



BINGO RULES

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DEFINITIONS

The words and phrases shall have the meaning accorded to them in the Act, Regulations and these Rules and, unless the context otherwise indicates:

1. “**Act**” means the Gambling Act, 1997 (Act No. 5 of 1997) (Eastern Cape) (as amended);
2. “**announcer**” means an automated/electronic or physical announcer;
3. “**bingo card**” means an *Electronic card*; and or a *Physical card manufactured for the purpose of playing a bingo game*;
4. “**bingo hall**” means the licensed premises on which the game of bingo is conducted in terms of a bingo licence;
5. “**bingo licence holder**” means the holder of a bingo licence in terms of the Act and the holder of a casino licence in terms of the Act who is authorised by the Board to operate the game of bingo on the licensed premises and “**operator**” and “**bingo licence holder**” shall have a corresponding meaning;
6. “**central bingo hall**” means a bingo hall at which number selection takes place during a simultaneous game;
7. “**central computer**” means a computer or any other devices on which a WAP electronic monitoring system or any other similar device operates.
8. “**control unit**” means a device that shall be capable of:
 - i. connecting any camera to any monitor in the surveillance system;
 - ii. controlling PTZ cameras at a variable speed; and
 - iii. controlling all recorders in the surveillance system.
9. “**condition of licence**” means terms and conditions of licence as issued in terms of Section 33 of the Act;
10. “**dedicated camera**” means a video camera which is required to monitor and record a specified activity continuously;
11. “**draw**” means selection of a number to be marked off by players during a game of bingo;
12. “**EDP**” means electronic data processing.
13. “**EFT**” means Electronic Funds Transfer;
14. “**EPT**” means Electronic Player Terminal;
15. “**electronic card**” means an electronic bingo card or digital representation of a bingo card or a similar device approved by the Board;
16. “**game**” means the game of bingo;
17. “**ICS**” means the internal control systems of the licensee as approved by the Board as contemplated in Regulation 82 and includes all policies, operating procedure manuals and administrative and accounting procedure manuals of the bingo game.
18. “**linked bingo hall**” means a bingo hall linked to the central bingo hall during a simultaneous game;
19. “**LOC**” means a Letter of Certification certifying that a given gambling device or component thereof complies with the national norms and standards in respect thereof.

20. “**matrix**” means a microprocessor controlled switching device which enables the system to direct any number of inputs to any number of outputs;
21. “**NRCS**” means National Regulator for Compulsory Specifications;
22. “**physical card**” means a bingo card, or shutter card/board or any other card approved by the Board;
23. “**player**” means any person who has bought a card or wagered credits for a card(s) or electronic card with the intention of participating in a game;
24. “**PTZ camera**” means a video camera which possesses at least:
 - (a) the capability of panning (rotating) 360° at a minimum speed of 120° per second;
 - (b) the capability of tilting 180°;
 - (c) the capability to orientate itself;
 - (d) pre-set capabilities with a minimum pre-set speed of 360° per second; and
 - (e) a zoom capacity.
25. “**regulations**” means the Eastern Cape Gambling Regulations, 1998 (Provincial Notice No.34 of 1998) (as amended);
26. “**satellite monitoring equipment**” means a remote surveillance station with access to the surveillance system that has the capability to monitor and switch between signals only;
27. “**simultaneous game**” means a game of bingo played at more than one bingo hall at the same time, and shall mean a linked game;
28. “**titler**” means a device that has the capability to superimpose time, date and a title onto a video signal;
29. “**traditional bingo**” means a game of bingo played utilising the physical card(s) or any physical object as approved by the Board;
30. “**WAP**” means wide area progressive;
31. “**WAP device**” means any device utilised in a WAP system;
32. “**WAP operator**” means the person operating and administering the WAP system;
33. “**video loss detector**” means a device that has the capability to detect loss in a video picture and signal and or generate an alarm when video loss is experienced; and
34. “**video printer**” means a device that shall have the capability to generate instantaneously upon command, a clear, still, black and white or colour copy or photograph of the images depicted on a video recorders recording.

PART A:- GENERAL RULES

Application of Rules

- A.1 These Rules shall be applicable to all bingo licence holders duly licensed by the Board to conduct the game of bingo, in accordance and in terms of the Act.

Requirements for bingo halls

- A.2 Every bingo licence holder must:
1. Comply with the detailed scale floor plan as prescribed and approved by the Board (which plan shall be indicated the seating arrangement for the players and or placement of EPTs, as well as the placement of all necessary equipment).
 2. Not effect or make any change to a bingo hall floor plan without the prior approval of the Board in accordance with Regulation 50 contained in the regulations.
 3. The application contemplated in the above paragraph, must be accompanied by a revised floor plan, which incorporates the proposed changes.
 4. Have equipment, for conducting the game of bingo, of the type and format of bingo approved by the Board, inclusive of and contain:
 - a. any cards or other devices to be used and the types of prizes and jackpots and the manner in which it may be won.
 - b. a random number, picture or symbol selecting device or some other similar device approved by the Board, which shall operate either electronically or mechanically whereby the numbers, pictures or symbols drawn must be either called, displayed or distributed to the players.
 5. Have a designated secured room, with a space for a server or any device approved by the Board utilised for a similar purpose.
 6. Ensure that no bingo game device may be visible to the public unless entering the designated gaming area in the bingo hall.
 7. Not have less than the minimum threshold of its gaming positions for which it was licensed as stipulate in the conditions of licence.
 8. Display clear and visible notices instructing that “No person under the age of 18 may participate in or win a prize in a bingo game or enter the bingo hall”, or similar notice prohibiting persons under the age of 18 from being in a bingo hall or participating in a bingo game.

Complaints records

- A.3 Every bingo licence holder must have a complaints book, with numbered pages, in which shall be recorded any complaint by any player.
- A.4 All complaints by players shall be written in the complaints book and shall be signed by the complainant as well as the Duty Manager, whose names must appear under their signatures.
- A.5 The complaints book shall detail at least the following:
 - 1. the name and address of the complainant;
 - 2. the date and time of complaint;
 - 3. the nature of complaint;
 - 4. the measures or steps taken to resolve the complaint; and
 - 5. the name and the position of the person registering the complaint.

Minimum Internal Control Standards

A.6 Organisational structure

- 1. In accordance with Regulation 82, all bingo licence holders shall develop and implement an organisational structure which shall provide for:
 - a. a chain of command that permits management and supervisory personnel to be held accountable for actions or omissions within their areas of responsibility;
 - b. the segregation of incompatible functions so that no employee is in a position both to commit an error or to perpetrate a fraud and to conceal the error or fraud in the normal course of his or her duties;
 - c. supervisory positions, which permit the authorisation or supervision of necessary transactions at all relevant times; and
 - d. areas of responsibility which are not so extensive as to be impractical for one person to monitor.
- 2. Notwithstanding Regulation 76 and subject to the provisions of sub-rule A.6.1, each bingo licence holder's organisational structure and system of internal controls shall include, at least, the following departments and supervisory positions, each of which shall co-operate with, yet perform independently of, all other departments and supervisors.
 - a. An internal audit department, supervised by a person referred to herein as an internal audit manager, who shall report directly to the audit committee of the Board of directors of the bingo licence holder or, in the absence of an audit committee, an independent member of the Board of directors of the bingo licence holder, which department shall be responsible for, without limitation, the following:
 - i. The review and evaluation of the adequacy of the operator's internal controls;
 - ii. Monitoring the operator's compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;

- iii. Reporting to the Board of directors of the bingo licence holder or the audit committee thereof, the executive management of the bingo licence holder and the Board of instances of non-compliance with the minimum internal control standards provided for in the Act, Regulations and these Rules;
 - iv. Reporting to the Board of directors of the bingo licence holder or the audit committee thereof, executive management of the bingo licence holder and the Board, of any material weaknesses in the system of internal control; and
 - v. Recommending to the management of the bingo licence holder procedures to eliminate any material weakness in the system of internal control holder: Provided that unless a company has more than one bingo licence, it is not required to have multiple internal audit departments.
- b. An information technology (IT)/Technical department, supervised by a person referred to herein as the IT/Technical Manager or Senior Technician, which department shall be responsible for the quality, reliability and accuracy of all computer systems used by the bingo licence holder including, without limitation, specifications of appropriate computer software, hardware and procedures for security, physical integrity, audit and maintenance of:
 - i. Access codes and other data related security controls used to ensure appropriately limited access to computers and the reliability of data;
 - ii. Computer tapes, disks or other electronic storage media containing data relevant to bingo operations;
 - iii. Computer hardware, communications equipment and software used in the conduct of all bingo operations; and
 - iv. Adequate backup and recovery procedures, and if applicable shall include the following and which shall apply *mutatis mutandis*:
 - 1. Daily backup of data files;
 - 2. Backup of all programs;
 - 3. Secured off-site storage of all backup data file and programs, or other adequate protection; and
 - 4. Data recovery procedures shall be tested at least quarterly
- c. A security department, supervised by a person referred to herein as the security manager, which department (*if a separate security manager does not exist, the Duty Managers must fulfil the responsibilities of the Security Manager*) shall be responsible for the overall security of the establishment, including, without limitation, the following:
 - i. Enforcement of the law;
 - ii. The physical safety of patrons in the establishment;
 - iii. The physical safety of personnel employed by the establishment;
 - iv. The protection of patrons and the establishment's property from any illegal activity;

- v. The identification and removal of any person who is required to be excluded or who may be excluded or rejected or of any person who is prohibited from entering a bingo hall; and
 - vi. All other functions assigned to it by the bingo licence holder and approved by the Board.
- d. A bingo operations department, supervised by a person referred to herein as the Duty Manager, which shall be responsible for the operation of the game of bingo, including the cash desk and whose staff members shall include, at least, the persons referred to in Rule A.7 .7.
- e. A bingo accounting department or treasury, which shall be independent of the Bingo operations department, supervised by a person referred to herein as the bingo accounts manager or Senior Treasurer, which shall be responsible, without limitation, for the following:
- i. Daily verification of the reconciliation by the cash desk, in accordance with the reconciliation procedures approved by the Board;
 - ii. The control over unsold bingo cards as well as money at hand;
 - iii. Control over security stationery;
 - iv. The day-to-day accounting functions with regard to the operation of the bingo operations department, including the cash desk;
 - v. The periodic audit of the cash desk by Internal Audit, after which all variances must be reported to the head of the bingo accounts department or treasury; and
 - vi. The bingo accounts manager or treasury/duty manager will authorise all journal entries and ensure that revenue, expenses, assets and liabilities are reconciled to the general ledger on a monthly basis.
- f. In the case of a casino having authority to conduct the game of bingo, such casino shall have a separate department contemplated in sub-rule A.6.2(d) while the functions of the departments contemplated in sub-rules A.6.2(a), A.6.2(b), A.6.2 (c), and A.6.2(e) shall be performed by the relevant department in the casino which performs those functions.

A.7 Jobs Compendium submission

1. Each bingo licence holders duly licensed to operate bingo game shall:
 - a. Prepare and maintain a jobs compendium, consistent with the requirements of this chapter, detailing job descriptions and competencies and lines of authority for all positions in the operation of the bingo hall; and
 - b. Unless otherwise directed by the Board, a jobs compendium shall be submitted to the Board for approval at least 60 days prior to the projected date of commencing operations.
2. The Board shall review each job compendium and shall determine whether the job descriptions and tables of organisation contained therein conform to the licensing or registration and chain-of-command requirements of the Act, Regulations and Rules.

3. If the Board finds any insufficiencies, it shall specify the same in writing to the bingo licence holder or licence applicant, who shall make the appropriate alterations.
4. When the Board determines a submission to be adequate with respect to licensing or registration and chain-of-command, it shall notify the bingo licence holder licence applicant accordingly.
5. No bingo licence holder shall commence gambling operations unless and until the Board approves its jobs compendium.
6. A jobs compendium shall include the following sections:
 - a. An alphabetical table of contents listing the position, title and job code for each job description included in sub-rule A.7.6(c) below and the page number on which the corresponding job description may be found;
 - b. An organogram for each department and division illustrating, by position and title, direct and indirect lines of authority within the department or division and each page of the organogram shall specify the following:
 - i. the date of its submission;
 - ii. the date of the previously submitted organogram which it supersedes; and
 - iii. a unique title or other identifying designation for that organogram.
 - c. A description of each employee position which accurately corresponds to the position title as listed in the organogram and as listed in the table of contents and each position description shall be listed on a separate page, organised by departments or divisions, and shall include, at least, the following:
 - i. Position title and corresponding department;
 - ii. Duties and responsibilities;
 - iii. Detailed descriptions of experience or educational requirements;
 - iv. Access to secured or sensitive areas and keys to such areas;
 - v. The date of submission of each employee position job description and the date of any prior job description it supersedes; and
 - vi. The date of submission and page number of each table of organisation on which the employees position title is included.
7. The following types or classes of occupation shall be included in the bingo operations department, and shall be bingo occupations, for which registration of key persons or gambling employees will be required:
 - a. The duty manager, who shall be responsible for preparing the record of each game, the checking of the condition of all apparatus to be used during a game, the keeping of accounts of the game, the complaints book and the checking of prize winning;
 - b. The cashier or card controller, who shall be responsible for all bingo cards removed from the locked storage area for sale, the handing over thereof to the sellers, the collection of cards from the sellers, the calculation of the amount of each prize available in each game, communication thereof to the desk or duty manager and the paying of all prizes to winning players;

- c. The announcer, caller or bingo operator, who shall be responsible for controlling the random number selecting device and to ensure that selected numbers are displayed and/or announced or called;
 - d. The sellers, who shall collect bingo cards from the cashier, sell them to the players, and deliver the purchase price to the cashier or card controller; and
 - e. Any other type or class of job determined by the Board to be a bingo occupation.
8. Any proposed amendment to a previously approved jobs compendium shall be submitted to and approved by the Board before the bingo licence holder implements such amendment.
 9. Unless otherwise directed by the Board, any amendment required to be pre-approved in terms of this Rule shall be submitted to the Board at least 30 days prior to the proposed effective date of the amendment.
 10. Notwithstanding any other requirement of this Rule, each bingo licence holder shall submit a complete and up-to-date jobs compendium to the Board 24 months after issuing of its licence and every 24 months thereafter, unless otherwise directed by the Board.
 11. The provisions of sub-rule A.7.7 shall apply *mutatis mutandis* to a casino with a bingo department and such department shall be included in such casino licence holder's jobs compendium.

A.8 Cash desk, treasury or accounts department procedures

1. Procedures for the reconciliation of bingo card floats and money by the cash desk, treasury or accounts department shall be submitted to the Board for approval, prior to implementation of such procedures.
2. Any amendment to the approved procedures shall be submitted to the Board for approval, prior to implementation of such amendment.

A.9 Internal audit

1. In addition to the responsibilities provided for in Rule A.8, but subject to the reporting requirements contained in the said Rule, the internal audit department shall conduct a full audit of the bingo operations of every bingo hall, at least once every 3 months.
2. The results of every audit shall be reported to the audit committee of the Board of directors of the licence holder or, in the absence of an audit committee, an independent member of the Board of directors of the licence holder and copies of these reports shall be submitted to the Board.
3. Every bingo licence holder shall submit an internal audit programme to the Board for approval prior to commencement of operation and as and when it is amended.

A.10 WAP Internal Control Standards

1. A WAP operator shall develop, implement and maintain a written ICS containing all WAP related standards, procedures and controls implemented by the operator to ensure:
 - a. the integrity of its WAP operation;
 - b. that gambling and related devices are safeguarded;
 - c. that financial and other WAP-related records are accurate and reliable;
 - d. that WAP-related transactions are performed with the necessary authorisation;
 - e. that WAP-related transactions are recorded in sufficient detail to ensure the proper reporting of gambling revenue, taxes and other fees due; and
 - f. that WAP-related functions, duties and responsibilities are appropriately segregated and performed in accordance with sound practices by competent and appropriately qualified persons.

2. A WAP operator's ICS shall, at a minimum, contain standards, procedures and controls providing for:
 - a. the establishment of a WAP system;
 - b. the rules of any bingo game linked to the WAP system;
 - c. the creation and maintenance of provisions accounts;
 - d. the reconciliation of meters, including jackpot meters and meters used to calculate incremental values;
 - e. the reconciliation of all contributions towards WAP jackpots, including the calculation and allocation of any interest earned on such contributions;
 - f. the payment to and withdrawal from the WAP jackpot provision account of funds;
 - g. the verification of WAP jackpots;
 - h. the generation of manual progressive jackpot hits;
 - i. the authority required to authorise jackpot payments and other WAP-related transactions;
 - j. the investigation of any variances or other WAP-related anomalies;
 - k. the maintenance of the WAP-system;
 - l. the control and restriction of any physical and logical access to the WAP-system, including the ability to change data;
 - m. the determination of system accuracy;
 - n. the limiting or capping of any WAP jackpot;
 - o. the cessation, withdrawal or transfer of any WAP jackpot;
 - p. the procedures to be followed in the event of a system malfunction;
 - q. the backup and disaster data recovery procedures to ensure the continuity of the WAP jackpot system and security of data;
 - r. the securing and controlling of all files and data; and
 - s. the reports used to document, verify and reconcile the procedures referred to in this sub-rule.

3. A WAP operator shall not commence any gambling activities prior to the approval of its ICS by the board.
4. A WAP operator shall not amend its ICS or implement any new or revised procedures contained or required to be contained in its ICS without the approval of the board.
5. A WAP operator shall conduct its operations in terms of its ICS.
6. If a WAP operator contravenes any provision of its ICS which is required to be incorporated therein pursuant to these Rules, such contravention shall be deemed to be a contravention of these Rules.
7. The board may order a WAP operator to amend its ICS if in the opinion of the board it does not comply with the requirements of sub-rule A.10.1.
8. The board may require a WAP operator to install, at its cost and at the offices of the board, a computer terminal and printer linked to the central computer for the purposes of monitoring information regarding the system.

PART B:- RULES FOR CONDUCTING TRADITIONAL BINGO GAME

Application of this Part

- B.1 The provisions of this Part shall apply to all bingo licence holders operating or wishing to operate or conduct traditional bingo game.

The Bingo Hall Requirements

- B.2 The game of bingo may be played using physical cards, or any other physical object, which shall be in accordance with the standard form approved by the Board.
- B.3 Every bingo hall area designated for traditional bingo game, operated by a bingo licence holder, shall contain the following equipment:
1. a designated area for the purposes of conducting traditional bingo, with sufficient space as per approval of the Board;
 2. a control desk or designated room, with sufficient space for a random number, picture, or symbol selecting device or some other similar device approved by the Board. Where a control desk and a physical announcer is used it shall be clearly visible to all players;
 3. a designated cash control room desk situated within the area mentioned in sub-rule B.3.1, where a cashier, card controller or card seller shall be stationed and in which the following shall be kept:
 - a. all bingo cards removed from the storage area in order to be sold;
 - b. all money paid by players for the purchase of bingo cards until removed to the treasury;
 - c. any other equipment needed by the cashier to perform his/her functions; and
 - d. any other items which the Board may require to be kept from time to time.
 4. a notice advising players that rules of the game are available on request by the player, to be displayed in a prominent place inside the bingo hall.
 5. a computer system, approved by the Board, which shall be used to record and store the traditional bingo game records.
 6. a public address system which relays all instructions and information in relation to the conduct of the game and shall be clearly audible to all players at all times during the game.
 7. one or more information panels or screens, clearly visible to all players and displaying the following information:
 - a. the face value of the card, or other physical object, being played at the time;
 - b. all numbers, pictures or symbols drawn in the game being played at the time;
 - c. all prizes available in the game currently being played;
 - d. the amount of the applicable jackpot as well as the maximum number of draws for the jackpot; and
 - e. the number of draws made in the game currently being played.

8. A random number, picture or symbol selecting device or some other similar device approved by the Board, which shall operate either electronically or mechanically whereby the numbers, pictures or symbols drawn must be either called, displayed or distributed to the players.

The use of physical card or other physical object

- B.4 The traditional game of bingo may be played using card or other physical object, which shall be in accordance with the standard form approved by the Board, or such other physical device as may be approved by the Board.
- B.5 All physical bingo cards or such other physical device used in a traditional game of bingo shall be manufactured in sets of at least 6000 cards. All physical bingo cards (or other physical object) shall be manufactured in a material allowing them to be marked by the players.
- B.6 Bingo cards shall be packaged and received by bingo operators in such a manner that no more than two sets are packaged together and sealed before the opening of the packaging by the bingo licence holder, in order to prevent any tampering with the cards.
- B.7 All bingo cards received by the licence holder from the manufacturer or supplier thereof, shall be checked by the Duty/General Manager or other designated key employee, immediately after receipt, to ensure that the packaging is intact and the seal free from tampering.
- B.8 If the packaging of any set of cards is not intact or the seal has been tampered with in any way whatsoever, the operator shall immediately inform the Board thereof and store the relevant cards, together with the packaging and seal thereof, until the Board has determined the manner in which it will be dealt with.
- B.9 The cards received and whose packaging is intact and the seals free from tampering shall be stored in a locked storage area, the location and physical characteristics of which must be approved by the Board.
- B.10 Bingo cards referred to in sub-rule B.9 shall not be removed from their packaging as contemplated in sub-rule B.7, except in order to be sold to players.
- B.11 The operator shall submit to the Board, for approval, procedures for:
1. the control of access to all bingo cards (or other physical object used for bingo);
 2. removal of bingo cards from the locked storage area;
 3. return of unused cards to the locked storage area;
 4. daily reconciliation of the bingo cards received, sold and returned to the storage area;
 5. monthly reconciliation and inventory of all bingo cards;
 6. a disaster recovery plan in the event of any of the bingo cards being stolen or lost; and
 7. control of all keys of the bingo hall.

- B.12 Every session or game of traditional bingo game shall start with the sale of cards or tickets for that particular session or game. All cards shall be issued consecutively according to their serial number within each of the sets.
- B.13 Physical bingo cards may only be sold in the bingo hall where the game for which such cards is to be conducted.
- B.14 The sale of cards (**or other physical object**) in each game shall begin with number one of a particular set, or the number following the number of the last card (**or other physical object**) sold in a previous game, as the case may be and cards issued but not sold shall be voided.
- B.15 Before the commencement of the sale of cards (or sale of other physical object) to be used in the traditional games of bingo for the day, and, before the first game of each day, the duty manager shall inspect all equipment to be used in the traditional bingo game, in order to verify the integrity and suitability of the equipment for use in the games for the day.
- B.16 Every physical bingo card (or other physical object) shall be valid for one game only, unless using shutter cards.
- B.17 No two physical bingo cards (or other physical object) in a set shall be identical to any other card (or other physical object) in the set, to be used in the traditional bingo game, with regard to:
1. their unique serial numbers; or
 2. the numbers, pictures or symbols to be marked off by players.
- B.18 The following shall be printed on each physical bingo card (or other physical object):
1. the numbers, pictures or symbols to be marked off by the players;
 2. the set to which the card (or other physical object) belongs; and
 3. its unique serial number within the set.
- B.19 If the number of cards in the set being sold is insufficient to satisfy the demand of the players, cards of a second set may be sold for the same game, subject to the following requirements:
1. the second set to be sold shall have the same selling price per card as the first;
 2. the sale of the second set shall commence with the next consecutive number of such set; and
 3. the cards of the second set shall be sold up to the serial number immediately preceding the serial number of the first card sold in the first set, to ensure that no two cards identical to one another in the numbers to be marked off by the players, may be sold or used in the same game of bingo.

Playing of the Traditional Bingo Game

B.20 The game of traditional bingo shall be conducted in the following manner:

1. the face value of the card shall be announced and/or displayed on the information panel prior to or during the sales of cards for that game;
2. Before the game commences, the following shall be announced and/or displayed:
 - a. the card numbers of the first and last cards sold;
 - b. the total number of cards sold, for each game;
 - c. the value of each type of prize available for the game and the way in which each prize is to be claimed;
 - d. in the case of a jackpot prize being available, the maximum number of draws for which the jackpot shall be awarded; and
 - e. the commencement of number selection.
3. Numbers, pictures or symbols must be successively selected, using the random number, picture or symbol selection device;
4. Every number, picture or symbol selected shall be announced through or by means of the public address system in a clearly audible manner and/or shall be displayed on the information panel or panels (which may include the closed circuit television system or any other system as approved by the Board);
5. The first player or players to complete the combination necessary for a prize on that player's card and, where applicable, within the required number of draws, shall be entitled to the applicable prize, if that player claims the prize within the time and in the manner provided for in these Rules;
6. The game shall be interrupted when any player claims a prize and the card for which the prize is claimed shall be collected by the desk manager or other designated employee, who shall check the card in order to verify whether the claim is legitimate;
7. If the check reveals that the relevant prize has been won, this shall be announced through or by means of the public address system and displayed on monitors and if the prize has not been won, the game will continue until all available prizes have been won;
8. Once the existence of a prize winning card has been verified and announced or displayed, the caller shall enquire from the players whether there are any other winning cards, allowing a reasonable time before ordering the game to be resumed or declaring it to have ended, as the case may be;
9. Once the caller has declared the game to have ended all rights to claim any prize in respect of said game, shall be lost; and
10. When the last available prize in a particular game has been claimed and positively verified, the caller shall declare the game closed and all prizes shall be paid to the winners.

- B.21 The following cards (or other physical object) shall be dealt with in the manner described below:
1. all prize-winning cards (or other physical object) shall be attached to the record of the relevant game and kept for a period of three months;
 2. any card (or other physical object) which may constitute evidence of an offence or any contravention of the Act, Regulations or Rules shall be retained and submitted to the Board on request and shall not be destroyed until the Board has approved, in writing, the destruction thereof;
 3. any card (or other physical object) which forms the subject of a dispute or which may lead to the resolution of a dispute, shall be retained and submitted to the Board on request thereof and shall only be destroyed with the prior written approval of the Board; and
 4. any damaged or void card(physical object) shall be kept for a period of three months.

Keeping of traditional bingo game records

- B.22 Each operator shall have a computer system or electronic recording device, approved by the Board, in which shall be recorded, simultaneously with the playing of each game, all information relevant to each game of traditional bingo, including, but not limited to, the following:
1. the date;
 2. the series and serial number of the first card sold;
 3. the series and serial number of the last card sold;
 4. the total number of cards sold;
 5. details of unsold or damaged cards;
 6. the amount of the face-value of the cards;
 7. the amount accumulated by the reason of card sales in the computer system linked jackpot;
 8. the time of commencement of each game;
 9. the numbers, pictures or symbols selected up to each of the prizes awarded;
 10. the serial number of the card or cards winning each of the prizes;
 11. the net amount of the total of each prize;
 12. the total number of numbers, pictures or symbols selected;
 13. any incident which may have an effect on the result of the game; and
 14. the time of closure of each game.
- B.23 In the event of a malfunction of the computer system or electronic recording device referred to in rule B.22, all relevant information with regard to every game of bingo played shall be recorded in writing. The Bingo Operator shall ensure that the system or device is repaired or replaced within 72 hours of such malfunction occurring or such longer period as may be requested and approved by the Board.

Playing of simultaneous traditional bingo games

- B.24 The game of bingo may be played simultaneously at the bingo halls of more than one bingo Operator, subject to the provisions contained in these Rules in general and this part B specifically.
- B.25 Unless the context indicates otherwise, the Rules as contained in Rules B.1 to B.23 shall apply *mutatis mutandis* to a simultaneous traditional bingo game: Provided that in the event of a conflict between the other Rules, including Rules B.1 to 23, and Rules B.24 to B.39, the provisions of Rules B.24 to B.39 shall prevail in respect of a simultaneous game to the extent that the conflict exists.
- B.26 Simultaneous bingo shall be conducted at the bingo hall of a bingo licence holder, to which other bingo licence holders shall be linked, in order that all significant events of the game are communicated to all participating players, simultaneously with the events taking place.
- B.27 The maximum number of simultaneous games allowed to be played in one day, shall be such number as approved by the Board through the internal control system of the licensee.
- B.28 The equipment required in terms of Rule B2, to be contained in a bingo hall, may be used when conducting a simultaneous game.
- B.29 In addition to the equipment required in terms of Rule B2, the following equipment shall be deployed when simultaneous games are conducted:
1. the central bingo hall shall have a random number selecting device, which shall comply with the provisions of Rule B.3.8;
 2. if the random number selecting device consists of a ball drawing apparatus the following Rules shall apply:
 - a. the central bingo hall shall have a system for the production and recording of a visual or audio signal for distribution to the linked bingo halls which system must be approved by the Board prior to the use thereof in any simultaneous game;
 - b. all the draws of each game shall be recorded and be kept; and
 - c. the central bingo hall shall have a system, approved by the Board, which shall transmit a visual or audio signal by means of a direct link to each linked bingo hall, in order to ensure that each draw made is displayed to or announced to the players in each linked bingo hall, simultaneously with the draw being made in the central bingo hall;
 3. if a computerised number selecting device is used, there shall be a direct link between the central bingo hall and each linked bingo hall, which shall ensure that the numbers selected in the central bingo hall shall be displayed or announced in each linked bingo hall, simultaneously with the selection thereof.

- B.30 The central bingo hall operators shall:
1. provide a link between the central bingo hall and every linked bingo hall;
 2. ensure that data and information are sent and received between the central bingo hall and each linked bingo hall on a real time on line basis;
 3. prepare all game records in such a manner as approved by the Board, reflecting the revenue generated, each bingo hall contribution, prize money and allocation of prize money to the various bingo halls;
 4. have sufficient computer capacity (processing, memory, communications inter-faces and hard disk storage) to efficiently monitor and log all significant events taking place in every simultaneous game.
- B.31 The hardware and software configuration of the distribution network used for simultaneous bingo shall be approved by the Board, and any upgrade or change to the systems shall be approved by the Board prior to such upgrade or change-taking place.
- B.32 A simultaneous game of bingo shall start with commencement of number selection.
- B.33 The central bingo hall shall determine the types of prizes available, the type of bingo to be played and the starting times of each game.
- B.34 The sale of cards for a simultaneous game may start no earlier than four hours before the scheduled start of the simultaneous game and shall cease prior commencement of such simultaneous game or such shorter period as may be approved by the Board.
- B.35 All bingo cards (**or other physical object**) to be used in simultaneous games shall have serial numbers which shall be different to any of the serial numbers used in ordinary bingo and shall be clearly distinguishable as bingo cards for the purpose for a simultaneous game and or it shall be announced and/or displayed to the players on the information panels or television monitors that a simultaneous game is being played.
- B.36 Bingo cards (or other physical object) for simultaneous games may be sold in the rest periods between ordinary games of bingo.
- B.37 Before the start of a simultaneous game the central bingo hall shall order the linked bingo halls to cease the sale of cards and the desk manager of each linked bingo hall shall record the number of cards sold for that particular game and send or communicate the information to the central bingo hall via the central distribution network or any form as approved by the Board.
- B.38 The information received from the linked bingo halls shall be processed at the central bingo hall, where-after the information shall be displayed on the information panels or announced in all linked bingo halls, including the central bingo hall.
- B.39 The commencement of the game shall be announced, followed by the random number selection.
- B.40 All prizes shall be paid out at the linked bingo hall where that prize has been won.

PART C: RULES FOR CONDUCTING BINGO GAME USING ELECTRONIC GAMING DEVICES

The Bingo Hall Requirements

- C.1 The game of bingo may be played using computer display/screen, or any other electronic device, which shall be in accordance with the standard form approved by the Board.
- C.2 Every area designated for electronic bingo game, operated by a bingo licence holder, shall contain the following:
1. a designated area for purposes of conducting electronic bingo, with space as per approval of the Board.
 2. EPT's or any other device approved by the Board and installed in accordance with the required standards stipulated by the Board.
 3. a designated cash control room desk situated within the electronic bingo game area, where a cashier, shall be stationed and in which the following shall be kept:
 - a. all monies set aside for facilitation of play for players of electronic game of bingo, until removed to the treasury;
 - b. any other equipment needed by the cashier to perform his functions; and
 - c. any other items which the Board may require to be kept from time to time.
 4. a notice advising players that rules of the game are available on request by the player, to be displayed in a prominent place inside the bingo hall.
 5. a computer system, approved by the Board, which shall be used to record and store the electronic bingo game records.

Electronic Player Terminals (EPTs) and any Operating System or Device - General Requirements

- C.3 The Board requires that all EPTs or any other operating systems or device to be utilized for bingo game must be certified in meeting the requirements set out in SANS 1718.
- C.4 Placing or positioning of the EPTs or any other operating systems or device to be utilized for bingo game shall be done in a manner that ensures the safety and security of the players is protected.
- C.5 The EPTs or any other operating systems or device to be utilized for bingo game must be compatible to be interfaced with a CMCS utilized to monitor and control EPTs or any other operating systems or device to be utilized for bingo game's data and functionalities, without any malfunction or inconvenience to the players.

C.6 Documentation:

1. Every EPT or any other operating system or device to be utilized for a bingo game must have readily available operating or user manuals.
2. The maintenance or service manual shall accurately depict the EPTs or any other operating systems or device to be utilized for bingo game that it is intended to cover, and shall provide sufficient detail and be sufficiently clear in its wording and diagrams to enable a competent person to perform repair and maintenance in a way that is conducive to the long-term reliability of the EPT.
3. Hardware documentation shall include an edit history providing details of all changes to the EPT (what, why, who and when).
4. The certification and approval process by the Board shall include an evaluation of the total configuration for reliability, recovery, audit ability, redundancy, security and compatibility with a potential approved CMCS.
5. Any upgrades or changes to the EPTs or any other operating systems or device utilized for bingo game shall be subject to approval by the Board, prior to such upgrade or change taking place.

Electronic Bingo Game - General Requirements

C.7 All electronic bingo games to be offered for play at the bingo hall must be certified in meeting the requirements set out in SANS 1718.

C.8 The bingo games shall be offered only after obtaining the Board's approval thereof.

C.9 Documentation:

1. Every bingo game offered for play must have readily available pertinent manuals.
2. The manual shall accurately depict the following details:
 - a. bingo game name;
 - b. system and theme components characteristics;
 - c. EPT platform;
 - d. Artwork;
 - e. Game percentage variation;
 - f. Denomination and credit values;
 - g. Max bet;
 - h. Game, base & system software;
 - i. Where applicable progressive feature;
 - j. Gamble option; and
 - k. Any other game related information.

3. Software documentation shall include an edit history providing details of all changes to the bingo game (what, why, who and when).
4. The certification and approval process shall include an evaluation of the total configuration for reliability, recovery, audit ability, redundancy, security and compatibility with a potential approved Server or any other device as approved by the Board.
5. Any upgrades or changes to the electronic bingo games shall be subject to approval by the Board, prior to such upgrade or change taking place.

Registration/Approval of WAP operator

- C.11 The WAP operator shall be appropriately licensed in the jurisdiction in which the central computer is located.
- C.12 Where the WAP operator operates a WAP system in the Eastern Cape, in respect of which the central computer is located in another Province, the operator shall be required to be found suitable to operate in the Eastern Cape.

Application to operate a WAP system

- C.13 A WAP operator shall, in writing, apply to the board for approval prior to the installation of a WAP system at a bingo hall, if such operator does not hold a bingo operator licence for the premises in which it intends to install such WAP system.
- C.14 The application referred to in sub-rule C.13 shall contain:
 1. a detailed rendering of the design of the WAP system, including the sites that will be linked to the system, the number of WAP devices and the specifications of the communication system to be used;
 2. a copy of the WAP operator's ICS;
 3. a copy of the WAP operator's organisational structure and jobs compendium in relation to the relevant WAP system;
 4. a copy of the LOC's in respect of the WAP devices to be used in the operation of the WAP system; and
 5. a signed copy of the agreement between the WAP operator and the relevant bingo hall operator, under cover of a letter signed, at a minimum, by representatives of the surveillance, EDP/IT Department and bingo hall General Manager taking cognisance of the intended installation of such WAP system.
- C.15 A WAP operator shall not commence the operation of a WAP-system before receiving written approval from the board, which approval shall be issued only once the board is satisfied that the WAP system complies with the provisions of the Act and is functioning properly.

- C.16 A WAP operator shall not alter any component of its approved WAP system without the prior written approval of the board.
- C.17 Sub-rule C.15 does not preclude the performance of any routine maintenance on the WAP system; provided that the WAP system or any equipment used therein shall not deviate from the system or equipment approved by the board.
- C.18 A WAP operator shall maintain a detailed register of all alterations or maintenance performed on the WAP system and its equipment, including:
1. the date and time of such alterations or maintenance;
 2. a description of the alterations or maintenance; and
 3. the identity of the persons performing such alterations or maintenance.

WAP - General requirements

- C.19 All the rules/regulations of the Board pertaining to organisational structure, the jobs compendium to be kept by licence holders, surveillance, security, electronic player terminal, central monitoring system, electronic monitoring system, electronic data processing and financial and administrative matters shall, with the necessary changes, apply to a WAP operator.
- C.20 All WAP devices linked to a particular game offered on a WAP system shall have an equal probability to pay a jackpot.
- C.21 A particular game offered on a WAP system shall bear the same name at all licensed premises where it is offered for play.
- C.22 The current value of a WAP jackpot shall be prominently displayed on or in the immediate vicinity of the WAP devices to which such jackpot relates.
- C.23 All WAP devices linked to the same jackpot shall contribute to the provisions account at the same rate.
- C.24 The base value of a WAP jackpot shall commence with the same base value on all sites on which such jackpot is offered.
- C.25 A WAP operator shall, on a daily basis, ensure that:
1. all WAP devices linked to the WAP system are functioning properly; and
 2. the correct WAP jackpot values are displayed on every site linked to the WAP-system.
- C.26 The data transferred between the site controller and the central computer, shall be encrypted in such a manner as may be required or approved by the board to prevent tampering.
- C.27 The central computer shall be located within South Africa.
- C.28 In addition to the above, a WAP operator shall, insofar as it performs its functions in a bingo hall, comply with the provisions of the ICS approved in respect of the relevant bingo hall.

- C.29 Whenever a WAP jackpot is struck the winning patron shall be paid the value displayed in respect of such jackpot on the licensed premises, or the reconciled value in respect of such jackpot, plus all interest earned on the cumulative portion of such jackpot, whichever is the higher.
- C.30 A WAP operator shall install, operate and maintain a surveillance system to continuously monitor and record the location of the central computer.
- C.31 Access to gambling-related areas and information.
- C.32 Upon proof of identification, a WAP operator shall give the board and its authorised officers immediate access to any gambling-related area, hardware or software, including the central computer or any other area in or on which any part of the WAP system is located.
- C.33 A WAP operator shall supply the board with any information or records it requires in respect of the WAP system or the operation thereof, within a period specified by the board.
- C.34 Any wide area progressive or inter-linked bingo system must be adequately restricted to prevent unauthorised access (e.g., changing passwords at least monthly, restricted access to EPROM's or flashcards, and restricted physical access to computer hardware, etc.).
- C.35 Procedures shall be developed, implemented, and documented for:
1. reconciliation of meters and jackpot pay-outs;
 2. collection/drop of funds;
 3. jackpot verification and payment and billing to bingo on pro-rata basis;
 4. system maintenance; and
 5. system accuracy.
- C.36 Reports documenting the procedures above shall be developed and documented in the system of internal control as approved by the Board.

Central Monitoring & Control System ("CMCS") - General Requirements

- C.37 The EPTs or any device as approved by the Board utilized for bingo game operators implement any computerised on-line central monitoring and control system (CMCS) capable of meeting with the Board's requirements.
- C.38 The CMCS shall comply with the requirements set out in SANS 1718: Provided that automatic deactivation of the EPT or any device as approved by the Board utilized for bingo game is not mandatory in a licensed bingo hall.
- C.39 In addition to those set out in SANS 1718, the following logging, searching and reporting of EPTs events and capabilities are to be included in the CMCS:
1. authorised and unauthorised door open (cash box, EPT and note acceptors);
 2. cash box, note acceptor and EPT door open;

3. cash box, note acceptor and EPT door close;
 4. invalid service/key card;
 5. power off;
 6. power on;
 7. connection or break in connection to CMCS;
 8. jackpot, progressive jackpot won and value thereof, provided that if the monitoring system does not record the value of a progressive jackpot, the procedure for verification thereof shall be contained in the licensee's internal control procedure;
 9. jackpot reset and credit cancel;
 10. paid out funds while door open, if applicable;
 11. coin jam, if applicable;
 12. all personnel gaining access to the EPT or any device as approved by the Board utilized for bingo game;
 13. EPT or any device as approved by the Board utilized for bingo game component errors as required in terms of the SANS 1718;
 14. collection of individual device financial data;
 15. collection of individual soft meter data at the game level which will include at a minimum:
 - a. in meter;
 - b. out meter;
 - c. drop meter to cash box;
 - d. jackpot meter;
 - e. handle/total in pull meter; and
 - f. bill validator meters reflecting value of notes accepted by denomination.
 16. comparison of soft meter data against cash box hard count;
 17. systems security;
 18. the collection of soft meter data shall be performed via a secure link to the EPT software;
 19. logging of all manual inputs to the CMCS including the person performing and authorising the input; and
 20. any other requirement as determined by the Board.
- C.40 The CMCS must be computer based with sufficient capacity (processing, memory, communication interfaces and hard disk storage) to efficiently monitor, log and control all gambling devices as contemplated in sub-rules C.37 and C.38 for at least 10 days.
- C.41 Documentation:
1. The CMCS must have readily available pertinent operating or user manuals.
 2. The operating manual shall accurately depict the use of the CMCS in its operating environment, and shall provide sufficient detail and be sufficiently clear in its wording and diagrams to enable the relevant personnel to understand the manual with minimal guidance.

3. Software documentation shall include an edit history providing details of all changes to the CMCS (what, why, who and when).
4. The CMCS interfacing or communication protocol must be outlined in a form of a Network Diagram or Architecture (detailing names of interfaces/routers/gateways/servers hosted in, with IP addresses and their functions).
5. Financial reporting:
 - a. The CMCS must be capable of reporting at least:
 - i. Amount wagered/Bet/Total In;
 - ii. Amount Won/Total Out;
 - iii. Jackpots, and or Progressive Jackpots Paid including WAP, where applicable;
 - iv. Gross Gaming Revenue;
 - v. Gambling Tax payable; and
 - vi. Total number of active EPT's or similar device interfaced with.
6. The CMCS operators must demonstrate to the Board, the compatibility of their CMCS to other gaming devices or equipment utilized in the Bingo Hall for gaming, ticketing and or accounting, etc.

Bingo Game Server - General Requirements

- C.42 All EPTs provider(s) or manufacturer(s) shall provide and maintain bingo game server(s) or similar device used for same purpose ("server"), interfaced with the provider's EPTs at the licensed Bingo Hall.
- C.43 The server shall comply with the requirements set out in SANS 1718: Provided that automatic deactivation of the EPTs is not mandatory in a licensed bingo hall.
- C.44 The logging, searching and reporting of EPTs events and capabilities applicable to the CMCS (Rule C.39) shall apply in the Server.
- C.45 The server must be computer based with sufficient capacity (processing, memory, communication interfaces and hard disk storage) to efficiently monitor, log and control all EPTs interfaced with as contemplated in sub-rules C.43 and C.44 for the period applicable to the CMCS.

C.46 Documentation:

1. The Board requires that every Server must have readily available pertinent operating or user manuals.
2. The operating manual shall accurately depict the use of the Server in its operating environment, and shall provide sufficient detail and be sufficiently clear in its wording and diagrams to enable the relevant personnel to understand the manual with minimal guidance.
3. Software documentation shall include an edit history providing details of all changes to the Server (what, why, who and when).
4. The server must be interfaced with the EPTs or any device as approved by the Board utilized for bingo game, counters and weigh scales to ensure that all the following error codes, conditions and information are reported on the Server:
 - a. in the case of EPTs or any device as approved by the Board utilized for bingo game, then EPTs or such device's error codes and conditions:
 - b. in the case of notes/coins counters:
 - i. the denomination;
 - ii. the Rand value of notes/coins counted;
 - iii. the booth number; and
 - iv. the date and time.
 - c. in the case of weigh scales:
 - i. the denomination;
 - ii. the value
 - iii. the weight or mass;
 - iv. the EPT number; and
 - v. the date and time.
5. Rules C.63, C.64, and C.65 applicable to the CMCS shall apply to the Server.

Playing of the Electronic Bingo Game

- C.47 Every electronic game shall start with payment by the player for that particular game.
- C.48 On the activation of the game the numbers, pictures or symbols will be displayed on the terminal screen or electronic devices;
- C.49 After completion of the game the player may continue to play another game or continue in any additional or bonus game features that may be awarded.

C.50 The electronic device used may offer an alternative electronic or mechanical display of the results, as long as the results of the alternative game are based on the outcome of the bingo game and that this display is for entertainment purposes only.

Game records For Electronic card(s)

C.51 Each operator shall have a system or electronic recording device, approved by the Board, on which shall be recorded, the following minimum information:

1. the date;
2. the total amount of cash staked per player position or electronic card or device;
3. the total amount of prize money paid out per player position or electronic card or device;
4. the total amount of cash hold per player position or electronic card or device;
5. percentage payout and hold per player position or electronic card or device;
6. total amount of cash staked;
7. total amount of prize money; and
8. total amount of cash hold.

C.52 The information recorded in terms of sub-rule C.51, shall be stored in electronic format for a minimum of three months after completion of each game, in such a manner that it shall not be capable of being changed after being recorded and such information shall only be accessible to the Board, including inspectors, authorised staff members of the bingo licence holder or its franchiser, the casino licence holder and the auditors of the operator, franchiser or casino licence holder.

C.53 In the event of a malfunction of the system or electronic recording device referred to in sub-rule C.51, all relevant information with regard to every game of bingo played shall be extracted from each EPT or device (where applicable) and recorded in writing.

C.54 In the event of a malfunction of the system or electronic recording device, such device shall be repaired or replaced within 72 hours of such malfunction occurring or such longer period as may be approved by the Board.

Wide Area Progressive Electronic Player Terminals (Inter-Bingo Linked Progressives/Jackpots)

C.55 Communication and power supply

1. The central computer shall be connected to an uninterrupted power supply (UPS), which shall be capable of supplying uninterrupted power for an unlimited period in the event of a power failure.
2. In the event of a communication error between site jackpot controllers and the central computer, individual site jackpot controllers may operate independently: Provided that, where necessary, when communication with the central computer is restored, the progressive values displayed at all linked licensed premises shall be updated immediately.
3. Where the link between the central computer and the site controller has been interrupted, the game in respect of which a WAP jackpot is offered shall immediately disable once the site controller memory has reached full capacity.

C.56 Contributions to and reconciliation of WAP jackpot provisions account

1. The full amount of any deductions as prescribed by the Act fully permitted to be made from the drop/handle of a WAP device to provide for the payment of a WAP jackpot shall be paid into a jackpot provisions account.
2. The jackpot provisions account referred to in sub-rule C.56.1 shall be used exclusively for the purposes of receiving and withdrawing contributions towards the payment of WAP jackpots, banking and similar costs incurred in connection with the administration of such provisions account and the payment of such jackpots.
3. The WAP operator shall, in the provisions account, account for:
 - a. the financing of the base value of a jackpot; and
 - b. the cumulative portion of a jackpot separately.
4. Every six months, commencing on the day that a WAP operator receives the first contributions towards the WAP jackpot amount, such operator shall reconcile the value of the provisions account with the actual contributions received and amounts paid as winnings.
5. At the time of a reconciliation contemplated in sub-rule C.56.4, any amount in the portion of the provisions account relating to the base value of the jackpot (and specifically excluding the portion of the provisions account which relates to the cumulative portion of such jackpot) and any interest earned thereon which is in excess of two times the base value of the relevant WAP jackpot, shall be returned to the bingo halls which contributed towards such provisions account in proportion to their contributions.
6. The provisions account referred to in sub-rule C.56.1 shall be audited by a recognised audit company on an annual basis.

C.57 Security

1. If the central computer utilised by a WAP operator is located in the Province, the WAP operator shall, prior to commencing the operation of a WAP system, furnish the board with a security in respect of each WAP jackpot offered on such WAP system.
2. The amount of the security shall at a minimum, be three times the base value of the WAP jackpots to which such security relates.
3. The board may at any time during the currency of and notwithstanding the terms of any agreement relating to the provision of security, require the WAP operator to increase the amount of or otherwise amend such security.

C.58 Limiting and transfer of progressive values

1. A WAP operator may limit a WAP jackpot to an amount equal to or greater than the current amount of the jackpot at the time of the imposition of such a limit.
2. In the event of the imposition of a limit, the WAP operator shall prominently display a notice, informing the players about the imposition of such a limit, on or in the immediate vicinity of the WAP devices to which the WAP jackpot relates.
3. A WAP operator shall not reduce the amount of a WAP jackpot or otherwise reduce, withdraw or eliminate a WAP jackpot, unless:
 - a. a player wins such WAP jackpot;
 - b. the WAP jackpot is adjusted to correct a malfunction or to prevent the display of an amount greater than a limit imposed in terms of sub-rule C58.1, and the WAP operator documents such adjustment and the reasons therefore; or
 - c. the WAP jackpot is discontinued.
4. If a WAP jackpot is discontinued at any bingo hall, the WAP operator shall calculate the pro rata value of the contribution of that bingo hall to the base value of that jackpot and any interest earned on all the contributions of such bingo operator to the provisions account in respect of such jackpot and shall return the total amount so calculated to the relevant bingo hall operator.

Central Monitoring and Control Systems (“CMCS”)

C.59 Hardware and software

1. The hardware and software configuration of the CMCS shall be certified to conform with the SANS 1718 and approved by the Board prior to utilisation thereof by a licensee.
2. The certification and approval process shall include an evaluation of the total configuration for reliability, recovery, audit ability, redundancy and security.
3. Any upgrades or changes to the software system shall be subject to approval by the Board, prior to such upgrade or change taking place.

C.60 Meter wrap handling and meter width

Operational procedures and software must be in place which, together with the maximum counting abilities of the meters and the expected rate of meter counts, are sufficient to cater for resulting meter wrap events (i.e. to detect and correctly handle meter wraps), and so preserve the true total statistics.

C.61 Device configuration database

1. The CMCS or gambling device monitoring system to maintain the following information for each gambling device which it monitors:
 - a. location;
 - b. device description (e.g. serial number, manufacturer; Board registration number);
 - c. configuration (i.e. denomination, software version installed, games available, progressive status); and
 - d. history of upgrades, movements and re-configurations.
2. The monitoring contemplated in sub-rule C.56.1 may be done by the CMCS, a separate computer or manual system, or any combination thereof as approved by the Board, but, in any case, the information must be readily retrievable.

C.62 Password protection

1. The CMCS must provide comprehensive password security.
2. All programs and important data files shall only be accessible by entry of a password, which will be known only to authorised personnel.
3. The Board requires that storage of passwords and personal identification numbers (PIN's) be in an encrypted form.
4. A program must be available that will list all registered users on the system, including their privilege level on the CMCS.

C.63 Access by the Board

1. The Board shall be able to access the CMCS at any time using either the electronic link to the Board, CMCS is to provide comprehensive search mechanisms for the purpose of inspection of events and statistical data which must cater for a variety of "keys" for the search including date, time, event number, EPT number, etc., and combinations thereof.
2. The Board must be able to log onto the CMCS to execute audit, evaluate and interrogate programs or the entire system.

3. The password that an inspector of the Board uses must give him or her **READ ONLY** access to all data: Provided that there should be sufficient space available to enable the inspector of the Board to save a report comprising the read only information.

C.64 User interface, documentation and reporting

1. The CMCS must be interfaced with the EPTs or any device as approved by the Board utilized for bingo game, counters and weigh scales to ensure that all the following error codes, conditions and information are reported on the system:
 - a. in the case of EPTs or any device as approved by the Board utilized for bingo game, then EPTs or such device's error codes and conditions;
 - b. in the case of notes counters:
 - i. the denomination;
 - ii. the Rand value of notes counted;
 - iii. the booth number; and
 - iv. the date and time.
 - c. in the case of weigh scales:
 - i. the denomination;
 - ii. the value;
 - iii. the weight or mass;
 - iv. the EPT number; and
 - v. the date and time.
2. Significant events and statistical data required by the Board must be transferred to the Board at such intervals as the Board may determine.
3. The permitted methodologies for these transfers shall be specified by the Board and may include the following:
 - a. hard copy report via facsimile;
 - b. diskette;
 - c. dial-up data transfer;
 - d. secure e-mail; or
 - e. data transfer via dedicated link.
4. The format of the data will be specified by the Board from time to time.

C.65 Link to Board's computing facilities

1. The CMCS operator is to provide and maintain, at its cost, such electronic access or link between the Board and such operator's computing facilities as the Board may require from time to time.
2. The electronic link must include all necessary equipment (i.e. lightning protection, computer terminals, Telkom lines, NTU's, routers, modems, etc.).
3. The CMCS operator must supply the Board with the necessary software electronic links and relevant training to enable the Board to link to and log on to the operator's CMCS.
4. This link shall allow either logging onto the operator's CMCS interactively or downloading data at a frequency as specified by the Board.
5. The CMCS operator must provide communications and systems security to the satisfaction of the Board.

C.66 Facilities for inspectors and Auditors

1. Facilities within the CMCS to be provided for the Board's inspectors and auditors shall include at least the following:
 - a. the ability to determine operational software version levels and record operational hardware;
 - b. the ability to verify that EPTs, other devices and equipment utilized for bingo game as approved by the Board are on-line; and
 - c. facilities to support an inspector or auditor working in the field.

Server or similar device used for same purpose

C.67 hardware and software

1. The hardware and software configuration of the Server shall be certified to conform with the SANS 1718 and approved by the Board prior to utilisation thereof by a licensee.
2. The certification and approval process shall include an evaluation of the total configuration for reliability, recovery, audit ability, redundancy, security and compatibility with a potential approved CMCS.
3. Any upgrades or changes to the software system shall be subject to approval by the Board, prior to such upgrade or change taking place.

C.68 Meter wrap handling and meter width

For every Server operational procedures and software must be in place which, together with the maximum counting abilities of the meters and the expected rate of meter counts, are sufficient to cater for resulting meter wrap events (i.e. to detect and correctly handle/total in meter wraps), and so preserve the true total statistics, agreeing to the CMCS.

C.69 Device configuration database

1. The Board requires that a Server shall maintain the following information for each EPT or any other device approved by the Board which it monitors:
 - a. location;
 - b. device description (e.g. serial number, manufacturer; Board registration number);
 - c. configuration (i.e. denomination, software version installed, games available, progressive status); and
 - d. history of upgrades, movements and re-configurations.

C.70 Password protection

1. The Server must provide comprehensive password security.
2. All programs and important data files shall only be accessible by entry of a password or interfacing or communication protocol from the CMCS as approved by the Board, which will be known only to authorised personnel.
3. The Board requires that storage of passwords and personal identification numbers (PIN's) be in an encrypted form.
4. A program must be available that will list all registered users on the system, including their privilege level on the Server.

C.71 Facilities for inspectors and Auditors

1. Facilities within the Server to be provided for the Board's inspectors and auditors shall include at least the following:
 - a. the ability to determine operational software version levels and record operational hardware of all the Server excluding the CMCS in the Bingo Hall;
 - b. the ability to verify that EPTs interfaced with are active;
 - c. facilities to support an inspector or auditor working in the field for verification of or reading with CMCS functionality.

PART D: SURVEILLANCE SYSTEMS

Application of this Part

- D.1 The provisions of this Part shall apply to all bingo licence holders.
- D.2 Notwithstanding the provisions of sub-rule D.1, the provision of Rule D.17, D.18.1 and D.18.2 shall apply *mutatis mutandis* to all licence holders who are required to comply with video surveillance requirements in terms of the Act of the Regulations.

Minimum Rules

- D.3 The Board may, in its discretion require a licence holder to comply with surveillance system requirements that are more stringent than those set forth in this Part.

Surveillance systems: general requirements

D.4 Requirements for monitors:

- 1. Only high-resolution monitors with audio transmitting capabilities shall be used in the surveillance room.
- 2. All controls on the monitors shall be front-mounted.
- 3. Each monitor shall have the capability to display any selected view.
- 4. The number of cameras and the intensity of the camera coverage must be considered when determining how many monitors shall be fitted into the surveillance room.
- 5. The surveillance system shall include a minimum of one monitor for every 25 cameras in the bingo hall.
- 6. A ratio of one surveillance officer to eight monitors must be maintained during bingo operating hours.
- 7. Any cash up, transaction or count area shall be included in the above ratios.

D.5 Requirements for cameras:

- 1. Cameras shall be fitted in such a way to prevent tampering by patrons and employees.
- 2. Cameras shall be selected and controlled from the surveillance room by means of a variable speed control unit.
- 3. In the case of cameras located on the bingo floor and count rooms each camera shall be connected to its own dedicated video recorder: Provided that the Board may require other cameras to be connected to dedicated video recorders.
- 4. Cameras of different resolutions shall be used in different conditions and for different purposes in order to provide optimum clarity of that which needs to be recorded.
- 5. High-resolution colour cameras shall be used to cover all bingo sitting arrangement.
- 6. Each camera shall have the capability of having its picture displayed on a video monitor.

7. A lightning protection unit shall be fitted to protect the surveillance system against lightning.

Surveillance systems: count rooms

- D.6 Every licence holder shall install, maintain, and operate at all times a surveillance system that monitors and records clear unobstructed views of:
 1. scales in the count room shall also have interface capabilities to the surveillance system;
 2. the administration office of the count room including the walls, doors, equipment and employees and their movements;
 3. the administration office of the count room shall have a panic alarm;
 4. the count room, which shall have a camera dedicated to the counting surface and a camera dedicated to the stacked currency;
 5. the count room note counters and the counters shall have interface capabilities to the surveillance system;
 6. safes and card storage areas; and
the cash desk transaction areas shall have a panic alarm.
- D.7 All count and transactions activity within the count room, and cash desk or account department, must be recorded with sufficient clarity to permit identification of each employee and his or her movements, and to permit identification of all currency, coins, and paperwork.
- D.8 The count room, administration office of the count, and each transaction window in the cash desk shall have audio monitoring capabilities.
- D.9 The count room (video recordings) must be retained for a minimum of 30 days.

Surveillance systems: EPTs

- D.10 Cameras recording EPTs or any device as approved by the Board utilized for bingo game shall be positioned in such a manner that opened EPTs or any device as approved by the Board utilized for bingo operations doors do not obstruct the view to the inside of the EPTs or any device as approved by the Board utilized for bingo game and a maximum of 10 EPTs or any device as approved by the Board utilized for bingo game shall be covered by one camera: Provided that this Rule is based on the distance that would be covered by 12 standard EPTs or any device as approved by the Board utilized for bingo game installed next to each other: Provided further that gaps between EPTs or any device as approved by the Board utilized for bingo game must be taken into account when reviewing the required number of cameras.
- D.11 Notwithstanding the provisions of sub-rule D.10, where a licence holder makes use of PTZ cameras a maximum of 30 EPTs or any device as approved by the Board utilized for bingo game may be covered by one camera as long as the views inside the EPTs or any device as approved by the Board utilized for bingo game cabinets are not obstructed: Provided that a minimum of 2 cameras shall respond to an illegal door open and one camera to any other legal event.
- D.12 All counting equipment or any device as approved by the Board utilized for bingo game cashier booths shall have interface capabilities into the surveillance system.

Surveillance systems: bingo surveillance and or security offices

- D.13 The Board, its agents and inspectors shall at all the time be provided immediate access to the surveillance room and other surveillance areas.
- D.14 The inside of the surveillance room including working areas, employees and their movements shall be recorded and the surveillance room shall have audio monitoring capability.

Surveillance systems: Server or Similar Device used for similar purpose

- D.15 The outside of the server or similar device control room shall be recorded.
- D.16 The Board and its agents and inspectors shall at all times be provided immediate access to the server or similar device control room.

Surveillance systems recording requirements

- D.17 The procedures used for labelling, storing and record keeping of video recordings must be submitted in writing to the Board for approval, one calendar month prior to operation or one calendar month prior to amendment to the existing approved method.

Surveillance system plans: alterations to surveillance systems

- D.18 The surveillance system plan must include the following:
1. a bingo floor plan that shows the placement of all surveillance equipment;
 2. details of the camera view;
 3. the identification of the EPTs covered by the cameras as a narrative;
 4. a detailed inventory of the surveillance system which shall include the number of cameras and monitors, specifications of all equipment including cameras and the detailed matrix plan including the procedures covering areas secured by alarms, entrances and exits.
 5. the surveillance plan in respect to camera installation shall be signed off and approved by the Board on completion of the installation of the cameras.
 6. In respect to all other issues, Board approval must be granted prior to installation.
 7. An applicant for a licence or a licence holder shall submit to the Board an amended plan reflecting any alteration of the surveillance system no later than 30 days prior to the proposed alteration.
 8. The sub-rule D.18.4 will also be applicable for temporary or semi-permanent installations.
 9. A two-day notice period must be given to the Board where it is requested to consider the installation of cameras used for the purposes of covert operations.

Surveillance systems

- D.19 Subject to the provisions of Rule D.10, a single camera may be used to cover EPTs or any device approved by the Board utilized for bingo game on a site: Provided that the Board may determine that more cameras must be used.