

Operational Handbook

Centralised Monitoring System (CMS)



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2 Introduction

This Handbook is intended as an operational tool to assist venues and their operators to understand the various components of the CMS, as well as their roles and responsibilities with regards to the Centralised Monitoring System (CMS).

This Handbook may also be utilised by other gaming industry members as a framework for understanding the operational and administrative responsibilities and requirements in managing the CMS within a venue as determined by the Industry's Regulators – Liquor and Gaming (L&G) NSW.

3 The CMS License

Following a competitive tender process that concluded in Feb 2016, MAX NSW Pty Ltd was selected by the NSW Government to continue to hold the exclusive rights to monitor all hotel and club-based gaming machines in NSW until 2032.

4 Primary Purpose of the CMS

The primary purpose of the CMS is two-fold:

- a. To ensure the integrity of NSW gaming by electronically monitoring and analysing data for all gaming machines in NSW, and
- b. In turn calculate the total profit for each venue and issue a quarterly invoice for the tax payable.

5 Confidentiality

DMS is required under the CMS licence to not release any CMS related information to anyone other than the venue licensee (or their advised delegate), or the Regulator.

Security checks are requested by DMS staff when venues enquire about their CMS data. These questions are simple checks that the licence holders should easily be able to answer.

6 How does the CMS work?

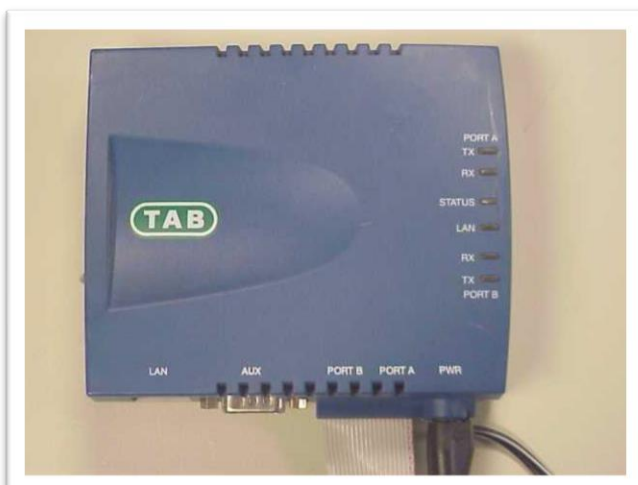
6.1 GMICs

The Gaming Machine Interface Card (GMIC) is a small plastic box containing a circuit board and uses the 12-volt power supplied by the gaming machine. It captures the relevant data being emitted by the machine including the machine's meter reads used to calculate and reconcile machine profit.

Inside each machine is a secure logic cage which contains several ports. Each GMIC is connected to the dedicated CMS port (via a grey ribbon cable) referred to as port two. A yellow data cable that is connected to the GMIC, leads to a Hub ([see. 6.2](#)).

Only licensed technicians are permitted to install and/or replace the GMIC due to the requirement to access the gaming machine logic cage.

Fig 1. A GMIC



6.2 Hubs/Switches

A hub or switch is a communications device that is stored in the cashbox area of one of the gaming machines within a group of gaming devices (often located at the end of a bank of machines).

The function of the switch is to consolidate all the data from each gaming machine connected into a single cable that then runs and terminates at the CMS site controller cabinet. It is crucial that the switch is powered at all times to ensure that machine data flows from each GMIC to the CMS site controller.

Fig 2. An eight-port Hub/Switch



6.3 CMS Site Controller (CSC)

The CMS Site Controller is a small black computer that collects all gaming data from the GMICs in the venue. It is housed in the CMS cabinet together with a:

- Router
- CMS site controller
- Rack switch.
- Monitor, keyboard, and mouse.

The CSC is in constant communication with the CMS Host Computer. A router is the means of communication between the CSC and Host. The Host also updates the CSC with gaming authorisations data (i.e., details of machines that are approved to operate in each venue).

The CMS Host then passes all gaming data into databases and applications accessible by DMS operators, who are responsible for day-to-day analysis and reporting.

Fig 3. CMS Site Controller Rack

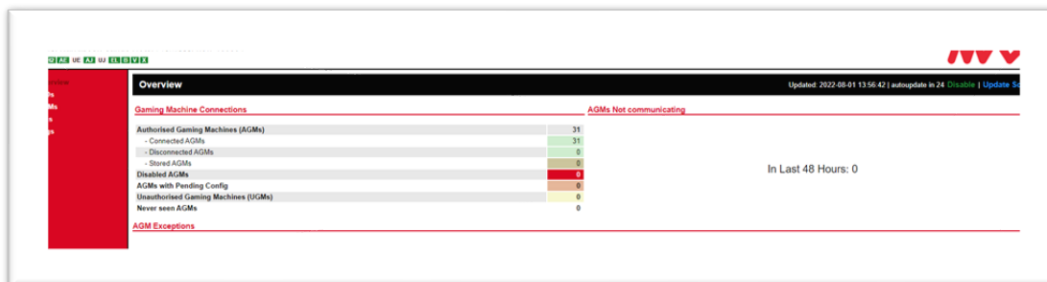


6.4 CMS Site Controller Screen

The CMS monitor displays live connectivity information, specifically detailing the serial number and game name of any machines that are not currently online to the CMS.

NB. If machines are turned off, they will appear as disconnected.

Fig. 4 CMS Site Controller screen



7 CMS Connectivity

7.1 Venue Responsibilities

Venues are responsible for checking their CMS Site Controller screen at least every 48 hours and ensuring that all connections to the CMS are complete and powered on. For instance:

GMICs remain connected to:

- The power of the gaming machine
- The CMS via a yellow cable
- Hubs and switches and have sound connection of cables leading in and out of the hub and are powered on
- The CMS cabinet is powered on 24/7.

If a machine is showing as disconnected after being checked by the venue (and/or their in-house technician), the venue must call the CMS helpdesk on 1800 307 551, or email DMS@max.com.au and advise the serial number of any machine that is disconnected. A CMS maintenance technician will then be sent to rectify the issue.

Any decommissioned Gaming Machine or Jackpot link controller must have their GMIC removed and made available for Maxtech to pick up from the venue.

7.2 DMS Responsibilities

DMS is responsible for fixing any faulty CMS hardware that has caused the loss of connectivity to any machine/venue (unless the fault has been caused by venue or venue contractor negligence – e.g., a contractor has cut or interfered with the CMS cabling.)

If the CMS (MAXTech) technician arrives to remedy a CMS connectivity issue and it is clearly not a hardware fault (that could have been attended to by the venue and/or their in-house technician), the venue may be charged for the callout.

7.3 Device Disconnection

In situations where venues cannot connect their machines to the CMS for periods of seven or more days, (e.g., renovations, floods, fires, and partial venue closures), a Device Disconnection Form must be submitted for approval. This form is available through the DMS Helpdesk which once completed, needs to be returned to DMS via email dms@max.com.au.

If the disconnection period is not anticipated to exceed seven days (e.g., in cases of machine faults awaiting new parts), then simple notification to DMS by email is required.

Rules regarding disconnected machines include:

- Cannot exceed more than a 12-month period,
- Must be stored onsite at the venue.

If machines are being taken offsite, they must be authorised for disposal from the venue via Quickchange.

7.4 P2 Lock Ups

If a GMIC fails, it may cause the gaming machine to become unplayable. The screen will display an error message - "Play suspended – P2".

The 'P2' refers to port 2, which is one of 6 ports inside the logic cage of a gaming machine, which is dedicated to the monitoring licensee's equipment.

If this error message is displayed, please call the 24 hours/day CMS helpdesk on 1800 307 551. The operator will ask for the machine's serial number and house number. A technician will then be despatched to attend and remedy the fault, most likely by replacing the GMIC.

8 The Regulator

Liquor and Gaming NSW is responsible for the proper conduct and balanced development, in the public interest, of the gaming industry in NSW. This includes activities to ensure and improve industry integrity, industry viability, harm minimisation, meeting community needs and the protection of State Government revenue.

Liquor and Gaming NSW's Revenue Assurance & Integrity unit may utilise the CMS to assist and support the:

- Audit of gaming machine performance.
- Inspection and audit of venue operations, e.g., dispersal tracking.
- Administration of re-assessments.
- Management of gaming machine authorisations.

8.1 Breach Action

The Regulator works in close consultation with DMS and is especially interested in ensuring that venues remain compliant with their gaming obligations as stated under the relevant legislation.

In relation to Gaming related matters, the Regulator's Inspections branch is particularly vigilant in ensuring that venues:

- Maintain their machine connectivity to the CMS
- Perform progressive dispersals in an accurate and timely manner
- Perform machine changes in accordance with authorised records.

9 MAX Websites

MAX is in a transition period whereby there are concurrently two platforms- MAX Client Portal (formerly Maxgaming) and MAXsys.

Generic information about MAX is available for anyone on the web via max.com.au.

NSW licensed venues can also access more venue specific information such as venue reports by registering to be a user to the Max website/s.

In addition to reporting features, the following capabilities are available on both sites:

- Basic Reports - A suite of free reports is available to registered venue users. The core basic reports include the CMS Gaming Performance Statement and other generic gaming data reports for the venue.
- Monitoring Fee Invoices – Access to view, download and or/print.
- Gaming Tax Invoices – Access to view, download and or/print.
- Admin/Manage – Ability to create and manage other Users.

9.1 Registration

Basic access is free, and the application form is available via max.com.au or by contacting the DMS Helpdesk.

9.2 MAXReports

Only available on MAX Client Portal.

MAXReports is a subscription-based model; with the price determined by the number of machines a venue has authorised.

A suite of 15 advanced reports is complimented by a further six 'dashboard' reports that can be retrieved after 9:30am daily, delivering summarised information on the previous days' trade with comparisons with the previous six weeks' data.

Several of the reports use data compiled from other MAXReports subscribed venues to provide useful trends across all of NSW. (NOTE: Specific distinguishable venue data is not viewable by any user from another venue).

9.3 Live View

Only available on MAXsys.

The Live View application provides an overview of the premises and device connectivity.

9.4 Quickchange

Only available on MAXsys.

Quickchange is an online application hosted on www.maxsys.com.au that allows industry users to apply for changes to their authorised gaming devices.

A standard application requires two parties to sign it off – a venue user and a seller. Each user requires a username and a password to be able to login and view past applications; and to draft new applications.

9.4.1 Configuration Changes

Configuration changes include:

- Installations
- Disposals
- Conversions
- Attachments to Link Controllers
- Detachments from Link Controllers

9.4.2 Pricing Options

There are two pricing options for Quickchange,

- Pay as you Go - A set fee is applied to the application for each machine configuration change that is made.
- Annual Subscriptions - Unlimited configuration changes within the 12-month subscription period. The rates are determined by the number of authorised machines in the venue.

For current pricing, see max.com.au.

9.4.3 Quickchange Help

Any questions about Quickchange can be directed to the DMS helpdesk on 1800 307 551 on business days between the hours of 7:30am – 5:30pm. Alternatively please email dms@max.com.au.

9.5 ClubGRANTS

Only available on [MAXsys](#).

Eligible Clubs can report their community contributions by submitting an annual return via the ClubsNSW portal. It will then automatically flow through to Liquor & Gaming NSW for review. Once approved by L&G, the ClubGRANTS submission details will flow through to Maxsys. Data will then automatically update in the CMS Host and applicable details will be available in the Club's August quarter tax invoice.

10 Monitoring Fee

10.1 Determination

Determination as specified in a letter from The Hon Troy Grant MP on 15 Mar 2016:

“...in accordance with section 134 of the Gaming Machines Act 2001), the amount of the Monitoring Fee shall be calculated as follows...

On 1 July 2017 and each subsequent 1 July, the Monitoring Fee will be increased or decreased from the Monitoring Fee applying on the immediately previous 30 June.

More precisely:

If, when measured on the immediately previous 15 June, the Sydney CPI for the most recent quarter represents an increase/decrease over the Sydney CPI for the same quarter of the preceding year (a ‘CPI increase/decrease’), the Monitoring Fee per Approved Gaming Machine per month will increase/decrease by the same percentage as the CPI increase/decrease.”

10.2 Payment/Invoices

Monthly Monitoring Fees invoices are available via the MAX web portals. The invoice amount will be direct debited on the seventh (or next business) day of each month.

Direct Debit is the only accepted means of payment.

10.3 Direct Debit Authority Forms

For new licence holders, or those wishing to update their account details, Direct Debit Authority forms for both the Monitoring Fee and the Gaming Tax, completed forms should be emailed to dms@max.com.au.

All licence holders are required to have a Direct Debit form returned for both Data Monitoring Services (Monitoring Fee) and the Regulator (Gaming Tax).

11 Hotel Licensee Changes

When a hotel's licensee changes, it is important to understand who gets debited for the Monthly CMS Monitoring Fee and the Quarterly Gaming Tax.

11.1 Debiting of the Monthly CMS Monitoring Fee

The licensee as at the 7th business day of each month gets debited for the Monitoring Fee for the previous month. It is a simple calculation whereby the outgoing licensee should leave the incoming licensee the applicable monitoring fee accrued during the period of the month during which they were the registered licensee. Please refer to your financial advisor/accountant for more information.

11.2 Debiting of the Quarterly Gaming Tax

The licensee as at close of business on the 20th day following the end of a Gaming Tax quarter, will be debited for the Gaming Tax in the quarter that has just ended.

The outgoing licensee should leave the incoming licensee the tax amount accrued during the period of their tenure. It is common for an estimate to be made on what the amount will be at the time of licence change.

The outgoing Licensee can contact the DMS Helpdesk for the Hotel Licensee Tax Calculator Tool as well as the closing metered data to aid in populating this spreadsheet. (24 hours may be required for some venues before DMS can access and provide all data). Please refer to your financial advisor/accountant for more information.

12 Tax Assessments

12.1 Overview

On the first day following the end of an assessment period, DMS will commence the calculation of your venue's gaming tax. Throughout the quarter, DMS analyse data provided by the CMS for all gaming machines at your venue. Any issues that may be identified from this data analysis will be investigated by DMS.

In some circumstances, DMS will require your assistance to resolve issues relating to your gaming machines. If this is necessary, DMS will contact you primarily via email or phone. DMS's key role is to accurately calculate each venue's net gaming profit, upon which the relevant tax rate is applied.

12.2 Tax Rates

12.2.1 Hotels

Gaming machine tax is calculated and paid quarterly. If your hotel makes less than \$50,000 in quarterly gaming machine profit, you pay no tax.

The sliding Hotel quarterly tax rates are as follows:

- 0% (nil) on the first \$50,000
- 33% on the profit over \$50,000 up to \$250,000
- 36% on the profit over \$250,000 up to \$1.25m
- 50% on the profit over \$1.25m.

12.2.2 Clubs

Gaming machine tax is calculated and paid quarterly. If your club makes less than \$250,000 in quarterly gaming machine profit, you pay no tax.

The sliding Club quarterly tax rates are as follows:

- 0% (nil) on the first \$250,000
- 28.05% on the profit over \$250,000 up to \$450,000
- 18.05% on the profits over \$450,000 up to 1.25m
- 22.55% on the profit over \$1.25m up to \$2.5m
- 24.55% on the profit over \$2.5m up to \$5m
- 26.55% on the profit over \$5m.

The above annual tax rates over \$250,000 include a 0.4% contribution to category 3 of the Club Grants scheme.

If a club makes more than \$1 million in gaming machine profits annually, they must pay an additional amount of 1.85% of the amount over \$1m unless you contribute the same amount to community projects under the Club Grants scheme. More information on the Club Grants scheme can be found on the [Regulator's website](#).

12.3 Annual Adjustments

If a venue has one or more quarters that have had a different upper tax bracket in the same tax year, the venue will qualify for a tax rebate under the Annual Adjustment scheme.

An example of this is if a hotel earns less than \$50,000 in profit in one quarter of a tax year but exceeds \$50,000 in profit in any subsequent quarters in the same tax year, they will qualify for an annual adjustment.

The Hotel tax year ends annually on 30 June. The Club tax year ends on 31 August.

Annual Adjustments are now processed automatically by L&G NSW and are included as part of the Hotel (June quarter) and Club (August quarter's) tax invoices annually.

12.4 Tax Invoices

The Gaming Tax Invoices are available via the MAX websites on the 14th calendar day following the completion of an assessment quarter. Invoice amounts are direct debited from accounts on the 21st calendar or next business day.

12.5 Dispute Resolution/Reassessment

If you dispute the gaming tax calculated by DMS for your venue, please contact the DMS Help Desk on 1800 307 551 or via email DMS@max.com.au. Please ensure that you have all information readily available to discuss your concerns. If deemed applicable by DMS, they will amend the applicable data and escalate the quarterly tax assessment to the Regulator for final processing and tax amendment.

If this is unable to be resolved by DMS, you will need to contact the Regulator for a reassessment of your gaming tax. Please call 1300 024 720 or email landaudit.revenue@liquorandgaming.nsw.gov.au.

For issues concerning the payment or collection of your venue's gaming tax, please contact the Office of State Revenue on 1300 139 817 or email returns@revenue.nsw.gov.au.

12.6 Dispersals

12.6.1 Overview

A dispersal is the amount of money that remains on a progressive machine/system's jackpot level/s, less the start-up value, at the time of conversion or disposal of a progressive machine/system.

Example of values at the time of Conversion or Disposal

Level	Start Up	Current Amount	Dispersal Value
1	\$100.00	\$151.23	\$51.23

Level	Start Up	Current Amount	Dispersal Value
2	\$28.00	\$28.35	\$8.35
TOTAL			\$59.58

12.6.2 Instructions for Dispersing funds

ALL dispersals being added back on, must be done so on the day that the dispersal is created. Alternatively, the dispersal amount must be paid to L&G NSW.

a. Conversions

When a conversion takes place, the dispersal amount/s should be applied to the same progressive device. If the device no longer has progressive levels, the amount must be added to an alternate progressive device within the venue and notify DMS, noting the amount, date, and progressive machine/system serial number to which the dispersal has been added (send this advice to dms@max.com.au).

b. Disposals

When a disposal takes place and you are installing another progressive machine/system on the same day, the dispersal amount should be applied to the newly installed progressive machine/system.

When a disposal occurs but you are NOT installing another progressive machine/system on the same day, the dispersal amount must be applied to another progressive machine/system already in the venue, and you must notify DMS, noting the amount, date, and progressive machine/system serial number to which the dispersal has been added. (send this advice to dms@max.com.au).

The alternative to having a technician add dispersal amounts back onto progressives is to pay the dispersal amount to Liquor and Gaming NSW. The dispersal number/s and amount/s being paid should be noted. Records of your payments must be sent to DMS (dms@max.com.au).

Important – DMS and the Regulator both police dispersals closely to ensure accuracy and timeliness of dispersal payments.

Any exceptions to the above processes require approval from the Regulator. Requests can be emailed to gaming.probit@liquorandgaming.nsw.gov.au

12.6.3 End of Quarter Notification Letter

DMS will send a letter to venues approximately five days before the end of each tax quarter notifying them of any outstanding dispersal amounts. If venues have added these dispersal amounts back onto a progressive machine/link or paid the amount/s to L&G NSW, they will need to complete the form and return it to DMS.

13 Contacts

13.1 Max/Data Monitoring Services (DMS)

Phone: 1800 307 551

Email: dms@max.com.au

Web: www.max.com.au

13.2 Liquor and Gaming NSW (The Regulator)

Mailing Address: GPO Box 7060, SYDNEY NSW 2000

Phone: 1800 307 551

Email: landaudit.revenue@liquorandgaming.nsw.gov.au

Web: www.nsw.gov.au/liquorandgaming

13.3 Revenue NSW (formally Office of State Revenue)

Mailing Address: Revenue NSW, GPO Box 4042, Sydney NSW 2001

Phone: 1300 139 817

Email: returns@revenue.nsw.gov.au

Web: www.revenue.nsw.gov.au

14 Complaints

Any complaints, criticisms or compliments can be made through any of the communications channels directly below. Your feedback is appreciated and will be responded to in a timely manner.

Phone: 1800 307 551

Email: dms@max.com.au

15 Appendix

15.1 CMS Connectivity Arrangements Document

Section 133 of the Gaming Machines Act 2001 requires that each gaming machine kept at a hotel or club must be connected to the CMS.

In this regard, 'gaming machine' includes an approved amusement device, an approved poker machine, a multi-terminal gaming machine and a linked progressive jackpot system (LPJS).

A gaming machine is connected to the CMS if information in respect of the gaming machine is provided to the CMS in accordance with arrangements approved by the Minister.

In accordance with section 132 of the Gaming Machines Act 2001, the Minister for Gaming and Racing has approved arrangements that require the direct provision of data from any gaming machine by electronic data transfer. These arrangements are called the 'Connectivity Arrangements' and are outlined in this document.

On this basis all gaming machines kept in a hotel or club must be electronically connected to the CMS.

Accordingly, hotels and clubs will be in breach of these provisions if gaming machines are disconnected from the CMS – whether they are in storage or otherwise – unless appropriate approvals are in place.

It is recognised that there will be circumstances where it is appropriate that gaming machines are not always electronically connected to the CMS – for example, during renovations, natural disasters, routine maintenance and during fault rectification.

The Connectivity Arrangements outline the procedures and processes to cover these situations so that hotels and clubs will not breach the conditions set out in section 133 of the Gaming Machines Act 2001.

15.1.1 Section 132 Arrangements (in detail)

15.1.1.1 General Requirement

Every approved gaming machine in a hotel or club must be electronically connected and communicating with the CMS. The site controller must never be turned off without the express permission of Data Monitoring Services (DMS) or Liquor and Gaming NSW. Each hotel and club are required to regularly check the site controller to ensure all gaming machines are communicating with the CMS. Any gaming machines that have not reported to the CMS in the last 48-hour period should be investigated and the problem resolved. In the event of CMS equipment failure DMS should be contacted immediately.

15.1.1.2 Exceptions

There are a limited number of circumstances where there can be exceptions to this general requirement. These circumstances relate to storage of gaming machines, natural disasters, faults and maintenance of gaming machines, and closure of licensed premises. Each of the requirements involving these circumstances is dealt with below.

15.1.1.3 Storage of gaming machines

There may be occasions where the hotel or club take authorised gaming machines out of operation – e.g., site renovations. Where the hotel or club does not wish to operate gaming machines, the following requirements must be met:

- If the period of disconnection of a gaming machine from the CMS is greater than 48 hours but seven days or less, DMS must be notified immediately prior to disconnection
- If the period of disconnection is more than seven days the hotel or club must seek approval from Liquor and Gaming NSW, who will notify DMS.

NOTE: The CMS monitoring fee will continue to be charged during any period the gaming machines are authorised. To avoid this cost during periods of nonoperation, the hotel or club may dispose of the gaming machines and install further gaming machines at a later date, close to the next date of operation.

- I. If a hotel or club, to enable renovations or for any other reason, elects to continue to operate gaming machines in another position within the hotel or club, the gaming machines must be connected to the CMS. The hotel or club must lay temporary cabling in accordance with AMP specifications to ensure gaming machines continue to be electronically connected to the CMS at all times.
- II. Disasters – natural and otherwise. The hotel or club must notify DMS as soon as practicable.
- III. Faults and maintenance of gaming machines
 - Where a hotel or club disconnects a gaming machine for repair, servicing, or maintenance for more than 48 hours, DMS must be advised.
 - The legislative provisions requiring a faulty gaming machine to be switched off continue to apply. In this case, DMS must also be advised.
- IV. Closure of licensed premises

If a hotel or club intends to close for a period of time or to operate on a part-time basis, the following applies:

- If the period of closure is greater than 48 hours but 7 days or less, DMS must be notified immediately prior to disconnection
- If the period of closure is more than seven days the hotel or club must seek approval from Liquor and Gaming NSW, who will notify DMS.

NOTE: The CMS monitoring fee will continue to be charged during any period the gaming machines are authorised. To avoid this cost during periods of non-operation, the hotel or club may dispose of the gaming machines via Quickchange and reinstall prior to commencement of normal operations however, the machines need to be stored off site.

15.1.1.4 Changes to existing gaming machines

- I. Once gaming machines have been connected to an authorised CMS, the hotel or club is responsible for restoring electronic connection after:
 - Movement of machines within the hotel or club
 - Changes to the configuration of any machine – e.g., new game, change to base credit value, etc
 - New machine installation where an equivalent number of machines are installed and disposed of
 - Net change in the number of monitored machines. In this instance, GMICs are to be removed from the outgoing gaming machine and replaced in the new gaming machine.

Costs of connecting any additional gaming machines to CMS will be met by DMS (refer to “Additional Gaming machines” below).

- II. Authorised service providers must carry out all cabling work involving movement of machines within the hotel or club to CMS specifications - i.e., by utilising AMP certified cablers. Any work found to be carried out other than by AMP certified cablers, will need to be redone to AMP specifications at the cost of the club or hotel.

15.1.1.5 Additional gaming machines

- I. Prior to the operation of additional gaming machines, the hotel or club must arrange for these to be connected to the CMS.
- II. The hotel or club must contact DMS at least a week prior to the installation of any additional gaming machine (including any LPJS), to allow sufficient time for the connection of the gaming machines to the CMS to be organised.
- III. At least four weeks' notice is required where the hotel or club is not connected to the CMS.
- IV. DMS is responsible for the process and cost of connecting the additional gaming machines to CMS once they have been notified.