomly determined in accordance with a pre-defined probability assigned to the target type, as disclosed in the game rules;
b) Awards for each target shall be pre-determined, and award values shall be disclosed according to the rules of the game;
c) The game shall inform the player if their aim or timing affects the outcome;
d) If a single game consists of multiple attempts, then a counter shall be maintained and displayed to the player to indicate the number of attempts made and the number of attempts remaining, completed, or an equivalent representation of progress during the game; and
e) The result of each attempt shall be clearly shown to the player;

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6.5.10 Drop/Pachinko-Style Games

The following requirements apply, as relevant to the specific game design, to games where one or more balls or tokens are dropped onto a pegged board and the outcome depends on which pocket, gate, or hole each ball or token ends up in:

a) The pegged board shall contain a defined number of pegs, and pockets, gates, or holes;
b) Pegs, and pockets, gates, or holes with awards shall be pre-determined and award values shall be disclosed according to the rules of the game;
c) The path of the ball or token shall be randomly determined;
d) The ball or token dropped, and its path, shall be clearly displayed to the player; and
e) The result of each drop shall be clearly visible or displayed.

6.5.11 Sports/Racing Games

The following requirements apply, as relevant to the specific game design, to simulations of sports or racing games:

a) Each virtual participant in a game shall be unique in appearance, where applicable to the wager;
b) If awards are to be paid for combinations involving virtual participants other than solely the first-place finisher, the order of the virtual participants that can be involved with these awards shall be clearly shown on the game screen (e.g., result 8-4-7);
c) The rules for any exotic wagering types (e.g., same game parlay, teaser, perfecta, trifecta, quinella, etc.) and the expected payouts, shall be clearly explained in the artwork;
d) Initial wager selection options shall be described (e.g., selection of a runner in a horse race should identify name, number and expected payout);
e) Wager selection options once the game has commenced shall be clearly shown on the game screen; and
f) The results of the game shall be clear and not open to misinterpretation by the player. Where awards depend on the finishing order or position of one or more virtual participants, all result positions used to determine awards shall be clearly shown on the game screen (e.g., displaying the full finishing order in a horse race).

6.5.12 Puzzle Solving Games

The following requirements apply, as relevant to the specific game design, to games in which a player shall correctly solve a puzzle to win an award:

a) The player shall correctly solve a puzzle to win a game, which is viewable by the player before each puzzle is presented.
b) Before each game, the player shall be allowed to preview the amounts to be awarded if the puzzle is correctly solved.
c) Unless otherwise disclosed to the player, awards shall be paid based upon the player's skill in correctly discerning a pattern and completing that puzzle.
d) When a game presents a potential winning pattern, the puzzle shall be capable of completion within the pre-determined time period.

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6.6 Game Outcome Using a Random Number Generator (RNG)

6.6.1 RNG and Evaluation of Game Outcome

The evaluation of game outcome using an RNG shall comply with the following rules:

a) The type of RNG used shall be suitable for this type of game;
b) Where more than one instance of an RNG is used to determine different game outcomes, each instance of an RNG shall be separately evaluated; and
c) Where each instance of an RNG is identical, but involves a different implementation within the game, each implementation shall be separately evaluated.

6.6.2 Game Selection Process

Events of chance affecting game outcome shall be determined only by the outcomes selected or generated by an approved RNG in accordance with the rules of the game and the following requirements:

a) Except as provided for by the game design and documented in the rules of the game, calls to the RNG shall:
    i. Not restrict the outcomes available for selection or generation; and
    ii. Where multiple calls are used to determine a single game outcome, not vary dynamically in sequence or manner in a way that changes the probability of outcomes.
b) The game shall not discard, delay, substitute, or modify an outcome after it has been selected or generated by the RNG due to adaptive behavior or based on value.
c) Where outcomes selected or generated by the RNG are mapped or otherwise converted to game outcomes:
    i. The resulting outcomes shall correspond to the approved paytable, reel strips, card decks, or other outcome definitions;
    ii. Where weighted probabilities are used, outcomes shall be determined in proportion to the specified weights using an unbiased method; and
    iii. Where the rules of the game allow weights or other probability parameters to change, the nature and timing of such changes shall not mislead or disadvantage the player.
d) As provided for by the game design and documented in the rules of the game:
    i. Selected or generated outcomes shall be used immediately; and
    ii. Where a sequence of outcomes is required, the entire sequence shall be used in the order selected or generated.
e) After selection of the game outcome, the game shall not display a “near-miss” or similar outcome presentation, where it makes a variable secondary decision which affects the outcome shown to the player. For example, if the RNG chooses a losing outcome, the game shall not substitute a different losing outcome to show to the player than that originally selected.
f) Any associated equipment used in conjunction with a Gaming Platform shall not influence or modify the behaviors of the RNG and/or random selection process of the game, except as authorized or intended by design.

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6.6.3 "Provably Fair" RNG Outcome Verification

When a game uses a "Provably Fair" RNG based on a commit-reveal scheme to determine game outcomes, the following requirements shall apply:

a) The Gaming Platform shall disclose to the player the algorithm used to derive game outcomes, including the cryptographic commitment method and all transformations, shuffling methods, or scaling methods applied from seed combination to game outcome.
b) Prior to wager acceptance or game initiation, the Gaming Platform shall make available a cryptographic commitment to the server seed used to determine the game outcome. The commitment shall be associated with the applicable game and shall enable subsequent verification that the server seed was not modified or replaced after the commitment was established.
c) The Gaming Platform shall make available to the player the revealed server seed, client seed, outcome uniqueness parameters (e.g., nonce, counter, or equivalent), where applicable, and any other information necessary to independently reproduce the game outcome. Where a server seed is used for multiple games, its revelation may be deferred until the seed is retired or rotated, provided that the information necessary to verify all applicable historical outcomes is subsequently made available.
d) Using the information made available to the player, the game outcome shall be exactly reproducible in a deterministic manner through a confirmation mechanism accessible to the player. The confirmation mechanism shall:
    i. Confirm that the revealed server seed corresponds to the previously established cryptographic commitment and that the reproduced outcome matches the original game outcome;
    ii. Produce identical results when applied to the same information; and
    iii. Be integrated within the Gaming Platform or made available through open-source software or a third-party confirmation tool accessible through a clearly identifiable link provided by the Gaming Platform.
e) The Gaming Platform shall prevent the selective modification, substitution, omission, or regeneration of committed inputs or generated outcomes based on the value of an actual or anticipated game outcome, except as expressly permitted by the approved game rules.

NOTE: Verification of a "Provably Fair" game outcome confirms consistency with the committed inputs and disclosed algorithm but does not, by itself, establish statistical randomness, unbiased outcome distributions, or compliance with the approved game mathematics. These aspects remain subject to the applicable RNG and game requirements.

6.7 Game Fairness

6.7.1 Game Design and Presentation

The following requirements are intended to ensure that games are designed and presented in a manner that is fair, transparent, and not misleading to the player:

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a) The game shall not be designed to mislead the player regarding the effect of player action, the progression of game features, or the likelihood of winning. This includes, but is not limited to:
   i. Creating the perception that player skill or choices influence the outcome when each outcome is determined solely by chance, unless it is clearly disclosed to the player that their actions do not affect the outcome. This requirement does not apply to games that have no basis for player skill and/or where no strategy applies (e.g., pick-a-bonus game, where it is obvious to the player that the outcome is chance-based).
   ii. Creating the impression that a feature progresses or persists over time, when each outcome remains random and independent, unless it is clearly disclosed to the player that animations, meters, visual indicators, or collection elements do not imply increased likelihood of winning or actual game progression; and
   iii. Creating false expectations regarding the likelihood of winning by misrepresenting the occurrence, frequency, or proximity of events, including "near-miss" or similar outcome presentations that simulate proximity to an explicitly advertised top award or bonus/feature state trigger at a frequency greater than would naturally occur under the game's mathematics or rules.
b) The game shall not include any hidden functions that can be leveraged by a player to circumvent the rules of play and/or the intended behaviors of game design; this requirement does not preclude reasonably identifiable "discovery features" offered by a game which are intentional from a design perspective, but which may be undocumented or unknown to the player.
c) Except as provided for by the rules of the game, events of chance shall be independent and shall not correlate with any other events within the same game, or events within previous games.
d) The final outcome of each game shall be displayed for a sufficient length of time that permits a player a reasonable opportunity to verify the outcome of the game. These requirements do not preclude an option for the player to bypass the outcome display.
   i. The outcome of the game shall be clear and in a manner that cannot be reasonably misinterpreted (i.e., not open to misinterpretation) by the player.
   ii. All game symbols/objects shall be fully displayed (i.e., no symbols/objects may be partially displayed).
e) If the game displays the result of a player selection process:
   i. Non-winning outcomes for which the player had no opportunity to receive through the player selection process shall not be displayed.
   ii. For pre-determined games where the outcome and award are the same regardless of the player selections, other award values shall not be displayed at the conclusion of the game.
f) If the game is designed in such a way where fractional credits are awarded and then rounded either up or down, this rounding function shall be clearly disclosed to the player.
g) The game shall not display messaging that expressly urges a player to try to win back their losses, increase their wager amount, or continue gameplay when the player exits the game or attempts to exit the game. This requirement does not prohibit bonus/feature states that allow players to increase their wagers upon the occurrence of specific events or conditions in accordance with the rules of the game.

6.7.2 Communications Channel Independence

Events of chance shall be independent of communications channel characteristics between the Gaming Platform and the Remote Player Device, including but not limited to effective bandwidth, link utilization, and bit error rate, except as permitted below.

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a) The player shall be informed where communications channel characteristics may have, or appear to have, any other effect on the game, such as where speed affects player decision-making, jackpot display updates, or disconnection from multi-player games.
b) Communications channel characteristics, or cryptographic hashes derived from them, may be used solely as a supplemental entropy source for an RNG (e.g., within a "Provably Fair" RNG implementation), provided that:
   i. These characteristics shall not be the sole entropy source;
   ii. Their use shall not compromise the integrity, fairness, or security of the game;
   iii. Their implementation shall not permit any alteration of game outcomes after they have been determined; and
   iv. The player shall be informed of such use.

NOTE: Where communications channel characteristics are incorporated into a "Provably Fair" RNG, their use shall be subject to the applicable documentation and outcome verification requirements for "Provably Fair" RNGs.

6.7.3 Random Event Probability

For games that incorporate a random event or an element of chance that affects the gameplay or outcome, the mathematical probability of any chance event occurring for a paid game shall be constant, unless otherwise denoted by the game artwork.

6.7.4 Simulation of Physical Objects

Where a game incorporates a graphical representation or simulation of a physical object that is used to determine game outcome, the behaviors portrayed by the simulation shall be consistent with the real-world object, unless otherwise denoted by the game artwork. This requirement does not apply to graphical representations or simulations that are utilized for entertainment purposes only. The following shall apply to the simulation, unless otherwise disclosed to the player:

a) The probability of any event occurring in the simulation that affects the outcome of the game shall be analogous to the properties of the physical object;
b) Where the game simulates multiple physical objects that would normally be expected to be independent of one another based on the rules of the game, each simulation shall be independent of any other simulations; and
c) Where the game simulates physical objects that have no memory of previous events, the behavior of the simulated objects shall be independent of their previous behavior, so as to be non-adaptive and non-predictable.

6.7.5 Physics Engine

Games may utilize a "physics engine" which is specialized software that approximates or simulates a physical environment, including behaviors such as motion, gravity, speed, acceleration, inertia, trajectory, etc. A physics engine shall be designed to maintain consistent play behaviors and gameplay environment unless an indication is provided to the player by the game artwork. A physics engine may utilize the random properties of an RNG to impact gameplay or outcome, in which case, the "Random Number Generator (RNG) Requirements" shall apply.

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NOTE: Implementations of a physics engine in a game will be evaluated by the independent test laboratory on a case-by-case basis.

6.7.6 Live Game Correlation

Unless otherwise denoted in the game artwork, where the Gaming Platform offers a game that is recognizable as a simulation of a live game such as poker, blackjack, roulette, etc., the same probabilities associated with the live game shall be evident in the simulated game. For example, the odds of getting any particular number in roulette where there is a single zero (0) and a double zero (00) on the wheel, shall be 1 in 38; the odds of drawing a specific card or cards in poker shall be the same as in the live game.

6.7.7 Win Capping and Truncation

Unless prohibited by the regulatory body, a game may encounter a situation where winnings are capped or limited to a maximum total win value, regardless of the actual game outcome which would have resulted in a higher value of winnings. In such cases, the following applies:

a) The maximum total win value shall be displayed in credits or the local currency selected for the game.
b) The artwork shall clearly describe how win truncation or capping is applied, including whether eligible wins are reduced, limited, truncated, or otherwise adjusted to the maximum total win value.
c) Where the win truncation or capping only occurs within an individual game state or sequence of game states (e.g., coinciding wins, wins accumulated within a bonus/feature state, etc.), this shall be clearly stated to the player.
d) It shall be possible to win the disclosed maximum total win value in at least one of the configured denominations or wager categories for the game. The artwork shall indicate if the disclosed maximum total win value cannot be achieved for all configured denominations or wager categories.
e) Where the maximum total win value is won during gameplay:
    i. It shall be explicitly indicated to the player on the game screen that the win truncation or capping has occurred; and
    ii. If the player is in a double-up/gamble or bonus/feature state, that game state shall terminate.
f) No single advertised award on the game can exceed the maximum total win value (e.g., a winning combination cannot be advertised to pay 20,000 credits if the maximum total win value is 10,000 credits).

6.7.8 Simultaneous Wins for Common Awards

Where multiple players are competing for a common award (e.g., fixed prize, progressive jackpot, incrementing bonus jackpot, etc.), the Gaming Platform shall have a means to accurately identify and record the order of wins when multiple players win the common award at nearly the same time, such that the full amount of the common award can be awarded to the winning player who triggered first. If this is not possible or if it's possible for multiple players to win the common award at the exact same time (e.g., in a multi-player game), the full amount of the common award shall be awarded to each winning player unless information on how the common award is distributed is disclosed to the player.

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6.8 Game Payouts, Odds, and Non-Cash Awards

6.8.1 Minimum Return to Player (RTP) Requirements

Each house-banked game shall theoretically pay out a minimum RTP of seventy-five percent (75%) during the expected lifetime of the game, unless otherwise specified by the regulatory body. Progressive jackpots, incrementing bonus jackpots, bonusing/promotional credits and/or prizes, merchandise prizes, non-wager purchases, and other awards external to the game shall not be included in RTP calculation unless required for operation.

a) The minimum RTP requirement shall be met for all enabled wagering configurations, including when a game is continuously played at any single wager category, game configuration, etc. for the life of the game.
b) Except as provided by the rules of the game, a game shall not adapt its RTP based on past payouts.
c) Any implementation of win truncation or capping, in accordance with the "Win Capping and Truncation" requirements, shall be accounted for in the RTP calculation and shall not reduce the RTP below the minimum RTP requirement.
d) Games that may be affected by player skill or strategy shall meet the minimum RTP requirement when using an optimal strategy that provides the greatest RTP over a period of continuous play.
e) For progressive jackpots and incrementing bonus jackpots used in the RTP calculation for the game, the minimum RTP requirement shall be met using the lowest available parameters for the jackpot during the expected lifetime of the game.
f) Where allowed by the regulatory body for games in which the minimum RTP requirement is not met (e.g., electronic scratch ticket games or lottery drawing games), the minimum RTP of the game shall be displayed to the player in accordance with the "Return to Player (RTP) Disclosure" requirements.

NOTE: The independent test laboratory will provide the minimum RTP and maximum RTP for the game within the evaluation or certification report, unless otherwise noted. Additional awards added to a game may require a re-evaluation of the RTP, considering the value of the award and other applicable factors. The independent test laboratory will re-evaluate a game's RTP when requested. At the discretion of the regulatory body, the independent test laboratory may apply an alternative approach to RTP calculations.

6.8.2 Return to Player (RTP) Disclosure

At its discretion, a regulatory body may elect to require the artwork to contain the RTP for each house-banked game. If the RTP is displayed, the following requirements shall be met:

a) The artwork shall fully explain how the displayed RTP was determined (i.e., minimum, maximum, average, etc.) and thus how the player may realize it (i.e., wager requirements). If no explanation is given then the displayed RTP shall be the same value at all wager categories (i.e., minimum = maximum = average).
b) For games that may be affected by player skill or strategy, the displayed RTP shall be based on a strategy specifically advertised in the game rules (e.g., using a player advice feature) or an optimal strategy that is derivable from the game rules.

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c) For games that offer progressive jackpots or incrementing bonus jackpots:
   i. The displayed RTP shall include the variable contribution of such jackpots in the game's overall RTP calculation; or
   ii. The variable contribution of such jackpots shall be calculated and displayed separately from the RTP of the rest of the game.
d) For games that offer intermediate game states which require extra credits to be wagered, the displayed RTP shall consider that an additional wager was placed unless otherwise advertised.
e) If the displayed RTP represents the actual RTP, the number of gameplays associated with that calculation shall be advertised along with the period with which the gameplays took place.

6.8.3 Advertised Top Award Odds

Each explicitly advertised top award shall be available to be won by a player. The odds of winning each explicitly advertised top award based solely or partially upon chance shall be at least one in one hundred million (1 in 100,000,000) games, unless the game artwork clearly displays the actual odds of winning that top award or a message indicating that the top award's odds exceed this value (e.g., "Odds of triggering XXX exceed 100 million to one").

a) The group of explicitly advertised top awards, each of which shall meet this odds requirement, consists of the following:
   i. Highest explicitly advertised progressive jackpot or incrementing bonus jackpot;
   ii. Highest explicitly advertised non-jackpot award, which may be a credit award or merchandise prize;
   iii. Highest explicitly advertised single multiplier or similar; and
   iv. Awards, including aggregate awards, explicitly advertised in any attract or enticement message built into the game artwork (e.g., "win up to XXX").
b) This odds requirement applies to any explicitly advertised award amount, for the specific outcome or mechanism by which it is achieved, and to all wager categories eligible to win that award.
c) This odds requirement does not apply to:
   i. Bonusing/promotional credits and/or prizes;
   ii. Items or entitlements (cosmetic items, display customization options, etc.) that have no cash value and do not influence the outcome, return to player, odds, or awards of the game;
   iii. Aggregate awards resulting from multiple winning combinations, multiple explicitly advertised awards won together, or multiple occurrences of the same explicitly advertised award within the same game, including during a bonus/feature state, where the specific aggregate award amount is not explicitly advertised;
   iv. Screenshots containing examples of awards in the artwork which are clearly indicated and presented as examples used to explain functionality; and
   v. Any "fine print" informational messages displayed within the general game information or rules (e.g., in the "About" section of the artwork) that are not presented as explicitly advertised top awards.
d) If an explicitly advertised top award can occur within a bonus/feature state, the odds calculation shall include both the odds of triggering the bonus/feature state and the odds to achieve the award.

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e) For odds calculations:
   i. Odds shall be combined only where the same explicitly advertised top award is achieved through equivalent variations of the same mechanism (e.g., with and without substitute or wild symbols, or equivalent outcome permutations); and
   ii. Awards that have the same value but are achieved through different mechanisms, game states, or distinct events (e.g., base game state vs. bonus/feature state) shall be treated as separate awards and evaluated independently.
f) Where player choices influence the likelihood of winning an explicitly advertised top award, the odds calculations shall assume an optimal strategy that maximizes the expected frequency of occurrence of that award.

6.8.4 Award Limitations and Disclosures

Limitations on award amounts offered in lieu of merchandise prizes, or associated with annuities or payment plans, shall be clearly explained to the player in the game offering such an award.

6.9 Bonus/Feature Requirements

6.9.1 General Bonus/Feature Requirements

It is not possible to define requirements for all conceivable types of bonus/feature states that may be developed over time. The following requirements apply to bonus/feature states that are commonly in use:

a) The artwork shall clearly describe the rules of each bonus/feature state before gameplay and, where relevant to the current bonus/feature state, during gameplay. These rules include, but are not limited to:
   i. All applicable wagers, player choices, special rules, and instructions;
   ii. Possible awards, winning combinations or events, multiplier ranges, additional payouts, and modified payout conditions;
   iii. Any special game symbols/objects, including scatters, substitutes, and wilds; and
   iv. Where awards or additional payouts are multiplied or otherwise based on a wager amount, whether the calculation is based on each separate wager, the total amount wagered, or another defined basis.
b) The game shall clearly define all trigger patterns and any other conditions required to trigger a bonus/feature state, and the behavior of the game when such triggers occur during an active bonus/feature state (e.g., retriggering, additional awards, or no further triggers).
c) Unless otherwise disclosed to the player, the game shall not adjust the likelihood of triggering a bonus/feature state based on the history of awards obtained in previous games.
d) If a bonus/feature state is not randomly triggered, the game shall display sufficient information to the player to indicate the current status towards triggering the bonus/feature state.
e) The game shall make it clear to the player that they are in a bonus/feature state, the rules that apply to that game state, and any differences from the base game.
f) The bonus/feature state shall not be presented in a manner that is misleading to the player.

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g) If a game offers a bonus/feature state which allows the player to hold one or more reels/cards/symbols for the purpose of a replay or draw, or where reels/cards/symbols are automatically held:
   i. The held reels/cards/symbols shall be clearly indicated;
   ii. The criteria for such holds shall be clearly stated; and
   iii. The method for changing holds shall be clearly explained to the player.
h) If a bonus/feature state consists of multiple plays or events (e.g., spins/hands/draws):
   i. A counter shall be maintained and displayed to indicate the number of plays or events initially awarded and then the number of plays or events remaining, the number of plays or events that have been completed, or an equivalent representation of progress during the bonus/feature state; and
   ii. The outcome of each play or event shall be displayed for a sufficient length of time that permits a player a reasonable opportunity to verify the outcome of the play or event.
i) If awards won during a bonus/feature state are accumulated to a temporary "win" meter, rather than directly to the credit meter or player account balance:
   i. The temporary "win" meter shall be displayed during the bonus/feature state; and
   ii. The game shall transfer all funds on the temporary "win" meter to the player's credit meter or player account balance upon completion of the game.
j) If the game terminates a bonus/feature state prematurely the reason shall be explicitly indicated to the player on the game screen (e.g., a maximum total win value is reached).
k) The game shall clearly describe any features or functions that allow the player to bypass normal gameplay or otherwise alter entry into a bonus/feature state. This includes options that permit direct access to a bonus/feature state or modify the likelihood of triggering a bonus/feature state through purchased entry or an increased wager. The rules shall explicitly disclose the mechanics, cost, and impact of these features (e.g., award values and probabilities).

NOTE: Please reference the "Additional Wagers During a Game" section of this chapter for specific and supplemental requirements for bonus/feature states that require extra funds to be wagered in order to participate.

6.9.2 Player Selection or Interaction in Bonus/Feature States

Bonus/feature states which require player selection or interaction are prohibited from automatically making selections or initiating gameplay, unless the game meets one of the requirements listed below and explains the means for automatic selection or initiation in the artwork:

a) The player is presented with a choice and specifically acknowledges their intent to have the game auto-initiate the bonus/feature state by means of a button press or another player interaction;
b) The bonus/feature state provides only one choice to the player (e.g., press button to spin wheel). In this case, the bonus/feature state may auto-initiate after a time out period of at least ten seconds or a period specified by the regulatory body; or
c) The bonus/feature state is offered as part of a community bonus that involves two or more players and where the delay of an offered selection or game initiation will directly impact the ability for other players to continue their bonus/feature state. Prior to automatically making selections or initiating a community bonus the player shall be made aware of the time remaining in which they shall make their selection or initiate play.

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6.9.3 Token/Symbol Accumulation Features

Where a game requires the accumulation of tokens/symbols to trigger a bonus/feature state or win an award, the following requirements apply:

a) The artwork shall clearly indicate:
   i. Each event or condition leading to the accumulation of tokens/symbols;
   ii. The number of tokens/symbols accumulated with each occurrence of the event or condition;
   iii. The number of tokens/symbols required to trigger the bonus/feature state or win the award;
   iv. The number of tokens/symbols currently accumulated, or the number remaining to be collected;
   v. Whether the accumulation is retained across multiple wagers, games, gaming sessions, or triggering events; and
   vi. Any event or condition under which accumulated tokens/symbols are modified, forfeited, or otherwise not retained.
b) The game shall clearly describe any event or condition under which tokens/symbols are not accumulated during a bonus/feature state or other game state which would normally qualify for token/symbol accumulation.
c) Where token/symbol accumulation occurs over multiple games, or where the game uses cyclical, perceived, or presentational accumulation that is not saved or retained for future gameplay:
   i. The probability of obtaining like tokens/symbols shall not deteriorate as gameplay progresses, unless otherwise disclosed to the player; and
   ii. The game shall not imply that prior gameplay, continued gameplay, wager amount, or strategy improves the probability of triggering the bonus/feature state or winning the award, unless such effect is supported by the rules of the game and clearly disclosed to the player.
d) If the game requires the collection of sub-tokens/sub-symbols to obtain a token/symbol, the requirements of this section shall apply to the sub-token/sub-symbol accumulation process, as applicable, with references to triggering a bonus/feature state or winning an award interpreted as obtaining a token/symbol.

6.9.4 Community Bonus Features

Community bonuses, where players collaborate and/or compete for a shared award, shall:

a) Contain an appropriate description of the rules governing each community bonus, each payout, and any conditions regarding player eligibility for each community bonus award;
b) Continuously and conspicuously display the player's eligibility for a community bonus, regardless of the number of credits on the game. For example, if the player has thirty seconds of eligibility time remaining but has run out of credits, the game will continue to display a countdown timer and count down the seconds remaining; and
c) For community bonuses not dependent on the number of credits available, alert the player of their continued eligibility regardless of whether the player has credits remaining on the game.

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6.9.5 Persistence Features

A persistence feature is associated with a unique attribute (e.g., player account ID, game theme ID, paytable ID, etc.) and incorporates persistent states, metamorphic behaviors, features that are not independent of prior gameplay, or features that enable progress towards the award of gameplay enhancements and/or bonuses through the achievement of some designated game outcome. These additional offerings become available when the player has achieved specific thresholds or game states defined for gameplay. Each designated outcome advances the state of the persistence feature.

a) The persistence feature shall recognize a particular attribute for the purpose of restoring previously achieved persistence thresholds or game states during each subsequent visit to a game;
b) The persistence feature shall contain in its help screens a clear description of each persistence-related feature and/or function, and the applicable rules, including how persistence thresholds or game states are maintained, any conditions under which progress may be reset or expire, how the player restores previously achieved persistence thresholds or game states, and, where a persistence feature is associated with a player account across multiple game themes, which game themes participate and how progress is earned in each;
c) The player shall be notified each time a persistence threshold or game state has been achieved;
d) The persistence feature shall not be designed in such a manner as to be misleading to the player with respect to progression, reset conditions, or likelihood of achieving persistence thresholds or game states; and
e) Where applicable, the game rules shall state any restrictions specific to the persistence feature, including any limitations tied to the triggering conditions under which the persistence thresholds or game states may be altered or forfeited; and
f) Where a persistence feature allows player progress or game states to be retained indefinitely, the game shall meet the applicable "Game Payouts, Odds, and Non-Cash Awards" requirements for each player-accessible persistence threshold, level, or game state, unless otherwise approved by the regulatory body and clearly disclosed to the player. This requirement does not apply to persistence features that unlock only items or entitlements that do not affect the outcome, return to player, odds, or awards of the game (cosmetic items, display customization options, etc.).

6.9.6 Play from Save Features

Play from save is a feature utilized in some game designs where complexity increases, or additional elements are added to the game, as play continues. Additionally, play from save allows the player to save a game at critical points (i.e., save points), typically after some accomplishment or goal has been achieved. The player can resume gameplay from that point at a later date and continue on to the next goal. The following requirements apply to play from save:

a) Awards issued or made available for reaching a save point shall be clearly defined and disclosed to the player prior to placing any wager. If a random type award may be won, the range of possible payouts shall be disclosed to the player before the start of the game;
b) The game shall provide a suitable notification to the player whenever a designated save point is reached during play;
c) If game rules or awards change as different levels are reached during play from save activity, these changes shall be clearly displayed to the player before the start of the game; and

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d) If the play from save state is not indefinitely maintained, then the game shall provide an indication to the player of any limitation and/or expiration of saved data that is stored for use in supporting gameplay at a later period in time.

6.9.7 Pre-Game Features

Where a player is offered a pre-game feature that may affect the awards available, the probability of achieving those awards, or another game condition during the rest of the game, the following requirements apply:

a) The player shall be given the option, before the game begins, whether to participate in the pre-game feature;
b) The rules, applicable awards, and game conditions for each pre-game feature option, and the effect of each option on the awards available and on the relative likelihood of achieving them as compared to the other available options, shall be clearly disclosed to the player before the option is selected;
c) The award, award probabilities, or game condition displayed or otherwise indicated by the pre-game feature shall be applied in accordance with the information disclosed to the player; and
d) Unless otherwise disclosed to the player, the pre-game feature shall not adjust, compensate, withhold, or retain awards, award probabilities or other game conditions based on prior results.

6.9.8 Double-Up/Gamble Features

The following requirements apply to games which offer some form of a double-up/gamble feature following one or more preceding winning events in a primary game, where the player may risk all or part of the amounts won for the opportunity to increase that amount. Such games may use alternative terminology such as “Triple-Up” or “Take-or-Risk” to describe a double-up/gamble feature:

a) All double-up/gamble feature instructions shall be fully disclosed in the game's artwork and shall be accessible without committing to the feature, including:
   i. The maximum number of double-ups/gambles available or award limit which shall be possible for the player to win; and
   ii. Any game conditions in which the double-up/gamble feature is unavailable or is terminated.
b) All references to the double-up/gamble feature in the game shall use terminology which cannot be misinterpreted to indicate another feature or game state.
c) The double-up/gamble feature shall have a theoretical RTP that is:
   i. One hundred percent (100%), unless a different theoretical RTP is clearly advertised to the player; and
   ii. Independent from, and does not impact, the theoretical RTP of the primary game.
d) Initial entry to a double-up/gamble feature shall only occur following one or more winning events in the primary game for which the amounts won have not been collected by the player.
   i. The player shall have a choice as to whether or not they want to participate in the double-up/gamble feature.
   ii. The uncollected amounts won on the primary game shall be available for wagering on the double-up/gamble feature.

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iii. Where the double-up/gamble feature permits an additional wager to be combined with uncollected amounts won on the primary game, the game shall clearly disclose to the player the uncollected amounts won and the additional wager amount before the player commits to participation.

e) If a double-up/gamble feature offers player-selectable options, such as multipliers, it shall be clear to the player on the game screen:
   i. The available player-selectable options and associated payouts; and
   ii. Any player selections made during the double-up/gamble feature (e.g., which multiplier has been selected by the player).

f) When the double-up/gamble feature is terminated before reaching the maximum number of double-ups/gambles available or award limit, the reason shall be explicitly indicated to the player on the game screen.

6.9.9 Mystery Award Features

If the game offers a "mystery award" or random award value where the actual award amount is not displayed to the player, the following information shall be displayed for each mystery award or random award value:

a) The minimum award amount, unless the minimum amount that could potentially be awarded is zero;
b) The maximum award amount that could potentially be awarded or, where the award is funded by a progressive jackpot or incrementing jackpot, the current jackpot payoff amount or ceiling amount, as applicable; and
c) If the value of the award depends on amounts wagered, or any other factors, the conditions affecting the award value.

6.9.10 Pre-Reveal Features

Where a game offers a feature that displays, discloses, previews, or otherwise makes available to the player the outcome, award, or losing result of a game or game state before the player commits a wager or other required consideration, the following requirements apply:

a) The artwork shall clearly describe the pre-reveal feature prior to its use, including:
   i. The pre-revealed result and any associated award;
   ii. Whether the pre-revealed result applies to the current or future games or game states;
   iii. Whether, after the reveal, the player may decline, cancel, modify selections, or terminate the gaming session; and
   iv. The effect of ending the gaming session or changing the wager amount, wager options, or other player selections after the reveal, including whether such actions may alter the pre-revealed result.

b) The pre-revealed result shall not be altered, replaced, or re-randomized after being revealed. The pre-revealed result may be applied, forfeited, or superseded as a consequence of player action only where such behavior is clearly disclosed to the player, permitted by the game rules, and recorded in game history.

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6.10 Progressive Jackpots and Incrementing Bonus Jackpots

6.10.1 General Statement

This section applies to monetary awards or "jackpot payoffs" which increase based on gameplay as follows:

a) Progressive jackpots increase according to the amounts wagered in the game.
b) Incrementing bonus jackpots behave identically as progressive jackpots, except they increase based on the occurrence of one or more specific conditions established by the rules of the game instead of, or in addition to, increases based on amounts wagered.

NOTE: This section does not apply to awards of restrictive bonusing/promotional credits, bonus/feature states which offer awards which may increase over a single game cycle or, static awards whose odds of winning change as the game is played, persistence features which increase as the game is played (e.g., number of bonus/feature states, multipliers, several achievements, tokens, symbols, or other accumulated events towards the triggering of a bonus/feature state, etc.) or "levels" of static awards available to be won based on player experience and/or achievements.

6.10.2 Jackpot Display

The jackpot display shall be visible to all eligible players and be used to indicate the current jackpot award amount or "jackpot payoff" for each jackpot in credits or the local currency format to all players who are playing a game which may potentially trigger the jackpot. If the jackpot offers a "mystery jackpot payoff" where the actual jackpot payoff amount is not displayed to the player, the "Mystery Award Features" shall apply.

a) As games are played, the current jackpot payoff for each jackpot shall be updated on the jackpot display at least every thirty seconds from the incrementing game event to reasonably reflect the actual size of the jackpot payoff, unless another period is specified by the regulatory body. The use of odometer and other "paced" updating displays are allowed.
b) Where the jackpot display has a maximum display limitation (i.e., it could only display a certain number of digits):
    i. A maximum jackpot payoff limit or "ceiling" shall be required unless the maximum display amount acts as such; and
    ii. The requirements for "Maximum Jackpot Payoff Limits" shall be met.

NOTE: Each jackpot payoff shall be displayed as accurately as possible within the constraints of communication delays and latencies.

6.10.3 Maximum Jackpot Payoff Limits

If a maximum jackpot payoff limit or "ceiling" is supported by the jackpot, once the jackpot payoff reaches its ceiling, it shall remain at that value until awarded to a player.

a) All additional contributions after reaching the ceiling amount shall be credited to an overflow or diversion pool, unless otherwise specified by the regulatory body.
b) The ceiling amount, if disclosed to the player, shall be accurate.

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c) Where win truncation or capping is implemented by the game, the ceiling amount shall be less than or equal to the maximum total win value.

6.10.4 Descriptions of Jackpots

Descriptions of jackpots, including any written, graphical, and auditory information, shall be accessible by a player without the need for funds deposited or commitment of a wager, including all qualifying wagers, possible winning outcomes, combinations, and time limits, as applicable. In addition, the following information shall be available to the player for each jackpot in the artwork of the game or within the gaming rules, as applicable:

a) The imperfections of the communications medium for the game, and how it may affect players in relation to the jackpot;
b) How the jackpot is funded and determined; and
c) Any planned or unplanned retiring of the jackpot, including how any outstanding contribution amounts are dealt with in order to ensure player fairness.

6.10.5 Jackpot Odds

The odds of winning the highest explicitly advertised jackpot based solely or partially upon chance shall meet the "Advertised Top Award Odds" requirement specified earlier in this chapter. For shared jackpots, unless otherwise disclosed to the player, each game shall have equivalent odds of winning each explicitly advertised jackpot, adjusted for the denomination played. For instance, the odds shall remain equivalent for multi-denomination games based on the total value of the player's monetary wager. A tolerance of one percent (1%) is acceptable for determining equivalent odds.

NOTE: The tolerance is calculated by obtaining all associated expected values for each level for each total monetary wager, determining the median expected value, identifying the maximum difference between any expected value and the median expected value, and dividing the maximum difference by the median expected value.

6.10.6 Jackpot Diversion

A Jackpot Diversion Scheme may be used, where a portion of the jackpot contributions are diverted to another pool or "diversion pool" to be used as needed by the design of the jackpot (e.g., the diversion pool may be added to the reset value of the next jackpot or be used to pay simultaneous wins of a jackpot).

a) A Jackpot Diversion Scheme shall be able to be implemented such that it does not have a mathematical expectation of infinity.
b) Diversion pools shall not be truncated. Diverted contributions once that diversion pool has reached its upper limit shall be accounted for.
c) Where a diversion pool is used to fund the reset value of a jackpot, the reset value shall assume an empty diversion pool for the purposes of RTP calculations.

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6.10.7 Mystery-Triggered Jackpots

Mystery-triggered jackpots shall be awarded based on a random event (e.g., triggering randomly upon each play, triggering once the jackpot payoff reaches a randomly selected hidden trigger threshold, etc.). For mystery-triggered jackpots which use a hidden trigger threshold to determine when the jackpot is awarded, the hidden trigger threshold shall:

a) Be selected randomly upon initial startup and each jackpot reset. The selected hidden trigger threshold shall be within a defined range from the startup value or reset value to the ceiling amount or other defined upper bound, as applicable; and
b) Remain unknown while the jackpot is active. The hidden trigger threshold shall not be accessible or otherwise capable of being determined before the jackpot is triggered.

6.10.8 Jackpot Wins

Jackpots may be awarded based on obtaining winning symbols, or by other criteria, such as mystery-triggered jackpots, bad-beat jackpots, etc. When a jackpot is triggered:

a) A winning player shall be notified of a jackpot win and its jackpot payoff:
    i. By the end of the game in play; or
    ii. If the jackpot payoff is awarded by a critical component external to the Gaming Platform (i.e., External Jackpot Controller), within thirty seconds after the Gaming Platform receives the jackpot payoff amount from that component, unless another period is specified by the regulatory body.
b) Contributions toward the jackpot shall not be lost. Jackpot payoffs when awarded shall not be rounded down or truncated unless the rounded down or truncated amount is carried over to the reset amount.
c) When in use, the jackpot payoff may be added to the player's credit meter if either:
    i. The credit meter is maintained in the local currency amount format;
    ii. The jackpot payoff is incremented in whole credit amounts; or
    iii. The jackpot payoff in local currency amount format is converted properly to credits upon transfer to the credit meter in a manner that does not mislead the player.
d) The jackpot payoff shall update to the reset value and continue normal operations.

NOTE: A jackpot may be disabled or retired concurrent with the winning of the jackpot if the game was configured to automatically disable or establish in its place an award which does not increment.

6.10.9 Swapping Jackpot Levels

For games offering multiple jackpot levels, when a single winning combination may be evaluated as more than one of the available paytable combinations, unless otherwise explicitly defined in the game rules, the player shall always be paid the highest possible value based on all combinations to which the outcome may correlate (e.g., if "Jackpot A" is awarded for five aces on a payline and "Jackpot B" is awarded for four aces on a payline, and "Jackpot B" has a larger award than "Jackpot A", the player shall be awarded the jackpot payoff for "Jackpot B" if the player obtains an outcome of five aces on a payline).

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6.10.10 Jackpot Transfers and Modifications

There shall be a secure means for modifying jackpot parameter values, transferring or combining contributions from a disabled or retired jackpot (and any overflow or diversion pools specific to that jackpot), correcting errors with a jackpot, or any other reasons required by the regulatory body.

6.10.11 Changes to Jackpot Parameters

The following requirements apply to modifying jackpot parameter values once the current jackpot payoff has already had player contributions to it and without requiring it to be disabled or retired:

a) For jackpots with a configurable increment rate which affects the RTP of the games, changes to the increment rate may not take effect until the current jackpot is won, unless a reliable method exists to reconcile these changes;
b) For jackpots with a configurable ceiling which does not affect the RTP of the games, changes to the ceiling may only be greater than the current jackpot payoff. Alternatively, changes to the ceiling may not take effect until the current jackpot is won;
c) Changes to the parameters shall not decrease the odds of winning the current jackpot;
d) For mystery-triggered jackpots which use a hidden trigger threshold to determine when the jackpot is awarded:
    i. The hidden trigger threshold shall be reselected when modifying any parameters that could result in an immediate trigger due to the modification; and
    ii. The reselected hidden trigger threshold shall be in the range of the current jackpot payoff to the ceiling and shall not result in a trigger without any contribution after the modification.

6.10.12 Jackpot Disable

For cases where a jackpot is disabled (e.g., manual intervention, error condition, time limit has expired, etc.), the following requirements shall apply:

a) An appropriate message shall be displayed to the affected players indicating that the jackpot is not available;
b) For house-banked games, if the "Minimum Return to Player (RTP) Requirements" are no longer met when the jackpot is not available, the affected games shall be disabled.
c) It shall not be possible for the jackpot payoff to be incremented or won while in this state; and
d) Upon resumption of the jackpot from the disabled state, it shall be possible to return the jackpot with the identical parameters as before the disable, including the jackpot payoff. The hidden trigger threshold, if used to determine jackpot win for a mystery-triggered jackpot, may only be reselected if the reselected threshold is in the range of the current jackpot payoff to the ceiling.

6.11 Alternative Game Modes

6.11.1 Free Play/Demo Mode

Free play/demo mode allows a player to simulate gameplay without paying, principally for the purpose of learning or understanding gameplay mechanics. If the Gaming Platform or game supports a free play/demo mode, the following requirements apply:

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a) Free play/demo mode shall accurately represent the normal operation of a paid game. Games played in free play/demo mode shall not mislead the player about the likelihood of winning any awards available in the paid version of the game;
b) Free play/demo mode shall be clearly identified so a player knows at all times if/when this mode is active;
c) Free play/demo mode shall not update the player's funds available for wagering. Specific accounting is permissible for this mode provided the meters clearly indicate as such;
d) Free play/demo mode shall be terminated whenever the player opts to exit this mode, or when the free play/demo mode games are concluded; and
e) When free play/demo mode is exited, the player shall be returned to an appropriate prior state.

NOTE: This section does not otherwise restrict or apply to free-to-play games or other non-cash balance mechanics offered separately from free play/demo mode. Additionally, paid games using credits received from a bonusing/promotional offer are not considered a part of free play/demo mode.

6.11.2 Autoplay Mode

Autoplay mode allows a game to place wagers automatically without player interaction, once a denomination, wager, and other play attributes have been selected by the player. If the game supports an autoplay mode, the following requirements apply:

a) Autoplay mode shall be securely configured at the Gaming Platform level or at the game level using a function that, reflective of jurisdictional preference:
   i. Allows or disallows the availability of autoplay mode; and
   ii. Where supported, controls the maximum number of autoplays, the maximum wager per game during autoplay mode, the maximum total wagered during autoplay mode, the maximum total lost during autoplay mode, and/or other game options;
b) The player shall manually opt in to activate autoplay mode (i.e., it shall not be activated by default);
c) Any wager options supported by the game shall have the same default selections for games played in autoplay mode that they would for manual gameplay.
d) Autoplay mode may allow the player to choose the number of autoplays, the individual game wager, the total amount to be wagered, the total amount to be lost, and/or other game options based on the design of the game. When this is supported:
   i. Player-defined thresholds shall remain in effect for the duration of autoplay mode;
   ii. The game shall display the progression of the autoplay mode (e.g., number of autoplays remaining, the number of autoplays used, wager amounts remaining, amounts wagered thus far, etc.), reflecting player-defined thresholds;
e) Autoplay mode shall end automatically and return to manual gameplay when sufficient funds are unavailable to continue, or a player-defined threshold has been reached;
f) Autoplay mode shall offer the player an option to terminate autoplay mode at the completion of a current game, regardless of how many autoplays they initially chose or how many remain; and
g) Where a game is interrupted during autoplay mode, the player shall be required to re-activate autoplay mode upon returning to the game.

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6.11.3 Contest/Tournament Mode

Contests/tournaments allow a player to engage in competitive play against other players in an organized, measured event, or to complete defined gameplay or activity objectives within a specified period to earn an award, whether or not in competition with other players. Participation may be in-revenue or out-of-revenue. Where the Gaming Platform or game supports contests/tournaments, the following requirements apply:

a) The contest/tournament rules and specific information for each contest/tournament shall be available to the player before entry or registration and shall include:
   i. The required qualifications to enter, advance through, or complete the contest/tournament, including any applicable gameplay or activity objectives;
   ii. The available awards, and for contests/tournaments with multiple awards, the distribution of awards based on specific outcomes, rankings, or completion of objectives; and
   iii. The scheduled start and end dates and times, and any conditions that initiate or conclude the contest/tournament, as applicable.
b) For contests/tournaments where awards are based on completion of defined gameplay or activity objectives rather than player rankings, the player's current progress toward each applicable objective or award shall be made available to the player during the contest/tournament.
c) For out-of-revenue contests/tournaments, the game shall not accept real money for participation or gameplay within the contest/tournament, nor pay out real money in any way. The contest/tournament shall utilize contest/tournament-specific credits, points, or chips which shall have no cash value. Additionally, the “Game Payouts, Odds, and Non-Cash Awards” requirements are waived for out-of-revenue contests/tournaments.
d) For time-based contests/tournaments, a timer shall be displayed to players to indicate the remaining period of play or participation. If a contest/tournament is based on some extended duration of play or participation or is initiated or concluded based upon the occurrence of a specific event, then this information shall be disclosed to the players.
e) Where the game supports a separate contest/tournament mode in addition to a non-contest/tournament mode of play, the following additional requirements apply:
   i. The player shall be provided with an option on whether or not to participate.
   ii. If/when opting in, the player shall be able to complete their non-contest/tournament game prior to entering the contest/tournament mode of play, unless the Gaming Platform supports simultaneous contest/tournament and non-contest/tournament modes of play;
   iii. The player shall have the same access to game information and rules of play in contest/tournament mode as they would outside of contest/tournament mode;
   iv. A message shall be clearly displayed on the game informing the player that it is operating in a contest/tournament mode;
   v. When exiting contest/tournament mode, the game shall return to the original state it was in prior to entering the contest/tournament mode; and
   vi. Any contest/tournament-specific game meters displayed to the player on the game shall be automatically cleared when the contest/tournament mode is exited, unless necessary to maintain progress in an ongoing contest/tournament.
f) At the conclusion of the contest/tournament, the results, including player rankings where applicable, shall be displayed, and the winners notified.

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NOTE: Contests/tournaments which employ one or more virtual opponents to compete against a player shall meet the requirements specified for "Virtual Opponents".

6.12 Games with Skill

6.12.1 General Statement

A game with skill contains one or more elements of player skill in its design which can be leveraged by a player to impact the return to player. The applicable requirements defined within this section shall apply to games with skill to ensure player fairness and clarity with respect to player notification.

NOTE: This technical standard is not intended to classify a game as a "skill game" or to serve as a legal basis for game classification within the context of skill. Such classifications will be subject to interpretation by the regulatory body.

6.12.2 Display for Games with Skill

A game with skill shall conform to the applicable display requirements found in related sections of this chapter for "Game Information and Rules of Play", "Information to be Displayed", and "Game Fairness". In addition, any game with skill other than traditional casino games (e.g., poker, blackjack, etc.) shall clearly disclose to the player, prior to committing a wager:

a) That the outcome is affected by player skill; and
b) The nature of the player skill required.

6.12.3 Outcome Integrity for Games with Skill

Except as otherwise disclosed to the player, once a game with skill is initiated, no function of the game related to game outcome shall be altered during play. Additionally:

a) A game with skill shall not incorporate reflexive, adaptive, or compensating behavior that makes the game more difficult when it detects a highly skilled player or when the game's RTP exceeds a certain threshold, unless such behavior is clearly disclosed to the player.
b) In the event that available paytables or rules of play change between games, notice of the change shall be clearly displayed to the player and shall provide adequate information so a player can make an informed decision.

6.12.4 Odds for Skill-Based Awards

Each explicitly advertised skill-based award shall be available to be achieved by a player. If a skill-based award is an explicitly advertised top award as defined in the "Advertised Top Award Odds" requirements of this chapter, and if this skill-based award incorporates an element of chance, the opportunity to achieve the award shall meet the requirements of that section.

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6.12.5 Player Advice Features

Unless prohibited by the regulatory body, a player advice feature may be offered that provides advice, hints, or suggestions to a player. An illustrative example might be a trivia game that provides hints, clues, or other player assistance in making a player choice. Another example might be a poker game with an auto-hold feature that assists a player in their decision as to which of the cards to hold and discard.

a) The player advice feature shall clearly describe to the player that it is available and any advantage it offers;
b) The method for obtaining the player advice feature and what options exist for selection shall be disclosed to the player;
c) Any player advice feature that is offered to the player for purchase shall clearly disclose the cost and benefit;
d) The player advice feature shall not be misleading or inaccurate, and shall reflect the rules in relation to this feature, while noting that the rules may change as a function of the advice offered, providing that any such changes are disclosed to the player prior to acceptance of the advice;
e) The player advice feature shall allow the player the option of accepting any assistance, and shall not force the player to accept the assistance unless it reflects the only possible option for the player to pursue at the time;
f) The availability and content of the player advice feature shall remain consistent unless otherwise disclosed and shall not adapt in a way that disadvantages the player based upon prior gameplay, game states, player skill level, or player attributes.
g) The player advice feature and game design shall prevent access to any "information store" such that data related to the skill element is not readily available through software tampering (e.g., a trivia game shall prevent access to an answers database); and
h) When consistently followed, the player advice feature shall not reduce the player's expected RTP below the "Minimum Return to Player (RTP) Requirements", where applicable.

6.12.6 Player Interaction Devices Used with Games With Skill

If unique player interaction devices (e.g., joysticks, game controllers, camera systems, sound systems, motion sensors, image sensors, accelerometers, etc.) are employed by the game to support player skill, then the game with skill shall provide adequate and clear instruction on their purpose, usage, and effect.

6.12.7 Safeguards Against Tampering

A game with skill shall be designed such that the determination of game outcome and the evaluation of the skill-based task are performed server-side or are otherwise validated by the Gaming Platform. The game shall implement mechanisms reasonably designed to detect and prevent tampering with client-side operations.

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6.12.8 Virtual Opponents

A game with skill may employ one or more virtual opponents to compete against a player, provided the following requirements are met:

a) The rules shall clearly disclose to the player, before the player commits a wager, how the virtual opponents may be used.
b) The use of virtual opponents shall not mislead the player regarding the nature of the game.
c) The game screen shall explicitly indicate to the player when the player is competing against one or more virtual opponents.
d) Unless otherwise disclosed to the player, virtual opponents shall not:
    i. Use player behavior, non-public information, privileged information, or other player-specific information to make decisions, unless such use is clearly disclosed to the player; and
    ii. Adapt to a specific player in a manner that disadvantages the player unless such adaptive behavior is approved by the regulatory body
e) The use of virtual opponents shall not provide any unfair advantage to any player, including through cheats, exploits, unauthorized capabilities, or other undisclosed or unauthorized functionality.

6.13 Peer-to-Peer (P2P) Gaming

6.13.1 P2P Gaming

Peer-to-Peer (P2P) gaming allows players to wager with and against one another, typically without the Interactive Gaming Operation acting as a gaming party. The operation may facilitate such gameplay and collect a rake, commission, or fee for the service. In addition to the requirements for "Multi-Player Games", the following requirements apply:

a) Players shall be prevented from competing against themselves unless permitted by the applicable gaming rules;
b) Information regarding individual wagers, player selections, or other gaming activity shall not be accessible in a manner that provides an unfair advantage, except to the player to whom the information pertains or as otherwise permitted by the applicable gaming rules;
c) Players shall be provided with sufficient information and appropriate warnings regarding player resource features or unauthorized player assistance methods that may provide other players with an unfair advantage, enabling them to make an informed decision about participation; and
d) Players shall be explicitly informed on the game screen when competing against sponsored players.

6.13.2 Pot/Pool Display

Where players are competing for a specific pot or pool, the pot or pool amount for which they are competing shall be clearly displayed to each player and shall be updated each time a wager is placed or whenever the pot or pool amount otherwise changes in accordance with the applicable gaming rules.

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6.13.3 Reporting Suspicious Players

Players shall be provided with a mechanism to report suspected cheating, collusion, or the use of unauthorized player assistance methods by other players to gain an unfair advantage.

6.13.4 P2P Gaming Sessions

Where multiple P2P gaming sessions are available for player selection or assignment:

a) Players shall have the option to join a random P2P gaming session or a P2P gaming session where all players have been selected at random;
b) A mechanism shall be in place to record each player's choice of P2P gaming session, including instances where a player repeatedly rejects randomly-assigned P2P gaming sessions and requests reassignment without engaging in gameplay until a preferred P2P gaming session is obtained; and
c) If some features or awards are available only for certain P2P gaming sessions, this shall be made clear to the players.

6.13.5 P2P Skill Levels

Where the Gaming Platform classifies players by skill levels, the following requirements shall apply:

a) The classification criteria for each skill level, such as beginner and expert, shall be clearly and conspicuously displayed to the player.
b) If the P2P gaming session identifies player's skill levels, such identification shall be accurate.
c) Where the Gaming Platform offers P2P gaming sessions restricted to certain skill levels:
    i. The skill levels allowed shall be clearly disclosed to the player; and
    ii. Only players within those specified skill levels may join the P2P gaming session.

6.13.6 "Away from Play" Status

The Gaming Platform shall support an "Away from Play" status that may be triggered by player request or after a period of inactivity that shall be clearly disclosed to the player and shall not exceed the inactivity timeout period specified in the "Access Inactivity" section of this document. Use of the "Away from Play" status shall be fully described in the help screens or applicable gaming rules.

a) The player shall be informed when the "Away from Play" status is triggered.
b) While the "Away from Play" status is active, the player shall be prevented from participating in play, and the player's turn shall be automatically skipped during any applicable round of play.
c) If the "Away from Play" status triggers during a game, the game shall be treated as an interrupted game and shall meet the requirements of the "Completion of Interrupted Games" section.
d) If the player performs a game-sensitive action while the "Away from Play" status is active (e.g., selecting an amount to wager), the status shall be removed, and the player shall be enrolled in the next available game. Non-game-sensitive actions, such as accessing the help menu do not require the status to be removed.
e) If the player remains in the "Away from Play" status for longer than a period disclosed to the player, the player shall be automatically removed from the P2P gaming session in which they are enrolled.

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6.14 Game Recall

6.14.1 Player Facing Recall

A 'game recall' facility shall be provided to the player, either as a re-enactment or by description. The 'game recall' facility shall clearly indicate that it is a replay of the previous game.

6.14.2 Last Play Information Required

Game recall shall consist of graphical, textual, or video content, or some combination of these options, or other means (e.g., "flight recorder"), so long as the full and accurate reconstruction of game outcome and/or player actions is possible. It is allowable to display values in currency in place of credits. Game recall shall display the following information as applicable:

a) The name of the game theme and game type (e.g., reel, blackjack, poker, table, etc.);
b) The date and time the game was played;
c) The denomination played for the game, if a multi-denomination game type;
d) The display associated with the final outcome of the game, either graphically or via a clear text description;
e) The funds available for wagering at the start of play and/or at the end of play;
f) Total amount wagered;
g) Total amount won, which may include or separately indicate any progressive jackpots and/or incrementing bonus jackpots won;
h) Any non-wager purchase that occurred between the start of play and the end of play;
i) Total bonusing/promotional amounts wagered/won;
j) Total amount voided or cancelled;
k) Rake, commission, or fees collected;
l) The results of any player choices involved in the game outcome;
m) The results of any intermediate game states, such as double-up/gamble or bonus/feature states;
n) If a progressive jackpot and/or incrementing bonus jackpot was won, an indication that the jackpot was awarded; and
o) For games with skill, any player advice offered to the player that is necessary to understand the game history or outcome.

NOTE: Games with a variable number of intermediate game states per game may satisfy this requirement by providing the capability to display the last fifty intermediate game states in addition to each base game state.

6.14.3 Bonus/Feature Recall

Game recall shall reflect at least the last fifty events (e.g., spins/hands/plays) of completed bonus/feature states. If a bonus/feature state consists of 'x number of events,' each with separate outcomes, each of the 'x events', up to fifty, shall be displayed with its corresponding outcome, regardless of whether the result was a win or loss. Where the outcome of a bonus/feature state depends upon the position of a symbol, selection, or other game element, the recall shall reflect the positions relied upon in determining any award.

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6.15 Disable Requirements

6.15.1 Game Disable

When a game or gaming activity is disabled by the Gaming Platform while a game is in progress:

a) Each player playing that game shall be permitted to conclude their current game in play (i.e., bonus rounds, double-up/gamble and other game features related to the wager shall be fully concluded right away or the next time that game becomes available to the player).
b) Once the game has fully concluded it shall no longer be accessible to the player.

6.15.2 Game Voiding and Cancellation

The Gaming Platform shall provide a mechanism for authorized personnel to void or cancel pays or plays. During each phase of the voiding or cancellation process, the gameplay status, the game history, and the player's credit meter or player account balance shall be updated, accordingly.

6.16 Interrupted Games

6.16.1 Interrupted Games

A game is considered interrupted when the game outcome remains unresolved or the outcome cannot be properly conveyed to the player. Interrupted games may result from the following occurring during gameplay:

a) Loss of communications between the Gaming Platform and the Remote Player Device;
b) A Gaming Platform restart;
c) A Remote Player Device restart or malfunction;
d) Abnormal termination of the Player Application; or
e) A game-disable command by the Gaming Platform.

6.16.2 Wagers in Interrupted Games

Wagers associated with an interrupted game that can be continued shall remain pending and any associated funds shall be held by the Gaming Platform until the game is completed.

a) Player accounts shall display or otherwise make available any wagered amounts, pending winnings, or other funds held in connection with interrupted games.
b) Where an interrupted game cannot be continued, the Gaming Platform shall resolve the game in accordance with the game rules and/or terms and conditions disclosed to the player.

6.16.3 Completion of Interrupted Games

The Gaming Platform shall provide the means for a player to complete an interrupted game. An interrupted game shall be resolved before a player is permitted to participate in another instance of the same game.

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a) Where no player input is required to complete the game, it is acceptable for the game to return to a game completion state, provided the game history and the player's credit meter or player account balance reflects a completed game.
b) For single-player games, where player input is required to complete the game, the game shall return the player to the game state immediately prior to the interruption and allow the player to complete the game, unless any superseding game rules and/or terms and conditions for game recovery are disclosed to the player.
c) For multi-player games, where player input is required to complete the game and the player cannot complete an action required of them to allow a game to continue within the allotted time:
    i. The Gaming Platform shall complete the game on behalf of the player in accordance with the game rules and/or terms and conditions disclosed to the player;
    ii. The game history and the player's credit meter or player account balance shall be updated accordingly;
    iii. The outcome of the game shall be available to the player and shall indicate which decisions, if any, were made by the Gaming Platform on behalf of the player; and
    iv. The Gaming Platform shall be designed such that one player not completing an action in the required time shall not impact any other players in the same gaming session with regards to completing the game and being credited for wins or debited for losses.

6.17 Virtual Interactive Gaming

6.17.1 General Statement

Virtual event wagering involves the placement of wagers on simulations of computer-generated wagering events, or on previously recorded wagering events, as authorized by the regulatory body. The requirements of this section shall apply to virtual event wagering in addition to the applicable requirements specified for "Virtual Event Wagering" the *GLI-33 Standards for Event Wagering Systems*.

a) Any RNG utilized to determine or influence the results of the virtual wagering event, contributing event elements, or sequences of event elements, shall comply with the applicable requirements of the "Random Number Generator (RNG) Requirements" chapter and the "Game Outcome Using a Random Number Generator (RNG)" section of this chapter.
b) Unless otherwise required by the regulatory body, virtual event wagering shall be exempt from the "Minimum Return to Player (RTP) Requirements" of this chapter.

NOTE: Implementations of virtual event wagering which do not rely on the use of an RNG will be evaluated by the independent test laboratory on a case-by-case basis.

6.18 Live Game Requirements

6.18.1 General Statement

The following requirements apply where wagers are placed through a Gaming Platform on live games conducted by a gaming attendant (dealer, croupier, host, etc.) and/or other Live Gaming Equipment in a Live Gaming Studio. Live games include, but are not limited to live drawings, live card games, live table games, live keno games, live bingo games, live gameshow games, and live or remote play of Gaming Devices or other games as allowed by the regulatory body.

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a) The live game is viewed by all players through a real-time remote audio/video feed using streaming, narrowcasting, broadcasting, or other technology and a graphical interface.
b) The live game receives instructions from each player through the player interface or another communication channel to facilitate player decisions where required.
c) In addition to the requirements of this section, the Live Gaming Studio's gaming attendants and associated personnel responsible for maintaining applicable components, services, and/or applications shall comply with the *GLI Live Gaming Studio Guide (GLI-LGS)*, together with any additional procedures and controls specified by the regulatory body.
d) Where required by the regulatory body, Live Gaming Studio Assessments shall be conducted in accordance with the *GLI Live Gaming Studio Guide (GLI-LGS)* and any additional procedures and controls specified by the regulatory body. Assessments shall be conducted at the frequency specified in the GLI-LGS, unless otherwise specified by the regulatory body.

NOTE: Regulatory bodies are encouraged to allow flexibility in assessment schedules for multi-jurisdictional Live Gaming Organizations to allow the consolidation of assessments across multiple jurisdictions on a common schedule, provided applicable regulatory requirements are met. Please refer to the *GLI Live Gaming Studio Guide (GLI-LGS)* for additional information.
NOTE: Where authorized by a regulatory body, a surrogate player may be used to place wagers on behalf of a player instead of directly through a player interface. Such implementations will be evaluated by the independent test laboratory on a case-by-case basis.

6.18.2 Live Game Information and Functionality

A live game shall conform to the applicable artwork and display requirements found in the applicable sections of this chapter. In addition, the following requirements apply:

a) The rules of the live game shall be programmed into the Gaming Platform.
b) The live game shall specify the conditions for accepting, rejecting, or partially accepting wagers.
c) The player shall be clearly informed whether each wager has been accepted, rejected, or partially accepted, including the amount accepted where applicable. When multiple wagers are placed at once, each wager shall be individually acknowledged.
d) Gaming attendant and wager-related messages (e.g., "Place your bets", "No more bets", etc.) shall be clearly and unambiguously worded, displayed to the player in a timely and conspicuous manner, and remain visible for a sufficient period to provide the player a reasonable opportunity to read them.
e) The player shall be provided with:
    i. Disclosures regarding any minimum signal connection requirements necessary to maintain the required audio/video feed quality;
    ii. Rules describing procedures for handling live game interruptions caused by the discontinuity of data flow, video, or audio from the network server during a game, including network connection outages and server malfunctions;
    iii. An indication of the possibility of human error by the gaming attendant or system error by the Live Gaming Equipment, and how such errors are resolved;
    iv. Information concerning any correlation between the player's wagers and selections through the Gaming Platform and what is displayed in the audio/video feed, including any corresponding physical player chips/tokens and their values; and
    v. For any live game relying on "live" monitoring of an event (e.g., bingo), a disclosure that live transmissions may be subject to delay or interruption, including the scale of any apparent delay.

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f) A mechanism shall be in place to record each player's selection of tables/games and gaming attendants, including instances where a player repeatedly rejects randomly-assigned tables/games or attendants and requests reassignment without placing a wager until a preferred selection is obtained.
g) The player shall not be provided with any information concerning the current live game that can be used to aid in:
   i. Projecting or predicting the outcome of the game;
   ii. For card games, tracking cards played or remaining to be played;
   iii. Analyzing the probability of an event relating to the game; or
   iv. Analyzing the strategy for playing or wagering in the game, unless such information is allowed by the rules of the live game.

6.18.3 Tipping Functionality

Where allowed by the regulatory body, tipping functionality may be available allowing a player to tip the gaming attendant for the live game. Tipping transactions shall be optional, player-initiated, and independent of wagering functionality.

a) Tipping transactions shall not:
   i. Be required as a condition for participation in a live game;
   ii. Impact the pace of gameplay or introduce delays in wager resolution; and
   iii. Affect the outcome of any live game or the integrity of the RNG or Live Gaming Equipment used in the game.
b) The player interface shall:
   i. Clearly distinguish tipping transactions from wagers; and
   ii. Present the player with a confirmation screen prior to finalizing a tipping transaction.
c) Amounts tipped shall be deducted from winnings in the live game in progress, or from the player's credit meter or player account balance. A tip shall not be accepted if it would result in a negative credit meter or negative account balance.
d) Tipping transactions shall be recorded separately from wagers.

6.18.4 Player Fairness in Live Games

The following requirements apply when players participate in live games through the Gaming Platform with on-premises players who are playing at the actual game in a Gaming Venue (e.g., casino, bingo hall, card room):

a) The rules, artwork, and functionality of the live game made available to the player through the Gaming Platform shall, where applicable, be consistent with those made available to on-premises players; and
b) Participation through the Gaming Platform shall not provide the player with any advantage or disadvantage compared to on-premises players, including with respect to the rules of the live game, paytable, or eligibility to win.

NOTE: Nothing herein precludes bonusing/promotional offers made available only to on-premises players or only to players playing through the Gaming Platform.

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6.18.5 Live Gaming Equipment

Live Gaming Equipment that generates, detects, or transmits game outcome data, or that is used by a gaming attendant to conduct or manage live gaming activity shall meet the applicable GLI Standards and/or regulatory body's applicable technical requirements. Unless otherwise directed by the regulatory body:

a) For unaltered commercial off-the-shelf (COTS) components (e.g., scanners, cameras, audio/video equipment, computers, servers, monitors, communications equipment, and related components), certification is not required; and
b) For modified off-the-shelf (MOTS) components, certification is required only to the modifications made to the components.

NOTE: The applicable technical requirements are to be determined based on the type of Live Gaming Equipment, and how they are used in the live game. For instance, a shuffler would need to meet the *GLI-29 Standards for Card Shufflers and Dealer Shoes* and/or the regulatory body's technical requirements for shufflers. Regarding Gaming Devices used for live or remote play, the games and RNGs played through a Gaming Platform would need to comply with the requirements of this standard and/or the regulatory body's applicable technical requirements unless otherwise specified by the regulatory body.

6.18.6 Studio Control Servers

A Studio Control Server shall be used to record all live gaming activity and game outcome data. The Studio Control Server may be entirely integrated into the Gaming Platform or another piece of Live Gaming Equipment or may exist as an entirely separate component. The Studio Control Server shall:

a) Provide the player with an equivalent quality audio/video feed, granting real-time audio/visual access to the current live game being played, including artwork and display requirements which are not displayed by the Gaming Platform itself.
    i. This equivalence shall be measured and verified whenever communications are initiated, including reconnection due to signal interruptions or re-initiation when the signal was severed.
    ii. A minimum signal connection requirement shall be established, enforced and disclosed to the player.
b) Prevent anyone from accessing the game outcome data prior to finalizing a wager; and
c) Be equipped with a mechanism for an authorized employee to void or adjust game outcome data, if necessary.

6.18.7 Game Outcome Data

Game outcome data shall be recorded by the Studio Control Server, posted to the Gaming Platform, and made available to the player for review immediately following its generation or detection, subject to any game-specific restrictions on the timing of result disclosure and the natural limitations of system processing and network communication delays.

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6.18.8 Specialized Devices

Where game outcome data is automatically registered by Specialized Devices, the software used for automated recognition shall:

a) Ensure an appropriate degree of accuracy in identifying and reporting the game outcome data to the Studio Control Server, excluding errors caused by the quality or condition of consumables, improper use of the device, normal wear and tear, or operational or environmental conditions outside those recommended by the supplier;
b) Not provide any information that may be used to compromise the device or its components (e.g., cards contained in the current shuffle or dealing shoe);
c) Not interfere with or modify the device's behavior beyond the functionality associated with that software; and
d) Include a manual operation mode to allow correction of an erroneous result (e.g., misreading a card, the position of a ball), where such corrections are not made directly on the Studio Control Server. The player shall be informed when the manual operation mode is in use.

6.18.9 Physical Randomness Devices

Live games may utilize Physical Randomness Devices, as described within the "Mechanical RNG (Physical Randomness Device)" section of this document, to generate outcomes.

a) Outcomes generated by the Physical Randomness Device shall be digitized and securely transmitted to the Studio Control Server via Specialized Devices for processing without alterations unless approved by the regulatory body.
b) Except for a human error or an error correctable with a manual override, at any time during the game the game outcome data shall match the outcome generated by the Physical Randomness Device. Where a discrepancy between the Physical Randomness Device and the game outcome data exists, the Physical Randomness Device's outcome shall be considered correct.

6.19 Spectator Wagering Requirements

6.19.1 General Statement

Where authorized by a regulatory body, the following requirements apply to spectator wagering where a spectator player's gaming activities are tied to the host player's gameplay.

a) The host player's gameplay is viewed by spectator players through real-time remote audio and video feed using streaming, narrowcasting, broadcasting or other technology.
b) The games played by the host player shall meet the applicable requirements of this standard.

NOTE: For spectator wagering where a spectator player's wagering activities are tied to the host player's wagers on wagering events, please refer to the "Spectator Wagering Requirements" in the *GLI-33 Standards for Interactive Gaming Systems* in addition to the applicable requirements of this section.

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6.19.2 Spectator Wagering Controls

The following requirements shall apply to spectator wagering functionality to ensure appropriate disclosure, player control, wagering integrity, and monitoring:

a) The player interface shall clearly indicate to the spectator player when their wagers, player choices, and/or outcomes are based on the host player's gameplay.
b) Information shall be available to fully describe the spectator wagering functionality, including a clear explanation of all settings and default options for both host players and spectator players.
c) A host player shall be able to control whether spectator players are permitted to participate in or wager on their gameplay.
d) Spectator players shall have the same access to game information and rules of play for the game being played by the host player as they would if playing the game themselves.
e) The host player's wagers, player choices, and outcomes shall not be modified or influenced by the presence of spectator players, or by spectator player activity, volume of wagers, or outcomes.
f) The Gaming Platform shall not provide the host player with information concerning spectator players' wagers that could influence the host player's choices.
g) The spectator players shall be clearly informed when the host player is a sponsored player.
h) A mechanism shall be in place to record each spectator player's selection of a host player, including instances where a spectator player repeatedly rejects randomly-assigned host players and requests reassignment without placing a wager until a preferred host player is obtained.
i) Where spectator players are permitted to tip the host player, such functionality shall comply with the "Tipping Functionality" requirements of this chapter.

6.19.3 Linked Wagering

Linked wagering occurs where a spectator player's game or wager is linked directly to a game or wager of a host player, such that identical outcomes (wins and losses) are applied proportionally to the spectator player's account.

a) Proportionality rules (e.g., bet scaling, payout ratios) shall be clearly disclosed to the spectator player prior to game initiation or wager placement.
b) The spectator player's credit meter or player account balance shall be updated in conjunction with the host player's credit meter or player account balance.
c) The spectator player may opt in or out of subsequent linked games or wagers but may not retroactively cancel or alter a wager after the host player's game has been initiated or wager has been placed.
d) The spectator player may choose whether to automatically wager additional credits whenever the host player wagers additional credits during the applicable game.

6.19.4 Performance-Based Wagering

Performance-based wagering occurs where a spectator player places wagers on measurable outcomes derived from one or more host players' completed games (e.g., "win/lose", "total amount won in fifty spins", "number of bonus/feature states triggered in ten minutes", etc.).

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a) Each performance-based wager shall clearly specify the metric being wagered on, the settlement condition, and the odds/payout or price structure.
b) Performance-based wagers may only be placed before the games of any contributing host player's games have ended.
c) The host player shall not be able to see the wagers placed by spectator players on the host player's performance.
d) If a host player's session ends prematurely before the applicable settlement conditions are satisfied, performance-based wagers shall be voided or cancelled unless they are already resolvable.

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Appendix A: Internal Control Procedures

A.1 Introduction

A.1.1 General Statement

This appendix sets forth internal control procedures applicable to the Interactive Gaming Operation which will be reviewed in an internal controls audit, including, but not limited to establishing gaming rules, managing games, monitoring games and Random Number Generator (RNG) output, handling various wager and financial transactions, creating and managing progressive jackpots and incrementing bonus jackpots, player account management, fundamental practices relevant to the limitation of risks, and any other objectives established by the regulatory body. It is also recognized that additional procedures which are not specifically included within this standard will be relevant and required for an internal controls audit as determined by the Interactive Gaming Operation and/or regulatory body within their rules, regulations, and Minimum Internal Control Standards (MICS).

NOTE: This appendix is not intended to assign responsibilities to specific entities involved in the Interactive Gaming Operation. Requirements applicable to the operation may be satisfied by the operator, its suppliers, service providers, or a combination thereof, through the technological capabilities of the Interactive Gaming System and/or established internal control procedures, according to their respective responsibilities. Such arrangements do not alter the regulatory accountability of any party under applicable regulatory requirements.

A.2 Internal Control Procedures

A.2.1 Internal Control Procedures

Internal control procedures governing interactive gaming, including the performance of wager and financial transactions, shall be established, maintained, implemented, and complied with as part of the Interactive Gaming Operation.

A.2.2 Information Management

The Interactive Gaming Operation's internal control procedures shall include the processes for maintaining the recorded information specified under the section entitled "Information to be Maintained", and other logs or records required by this standard unless specified otherwise, for a documented retention period consistent with applicable regulatory requirements.

A.2.3 Risk Management

The Interactive Gaming Operation's internal control procedures shall contain details on its risk management framework, including but not limited to:

a) Automated and manual risk management procedures;
b) Personnel management, including access controls and segregation of duties;
c) Information regarding identifying and reporting fraud and suspicious conduct;
d) Controls ensuring the integrity of interactive gaming and compliance with applicable regulatory requirements;

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e) Description of Anti-Money Laundering and Anti-Terrorist Financing (AML/ATF) compliance program;
f) Description of all software applications that comprise the Interactive Gaming System;
g) Description of all forms of interactive gaming available to be offered by the operation;
h) Description of all integrated third-party service providers; and
i) Any other information required by the regulatory body.

A.2.4 Use of Third-Party Service Providers

The Interactive Gaming Operation's internal control procedures shall describe the operation's governance framework for the use and oversight of Third-Party Service Providers supporting regulated functions of the Interactive Gaming System, including the processes used to evaluate, monitor, and manage such providers and ensure that associated system interfaces, controls, and operational procedures function in accordance with applicable regulatory requirements.

a) The operation shall maintain records identifying each Third-Party Service Provider and describing the services provided to the operation (e.g. payments, know-your-customer, geolocation, etc.).
b) The operation shall have processes to identify and flag interruptions or failures of third-party services supporting regulated functions of the system. Such incidents shall be recorded in a log containing the date and time of occurrence, duration, nature, impact on system performance, and resolution if resolved.

NOTE: The use of Third-Party Service Providers does not relieve the Interactive Gaming Operation of its responsibility to comply with applicable regulatory requirements.

A.2.5 Prohibited or Restricted Persons

The Interactive Gaming Operation's internal control procedures shall address instances in which a player is identified as being prohibited or restricted from gameplay under any of the following circumstances:

a) Where required by the regulatory body, the player is identified as an employee, subcontractor, director, owner, or officer of the operation, or a member of the same household, and is wagering with that operation on any games, except when using a clearly marked test account for testing purposes.
b) The player is identified as any of the following:
    i. Underage, or using the PII of a deceased individual;
    ii. On any time-out or suspension lists maintained by the operation;
    iii. On any exclusion lists that may be provided or recognized by the regulatory body;
    iv. Placing wagers on behalf of another person, unless authorized by the regulatory body; or
    v. Prohibited from interactive gaming for any other reason.

A.2.6 Workstation Access Controls

The Interactive Gaming Operation's internal control procedures shall include controls for securing workstations used to perform regulated functions of the Interactive Gaming System, including procedures to ensure that:

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a) Access to workstations is controlled by a secure logon procedure or other authorized secure process to ensure that only authorized personnel are allowed access.
b) Configuration settings shall not be modified without an authorized secure process.
c) If user sessions are supported by the workstation:
    i. A user session is initiated by the individual logging in to their user account using their secure username and password or other authentication credentials allowed by the regulatory body.
    ii. All available options presented to the individual are tied to their user account.
    iii. User sessions shall be subject to documented inactivity controls specifying the period of inactivity after which a user session times out or locks for each applicable type of workstation, and the authentication required to resume the session.
    iv. Repeated failed access attempts shall be subject to documented account lockout controls specifying the number of failed attempts that trigger a lockout, the period over which such attempts are measured, the duration of the lockout, and, where supported, any mechanism for automatically releasing the account.

NOTE: For workstations where one or more of the controls above are not technically or operationally appropriate, alternative technical or operational access controls may be used, provided they effectively restrict access to authorized personnel and provide a level of protection commensurate with the workstation and associated risk.

A.2.7 Test Accounts

The Interactive Gaming Operation may establish test accounts to be used to test the various components and operation of an Interactive Gaming System in accordance with internal control procedures adopted by the operation, which, at a minimum, shall address procedures for:

a) Authorizing testing activity and assigning each test account for use;
b) The issuance and segregation of funds used for testing, including the identification of who is authorized to issue the funds, the maximum amount of funds that may be issued, and the purpose for which the issued funds may be used;
c) Maintaining a record for all test accounts, to include when they are active and to whom they are issued; and
d) Auditing testing activity to ensure the accountability of funds used for testing and proper adjustments to reports and records.

A.2.8 Responsible Gaming Plan

The Interactive Gaming Operation shall establish and maintain a responsible gaming plan containing policies and procedures to promote responsible gaming. The operation shall maintain evidence that the relevant policies and procedures were followed and present such evidence to the regulatory body upon request. The responsible gaming plan shall include:

a) Measures and processes to detect and identify potential indicators of gambling-related harm or elevated risk. Such measures and processes may include analytical tools, behavior monitoring mechanisms with pre-designed and/or evolving parameters, player facing controls, and review by relevant personnel.

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b) Policies and procedures governing the actions that may be taken by the operation with respect to activity or communications that may indicate potential gambling-related harm or elevated risk. Such policies and procedures may include appropriate player interaction, intervention, or other responsible gaming measures.
c) Recordkeeping of responsible gaming reviews or investigation conducted with respect to a player, any actions or decisions taken pursuant to the operation's responsible gaming policies and procedures, and relevant player interactions. Such records shall provide a clear and detailed audit trail and be made available to the regulatory body upon request.
d) Responsible gaming training upon hire and regularly thereafter for personnel responsible for responsible gaming-related matters and, as applicable, player interaction.
    i. The operation shall keep a record of the personnel required to complete the training, the type and frequency of training, and the responsible gaming training and testing undertaken.
    ii. Personnel shall be trained to recognize activity or communications that may indicate potential gambling-related harm or elevated risk and respond in accordance with the operation's responsible gaming policies and procedures.
e) Applicable standards of socially responsible advertising, including compliance with all observed rules and regulations, and encouraging affiliates, which may include content providers, social media influencers, social media accounts, and brand ambassadors, to also adhere to these standards.
f) Procedures for evaluating and continuously monitoring the responsible gaming plan and initiatives.

NOTE: The regulatory body may choose to require an independent third-party evaluation of the Interactive Gaming Operation's responsible gaming plan against the applicable controls of this appendix, recognized industry standards for responsible gaming, and any additional requirements specified by the regulatory body.

A.3 General Operating Procedures

A.3.1 Operational Reserves and Protection of Player Funds

The Interactive Gaming Operation shall maintain and protect adequate reserves, as determined by the regulatory body, to cover player funds and other operational liabilities. Additionally, the Interactive Gaming Operation shall:

a) Ensure that player funds are held either in trust for the player in a segregated account or in a special-purpose segregated account maintained and controlled by a properly constituted corporate entity that is independent of the operation and any related or controlled corporation, and whose governing board includes one or more independent directors; and
b) Establish and maintain procedures reasonably designed to safeguard and account for player funds and prevent the commingling of player funds held in a segregated account with other funds, including funds of the operation.

A.3.2 Taxation

Where the jurisdiction has taxation laws and regulations, the Interactive Gaming Operation shall establish and maintain documented procedures to identify payouts subject to taxation (single payouts or aggregate payouts over a specific time period, as required) and ensure that any required tax documentation is completed before the applicable payout is made.

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A.3.3 Complaint/Dispute Process

The Interactive Gaming Operation shall provide the means for a player to make a complaint/dispute, and to enable the player to notify the regulatory body if such complaint/dispute has not been or cannot be addressed by the operation, or under other circumstances as specified by the law of the regulatory body.

a) Players shall be able to log complaints/disputes on a 24/7 basis.
b) Records of all correspondence relating to a complaint/dispute shall be maintained by the operation for a documented period consistent with applicable regulatory requirements.
c) A documented process shall exist between the operation and the regulatory body on the complaint/dispute reporting and resolution process, with response times and escalation to an independent external channel where the regulatory body provides one.

A.3.4 Chat Features

Procedures shall exist for cases where the Interactive Gaming Operation provides for the use of chat features which allow the player to communicate directly with the operation and/or other players.

a) The operation shall maintain chat logs and email correspondence between the player and the operation for a documented period consistent with applicable regulatory requirements;
b) When a player interacts with a chatbot or virtual assistant:
    i. The player shall be clearly notified that they are interacting with a chatbot or virtual assistant, not a human;
    ii. The player shall be able to request to interact with a human representative, and the operation shall make contact information or such functionality reasonably accessible to the player; and
    iii. The operation shall implement a process for the human review of interaction logs between the player and the chatbot or virtual assistant at documented intervals consistent with applicable regulatory requirements, which assesses the chatbot's or virtual assistant's performance for accuracy, sentiment, and adherence to the operation's internal control procedures.

A.3.5 Personally Identifiable Information (PII) Security

Any personally identifiable information (PII) and funds-related information with respect to a player, including player account IDs, authentication credentials, gaming activity, financial transactions, and account balances, shall be handled in compliance with the Interactive Gaming Operation's privacy policy and applicable data privacy and security laws, regulations, and standards observed by the regulatory body.

a) PII and funds-related information shall be kept confidential and disclosed only where authorized by the privacy policy or required or permitted by the regulatory body.
b) The operation shall have procedures for the security and authorized sharing of PII and funds-related information, consistent with applicable regulatory requirements, including, but not limited to:
    i. The designation of a role or function having primary responsibility for the design, implementation, and ongoing evaluation of such procedures;

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ii. The nature and scope of all information collected, the locations in which it is stored, and the servers or storage devices which may be used for storage or transfer;
iii. Measures to protect such information from unauthorized access, including monitoring to identify and flag suspected compromise; and
iv. Procedures for responding to a data security breach, including notification to the regulatory body where required.

A.3.6 Payment Processing and Protection

The following controls shall be implemented to ensure the security, integrity, and reliability of payment processing and financial transactions:

a) All financial transactions shall comply with applicable commerce regulations and requirements specified by the regulatory body.
b) Collection of sensitive information directly related to financial transactions shall be:
   i. Limited to information necessary for payment processing and applicable regulatory requirements; and
   ii. Protected against unauthorized access, alteration, or disclosure in accordance with applicable regulatory requirements and recognized industry standards.
c) Records of financial transactions shall:
   i. Support transaction traceability through unique transaction identifiers;
   ii. Exclude unnecessary sensitive information;
   iii. Be protected against unauthorized access, modification, deletion, or loss through appropriate security, backup, and recovery controls; and
   iv. Be reconciled at documented intervals to identify, investigate, and resolve discrepancies in accordance with applicable regulatory requirements.
d) Payment processing shall be monitored to identify errors, failures, interruptions, and suspicious player activity affecting financial transactions and flag them for investigation.

NOTE: The regulatory body may choose to require an independent third-party evaluation of the Interactive Gaming Operation's use of a Payment Processor against the applicable controls of this appendix, recognized industry standards for the payment methods processed, and any additional requirements specified by the regulatory body.

A.3.7 Geolocation Solution Oversight

Where Geolocation Solutions are used, the Interactive Gaming Operation shall maintain documented policies and procedures governing their use. The following shall apply:

a) The operation shall have procedures to identify available Geolocation Solution updates and patches, receive notifications of their availability, and verify that the latest approved versions are deployed, subject to applicable change management and certification requirements.
b) Where a secondary Geolocation Solution is used, the operation shall maintain documented criteria, approved by the regulatory body, defining the circumstances under which switching between Geolocation Solutions is permitted. The operation shall:
   i. Maintain logs documenting each switch and the corresponding reason; and
   ii. Periodically review switching events to verify compliance with the approved criteria.

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c) Any internal geolocation logic applied before submitting requests to a Geolocation Solution shall be formally documented, approved, and designed to maintain compliance with applicable regulatory requirements.

NOTE: The regulatory body may choose to require an independent third-party evaluation of the Interactive Gaming Operation's use of a Geolocation Solution against the applicable controls of this appendix, recognized industry standards for geolocation, and any additional requirements specified by the regulatory body.

A.4 Public Display Content

A.4.1 Public Display Content

Public display content refers to any written, graphical, and auditory information provided to the public regarding interactive gaming.

a) Public display content shall be complete, unambiguous, and not misleading or unfair to the player.
b) Public display content that is presented aurally (via sound or voice) shall also be displayed in written form.
c) Public display content shall be rendered with sufficient font size and clarity in a color that contrasts with the background color to ensure that all information is clearly visible/readable.
d) Public display content shall contain the same information and carry the same meaning across all languages it is provided in.
e) The Interactive Gaming Operation shall keep a log of any changes to the public display content.

A.4.2 Gaming Rules

The Interactive Gaming Operation shall adopt and adhere to comprehensive gaming rules that shall be made available to the player through the terms and conditions, game-specific rules/help screens, or other applicable player interfaces or displays. Changes to gaming rules that affect gameplay, outcome determination, or payment shall be date and time stamped and applied prospectively. The rules in effect when a game or gaming session begins shall govern that game or gaming session unless otherwise required by the regulatory body. The gaming rules shall address, as applicable:

a) Accepted payment methods (e.g., cash, personal check, cashier's check, wire transfer, money order, debit instrument, electronic payment account);
b) Where allowed by the regulatory body, awards offered in the form of merchandise prizes, annuities, lump-sum payments, or payment plans instead of cash payouts;
c) Procedures for addressing:
    i. Unrecoverable hardware or software malfunctions, including whether the process results in the voiding or cancelling of any pays or plays;
    ii. Interruptions caused by player disconnection from the Gaming Platform where the outcome of a game are affected by response times;
d) Any non-wager purchase options, including the item or entitlement (cosmetic items, display customization options, etc.) and its price;
e) A description on prohibited or restricted persons, including any applicable limitations on gameplay for restricted persons;

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f) What happens to the player's wagers placed but remaining undecided in interrupted games including how they are handled when they remain undecided beyond a documented period consistent with applicable regulatory requirements;
g) Methods for contacting the operation regarding questions or complaints/disputes, including how complaints/disputes may be filed and resolved and how the player may submit complaints/disputes to the regulatory body; and
h) Where transactions may involve rounding:
   i. The method of rounding (e.g., rounding up, rounding down or truncation, or conventional rounding); and
   ii. The increment to which amounts are rounded (e.g., five cents).

A.4.3 Player Protection Information

Player protection information shall be made available to the player. The following player protection information items are commonly included and are not intended to be exhaustive. The regulatory body may require any or all of the following, as well as any additional information it deems necessary:

a) Information about potential risks associated with excessive gameplay, and where to get help for a gambling problem;
b) A statement that no underage persons are permitted to participate in interactive gaming;
c) A list of the available responsible gaming tools that can be invoked by the player (e.g., self-imposed limitations, time-outs, and suspensions) and information on how to invoke those measures;
d) For player accounts, methods which can be used to detect unauthorized use of their account, such as reviewing financial statements against known deposits;
e) Interactive Gaming Operation contact information and/or other means for asking questions and reporting complaints/disputes; and
f) Regulatory body contact information and/or a link to their website.

NOTE: All links to problem gambling services provided by third parties are to be regularly tested by the operation. Where a link used to supply information on player protection is not displayed or not operational, the operation shall promptly remediate the issue and, in the interim, provide an alternative support service, such as a toll-free helpline number or the regulatory body's resource page.

A.4.4 Terms and Conditions

A set of terms and conditions shall be made available to the player. The following items are commonly included in terms and conditions and are not intended to be exhaustive. The regulatory body may require any or all of the following, as well as any additional information it deems necessary:

a) A statement that only individuals legally permitted by their respective jurisdiction can participate in interactive gaming;
b) Advice to the player to keep their authentication credentials secure and not permit any unauthorized person to access or use their player account;
c) Processes for recovering lost authentication credentials, enforcing required credential changes, and applying credential strength and other related security requirements as applicable or required by the regulatory body;
d) The conditions under which a player account is declared inactive and the actions that will be taken once the account is declared inactive;

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e) The treatment of the player's wagers placed but remaining undecided in interrupted games prior to any time-out, suspension, or closure, including whether such wagers will be returned or settled, as appropriate;
f) Information about timeframes and limits regarding deposits to and/or withdrawals from the player account, including, as applicable:
   i. Information regarding all currencies accepted by the system, the conversion rates used with each currency, and where the conversion rates are drawn from;
   ii. A clear and concise explanation of any applicable fees;
g) Notice that player account activity may be monitored and recorded by the Interactive Gaming Operation and/or regulatory body as necessary and in accordance with applicable data privacy and security laws, regulations, and standards recognized by the regulatory body;
h) Statements that the Interactive Gaming Operation has the right to, consistent with applicable regulatory requirements:
   i. Refuse to establish a player account for a reason it deems legitimate;
   ii. Refuse deposits to and/or withdrawals from a player account for a reason it deems legitimate; and
   iii. Suspend or close a player account in accordance with the terms and conditions, subject to any restrictions on account suspension or closure during a pending investigation or player complaint/dispute.

A.4.5 Privacy Policies

A set of privacy policies shall be made available to the player. The following items are commonly included in privacy policies and are not intended to be exhaustive. The regulatory body may require any or all of the following, as well as any additional information it deems necessary:

a) The PII required to be collected and processed;
b) The purpose for collecting and processing PII;
c) The period for which the PII is stored or, if no fixed period can be established, the criteria used to determine the retention period;
d) The conditions under which the PII may be disclosed;
e) An affirmation that measures are in place to prevent unauthorized or unnecessary disclosure of the PII; and
f) Any other items required by applicable data protection and privacy laws and regulations for that jurisdiction.

A.4.6 Bonusing/Promotional Offer Terms

Players shall be able to access clear and unambiguous terms pertaining to any available bonusing/promotional offers, which shall include the following as applicable to each offer:

a) The date and time the offer is presented, becomes active, and expires;
b) Player eligibility requirements, including any limitations on participation;
c) Gameplay requirements and limitations, including any restrictions by type of game, game theme, and/or paytable;
d) Qualifying criteria for receiving bonusing/promotional credits and/or prizes, including the frequency of issuance, where applicable;

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e) Any restriction or terms applicable to restricted bonusing/promotional credits conversions and withdrawals;
f) The order in which bonusing/promotional credits are used for wagers;
g) How the player is notified when bonusing/promotional credits and/or prizes are awarded;
h) Rules governing offer cancellation or expiration; and
i) Any other offer-specific information not otherwise addressed.

A.4.7 Contests/Tournaments

A contest/tournament, which permits a player to either purchase or be awarded the opportunity to engage in competitive gameplay against other players or complete defined gameplay or activity objectives within a specified period, whether or not in competition with other players, may be permitted provided the following rules are met:

a) Rules shall be made available to a player for review prior to contest/tournament registration or participation. The rules shall include at a minimum:
   i. All conditions participating players shall meet to qualify for entry, advancement through, or completion of the contest/tournament, including any applicable gameplay or activity objectives;
   ii. Specific information pertaining to any single contest/tournament, including the available awards and distribution of awards based on specific results, rankings, or completion of objectives;
   iii. The scheduled start and end dates and times, and any conditions that initiate or conclude the contest/tournament, as applicable; and
   iv. The name of the organization (or persons) that conducted the contest/tournament on behalf of, or in conjunction with, the Interactive Gaming Operation, if applicable.
b) The operation shall have procedures to record the results of each contest/tournament and make them publicly available for registered players to review for a reasonable period of time.
   i. For contests/tournaments involving competition between players, results shall be made publicly available for participating players to review.
   ii. For contests/tournaments not involving competition between players, player-specific results may be made available individually.
c) Subsequently, the results of each contest/tournament shall be made available upon request. The results shall include the following, as applicable:
   i. Name of the contest/tournament;
   ii. Dates and times of the contest/tournament;
   iii. Total number of entries or participating players;
   iv. Amount of entry fees;
   v. Total prize pool or available awards; and
   vi. Amount paid or awards issued for each winning category or completion of defined objectives.

NOTE: For free contests/tournaments (i.e., where a participating player does not pay an entry fee), information relating to entry fees is not required. The total number of entries and total prize pool or available awards shall be reported where applicable.

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A.4.8 Interactive Gaming in Multiple Languages

Where interactive gaming is made available to the player in multiple language versions, the Interactive Gaming Operation shall ensure the following, as required by the regulatory body:

a) Each language version of the same game shall have identical return to player, odds, and awards.
b) All game instructions and information shall be provided in the language specified for that version and convey the same meaning across all versions, except that common terminology used internationally for interactive gaming need not be translated.

A.5 Gaming Procedures and Controls

A.5.1 RNG Monitoring, Logging, and Statistical Assurance

Mechanisms shall be implemented to monitor the operation and integrity of all RNGs using controls appropriate to their design and implementation to ensure they function as intended.

a) Best practice monitoring activities include, where applicable to the RNG design and monitoring method:
   i. Review and validation of the RNG seeding process;
   ii. Analysis of RNG outputs for statistical randomness and absence of bias or patterns;
   iii. Detection of anomalies, failures, or degradation in RNG performance, including those caused by mechanical wear or damage; and
   iv. Verification of the mapping between RNG outputs and game symbols/objects, which may be performed as a non-real-time control.
b) Any detected abnormalities, errors, or indications of unacceptable RNG behavior shall be securely logged and escalated for investigation.
c) Access to RNG components, including software, hardware, and seeding mechanisms, shall be restricted, controlled, and securely logged to ensure integrity and traceability.

NOTE: Records of RNG outputs, including associated game symbol/object mappings where applicable, may be maintained to support monitoring, verification, and audit activities.

A.5.2 Return to Player (RTP) Monitoring and Evaluation

For applicable house-banked games, there shall be established procedures to document, monitor, and evaluate theoretical RTP and actual RTP to ensure accuracy, transparency, and the timely detection of abnormal performance. Such procedures shall include:

a) Maintaining accurate and current documentation (e.g., PAR sheets) indicating the theoretical RTPs for each house-banked game based on the applicable wagering options, payout schedule, and other relevant game characteristics.
b) Maintaining records of the initial theoretical RTP and subsequent changes affecting the theoretical RTP for each house-banked game, including the dates and types of changes and the recalculated theoretical RTP. Where such changes materially affect the theoretical RTP, a new reporting baseline shall be established for monitoring and evaluating game performance.
c) Accounting for bonusing/promotional credits and/or prizes included in the reports and records for the house-banked game in a manner that does not distort the actual RTP.

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d) Monitoring actual house-banked game results, including where applicable:
   i. Calculating actual RTP using recorded gameplay information and comparing it against the applicable theoretical RTP;
   ii. Establishing monitoring frequency, measurement periods, and acceptable variance thresholds based on the game's volatility and volume of play to detect discrepancies in a timely manner;
   iii. Monitoring game performance at a sufficient level of granularity to identify discrepancies that may be obscured by aggregated results; and
   iv. Implementing automated monitoring and alerts where practicable.
e) Securely logging and escalating detected abnormalities or material discrepancies for investigation and implementing appropriate corrective actions where necessary.
f) Where RTP monitoring is performed by a third-party service provider, ensuring that the provider has access to the necessary recorded gameplay information, monitoring results are available to the Interactive Gaming Operation, and any material discrepancies are promptly communicated.
g) Maintaining records documenting the monitoring methodology, variance thresholds, measurement periods, recorded gameplay information analyzed, results obtained, and any material discrepancies, investigations, and corrective actions. Such records shall be retained in accordance with applicable regulatory requirements and made available to the regulatory body upon request.

NOTE: The regulatory body may require a periodic payout calculation evaluation to be performed by an independent test laboratory, third-party service provider, or qualified personnel of the Interactive Gaming Operation to review the recorded information for each applicable house-banked game and produce a formal report documenting the actual RTP from that recorded information.

A.5.3 Game Execution and Winnings Processing Monitoring

There shall be established procedures and controls to identify and flag errors or malfunctions affecting game execution, the processing of individual game results, or the calculation, crediting, or payment of winnings.

A.5.4 Interrupted Game Handling

There shall be established procedures for the handling of interrupted games. If a game cannot be continued due to an Interactive Gaming System failure, malfunction, or other action, controls shall be in place to:

a) Return all wagers to the players of that game;
b) Update the game history and the credit meters or player account balances accordingly;
c) Inform the regulatory body of the circumstances of the incident, where required; and
d) Disable or suspend the game if it is likely to be affected by the same failure, malfunction, or other action.

A.5.5 Disabling or Suspending Gaming

There shall be established procedures for manually disabling or suspending games or gaming activity, including recording the date, time, and reason for each disabling or suspension.

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A.5.6 Progressive Jackpot and Incrementing Bonus Jackpot Procedures

The Interactive Gaming Operation shall establish and maintain procedures governing jackpot operations, including:

a) Where jackpot contributions are part of the RTP calculations, ensuring that such contributions are not recognized as revenue.
b) Jackpot transfers and modifications, as supported.
c) For large jackpot awards exceeding a value established by the regulatory body:
   i. Jackpot verification and payment procedures, including independent reconciliation and operation signoff;
   ii. Payment procedures where multiple jackpot triggers occur and there is no definitive way to determine which trigger occurred first, unless handled automatically by the Interactive Gaming System; and
   iii. Disbursement options for jackpot awards, including information regarding periodic payments.
d) For jackpots with parameters configurable after initial setup, performing an independent reconciliation of jackpot contributions and awards to ensure that all jackpot increments deducted:
   i. Have been paid to players as jackpot payoffs;
   ii. Are displayed as part of the applicable jackpot payoffs; or
   iii. Are held in separate accounts and can be demonstrated to be payable to players as part of future jackpot payoffs.
e) Monitoring jackpot operations to identify and flag errors or malfunctions affecting jackpot determination or payment.
f) Jackpot retirement procedures, including the distribution of outstanding contributions to another jackpot made available to a similar player base, to the players who contributed the funds, or as otherwise directed by the regulatory body.

A.5.7 Sponsored Players

Where sponsored players participate in P2P gaming or spectator wagering, the Interactive Gaming Operation shall establish processes to ensure that other players are not disadvantaged, including:

a) Mitigating conflicts of interest and unfair advantages arising from a sponsored player's other roles, relationships, or access to the Interactive Gaming System or nonpublic information that could influence the sponsored player's conduct;
b) Where the sponsored player places private wagers, ensuring that the sponsored player does not have access to software or information that could provide an unfair advantage over other players;
c) Where the sponsored player's gameplay is funded by the Interactive Gaming Operation, ensuring that such funds and any winnings derived from those funds cannot be withdrawn, transferred, or otherwise retained by the sponsored player and are used solely for gameplay purposes; and
d) Ensuring that the Interactive Gaming Operation does not profit from the sponsored player's participation beyond any applicable rake, commission, or fee.

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A.6 Player Account Controls

A.6.1 Registration and Verification

If player account registration, verification, and/or activation functionality is performed manually by the Interactive Gaming Operation, the operation shall have processes and procedures to satisfy the requirements for “Player Account Registration and Verification” as indicated within this document.

A.6.2 Limitation to One Account per Player

The Interactive Gaming Operation shall implement procedures to reasonably prevent a player from establishing or maintaining more than one player account, whether directly or through the use of another individual as a proxy, unless specifically authorized by the regulatory body. Where multiple accounts are identified, the operation shall investigate and take appropriate action, which may include closing duplicate accounts while allowing the player to retain one account where the operation makes a good-faith determination that the player's conduct was inadvertent and was not intended to obtain a competitive or financial advantage, circumvent account restrictions or controls, or otherwise engage in fraud or prohibited player activity.

A.6.3 Player Account Management

The Interactive Gaming Operation shall establish processes and procedures to satisfy the "Player Account Management" requirements of this document, including performing the following player account tasks when requested by the player or as necessary:

a) Accessing and updating the player’s registration information, including their PII;
b) Generating and providing the player with transaction logs or account statements;
c) Establishing and updating the player’s authentication credentials, including MFA settings or parameters;
d) Adding, modifying, and removing payment methods used for financial transactions;
e) Identifying and managing inactive player accounts; and
f) Closing player accounts and handling any funds remaining in the account.

A.6.4 Player Funds Management and Financial Controls

For financial transactions performed manually by the Interactive Gaming Operation, the operation shall establish and maintain procedures to satisfy the applicable “Financial Transactions” requirements of this document. Such procedures shall include:

a) Reasonable measures to verify that payment methods or financial accounts are owned by, or their use is authorized for, the player associated with the player account.
b) Technical and procedural safeguards to identify and respond to financial transactions presenting elevated risk indicators under applicable regulatory requirements, including Anti-Money Laundering and Anti-Terrorist Financing (AML/ATF) compliance obligations. Responses may include additional review, verification, restrictions, or rejection, as warranted.
c) Processing player requests for withdrawal of unrestricted player funds within a documented period, unless delayed by an unresolved player complaint/dispute or investigation. Any such investigation shall be documented and made available to the regulatory body upon request.

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A.6.5 Responsible Gaming Tools

The Interactive Gaming Operation shall establish processes and procedures to:

a) Implement and manage responsible gaming tools, in accordance with the requirements for "Limitations, Time-Outs, and Suspensions" as indicated within this document;
b) Monitor responsible gaming tools to identify and flag failures of mechanisms used to enforce limitations, time-outs, suspensions, or other responsible gaming measures; and
c) Make commercially reasonable efforts to ensure that advertising or marketing materials are not sent directly to a residential address, email address, phone number, and/or any other contact method associated with a suspended player.

A.6.6 Player Account Monitoring

The Interactive Gaming Operation's internal control procedures shall include risk-based controls for monitoring player accounts, account access, and associated activity to identify suspicious or potentially fraudulent activity. Such controls shall include, at a minimum:

a) Identifying indications of false or misleading identity information used to create or attempt to create a player account or place a wager;
b) Monitoring player accounts to identify and flag unauthorized access or compromise, including unauthorized internal access by personnel or external access by unauthorized persons, and implementing safeguards against unauthorized changes to or removal of player accounts;
c) Reviewing player transactions and account activity, including aggregated activity over periods identified in the internal control procedures, to identify activity requiring enhanced due diligence, reporting, or other review, including patterns of potential misuse involving account opening, closure, deposits, withdrawals, or other activity, such as opening and closing accounts within short time frames or conducting financial transactions without associated gameplay.

A.6.7 Fraudulent Accounts

The Interactive Gaming Operation shall maintain a documented policy for the treatment of player accounts determined to have been used for fraudulent activity, including, but not limited to:

a) Maintaining sufficient records of player account activity to support the identification, investigation, and disposition of fraudulent activity;
b) Suspending or otherwise restricting a player account determined to have been used for fraudulent activity, including providing access to an underage person; and
c) Handling deposits, wagers, payouts, and other funds associated with the player account in accordance with the documented policy.

A.6.8 Player Loyalty Programs

As required by the regulatory body, where the Interactive Gaming Operation offers a player loyalty program or comparable benefit arrangement involving player loyalty points or other comparable entitlements, the operation shall establish and implement controls governing their administration, accounting, redemption, and disclosure. At a minimum, the controls shall ensure that:

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a) The manner in which player loyalty points or comparable entitlements are earned, accumulated, adjusted, expired, forfeited, redeemed, or otherwise used is clearly documented and made available to the player;
b) Awards, benefits, or redemption opportunities are equally available to all players who achieve the applicable minimum level of qualification for such player loyalty points or comparable entitlements;
c) Redemption of player loyalty points or comparable entitlements is performed as a secure transaction that automatically debits the balance for the value redeemed;
d) All transactions involving player loyalty points or comparable entitlements are recorded, including points earned, redeemed, adjusted, expired, forfeited, or reversed; and
e) Player loyalty point or comparable entitlement balances and related transaction history are made available to the player upon request.

A.7 Device and Application Controls

A.7.1 Device Security and Application Integrity Monitoring

The Interactive Gaming Operation shall establish and implement procedures to assess available Remote Player Device security and Player Application integrity information for potential risks associated with player access, including indications that operating system security checks or attestation services are unavailable, bypassed, unreliable, or compromised, where applicable.

A.7.2 Suspicious Device Usage Patterns

The Interactive Gaming Operation shall establish and implement procedures to monitor and identify suspicious Remote Player Device usage patterns, including an unusually high number of player accounts accessed from the same Remote Player Device, a single player account accessed from unusually high numbers of Remote Player Devices, or activity involving devices associated with suspicious behavior. The following shall apply:
a) Monitoring shall be based on documented risk-based detection criteria, which may include thresholds, monitoring periods, and other relevant risk indicators, and shall incorporate any specific criteria required by the regulatory body; and
b) Activity meeting the applicable detection criteria shall be flagged for investigation.

A.7.3 Device and Application Security Incident Response

The Interactive Gaming Operation shall establish and implement procedures for responding to potential compromises, tampering, unauthorized interference, or suspicious device usage identified in accordance with the “Device and Application Integrity” requirements of this document. Such responses may include, where applicable, logging out the player, restricting application functionality, preventing wagering or financial transactions, and investigating associated alerts or flagged activity.

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A.8 Integrity, Fraud, and AML/ATF Controls

A.8.1 Recordkeeping

The Interactive Gaming Operation shall maintain complete, accurate, and auditable records to demonstrate compliance with this section, including monitoring activities, alerts, reports, investigations, decisions made, actions taken and their reasons, regulatory notifications, AML/ATF documentation, and other supporting evidence.

A.8.2 Integrity and Compliance Program

The Interactive Gaming Operation shall establish and maintain an integrity and compliance program that includes:

a) Documented policies, procedures, controls, and monitoring mechanisms to protect the integrity of interactive gaming and ensure compliance with applicable regulatory requirements, including Anti-Money Laundering and Anti-Terrorist Financing (AML/ATF) compliance obligations;
b) Continuous monitoring of the Interactive Gaming System to identify and flag potential security threats, system integrity issues, service disruptions, improper system operation, or unauthorized access to or exposure of sensitive information; and
c) Review and update of these policies, procedures, controls, and monitoring mechanisms at documented intervals consistent with applicable regulatory requirements, and whenever necessary to address operational experience, identified risks, or changes in regulatory requirements or the operating environment.

A.8.3 Suspicious Player Activity Review and Response

The Interactive Gaming Operation shall establish risk-based procedures to identify, document, review, investigate, escalate, and respond to suspicious player activity, including coordinated player activity, prohibited player activity, misuse of automated tools, and other threats to integrity in interactive gaming. These procedures shall include, at a minimum:

a) Reviewing and investigating alerts, reports, complaints/disputes, or other indications of activity, patterns, or conduct that may compromise the integrity of a wager, game, or interactive gaming in general;
b) Taking appropriate action against suspicious player activity, including financial transactions, wagers, or player access, which may include refusing, delaying, suspending, voiding, cancelling, or limiting wagers or transactions, and restricting, suspending, or closing player accounts, where permitted by the regulatory body, internal control procedures, or gaming rules; and
c) Reporting suspected or confirmed integrity concerns to appropriate personnel and, where required, to the regulatory body or other relevant authorities.

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A.8.4 Anti-Money Laundering and Anti-Terrorist Financing (AML/ATF)

The Interactive Gaming Operation shall establish and maintain policies and procedures to identify and address potential money laundering and terrorist financing risks associated with interactive gaming. These policies and procedures shall include, at a minimum:

a) Providing ongoing training of relevant personnel on identifying, handling, escalating, and reporting unusual or suspicious transactions and activities;
b) Designating one or more individuals responsible for AML/ATF compliance, including reporting unusual or suspicious transactions and activities to appropriate authorities; and
c) Using automated systems, monitoring tools, or other data analysis methods to help detect, investigate, and report potential money laundering or terrorist financing activity, including attempts to divide transactions into smaller amounts to avoid regulatory reporting requirements (e.g., structuring).

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Appendix B: Integrity and Security Assessments

B.1 Introduction

B.1.1 General Statement

Where required by the regulatory body, Integrity and Security Assessments shall be conducted against the applicable controls and tests identified in the *GLI Gaming Security Framework (GLI-GSF)*, together with any additional controls or tests identified by the regulatory body.

a) The appropriate audit procedures and assessment methods shall be selected on a case-by-case basis, considering the scope, architecture, configuration, deployment model, data flows, third-party service provider relationships, and risk profile of the Interactive Gaming System's Gaming Production Environment (GPE).
b) Assessments shall be conducted at the frequency specified in the GLI-GSF, unless otherwise specified by the regulatory body.

NOTE: Regulatory bodies are encouraged to allow flexibility in assessment schedules for multi-jurisdictional Interactive Gaming Operations to allow the consolidation of assessments across multiple jurisdictions on a common schedule, provided applicable regulatory requirements are met. Please refer to the *GLI Gaming Security Framework (GLI-GSF)* for additional information.

B.2 Assessment Requirements

B.2.1 Assessment Scope and Composition

Unless otherwise specified by the regulatory body, Integrity and Security Assessments shall include a Gaming Information Security (GIS) Controls Audit and a Gaming Technical Security (GTS) Assessment applicable to the critical components of the Interactive Gaming System's GPE, which include but are not limited to:

a) Components that record, store, process, share, transmit, or retrieve sensitive information, including personally identifiable information (PII), authentication credentials, financial transactions, encryption keys, random number generator (RNG) seeds, or outcomes;
b) Components which generate, transmit, or process random numbers used to determine the outcome of games and events of chance;
c) Components that record the current state, status, or history of a player's gaming activity;
d) Points of entry to and exit from the above critical components, including systems, applications, interfaces, and third-party service provider connections that provide access to or communicate directly with those critical components; and
e) Communication networks that support access to, communication between, or transmission of sensitive information to or from critical components.

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B.2.2 Gaming Information Security (GIS) Controls Audit

The GIS Controls Audit shall evaluate the effectiveness of the administrative, technical, physical, environmental, incident response, risk management, and gaming security controls applicable to the critical components identified within the assessment scope. The GIS Controls Audit shall include applicable GIS controls from the following GLI-GSF modules and any additional controls required by the regulatory body or determined necessary based on the risk, architecture, configuration, or operation of the Interactive Gaming System's GPE:

a) GLI-GSF-1 Gaming Information Security (GIS) Controls Audit – Common Controls;
b) GLI-GSF-5 Gaming Information Security (GIS) Controls Audit – Online Gaming Controls; and
c) Any other GLI-GSF modules which may be applicable to the system's GPE.

B.2.3 Gaming Technical Security (GTS) Assessment

The GTS Assessment shall evaluate the security posture of the systems, applications, interfaces, networks, infrastructure, service provider connections, and critical components applicable to the assessment scope. Testing shall be sufficient to identify vulnerabilities, misconfigurations, exploitable conditions, weaknesses in security controls, and other technical risks that may affect the Interactive Gaming System's GPE. Unless otherwise specified by the regulatory body, the assessment shall include the following activities, as applicable, in accordance with the *GLI-GSF-2 Gaming Technical Security (GTS) Assessment* module, as applicable:

a) Vulnerability Assessments of digital platforms, websites, applications, and internal, external, and wireless networks, to identify vulnerabilities or other security weaknesses affecting devices, servers, and other components that record, store, process, share, transmit, or retrieve sensitive information or are connected to such networks;
b) Penetration Tests of the same components to determine whether vulnerabilities or other security weaknesses identified during the Vulnerability Assessment can be exploited to compromise the system's GPE;
c) Cloud Security Assessments to evaluate the implementation and management of cloud-specific security controls and configurations;
d) Firewall Security Assessments to evaluate the operation and effectiveness of perimeter and internal firewalls, including their security configurations and rule sets;
e) Risk Assessments to evaluate the likelihood and potential impact of identified vulnerabilities, non-conformities, threats, or other security weaknesses;
f) Validation of assessment findings to confirm identified issues and exclude false positives; and
g) Additional testing or assessments required by the regulatory body or determined necessary based on the risk, architecture, configuration, and operation of the system's GPE.

NOTE: The *GLI-GSF-2 Gaming Technical Security (GTS) Assessment* module establishes common terminology and potential technical security testing methods for the Interactive Gaming System's GPE. It is not intended to be used in a prescriptive manner, but as a guide based on risk appetite and threat sources as determined by the regulatory body.

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B.3 Recurring Vulnerability Scans

B.3.1 Vulnerability Scans

In addition to the Integrity and Security Assessments required under this appendix, where required by the regulatory body, Vulnerability Scans shall be performed on the internal and external networks of the Interactive Gaming System's GPE in accordance with the *GLI-GSF-2 Gaming Technical Security (GTS) Assessment* module. Scans shall be conducted at the frequency specified in the GLI-GSF, unless otherwise specified by the regulatory body.

NOTE: Regulatory bodies are encouraged to allow flexibility in scanning schedules for multi-jurisdictional Interactive Gaming Operations to allow the consolidation of scans across multiple jurisdictions on a common schedule, provided applicable regulatory requirements are met. Please refer to the *GLI Gaming Security Framework (GLI-GSF)* for additional information.

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Appendix C: Third-Party Service Providers and Solutions

C.1 Introduction

C.1.1 General Statement

This appendix sets forth requirements and procedures applicable to the following Third-Party Service Providers whose solutions are incorporated into or used in conjunction with the Interactive Gaming System:

a) KYC Service Providers and Solutions; and
b) Geolocation Service Providers and Solutions.

NOTE: The regulatory body or Interactive Gaming Operation may choose to require any such service provider and their associated solutions to undergo independent third-party assessments and evaluations against the applicable requirements of this appendix, applicable recognized industry standards, and any additional requirements specified by the regulatory body, as appropriate to the services and solutions provided.

C.2 KYC Service Providers and Solutions

C.2.1 KYC Service Assessments and Evaluations

The KYC Service Provider shall support and comply with all regulatory body or Interactive Gaming Operation requests for independent third-party assessments of the KYC Service Provider and evaluations of their KYC Solution's ongoing ability to accurately and reliably verify player identities, assess player eligibility, and detect and mitigate existing and emerging identity fraud and impersonation risks.

NOTE: Regulatory bodies are encouraged to allow flexibility in assessment and evaluation schedules for multi-jurisdictional Interactive Gaming Operations to allow the consolidation of assessments and evaluations across multiple jurisdictions on a common schedule, provided applicable regulatory requirements are met.

C.2.2 KYC Data Source Management

The KYC Solution shall use reliable identity data sources, which may include, where applicable, governmental databases or other authoritative or credible data sources and process the applicable verification results. Multiple independent sources may be used where appropriate based on the reliability of the available information and associated risks and shall be used where required by the regulatory body.

C.2.3 Identity Information Matching Criteria

The KYC Solution shall verify player registration information received from the Interactive Gaming System using the following matching criteria:

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a) The following registration information shall match exactly, allowing for standard formatting differences and the exceptions specified below:
   i. Last name, allowing for standard differences involving suffixes, punctuation, spacing, or hyphenation. Partial matches involving compound surnames may be accepted where supported by other verified identity information;
   ii. Date of birth; and
   iii. Full or partial government identification number, as available for verification.
b) The following registration information shall match, allowing reasonable variations:
   i. First name, including common nicknames, recognized name variations, or minor spelling errors; and
   ii. Physical residential address, including common abbreviations, formatting differences, or minor spelling errors. Missing or conflicting apartment or unit numbers for multi-unit addresses shall require additional review or verification commensurate with the associated risk, including enhanced identity verification where necessary or required by the regulatory body.

C.2.4 Additional Identity Verification

The KYC Solution shall require additional review or verification, including enhanced identity verification where necessary based on the associated risk or required by the regulatory body, when the player's identity cannot be successfully verified, the results are inconclusive, or the information does not meet the required matching criteria.

C.2.5 Enhanced Identity Verification

Where enhanced identity verification is necessary or required by the regulatory body, the KYC Solution shall employ one or more of the following mechanisms, as applicable:

a) Use information about the Remote Player Device and contact information provided during registration to help confirm the player's identity and identify potential fraud risks. The KYC Solution shall:
   i. Check whether the device and contact information are consistent with the player's claimed identity, where reliable information is available. This may include checking whether the device used to register the account and the contact information provided are associated with the person whose identity is being verified;
   ii. Reasonably detect any known history of fraudulent activity associated with the device or contact information; and
   iii. Where signs of previous fraudulent activity are detected, determine whether the device and contact information provide sufficient support for the claimed identity or whether additional verification methods or manual review are necessary;
b) Require the player to provide a government-issued identification credential that can reasonably be determined to belong to them. The KYC Solution shall:
   i. Verify that the identification credential is genuine, currently valid, and has not been altered, forged, or fraudulently reused;

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ii. Where biometric or similar identity comparison technology is used, employ liveness detection or equivalent safeguards to reasonably confirm that the person presenting the identification is its rightful holder; and
iii. Detect and prevent repeated use of the same identification credential in a manner that suggests fraud, misuse, or improper creation of multiple accounts;

c) Require the player to enter a valid One-Time Authentication Credential (OTAC) sent to previously verified contact information associated with the player's claimed identity; or
d) Use another identity verification mechanism evaluated by the independent test laboratory and approved by the regulatory body in accordance with recognized industry standards.

NOTE: Additional supporting information may be necessary to establish sufficient confidence in the player's identity and, where applicable, confirm that the supporting evidence is genuine and valid.

C.2.6 Underage or Deceased Individual Attempts

The KYC Solution shall employ reasonable mechanisms designed to detect and prevent any attempt to create an account by an individual who is identified using the personally identifiable information (PII) of an underage or deceased individual.

C.2.7 Verification Results and Communication

The KYC Solution shall support the secure and reliable communication of identity verification and eligibility results to the Interactive Gaming System, including mechanisms to:

a) Associate results with the correct player account or request;
b) Prevent unauthorized modification, substitution, or reuse of results; and
c) Communicate subsequent changes that materially affect previously issued results, where applicable.

C.2.8 Identity Verification Records

The KYC Service Provider shall securely maintain or provide access to records of identity verification activities, including verification results, exceptions, supporting evidence or references to that evidence, and any decisions made through manual review. Sensitive information relating to KYC shall be protected and retained only as permitted or required by applicable data privacy and security laws, regulations, and standards observed by the regulatory body.

C.3 Geolocation Service Providers and Solutions

C.3.1 Geolocation Service Assessments and Evaluations

The Geolocation Service Provider shall support and comply with all regulatory body or Interactive Gaming Operation requests for assessments of the Geolocation Service Provider and evaluations of the Geolocation Solution, including assessments of applicable operational procedures and controls specified in this section and evaluations of the solution’s ongoing ability to effectively detect and mitigate existing and emerging location fraud risks, together with any additional requirements specified by the regulatory body.

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NOTE: Regulatory bodies are encouraged to allow flexibility in assessment and evaluation schedules for multi-jurisdictional Interactive Gaming Operations to allow the consolidation of assessments and evaluations across multiple jurisdictions on a common schedule, provided applicable regulatory requirements are met.

C.3.2 Geolocation Verification Capabilities

The Geolocation Solution shall support the determination and verification of a Remote Player Device's real-world geographic location using reliable and authenticated location data, including a pseudonymized player identifier that does not directly reveal the player's identity, and any other information necessary to perform the geolocation check. The Geolocation Solution shall:

a) Conduct geolocation checks for triggering actions, intervals, and other conditions specified by the regulatory body in accordance with the requirements for "Geolocation Triggering Actions";
b) Support the receipt, processing, and analysis of location data from Remote Player Devices and other authorized sources;
c) Use multiple independent location data sources or supporting signals in accordance with the requirements for "Geolocation Data Sources and Cross-Validation";
d) Not use IP address analysis as the primary location data source for geolocation checks unless otherwise authorized by the regulatory body;
e) Generate and communicate results to the Interactive Gaming System indicating whether the geolocation check is successful or unsuccessful, in accordance with the requirements for "Geolocation Checks, Logging, and Failures"; and
f) Support the Interactive Gaming System's enforcement of geolocation requirements, including preventing actions requiring successful location verification when the geolocation check is unsuccessful.

C.3.3 Device and Application Integrity

The Geolocation Solution shall employ multiple detection mechanisms appropriate to its design and implementation, including at least one that does not rely on built-in operating system security or attestation services, to reasonably detect potential compromise, tampering, or unauthorized interference involving Remote Player Devices, Player Applications, or associated security-related data. These mechanisms shall, where applicable:

a) Monitor the Player Application for unauthorized runtime interference, which may include, where applicable, inserting or intercepting code (e.g., code injection or hooking), overlay attacks, altering application memory, bypassing or manipulating security functions, unauthorized changes to Application Programming Interface (API) calls, or similar activity;
b) Detect signs of Remote Player Device or Player Application compromise, which may include, where applicable, attempts to bypass device security protections (e.g., rooting or jailbreaking), use of simulated or virtual devices (e.g., emulation or virtualization), unauthorized modifications to operating system functions, or similar conditions;
c) Detect attempts to circumvent device identification or monitoring, including suspicious changes to device identifiers or characteristics (e.g., graphics hardware (GPU) characteristics, screen resolution, operating system information, hardware identifiers, or similar device attributes); and
d) Support appropriate responses to detected compromise or interference, including rejecting geolocation requests, restricting affected functionality, and generating alerts for investigation.

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C.3.4 Location Fraud and Evasion Prevention

The Geolocation Solution shall employ mechanisms to reasonably detect attempts to misrepresent a Remote Player Device's real-world geographic location or circumvent geolocation controls, including, where applicable:

a) Network-Based Location Concealment: Use of TOR (The Onion Router) exit nodes, data center or residential proxies, anonymizers, unauthorized Virtual Private Networks (VPNs), or similar network-routing services to conceal or misrepresent a player's geographic location;
b) Location Spoofing or Manipulation: Use of fake location applications, spoofing tools, manipulated location services, Wi-Fi injection or signal manipulation, simulated or virtual devices (e.g., emulation or virtualization), or similar technologies to falsify location data;
c) Remote Access or Location Relaying: Use of remote desktop software, remote control, screen-sharing, location relaying, or similar technologies to circumvent geolocation controls; and
d) Suspicious Location Characteristics: Implausible travel, conflicting location signals, or other inconsistencies indicative of potential location fraud.

NOTE: IP Address analysis may be used as a supplementary means of detecting potential geolocation fraud or evasion, including attempts to conceal or misrepresent a player's real-world geographic location.

C.3.5 Location Data and Communication Security

The Geolocation Solution shall implement appropriate security mechanisms to protect the authenticity, integrity, and confidentiality of location data, geolocation requests, check results, and associated components against unauthorized access, manipulation, or misuse. These mechanisms shall, where applicable:

a) Protect communications, including exchanges through system-side APIs, against interception, alteration, substitution, or reuse, including replay attacks and man-in-the-middle attacks, through cryptographically authenticated and integrity-protected communications or equivalent safeguards, and prevent outdated, altered, duplicated, or otherwise invalid geolocation results from being accepted as valid;
b) Where a software development kit (SDK) or similar component is used, verify its authenticity and the origin of location data, and detect indications of tampering, impersonation, or unauthorized execution through cryptographic signing, attestation, server-side validation, or equivalent safeguards;
c) Detect potential misuse involving unauthorized or headless clients, harvested or misused cryptographic keys, and unauthorized simulation or emulation of SDKs or other location verification components;
d) Limit exposure of sensitive validation logic, cryptographic keys, diagnostic feedback, rejection codes, technical failure details, or other information that could facilitate circumventing or manipulating geolocation checks; and
e) Ensure that geolocation results are associated with the correct Remote Player Device, player account or request reference, and applicable verification context.

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C.3.6 Geolocation Accuracy and Boundaries

The Geolocation Service Provider shall establish and implement documented policies and procedures to ensure the Geolocation Solution assesses the accuracy, reliability, and consistency of available location data, identifies conflicting, insufficient, or unreliable information, and appropriately manages geolocation accuracy and geofence boundary risks, including:

a) Identifying and correcting inaccuracies or discrepancies in mapping sources and geographic boundary data, including the use of accurate geographic boundary polygons where appropriate;
b) Determining an appropriate accuracy radius for each geolocation check, considering available location data and relevant risks, including connection type, device movement, proximity to the geofence boundary, and estimated travel speed; and
c) Establishing acceptable accuracy-radius limits and criteria for determining whether the device's estimated location, including its accuracy radius, falls entirely within the permitted geofence, including the handling of overlap with or extension beyond any established boundary buffer zone.

C.3.7 Geolocation Reporting and Analytics

The Geolocation Service Provider shall retain historical location data for a documented period consistent with applicable regulatory requirements and provide reporting, analysis, and fraud-monitoring capabilities that:

a) Provide a real-time dashboard and data feed of all geolocation checks, accessible as required by the Interactive Gaming Operation or regulatory body, with the ability to customize, display, and filter the following information, at a minimum, as applicable:
    i. Pseudonymized player identifier;
    ii. The date and time of the geolocation check;
    iii. Relevant player access information (e.g., device identifier and type, application identifier and version, and connection type), where available;
    iv. Relevant device location data; and
    v. Geolocation result, including the reason for any unsuccessful geolocation check.
b) Analyze individual geolocation checks and player location activity over time to detect suspicious patterns, including unrealistic travel distances or speeds, unusual changes in location, inconsistencies with previous account, device, or network activity, repeated unsuccessful checks, or signs of coordinated, remotely relayed, or automated access;
c) Generate alerts or flag suspected unauthorized, improper, or fraudulent activity for investigation, including activity involving players or devices that were previously blocked or flagged;
d) Where supported, provide an interactive mapping and reporting tool to display geolocation check locations, including geographic coordinates, and highlight high-risk transactional activity, such as location spoofing, account or device sharing, and sudden or inconsistent changes in location (location jumping);
e) Support the reporting and investigation of suspected location fraud, including sharing relevant information with authorized Interactive Gaming Operations and regulatory bodies; and
f) Comply with applicable data privacy and security laws, regulations, and standards required or recognized by the regulatory body.

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C.3.8 Geolocation Solution Maintenance

The Geolocation Service Provider shall maintain the security, accuracy, and reliability of the Geolocation Solution through the following activities at documented intervals, consistent with applicable regulatory requirements:

a) Updating and testing proprietary databases used to identify IP addresses, proxies, VPNs, fraudulent activity, and other location-related risks; and
b) Maintaining and updating the Geolocation Solution, including software patches and configuration changes, to ensure accurate location data collection, compatibility with Remote Player Devices, and the detection and prevention of evolving location fraud techniques.

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Glossary of Key Terms

Access Control – The process of granting or denying specific requests for obtaining and using sensitive information and related services specific to a system; and to enter specific physical facilities which house critical network or system infrastructure.

Adaptive Behavior (aka "Compensated Play" or "Percentage Compensation") – Adjusting the likelihood of winning outcomes occurring or the award values based on previous payouts or wagers.

Algorithm – A finite set of unambiguous instructions performed in a prescribed sequence to achieve a goal, especially a mathematical rule or procedure used to compute a desired result. Algorithms are the basis for most computer programming.

Alternative Game Mode – Any mode of gaming other than the normal mode of gameplay. This includes modes such as autoplay, tournament, and free play/demo modes.

Artwork – The graphics, thematic art, help screens, and other textual information that is shown to a player by the player interface.

Audit Trail – A record showing who has accessed a system and what operations the user has performed during a given period.

Authentication – Verifying the identity of a user, process, software package, or device, often as a prerequisite to allowing access to resources in a system.

Autoplay Mode – A player-selectable mode of a game that allows a player to place wagers automatically without any manual interaction, once a denomination, wager, and other play attributes have been selected for gameplay.

Backup – A copy of files and programs made to facilitate recovery if necessary.

Beacons – Short-range communications technology used to assist in determining whether a Remote Player Device is within a permitted geofence. Examples include Bluetooth Beacons, Near Field Communication, Ultra-Wideband, Ultrasonic Signals, or comparable technologies.

Best-Hand Play – Illicit peer-to-peer coordination in which, among two or more players, only the player who has the best score always plays, while the other or others leave the game.

Biometrics – A biological identification input, such as fingerprints or retina patterns.

BT, *Bluetooth* – A low power, short-range wireless communications protocol utilized for the interconnection of cellular phones, computers, and other electronic devices. Bluetooth connections typically operate over distances of ten meters or less and rely upon short-wavelength radio waves to transmit data over the air.

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Bonusing/Promotional Offers (aka "Bonusing/Promotional Credits and/or Prizes" or "Bonusing/Promotional Amounts") – Credits and/or prizes not included in the standard paytable of a game, that are awarded based upon pre-determined events or criteria established by the terms of the offers. Such offers may be triggered by player activity tied to a specific player account or game or by external conditions not directly tied to player activity, at random, as a bundle with the purchase of related products, services, or activities, or upon the completion of specified tasks disclosed to the player. Examples include, but are not limited to, earning bonusing/promotional credits based on a first deposit or wager, awarding prizes after wagering a specific amount in a game or gaming session, awarding credits for wagering more than a specific amount within a specified time period, applying a specified multiplier to eligible winnings, and awarding bonusing/promotional credits after making a non-wager purchase.

Chip Dumping – Illicit peer-to-peer coordination involving the intentional transfer of chips between players, including where a player deliberately folds or loses despite holding a clearly winning hand.

Client-Side Tampering – The manipulation of location data, application logic, or related client-side components before or during a geolocation request.

Collusion – Coordinated player activity used to gain an unfair advantage in interactive gaming.

Communications Technology – Any method used, and the components employed, to facilitate the transmission and receipt of information, including transmission and reception by systems using wire, wireless, cable, radio, microwave, light, fiber optics, satellite, or computer data networks, including the Internet and intranets.

Community Bonus – A feature where players collaborate and/or compete for a shared award.

Contest/Tournament – An organized, measured event that permits a player to engage in competitive gameplay against other players or complete defined gameplay or activity objectives within a specified period to earn an award, whether or not in competition with other players. An out-of-revenue contest/tournament involves only non-wagered participation using contest/tournament credits or points that have no cash value. In contrast, an in-revenue contest/tournament allows for gameplay in conjunction with participation in the contest/tournament.

Contributions – The financial method by which jackpots are funded.

Coordinated Player Activity – Suspicious player activity involving two or more individuals, accounts, devices, payment methods, chat or external communication channels, or related identifiers that may indicate collusion, multi-accounting, syndicate behavior, shared account control, information sharing, signaling, unauthorized proxy betting, Illicit peer-to-peer coordination (e.g., chip dumping, soft-play, best-hand play), or other conduct designed to obtain an unfair advantage, evade controls, or compromise the integrity of interactive gaming.

Credit Meter – A meter which maintains the player funds available to the player for the commitment of a wager which is transferred to and from the player account balance.

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Critical Component – Any sub-system for which failure or compromise can lead to loss of player entitlements, government revenue or unauthorized access to data used for generating reports for the regulatory body.

Critical Control Program – A software program that controls behaviors relative to any applicable technical standard and/or regulatory requirement.

Cryptographically Strong RNG – A RNG that is resistant to prediction or compromise by an intelligent attacker with modern computational resources, and who may have knowledge of the design or source code of the RNG and/or its algorithm. Cryptographically strong RNGs cannot be feasibly 'broken' to predict future values.

Debit Instrument – A card, code, or other device with which a person may initiate an electronic funds transfer. The term includes, without limitation, a prepaid access instrument.

Direct Cryptanalytic Attack – An RNG attack whereby the attacker, given a sequence of past RNG outputs, can predict or estimate future RNG outputs.

Discretionary Account Funds – Restricted bonusing/promotional credits and bonusing/promotional credits that have a possible expiration.

Diversion Pool – The monies collected pursuant to a contribution schedule that are intended to be used for the funding of future jackpots or for other purposes.

Domain – A group of computers and devices on a network that are administered as a unit with common rules and procedures.

Double-Up (aka "Gamble") – A game feature available to a player to double or risk current winnings.

Effective Bandwidth – The amount of data that actually can be transferred across a network per unit of time. The effective bandwidth through the Internet is usually considerably lower than the bandwidth of any of the constituent links.

EFT, *Electronic Funds Transfer* (aka "ECT", "Electronic Credits Transfer") – A financial transaction involving an electronic transfer of funds between an electronic payment account and a player account using a Payment Processor. This includes Automated Clearing House (ACH) transfers.

Electronic Payment Account – An account maintained with a financial institution or third-party Payment Processor, such as PayPal, Google Pay, or Apple Pay, for the purposes of making electronic funds transfers. The term does not include a player account, or any other account held by an Interactive Gaming Operation and used for gaming purposes.

Encryption – The conversion of data into a form, called a ciphertext, which cannot be easily understood by unauthorized people.

Encryption Key – A cryptographic key that has been encrypted in order to disguise the value of the underlying plaintext.

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Entry Fee – The value a player commits to participate in a contest/tournament.

Expected Value – The mathematically calculated average return to player associated with a specific jackpot level for a given total monetary wager.

Explicitly Advertised Award – An award that can be awarded by a game and which is explicitly advertised to the player in the game artwork.

Firewall – A component of a computer system or network that is designed to block unauthorized access or traffic while still permitting outward communication.

Flight Recorder – Game recall functionality that records various player physical actions and correlates them in time to other wager inputs such as touch screen activations, button presses, etc. in order to more fully reconstruct the outcome of gameplay. When used in conjunction with a game containing a physical skill element, such functionality may be especially useful for recording/documenting aspects of game history specific to a player's physicality, dexterity, motions, or gestures.

Free Play/Demo Mode – A game mode that allows a player to simulate gameplay without placing any paid wager, principally for the purpose of learning or understanding gameplay mechanics.

Game Cycle – The period from an initial wager to the point of the final transfer to the player's credit meter or player account balance, or when all funds wagered are lost. A game cycle is also defined as "wager to wager".

Game Outcome Data – Any data representing outcomes generated or detected during a live game, whether through Specialized Devices, manual processes, or other means, up to and including the result of the player's wager, including any intermediate game states that impact the outcome of the game.

Game Theme (aka "Personality Program") – The concept, subject matter, and methodology of design in which a game is built around, including artwork, game graphics, one or more paytables, sound effects, and music.

Game with Skill – A game in which the skill of the player, rather than pure chance, is a factor in affecting the outcome of the game as determined over a period of continuous play.

Gaming Device – An electronic or electro-mechanical device that at a minimum will utilize an element of chance, skill, or strategy, or some combination of these elements in the determination of prizes, contain some form of activation to initiate the selection process, and makes use of a suitable methodology for delivery of the determined outcome.

Gaming Platform (aka "Remote Gaming Server (RGS)" or "Game Aggregator") – The hardware, software, firmware, communications technology, other equipment, as well as operational procedures used to host interactive gaming and/or aggregate game content, as well as drive the features common to game offerings, game configurations, RNGs, reporting, etc. The Gaming Platform may be a standalone system or integrated within another part of the Interactive Gaming System.

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Gaming Rules (aka "House Rules") – Any written, graphical, and auditory information compiled by the Interactive Gaming Operation for the purpose of summarizing portions of the internal control procedures and certain other information necessary to inform the public of the functionality of interactive gaming.

Gaming Session – The period of time commencing, at minimum, when a player initiates a game or series of games on a Gaming Platform for a particular game theme by committing a wager and ending at the time of a final outcome for that game or series of games and coincide with the opportunity for the player to exit the game.

Geolocation Service Provider – An in-house or third-party entity who designs, maintains, updates, and provides their Geolocation Solution.

Geolocation Solution – Software, source code, or executable code used to reasonably identify the real-world geographic location of a player when using their Remote Player Device, including reasonably detecting and flagging any attempts to conceal, relay, proxy, spoof, falsify, or otherwise misrepresent their location.

GPE, *Gaming Production Environment* – The operational setting where interactive gaming activities and related services are conducted, managed, and delivered to players in a live or real-time manner.

Group Membership – A method of organizing user accounts into a single unit (by job position) whereby access to system functions may be modified at the unit level and the changes take effect for all user accounts assigned to the unit.

Hardware-Based RNG – An RNG that derives its randomness from small-scale physical events such as electric circuit feedback, thermal noise, radioactive decay, photon spin, etc.

Hash Algorithm – A function that converts a data string into an alpha-numeric string output of fixed length.

House-Banked Game – A game in which the Interactive Gaming Operation participates as a party to the wager and banks the game by paying winning wagers and collecting losing wagers, rather than merely facilitating the gaming activity. Examples of house-banked games include, but are not limited to, spinning reel games, house-banked card games, dice games, roulette, keno, immediate prize games, crash games, and mine games.

Inactive Player Account – A player account considered to be inactive under the conditions as specified in the terms and conditions.

Increment Rate – The configurable or hardcoded value used to increment the jackpot.

Incrementing Bonus Jackpot – A monetary award or "jackpot payoff" that increases on the occurrence of one or more specific conditions established by the rules of the game. In addition to those specific conditions, it is acceptable for incrementing bonus jackpots to also increase according to the amounts wagered.

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Information Security – Protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction in order to provide integrity, confidentiality, and availability.

Interactive Gaming – Gaming, conducted through the use of communications technology, which uses one or more elements of chance, skill, or strategy, or some combination of these elements in the determination of awards, contains some form of activation to initiate the selection process, and makes use of a suitable methodology for delivery of the determined outcome to the player's Remote Player Device.

Interactive Gaming Operation – The collective arrangement through which interactive gaming is conducted, managed, and controlled, encompassing the operator and any suppliers, service providers, or other parties involved in interactive gaming, together with the technological capabilities of the Interactive Gaming System and the associated internal control procedures and policies used to govern gaming activities.

Interactive Gaming System – The hardware, software, firmware, communications technology, other equipment, as well as operational procedures implemented in order to allow player participation in interactive gaming, and, if supported, the corresponding equipment related to the determination and display of game outcomes, and other similar information necessary to facilitate player participation. The system provides the player with the means to play games. The system provides the Interactive Gaming Operation with the means to review player accounts, disable games, generate various gaming, financial transaction, and player account reports, input outcomes for live games, and set any configurable parameters. The term does not include Remote Player Devices or communications technology used by a player to participate in interactive gaming.

Internet – An interconnected system of networks that connects computers around the world via TCP/IP.

IP Address, *Internet Protocol Address* – A unique number for a computer that is used to determine where messages transmitted on the Internet should be delivered. The IP address is analogous to a house number for ordinary postal mail.

Jackpot Controller – Software that takes contributions from one or more games and applies it to a progressive jackpot and/or an incrementing bonus jackpot. When the proper condition or trigger occurs, the award is paid to a player. A Jackpot Controller may be integrated within the Gaming Platform, external to the Gaming Platform (External Jackpot Controllers) or both.

Jackpot Display – A display which is used to indicate the jackpot payoff and any other relevant jackpot information.

Jackpot Diversion Scheme – A portion of the jackpot contributions are diverted to another pool or "diversion pool" to be used as needed by the design of the jackpot (e.g., the diversion pool may be added to the reset value of the next jackpot or be used to pay simultaneous wins of a jackpot).

Jailbreaking – Modifying a smartphone or other electronic device to remove restrictions imposed to allow the unauthorized installation of software or other unauthorized device operations.

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Key – A value used to control cryptographic operations, such as decryption, encryption, signature generation or signature verification.

Known Input Attack – An RNG attack whereby the attacker is able to compromise an RNG by manipulating or controlling inputs to cause the RNG to enter a known or predictable state.

KYC Service Provider, *Know-Your-Customer Service Provider* (aka "Identity Verification Service Provider") – An in-house or third-party entity who verifies, or provides information for the verification and validation of the identity of individuals.

KYC Solution, *Know-Your-Customer Solution* (aka "Identity Verification Solution") – A mechanism to reasonably verify and validate the identity of individuals.

Link Utilization – The percentage time that a communications link is engaged in transmitting data.

Linked Wagering – A form of spectator wagering in which a spectator player's game or wager is linked directly to each game or wager of a host player, such that identical outcomes (wins and losses) are applied proportionally to the spectator player's account.

Live Game – A game conducted by a gaming attendant (dealer, croupier, host, etc.) and/or other Live Gaming Equipment in a Live Gaming Studio in which players have the ability to review gameplay and communicate game decisions through the Gaming Platform. Live games include, but are not limited to, live drawings, live card games, live table games, live keno games, live bingo games, live gameshow games, and live or remote play of Gaming Devices or other games as allowed by the regulatory body.

Live Game Management Component – A workstation for gaming attendants (dealer, croupier, host, etc.) to manage live gaming activity in a Live Gaming Studio.

Live Gaming Equipment – Equipment that generates, detects, or transmits game outcome data, or that is used by a gaming attendant to conduct or manage live gaming activity. Live Gaming Equipment includes, but is not limited to, Studio Control Servers, Physical Randomness Devices, Specialized Devices, Live Game Management Components, Gaming Devices used for live or remote play, and any other technological aids to the play of live games which directly impact live gaming activity and game outcome data.

Live Gaming Studio (aka "Live Game Environment" or "Live Dealer Studio") – A physical location that utilizes live video streaming technology to provide live games to a Player Interface that permits the player to participate in live streamed games, interact with game attendants, and interact with fellow players.

Malware – A program that is inserted into a system, usually covertly, with the intent of compromising the confidentiality, integrity, or availability of the victim's data, applications, or operating system or of otherwise annoying or disrupting the victim.

Man-in-the-Middle Attack – The interception, modification, injection, substitution, or manipulation of location data or geolocation results during communication between the Remote Player Device, Interactive Gaming System, and/or Geolocation Solution.

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Mapping Algorithm – An algorithm or method by which a value is associated to a symbol/object that is usable and applicable to the current game (e.g., the value 51 might be mapped to an ace of spades).

Maximum Total Win Value – The highest amount of winnings that may be awarded to a player after applying any win cap or truncation, regardless of whether the actual game outcome would have resulted in a higher win amount.

MFA, *Multi-Factor Authentication* – A type of authentication which has been demonstrated to effectively provide higher security than a username and password alone to verify an individual's identity. Supporting technologies may include Customer Identity and Access Management (CIAM) platforms, Fast Identity Online (FIDO) authentication solutions, or similar authentication frameworks.

Mystery Award – An award paid by a game that is not associated with a specific paytable combination.

Near-Miss – A design where the outcome presented to the player suggests a higher likelihood of winning an explicitly advertised top award or triggering a bonus feature game than is determined by the game's mathematics or rules.

NFC, *Near Field Communication* – A short-range wireless connectivity standard that uses magnetic field induction to enable communication between devices when they are touched together or brought within a few centimeters of each other.

Non-Wager Purchase – A purchase made by the player of an item or entitlement which does not influence the outcome, return to player, odds, or awards of any game (cosmetic items, display customization options, etc.). A non-wager purchase is not a wager.

Operator – An entity that conducts or oversees interactive gaming through the technological capabilities of the Interactive Gaming System and associated internal control procedures, whether directly or through suppliers, service providers, or other parties acting on its behalf, and remains accountable for its responsibilities under applicable regulatory requirements.

OTAC, *One-Time Authentication Credential* (aka "One-Time Passcode (OTP)") – A secure, temporary, authentication credential either sent to a Remote Player Device, or an email address, or phone number that has been confirmed as being owned or possessed by the player or generated by an authentication application or software program used by the player and accepted by the Interactive Gaming System.

Overflow – Pool containing the contributions which exceed the maximum jackpot payoff limit or "ceiling".

P2P Gaming, *Peer-to-Peer Gaming* – Gaming where players wager with and against one another rather than against the Interactive Gaming Operation, who may take a rake, commission, or fee for facilitating the gaming activity. Examples of P2P gaming include, but are not limited to, player-banked card games, player-banked drawings, contests, tournaments, competitive games with skill, etc.

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PAR Sheet – A specification sheet for a game that provides the theoretical return to player, hit frequency, symbol combination, number of reels, number of credits that can be accepted, and reel strip listing as applicable.

Parlay – A single wager that links together two or more individual wagers and is dependent on all of those wagers winning together.

Passkey – An authentication credential based on public-key cryptography that uses a pair of cryptographic keys and typically authenticates an individual through verification of biometrics, a PIN, or other device-based authentication. A passkey may satisfy multi-factor authentication requirements where its implementation provides authentication using two or more independent authentication factors.

Password – An authentication credential, using a string of characters (letters, numbers, and other symbols) used to authenticate an identity or to verify access authorization.

Payment Processor (aka "Financial Service Provider") – An in-house or third-party entity who directly facilitates payment processing, including the depositing of funds to or withdrawing of funds from player accounts.

Paytable (aka "Variation") – The mathematical behavior of a game based upon the data from the supplier's PAR sheet, inclusive of the return to player, and reflective of all possible payouts/awards.

Perfecta (aka "Exacta") – A wager type in which the player picks the first and second place participants in a wagering event in the correct finishing order.

Performance-Based Wagering – A form of spectator wagering in which a spectator player places wagers on measurable outcomes derived from one or more host players' completed games (e.g., "win/lose", "total amount won in fifty spins", "number of bonus/feature states triggered in ten minutes", etc.).

Permitted Geofence – A virtual geographic perimeter delineated by a Global Positioning System (GPS), Radio-Frequency Identification (RFID), or other similar technology, within which the player may place a wager and/or perform account activities as required by the regulatory body.

Persistence Feature – A feature that is associated with a unique attribute (e.g., player account ID, game theme ID, paytable ID, etc.) and incorporates persistent states, metamorphic behaviors, features that are not independent of prior gameplay, or features that enable progress towards the award of gameplay enhancements and/or bonuses through the achievement of some designated game outcome.

Physics Engine – Specialized software that approximates the laws of physics, including behaviors such as motion, gravity, speed, acceleration, mass, etc. for a game's elements or objects. The physics engine is utilized to place game elements/objects into the context of the physical world when rendering computer graphics or video simulations.

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Physical Randomness Device (aka "Mechanical RNG") – An RNG that generates outcomes mechanically, employing the laws of physics. Live game implementations include, but are not limited to, automated and non-automated mechanical wheels, tumblers, blowers, shufflers, shoes, shakers, throwers, etc.

PII, *Personally identifiable information* – Sensitive information that identifies, relates to, describes, or can reasonably be linked to a player, including, but not limited to, a player's full legal name, date of birth, residential address, contact information, full or partial government identification number (driver's license number, social security number, taxpayer identification number, passport number, or equivalent), personal financial information (debit instrument numbers, electronic payment account numbers, or equivalent), or other personal information as may be specified by the regulatory body.

PIN, *Personal Identification Number* – An authentication credential, using a numerical code associated with an individual and which allows secure access to a domain, account, network, system, etc.

Play from Save – A feature utilized in some game designs where complexity increases, or additional elements are added to the game, as play continues. A player is able to save their progress and resume from the saved point of gameplay.

Player Account (aka "Wagering Account") – An account maintained by an Interactive Gaming Operation for a player where information relative to wager and financial transactions are recorded on behalf of the player including, but not limited to, deposits, withdrawals, wagers, winnings, and balance adjustments. The term does not include an electronic payment account, or an account used solely by an Interactive Gaming Operation to track bonusing/promotional points or credits or similar benefits issued by an operation to a player which may be redeemed for merchandise prizes and/or services.

Player Account Manager – The hardware, software, firmware, communications technology, other equipment, as well as operational procedures used to create, manage, and track player accounts and history, and to provide player account functions, including account management, payments, wallets, and responsible gaming controls. The Player Account Manager may be a standalone system or integrated within another part of the Interactive Gaming System.

Player Application – The software used to take part in wagers and financial transactions with the Interactive Gaming System which, based on design, is downloaded to or installed on the Remote Player Device, run from the Interactive Gaming System which is accessed by the Remote Player Device, or a combination of the two. Examples of Player Applications include proprietary download software packages, html, flash, etc.

Player Attribute – Any specific and verifiable fact concerning a player or group of players which is based upon objective criteria relating to the player or group of players and which may be utilized to affect some prescribed action taken, or alteration made to the game (e.g., game rule change, paytable change, or other configuration change related to the game or game outcome, etc.).

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Player Interaction Device – An internal or external device that connects to a device and that registers various types of player inputs allowing the player to interact with the device. Several examples include touch screens, joysticks, handheld controllers, camera systems, etc. The player interaction device may be hard-wired or wireless. A "smart" player interaction device supports two-way communications with the device. For the purpose of this technical standard, a traditional keyboard is excluded from this definition unless it is used to affect the outcome for a wager.

Player Interface – An interface application or program through which the individual views and/or interacts with the Remote Player Device to communicate their actions to the Interactive Gaming System.

Player Loyalty Program – A program that awards player loyalty points (or other comparable entitlement) to players, typically based on the volume of play or revenue received from a player.

Pool – An accumulated reservoir of monetary contributions.

Prepaid Access Instrument – A card, code, electronic serial number, mobile identification number, personal identification number or similar device used in conjunction with an Interactive Gaming System that allows player access to funds that have been paid in advance and can be retrieved or transferred at some point in the future through such a device.

Primary Game – Gameplay which takes place before any double-up/gamble features are played.

Progressive Jackpot – A monetary award or "jackpot payoff" that increases generally based on a function of wagers or some other metrics.

Prohibited Player Activity – Suspicious player activity prohibited by internal control procedures, gaming rules, or applicable laws or regulations. These may include, but are not limited to, cheating, fraud, theft, embezzlement, identity misrepresentation, money laundering, terrorist financing, use of funds derived from illegal activity, unauthorized player assistance, manipulation of game outcomes, misuse of insider information, payment fraud, identity theft, account takeover or misuse, or other activity that compromises the integrity of interactive gaming.

Protocol – A set of rules and conventions that specifies information exchange between devices, through a network or other media.

Proxy – An application that "breaks" the connection between client and server. The proxy accepts certain types of traffic entering or leaving a network and processes it and forwards it. This effectively closes the direct path between the internal and external networks, making it more difficult for an attacker to obtain internal addresses and other details of the internal network.

Pseudo-Live Game – A game that simulates the play of a live game that replicates a live game experience using pre-recorded video footage of a Live Gaming Studio, computer-generated imagery, and/or green screen technology.

Quinella – A wager type in which the player picks the first and second place participants in a wagering event, but not necessarily in the finishing order.

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Rake, Commission, or Fee – An amount retained and not distributed by the Interactive Gaming Operation from the total amount wagered on a game.

Randomness – The observed unpredictability and absence of pattern in a set of elements or events that have definite probabilities of occurrence.

Remote Player Device – A player-owned device operated either on an in-venue wireless network or over the internet that at a minimum will be used for the execution or formalization of wagers placed by a player directly. Examples of a Remote Player Device include a personal computer, mobile phone, tablet, etc.

Replay Attack – The capture and reuse of previously valid location data, geolocation results, or successful geolocation checks to falsely satisfy a subsequent geolocation check.

Reset Value – The amount of a jackpot payoff initially offered before it increases.

Restricted Bonusing/Promotional Credits (aka "Non-Cashable Bonusing/Promotional Credits") – Bonusing/Promotional amounts that either are not redeemable for cash or cannot be cashed out until a wagering requirement or other restrictions associated with the credits is met.

Restricted Player Funds – Player funds that are not redeemable for cash, including restricted bonusing/promotional credits.

Risk – The likelihood of a threat being successful in its attack against a network or system.

RNG, *Random Number Generator* – A computational or physical device, algorithm, or system designed to produce unpredictable values in a manner indistinguishable from random selection.

RNG Period – The length of the ordered sequence of raw numbers output by the RNG. When the RNG is cyclic, it has a finite period. Otherwise, the RNG is said to have an infinite period.

RNG State – The state defined by one or more variables in computer memory and represents a specific point within the cycle of the RNG. RNG state may be modified by replacing one or more of these variables with new values or otherwise mixing the values with new data.

Rooting – Attaining root access to the operating system code to modify the software code on the mobile phone or other Remote Player Device or install software that otherwise would not be allowed to install.

RTP, *Return to Player* – A ratio of the 'total amount won' to the 'total amount wagered' by a player. Such a return may be "theoretical" (based on mathematical calculations or simulations) or "actual" (based on the metering supported by an enabled game).

Scaling Algorithm – An algorithm or method by which the numbers selected by an RNG are scaled or mapped from a greater range to a lesser range for use in the game.

Secure Communication – Communication that provides the appropriate confidentiality, authentication, and content integrity protection.

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Seeding/Seed – The initialization of the state variables of an RNG. The source value or values used for initialization is the seed.

Sensitive Information – Information that shall be handled in a secure manner, such as PII, authentication credentials, gaming data, RNG seeds, secure seeds and keys, and other data which is of a sensitive nature.

Server – A running instance of software that is capable of accepting requests from clients, and the computer that executes such software. Servers operate within a Client-Server Architecture, in which "servers" are computer programs running to serve the requests of other programs ("clients"). In this case the "server" would be the Interactive Gaming System and the "clients" would be the Remote Player Devices.

Shared Jackpot – A jackpot which is integrated with or linked to multiple game themes contributing to a common jackpot payoff.

Shuffling Algorithm – An algorithm or method by which RNG output is used to produce without replacement data, or, equivalently, to randomize the order of multiple objects. All possible orderings are intended to be equally likely.

Skill – The human attributes of a player such as knowledge, dexterity, visual recognition, logic, memory, reaction, strength, agility, athleticism, hand-to-eye coordination, numerical and/or lexical ability, or any other ability or expertise relevant to gameplay. The selection of a wager amount, paytable, line configuration, or optional side wager does not itself constitute skill.

Skill Level – A measure of a player's proficiency at a given game or type of game, expressed as a rating, rank, or tier and typically derived from gameplay over time.

Soft-Play – Illicit peer-to-peer coordination where one or more players decline to play against another player in situations where such behavior is unreasonable in accordance with normal practices of play (for example, a player leaves the game even if the win is secure).

Software RNG – An RNG that derives its randomness from a computer-based or software-driven algorithm.

Source Code – A text listing of commands to be compiled or assembled into an executable computer program.

Specialized Device – A hardware device or associated system used in a live game to detect, recognize, capture, register, digitize, or verify game-related information, events, actions, or outcomes for transmission to or processing by the Studio Control Server. Specialized Devices may include equipment used to recognize playing cards, determine ball positions, track gaming chips or tokens, or otherwise capture or process information relevant to the conduct or outcome of a live game.

Spectator Wagering – A form of wagering in which a spectator player's gaming activities are tied to a host player's gameplay, which is viewed by spectator players through a real-time remote audio and video feed using streaming, narrowcasting, broadcasting, or other technology.

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Sponsored Player (aka "Proposition Player" or "Shill") – A player who is hired by the Interactive Gaming Operation or other entity to participate in interactive gaming, and who wagers using personal funds and/or funds provided directly or indirectly by the operation or other entity.

Startup Value – The initial jackpot value (does not include values from overflow or diversion pools).

State Compromise Extension Attack – An RNG attack in which an attacker compromises the internal state of the RNG and uses this information to predict past or future RNG outputs. Usually, this attack is executed using the seed state or a vulnerable state in which insufficient entropy is available.

Strategy – A choice, or set of choices, for how to proceed in a game where the decision impacts the return to player.

Studio Control Server – A server or associated system used to record, manage, and control live gaming activity and game outcome data, including the delivery of live audio/video content and the processing of authorized game outcome data adjustments. A Studio Control Server may be integrated into the Gaming Platform or other Live Gaming Equipment or may operate as a separate component.

Surrender – An option available in some card games where the player can forfeit half of their wager rather than play out their active hand of cards. There are two types of surrender: early and late. These terms refer to whether or not a dealer checks to see if she/he has a blackjack (when an Ace or 10 is showing) before the player makes the surrender decision.

Suspicious Player Activity – Activity, pattern, or condition involving gameplay, games, player accounts, transactions, communications, devices, networks, or related activity that may indicate coordinated player activity, prohibited player activity, automated abuse, and/or other integrity concerns. These may include, but are not limited to, irregular gameplay patterns, abnormal or structured wagers or gaming activity, unusual gameplay volumes, timing anomalies, rapid changes in gameplay behavior, abuse of gameplay mechanics, P2P gaming session hopping, abuse of bonusing/promotional offers, or behavior inconsistent with normal player activity.

Teaser – A wager type that combines two or more wager selections, typically involving point spreads or over/unders, in which the player receives an adjusted spread or total for each selection in exchange for reduced odds or payout.

Third-Party Service Provider – An entity who acts on behalf of an operator to provide services used for the overall conduct of interactive gaming.

Threat – Any circumstance or event with the potential to adversely impact network operations (including mission, functions, image, or reputation), assets, or individuals through a system via unauthorized access, destruction, disclosure, modification of information, and/or denial of service. Also, the potential for a threat-source to successfully exploit a system vulnerability.

Time Stamp – A record of the current value of the Interactive Gaming System date and time which is added to a message at the time the message is created.

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Touch Screen – A video display device that also acts as a player input device by using electrical touch point locations on the display screen.

Trifecta – A wager type in which a player wins by selecting the first, second, and third place participants in a wagering event in the correct finishing order.

Unauthorized Access – A person gains logical or physical access without permission to a network, system, application, data, or other resource.

Unauthorized Player Assistance – The use of bots, scripts, and other unauthorized player software, which may include, automated tools, external systems, real-time analytical tools, or prohibited decision-making aids to generate, recommend, execute, or influence wagers or gameplay decisions in violation of the rules of the game.

Unrestricted Bonusing/Promotional Credits (aka "Cashable Bonusing/Promotional Credits") – Bonusing/Promotional amounts that are redeemable for cash.

Unrestricted Player Funds – Player funds that are redeemable for cash, including unrestricted bonusing/promotional credits.

Virtual Event Wagering – A form of wagering that allows for the placement of wagers on simulations of computer-generated wagering events, or on previously recorded wagering events, as allowed by the regulatory body.

Virtual Opponent – A computer-based player that participates in a game with skill and effectively mimics the actions of a live player.

Virtual Participant – The athlete or other entity that competes in a virtual wagering event or games simulating sports or racing games.

Virus – A self-replicating program, typically with malicious intent, that runs and spreads by modifying other programs or files.

Virus Scanner – Software used to prevent, detect and remove computer viruses, including malware, worms and Trojan horses.

VPN, *Virtual Private Network* – A logical network that is established over an existing physical network and which typically does not include every node present on the physical network.

Vulnerability – Software, hardware, or other weaknesses in a network or system that can provide a "door" to introducing a threat.

Wager (aka "Bet") – Any commitment of credit, currency, or other representation of value by a player on the outcome of a game. Where a purchase affects the outcome, return to player, odds, or awards of a game, it is treated as a wager.

Wagering Event – A sporting event or game, competition, contest, match, race, or other occurrence or type of activity approved by the regulatory body upon which wagers may be offered.

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Wi-Fi – The standard wireless local area network (WLAN) technology for connecting computers and electronic devices to each other and/or to the internet.

Wi-Fi Injection – The use of synthetic, spoofed, replayed, or otherwise manipulated Wi-Fi signals or access point data to falsify or influence device location data.

Winning Combination – A game result in which one or more winning patterns appear.

Winning Pattern – A pattern which results in a prize being awarded.

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