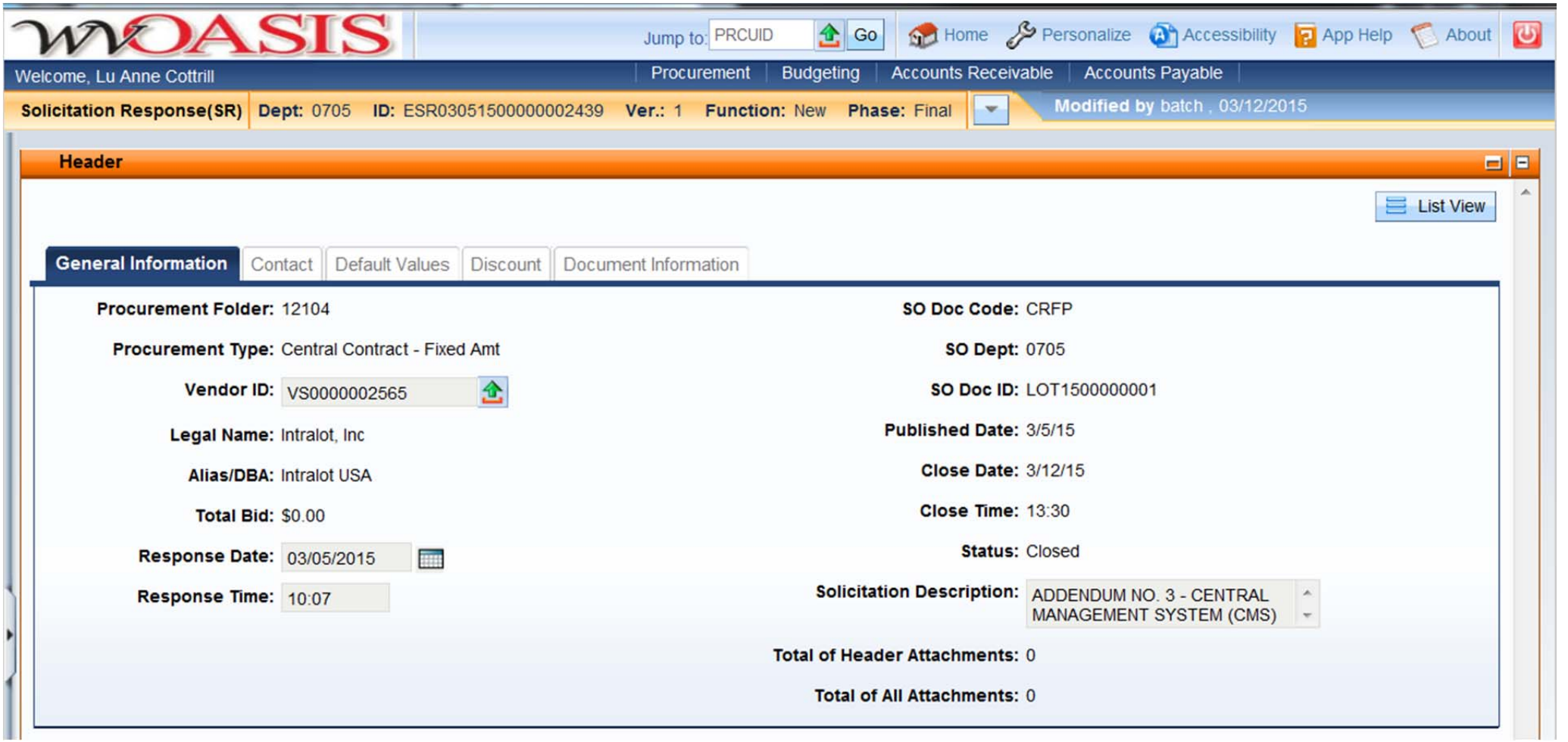
The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.


WVOASIS
Jump to: PRCUID Go
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About
Welcome, Lu Anne Cottrill
Procurement
Budgeting
Accounts Receivable
Accounts Payable
Solicitation Response(SR) Dept: 0705 ID: ESR03051500000002439 Ver.: 1 Function: New Phase: Final
Modified by batch , 03/12/2015
Header
List View
General Information
Contact
Default Values
Discount
Document Information
Procurement Folder: 12104
Procurement Type: Central Contract - Fixed Amt
Vendor ID: VS0000002565
Legal Name: Intralot, Inc
Alias/DBA: Intralot USA
Total Bid: $0.00
Response Date: 03/05/2015
Response Time: 10:07
SO Doc Code: CRFP
SO Dept: 0705
SO Doc ID: LOT1500000001
Published Date: 3/5/15
Close Date: 3/12/15
Close Time: 13:30
Status: Closed
Solicitation Description: ADDENDUM NO. 3 - CENTRAL MANAGEMENT SYSTEM (CMS)
Total of Header Attachments: 0
Total of All Attachments: 0

Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State Of West Virginia
Solicitation Response

Proc Folder : 12104

Solicitation Description : ADDENDUM NO. 3 - CENTRAL MANAGEMENT SYSTEM (CMS)

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation No	Version
	2015-03-12 13:30:00	SR 0705 ESR03051500000002439	1

VENDOR

VS0000002565

Intralot, Inc

Intralot USA

FOR INFORMATION CONTACT THE BUYER

Evelyn Melton

(304) 558-7023
evelyn.p.melton@wv.gov

Signature X **FEIN #** **DATE**

All offers subject to all terms and conditions contained in this solicitation

TITLE PAGE

REQUEST FOR PROPOSAL
(West Virginia Lottery CRFP LOT1500000001)

SECTION SEVEN: CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

(Company) **INTRALOT, INC.** 11360 Technology Circle, Duluth, GA 30097

(Authorized Signature) 

(Representative Name, Title) Thomas F. Little, President and CEO

(Phone Number) Tom 678-473-7216
Main 678-473-7200

(FAX Number) 678-473-7201

email: tom.little@intralot.us

(Date) March 5, 2015

If applicable, sign and submit the attached Resident Vendor Preference Certificate with the proposal.

TRANSMITTAL LETTER

March 5, 2014

Evelyn P. Melton
Senior Buyer
WV Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Email: evelyn.p.melton@wv.gov
Tel. No. 304-558-7023
Fax No. 304-558-4115

Reference: West Virginia Lottery CRFP LOT1500000001 Central Management System (CMS)

Dear Evelyn,

INTRALOT is pleased to present our proposal to the West Virginia Lottery to provide a Central Management System (CMS) including the associated central site equipment, site controllers for the location venues, wide area communications needed to connect the site controllers to the central system, reporting, training, technical support services, and everything required for system monitoring and support to the Lottery.

The proposed delivery and installation of INTRALOT's state-of-the-art location site controllers and supporting systems and services incorporate the highest level of security, while absolutely minimizing any potential risk to the Lottery. The products and services that we propose will ensure high satisfaction in terms of quality, efficiency, accuracy, and performance for both the short and long-term.

INTRALOT is a public corporation that has been listed on the Athens Stock Exchange since 1999. We have consistently been one of the best performing companies on the exchange and, in December of 2006, were added to the Athens FTSE/ASE blue chip stock index. We are a leading supplier of integrated Gaming and transaction processing systems, innovative game content, and value-added services to government-licensed Gaming organizations worldwide. Our footprint straddles five continents with a presence in 65 countries and 12 states. We employ more than 5,500 people, with more than $2.0 billion in corporate revenues in 2013 (latest audited statements). INTRALOT manages the largest sports betting system in the world, which will exceed $7.0 billion this year.

INTRALOT is a company dedicated to the development and implementation of advanced Gaming systems and technologies in a socially responsible manner. At INTRALOT, we strongly believe that a good company is not defined only by monetary criteria, stock performance, and projects undertaken. A good company must also be a good corporate citizen who is committed to a culture of corporate social responsibility (CSR) practices, and we intend to continue this commitment as your partner in West Virginia.

EFQM
Recognised for excellence
5 star

INTRALOT is the fastest-growing company in the Gaming sector, and currently ranks second in revenues and profits among Lottery suppliers worldwide. We have been awarded twenty major Lottery contracts in the last few years. In the U.S. alone, we have successfully converted Nebraska, Idaho, New Mexico, Ohio, Louisiana, and Washington, D.C. from GTECH, and we have converted Montana, South Carolina, Vermont, and New Hampshire Lotteries from SGI. INTRALOT also performed the successful startup of the Arkansas Lottery in a record breaking 45 days.

INTRALOT converted the New Mexico Lottery's system from GTECH's to ours five days early, and all other conversions were successful and on schedule. The successful conversions for New Mexico and South Carolina occurred while working on the conversion of our largest U.S. customer, the Ohio Lottery, which launched with very strong performance on July 1, 2009. The Ohio conversion is the largest vendor-to-vendor conversion ever completed. In 2010, INTRALOT successfully converted four U.S. Lotteries to our systems, three (VT, NH, and LA) of which went live in the same week. INTRALOT has the experience, the depth of resources, and the desire to make the West Virginia conversion an on-time success.

GSA CERTIFIED

INTRALOT's iGEM central system and protocol convertor are GSA certified. Please refer to the CONFIDENTIAL BINDER under the ***Tab: Certifications*** for our GSA certification documents. Our systems have a common base that we call iGEM™, and they are built completely from non-proprietary systems and hardware manufactured by IBM. The iGEM solution proposed from INTRALOT is built on G2S, and will support both G2S and SAS concurrently from the start of the project.

Our software is written using non-proprietary software tools from Microsoft. We utilize the industry's leading database from Oracle. Our open source and open architecture approach allows us to interface with virtually any 3rd party system. This will result in a benefit to the Lottery because the system can easily interface to other third party systems.

For Central system monitoring project experience, we are operating the iGEM monitoring system in Ohio for 7 race tracks, and in Georgia for 5,700 small venue locations. In addition, INTRALOT has successfully converted the monitoring systems from previous vendors in Victoria, Australia, and New Zealand. INTRALOT currently has central monitoring of VLT/EGMs in nine countries and two US states. All installations of our CMS iGEM has been certified by 3rd party independent labs by GLI, BMM, and Eclipse in the various cases.

PRESS RELEASE

INTRALOT's VLT SYSTEM CERTIFIED BY GSA

FIRST TO RECEIVE GSA Transport and Security Certification

September 30th, 2013

INTRALOT is the first international vendor to receive the Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification and one of the two companies that have been certified internationally according to the GSA Game to System (G2S) Message Protocol standard, both of them for its VLT Monitoring system, iGEM.

iGEM is a multi-protocol system, that enables the simultaneous support of both state- of-the art G2S slot machines and legacy machines through the use of innovative protocol converters. The full suite of the system has a number of features, including real time monitoring and control, remote configuration, game authentication, TITO and cashless, player club and responsible gaming, enhanced reporting and accounting, local and wide area progressives and mystery jackpots and more.

Mr. Peter DeRaedt, President of GSA, stated: "GSA is pleased to have one of our long-time member companies achieve this important certification milestone. We created the Certification Program so that operators could buy with confidence knowing their products were interoperable with GSA standards, and we are very happy that INTRALOT has met the very high standards of certification."

The INTRALOT philosophy is to treat each Lottery as a unique partner who requires a custom solution. The iGEM™ System has been developed to be implemented with any type of network and communication infrastructure. System changes can be rapidly implemented to meet your needs.

The INTRALOT team is comprised of managers, technicians, and specialists who have personally directed start-ups and major system upgrades, and have been responsible for the introduction of new and innovative products and services to all of our Video Lottery customers and most domestic Lotteries. Our experience is not just a "shell" of corporate experience. It is actually hands on experience by our team of seasoned Lottery professionals. These experienced professionals that will be committed to the West Virginia start-up are not just names listed in our bid, but people who will be on site in West Virginia to ensure a smooth, successful conversion to the iGEM central monitoring system. Due to their years of successful experience, our team will ensure that the conversion is accomplished in a secure, efficient, and timely manner.

In addition to the success of our people, INTRALOT, as a company, has been the driving force for many international start-ups, and has never been late on any mutually agreed upon contractual delivery date. Our mission is to exceed the West Virginia Lottery's goals and expectations now, and for the next 20+ years. We request that the Lottery validate this statement by talking to any or all of INTRALOT's customers, as well as our business references. In preparing our bid, we have taken great care to respond completely to all of the requirements stated in the RFP.

INTRALOT covenants and agrees that it fully understands, accepts, and will comply with the terms and conditions contained in the RFP. We have read and understand the RFP and all associated RFP documents. We accept the terms and conditions set forth by the RFP. Should you have any questions concerning this proposal, please contact the appropriate individual listed below.

Contractual matters:
Tom Little, President & CEO
11360 Technology Circle
Duluth, GA 30097
Direct line: 678-473-7216
Fax: 678-473-7201
Email: tom.little@intralot.us

Technical matters:
Lynn Becker, Vice President, Business Development
11360 Technology Circle
Duluth, GA 30097
Direct line: 678-473-7212
Fax: 678-473-7201
Email: lynn.becker@intralot.us

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by INTRALOT to execute and submit this bid, offer, or proposal, or any documents related thereto on INTRALOT's behalf; that I am authorized to bind INTRALOT in a contractual relationship.

You have our dedication and commitment to this important project, and we thank you for the opportunity.

Sincerely,

Thomas F. Little
President and CEO
INTRALOT, Inc.

March 5, 2014

Evelyn P. Melton, Senior Buyer
WV Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Email: evelyn.p.melton@wv.gov
Tel. No. 304-558-7023
Fax No. 304-558-4115

Reference: West Virginia Lottery CRFP LOT1500000001 Central Management System (CMS)

Dear Evelyn,

Pursuant to the provisions of the RFP, the Q&A, and all amendments, INTRALOT claims exemption from Public Disclosure subject to all applicable provisions for data which may be designated as proprietary (Trade Secret) as defined in **§29B-1-4 (a) (1). Exemptions.**, and the relevant case law interpreting same, in that the information referenced in the table below constitute Trade secrets, proprietary and confidential commercial information furnished by Intralot in responding to the RFP. Please do not disclose the following information to others without the knowledge and agreement of INTRALOT. All claimed confidential information is separated into one binder entitled "CONFIDENTIAL BINDER". Please prevent the materials included in the CONFIDENTIAL BINDER from public disclosure.

CONFIDENTIAL BINDER	Pages	Reason Exempt
Organization Charts	1-11	Trade secrets, proprietary and confidential
Bill of Materials	1-20	Trade secrets, proprietary and confidential
Configuration Diagrams	1-6	Trade secrets, proprietary and confidential
Implementation Plan	1-9	Trade secrets, proprietary and confidential
Certifications	1-75	Trade secrets, proprietary and confidential
Client List	1-28	Trade secrets, proprietary and confidential
Reference Letters	1-12	Trade secrets, proprietary and confidential
Reports Catalog	1-57	Trade secrets, proprietary and confidential
Misc. Horizon Jackpot	1-25	Trade secrets, proprietary and confidential

Respectfully Submitted,

Lynn A. Becker
Vice President, Business Development
INTRALOT, Inc.

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TECHNICAL PROPOSAL:

TABLE OF CONTENTS

CONFIDENTIAL BINDER

CERTIFICATIONAND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

INTRALOT, INC.
(Company)

(Authorized Signature) (Representative Name, Title)

678-473-7216 678-476-7201 March 5, 2015
(Phone Number) (Fax Number) (Date)

REQUEST FOR PROPOSAL
(West Virginia Lottery CRFP LOT1500000001)

ADDENDUM ACKNOWLEDGEMENT
FORM SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received: (Check the box next to each addendum received)

[XX]	Addendum No. 1	[ ]	Addendum No. 6
[XX]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

INTRALOT, INC.

Company

Authorized Signature

March 5, 2015

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

RFQ No. CRFP LOT1500000001

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: INTRALOT, INC.

Authorized Signature: _____ Date: March 5, 2015

State of Georgia

County of Forsyth, to-wit:

Taken, subscribed, and sworn to before me this 27th day of February, 2015.

My Commission expires August 20, 2017.

AFFIX SEAL HERE

Oma Tribble My Commission Expires Notary Public August 20, 2017 Forsyth County, Georgia

NOTARY PUBLIC Oma Tribble

Purchasing Affidavit (Revised 07/01/2012)

3.1 STAFFING QUALIFICATIONS AND EXPERIENCE

The Vendor has the responsibility to provide all personnel necessary to meet the requirements of the Contract and provide consistent level of service to all Venues, the Lottery, and Lottery personnel. Specifically, the Vendor is responsible for providing all staff necessary to meet the timelines established subsequent to contract award and maintain support for service level agreements.

All staff assigned to this Contract are subject to approval and a criminal background check by the Lottery as was defined in Section Three (3B Lottery General Terms and Conditions) item 1 titled Criminal Background Investigation.

Staffing in certain key areas subsequent to contract award will be provided by the Vendor. Staffing is to be provided in support of the implementation of the CMS at each of the VLT Venues and remains with the implementation until at least two weeks after the last conversion of VLT operations at ALL Venues.

INTRALOT has read, understands, and agrees to comply with all requirements as stated or may be additionally required by the Lottery.

3.1.1 PROJECT MANAGER (Qualifications and Experience): The Project Manager's responsibility is to coordinate conversion of the CMS and each Venue, and that position will be the primary point of contact between the Vendor and the Lottery for all conversion matters. The Project Manager should be a certified PMP, have a minimum of five years' experience, and remain on site until conversion is complete. The Lottery will have the right to approve the assigned Project Manager for the duration of the conversion.

The Project Manager has responsibility to perform day-to-day management of the project, identify issues and risks, and recommend possible issue and risk mitigation strategies for the project; be responsible for ensuring that work performed is within the scope, consistent with requirements, and delivered on time; identify critical paths, tasks, dates, testing, and acceptance criteria; and monitor issues and provide resolutions for up-to-date status reports; and demonstrate excellent writing and oral communications skills.

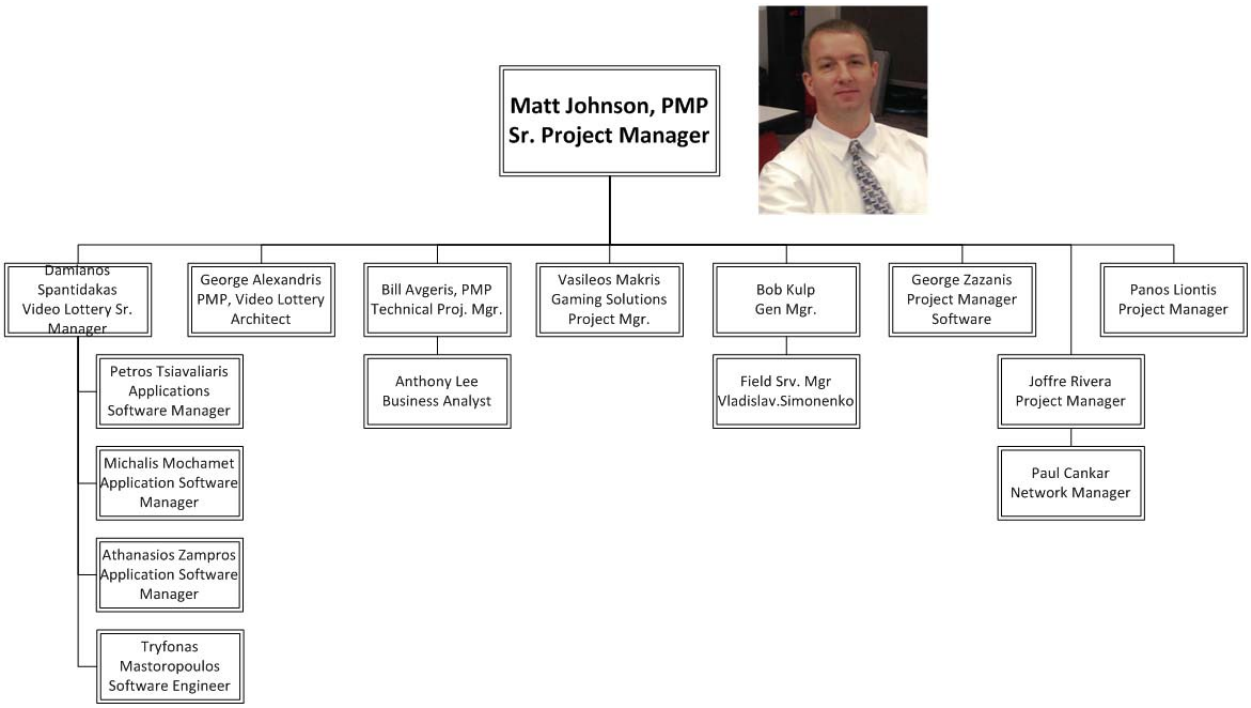
INTRALOT has read, understands, and agrees to comply with all requirements as stated or may be additionally required by the Lottery.

INTRALOT would like to propose Matt Johnson PMP as our project manager. The project implementation and operational software support will be provided by a very experienced group of software experts under the direction of Matt Johnson. Matt will be reporting to the Group Director of Gaming Solutions from Head office in Athens Theo Engelis, and to the Chief Operating Officer Christos Tzoumaras, in order to set any policy and provide high level direction.

Matt has very successfully led the INTRALOT team for the implementation of the Ohio Lottery Central Monitoring system, and is currently leading the efforts of our Central Monitoring System Startup for the

Georgia Lottery. Matt is PMP certified and an expert with specification development, software management, data base design, daily operation of the iGEM system, and well versed in directing all phases of implementation that may be required for the project. Matt has also performed all of the conversion and implementation projects for INTRALOT's 12 US Lottery customers systems. Matt has an arsenal of specification documents, and is ready to customize them to support the Central Monitoring System implementation and startup efforts.

WEST VIRGINIA CONVERSION AND IMPLEMENTATION TEAM



Resumes for the Key individual identified in the chart and named here in the staffing section are provided in the CONFIDENTIAL BINDER under the **Tab: *Resumes*** for further reference.

3.1.2 NETWORK SPECIALIST (Qualifications and Experience): A Network Specialist, who is a Certified Network Engineer, is to support Lottery operations; this specialist will be assigned to the on-site conversion team and remain exclusively assigned to the Lottery project until conversion is complete. The Network Specialist needs to demonstrate expertise in the type of network proposed and implemented. The Project also entails network support in conjunction with the BDC.

INTRALOT has read, understands, and agrees to comply with all requirements as stated or may be additionally required by the Lottery.

Paul Cainkar, Network Manager, will be responsible for the management of the WAN network and providing secure and redundant communications and communications equipment, routers, firewalls, etc., for all facilities and the Primary and Backup data centers. Paul is responsible for all US networks connecting INTRALOT customers in North America. He is CISCO certified and well capable to provide all

technical support required. Paul will be onsite for setup and startup, and perform the related duties for the contract remotely once the project is well underway.

3.1.3 VLT CONVERSION SPECIALIST (Qualifications and Experience): A Conversion Specialist who is a certified network or system engineer to provide LAN/WAN network support for Lottery operations will be assigned to the project. The Conversion Specialist will be assigned to the project at all times and shall be responsible for the conversion of each Venue. The Conversion Specialist needs to demonstrate at least three (3) years of experience with a working video lottery CMS, three (3) years of experience working with multiple VLT manufacturers, and demonstrate expertise in the type of network proposed and implemented by the Vendor. This specialist will be on-site during conversion.

INTRALOT has read, understands, and agrees to comply with all requirements as stated or may be additionally required by the Lottery.

For the position of conversion specialist, INTRALOT proposes George Alexandris, PMP. George has contributed to every INTRALOT Video Lottery central system project since joining the company in 2004. George was the technical project manager for the Ohio implementation, project lead on the implementation in New Zealand in 2007, and has programed and designed the transaction servers for the INTRALOT video installations in Australia, Romania, Malta, Moldavia, Serbia, New Zealand, Colombia, and Peru. George leads our development efforts. George also ran all conversion efforts for the very large and successful conversion recently in Victoria, Australia.

3.1.4 INSTALLATION SPECIALIST (Qualifications and Experience): An Installation Specialist with CMS installation and configuration experience who will be on-site during conversion will be employed by the Vendor. The Installation Specialist shall be responsible for configuration of CMS software and system and application values in coordination with the Lottery management team. All configurations are to be approved by the Lottery prior to installation. The Installation Specialist will work with the Project Manager and VLT Conversion Specialist to ensure the CMS interaction and integration works between the primary system at the PDC and the VLTs. The Installation Specialist needs to demonstrate a minimum of one (1) year of experience with the proposed CMS, two (2) years of experience working with multiple VLT manufacturers, and two years (2) experience in LAN/WAN infrastructure support.

INTRALOT has read, understands, and agrees to comply with all requirements as stated or may be additionally required by the Lottery. INTRALOT understands that all configurations are to be approved by the Lottery prior to installation.

For the position of installation specialist, INTRALOT proposes Vasilis (Bill) Avgeris, PMP. Bill joined INTRALOT in 2009 and is our expert for installation and configuration. Bill is expertly familiar with the operation and configuration of both the Central system and the site controllers required for the project. Bill has multiple years of experience working with all machine manufactures providing equipment for the West Virginia market, due to his experience in Ohio and previously in Victoria, Jamaica and Peru. Bill is familiar with LAN/WAN infrastructure as he has performed the project requirements for past projects.

3.1.5 EDUCATION AND TRAINING SPECIALIST (Qualifications and Experience): The Vendor shall employ Education and Training Specialists having expertise in the area of training, including network administration, server administration, database administration, and day-to-day operations. These Education and Training Specialists are to have CMS installation and configuration training experience and be on-site before and during conversion. Education and Training Specialists shall educate designated Lottery personnel in the operations and reporting of the CMS.

As education and Training Specialist, INTRALOT would like to propose Michelle Walsh. Michelle joined INTRALOT in 2009 as systems operator, having worked prior to that for Scientific Game as Lead Customer Service Rep. Michelle is responsible for day to day operational support and training required by the Ohio Lottery for the VLT central system provided, and recently has assisted with training required in Georgia to support our newest Central system implementation. Michelle is well versed in all education and training aspects required to operate the system. Michelle will be on site in West Virginia before, during, and after conversion to assist the Lottery with effective education and training for designated Lottery personnel in the operation and reporting capability of the iGEM system.

3.1.6 DATABASE ADMINISTRATOR (Qualifications and Experience): The Vendor is responsible for assigning a qualified Database Administrator to the project to assist with training, conversions, database administration, and will provide knowledge transfer training to technical staff at the Lottery through conversion and for the life of the Contract. The Database Administrator needs to have experience with the Data Warehouse (DW) schema and shall document details concerning the schema. The Vendor is to demonstrate that this person qualifies as a senior level Database Administrator with appropriate education, training, and specific certification relative to the database schema utilized by the Vendor.

As Database Administrator, INTRALOT would like to propose Kostas Stravroulidakis. Kostas is currently the data base administrator for the Oracle iGEM systems. Kostas began working with Oracle database in 1999, and is the leader for all database support required by the INTRALOT systems. Kostas is indeed a senior level Administrator as demonstrated by his deep experience with database since being a developer in 1999, and official database administrator in the INTRALOT systems since 2004. Kostas is responsible and leads support efforts for all Central Monitoring System and oracle database projects deployed in North America. As previously mentioned, all resumes are provided in the CONFIDENTIAL BINDER under the **Tab: *Resumes*** for the Lottery's reference.

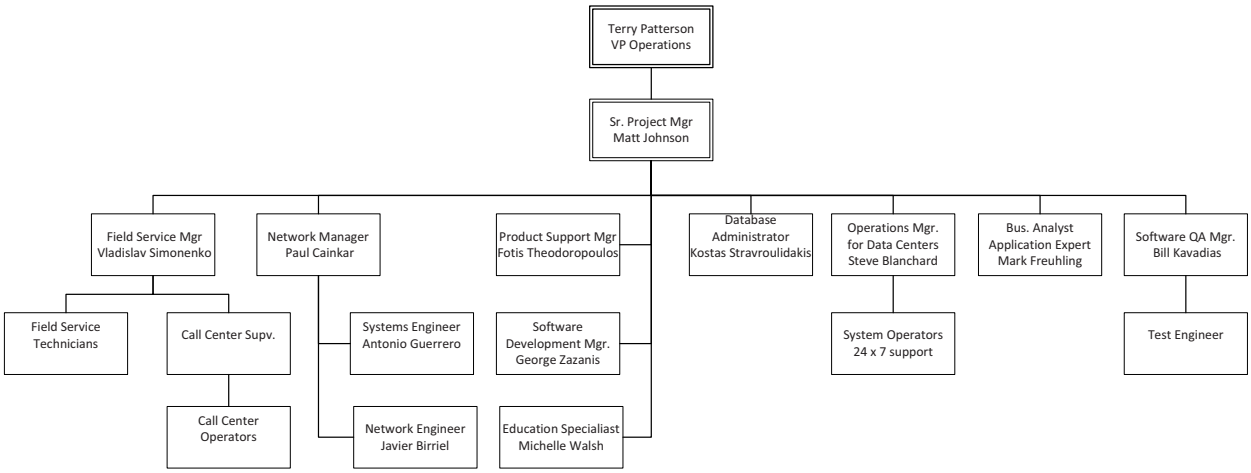
3.1.7 BUSINESS ANALYST (Qualifications and Experience): The Vendor is to assign a lead Business Analyst who will be on-site before conversion, then assigned as needed. This position will support the Project Manager and ensure that all communications between technical staff of the Vendor and the Lottery accurately represent business requirements.

INTRALOT proposes Mark Fruehling as the Business Analyst who will be on site before conversion and will support the Project Manager and ensure that all communications between technical staff of INTRALOT and the Lottery accurately represent business requirements. Mark has been providing this role for Business Analyst first from our Nebraska project starting in 2006, then in 2009 from the District

of Columbia project, and now is resident in Ohio supporting the Business Analyst requirement of the Ohio Lottery. Mark is well versed in the operation of the iGEM system and its capabilities, and is also able to communicate with and understand the needs of the client and Lottery.

3.1.8 ONGOING SUPPORT STAFF (Qualifications and Experience): Ongoing support staff are intended to be separate individuals from implementation staff. At a minimum, the Vendor needs to assign a Product Support Manager and a Software Development Manager for the life of the Contract. The Product Support Manager and Software Development Manager will have CMS installation and configuration training experience. The Product Support Manager and Software Development Manager shall provide the ongoing support and education of designated Lottery personnel in the operations and reporting of the CMS. The Vendor has to assign a Network Specialist to support the Lottery network, including network support in conjunction with the BDC through conversion and for the life of the Contract.

STAFFING TO PROVIDE ONGOING SUPPORT FOR THE PROJECT:



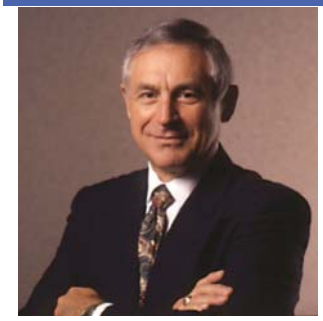
The Network Specialist to support the Lottery network in conjunction with the BDC through conversion and for the life of the Contract will be hired in West Virginia. Paul Cainkar as listed earlier under 3.1.2 Network Specialist will conduct a candidate search during implementation of the project, and together with the Lottery select an appropriately qualified and mutually agreeable candidate.

For the role of Product Support Manager, INTRALOT proposes Fotis Theodoropoulos PMP. Fotis started with INTRALOT in 2007 working in software quality assurance, and has moved into project management as of 2009. Fotis is intimately familiar with the iGEM system and the product support functions that are required. Fotis has an in depth knowledge of INTRALOT and the support infrastructure. Fotis is PMP certified and well qualified to meet with the Lottery and perform any required ongoing support and education of designated Lottery personnel in the operations and reporting of the CMS.

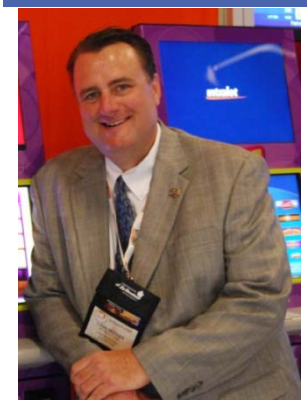
For the role of Software Development Manager, INTRALOT proposes George Zazanis. George is responsible for all software development at the central system under the direction of George Mermigas, our VP of Technology and software. We have our eye on a couple of individuals in INTRALOT that can perform this role, however, not everybody may want to move to West Virginia. George will perform this role initially for the implementation, conversion, and after startup. During this time INTRALOT will actively search for a permanent candidate for the role both internally and externally, and together with the Lottery select an appropriately qualified and mutually agreeable candidate.

INTRALOT'S EXECUTIVE MANAGEMENT EXPERIENCE AND SUPPORT

The INTRALOT Corporate team will provide the Lottery with senior management, financial oversight, ongoing and technical support from our U.S.-based headquarters in Duluth, Georgia, and on site whenever needed. Our Corporate Support Staff will ensure your project implementation is flawless and ongoing operations run smoothly.

Name, Current Title, Years of Related Lottery Experience Report To:		Implementation & Conversion Project Title and Primary Responsibilities	Engagement Period Location
	Tom Little President and CEO Years of Experience: 39 Reports to INTRALOT Group Chief Operating Officer - Nikos Nikolakopoulos	Executive Oversight Participate in contract negotiations and award agreement Liaison with INTRALOT SA on project status Meet with project management team and Lottery for project and contract monitoring and control	Corporate Management Life of the Contract Duluth, GA
	Christos Tzoumaras Vice President and Chief Operating Officer for Operations Years of Experience: 17 Reports to Tom Little	Project Oversight / Operations Oversee project operations Oversee project budget Monitor Primary and Back-up Site Oversee project procurement Liaison between management and development team managers Monitor project plan and milestones	Corporate Management Life of the Contract Duluth, GA West Virginia for Conversion As Required

Name, Current Title, Years of Related Lottery Experience Report To:	Implementation & Conversion Project Title and Primary Responsibilities	Engagement Period Location
 George Mermigas Vice President of Software Development Years of Experience: 13 Reports to Tom Little	Oversee Central Site Software systems development for U.S. operations Oversee all Software implementation and conversion projects Manage implementation with the Lottery Director of technical support for IGEM™ and iGEM Monitor all project activity with Team leaders	Conversion / Implementation Phase and On-going West Virginia for the Conversion
 Toula Argentis V.P. and CFO Years of Experience: 14 Reports to Tom Little	Executive / Financial Support and Management Manage all financial aspects of the Project Ensure timely payments to vendors and suppliers	Corporate Management Life of the Contract Duluth, GA
 Byron Boothe V.P. Government Relations Years of Experience: 10 Reports to Tom Little	Marketing Support Coordinate governmental relations efforts Responsible for Corporate Social Responsibility program	Corporate Management Life of the Contract Duluth, GA West Virginia as Required
 John Pittman V.P. Marketing Years of Experience: 37 Reports to Tom Little	Marketing Management and Support Oversee Support Services Staff Work with the Lottery to design and develop Marketing Plans Work with the Account Representative and Lottery to design game concepts	Corporate Management Life of the Contract Duluth, GA West Virginia as Required

Name, Current Title, Years of Related Lottery Experience Report To:		Implementation & Conversion Project Title and Primary Responsibilities	Engagement Period Location
	Lynn Becker VP Business Development Years of Experience: 27 Reports to Tom Little	Business Support and Management Identify customer needs and innovatively solve problems Elevate the point of contact within the accounts and marshal internal resources to develop relationships at all levels within the account Identify, build, and maintain strong relationships with customers to identify possible needs for new products	Corporate Management Life of the Contract Duluth, GA West Virginia as Required
	Jay Lapine General Counsel Years of Experience: 17 Reports to Tom Little	Business & Legal Support Advise Management with respect to legal issues related to the development and implementation of business strategy, governance and compliance policies, employment law matters, intellectual property issues Assist in the contract negotiation	Corporate Management Life of the Contract Duluth, GA
	Terry Patterson VP Operations, Years of Experience: 30 Reports to Chris Tzoumaras	Senior Management Support for the West Virginia Lottery Responsible for overall project ongoing Support the Lottery in whatever is needed ongoing	Corporate Management Life of the Contract Duluth, GA West Virginia as Required

INTRALOT will commit whatever resources are necessary to complete a successful on time conversion and startup. INTRALOT has never started up a project late. The tasks that we propose to accomplish the requirements of the RFP are reflected in our Project Implementation Plan. The detailed project Implementation Plan can be found in the CONFIDENTIAL binder **Tab:** ***Implementation Plan.***

Please refer to the CONFIDENTIAL binder **Tab:** ***Org Chart*** for organizational charts of the personnel slated to perform and support the project. Please refer to the CONFIDENTIAL binder **Tab:** ***Resumes*** for the resumes for all project and corporate support personnel who will be involved.

3.2 CORPORATE CAPABILITIES

Vendor response is to demonstrate the corporate experience, technical and project management capability, and financial means to support this Contract.

3.2.1 CORPORATE OVERVIEW

Vendor shall provide the following information in its proposal:

A. Name and address of the business entity making the proposal;

INTRALOT, Inc., located at 11360 Technology Circle, Duluth, GA 30097

B. Type of business entity (e.g., corporation, partnership, etc.);

Corporation

C. Place of incorporation, if applicable;

State of Georgia

D. Name and location of major offices, plants, and other facilities that relate to performance under the terms of this RFP;

INTRALOT, Inc., the U.S. subsidiary of INTRALOT, S.A. will provide management and execution of everything required for the CMS project. The President and CEO of INTRALOT, Inc. is Tom Little. Mr. Little is a 39 year Gaming industry veteran and no stranger to the industry.

INTRALOT, Inc. Office Phone: 678-473-7200
11360 Technology Circle Office Fax: 678-473-7201
Duluth, GA 30097-1502 Web Site: www.intralot.com

INTRALOT S.A – Parent Company

INTRALOT, S.A. Office Phone: +30 210 615 6000
64, Kifissias & 3, Premetis Str. Office Fax: +30 210 610 6800
151 25, Athens, Greece Web Site: www.intralot.com

INTRALOT MANUFACTURING PLANT – TAIWAN

Firich Enterprises Co., LTD. Office Phone: 886-2-26981446
3F, No. 252, Sec. 3, Beishen Rd. Office Fax: 886-2-26981451
Shenkeng Township
Taipei County, Taiwan (post code 222)

INTRALOT MANUFACTURING PLANT – OHIO

INTRALOT, Inc. Office Phone: 513-204-1454
8450 Duke Boulevard. Office Fax: 513-204-1456
Mason, Ohio 45040

E. Name, address, and function of all subcontractors, associated companies, or consultants to be involved in any phase of this project;

INTRALOT does not intend to use subcontractors. In the event subcontractors are required, INTRALOT will provide the reasons for the needed services and request the Lottery's written approval.

F. Name, address, and telephone number of Vendor's representative to contact regarding all contractual matters concerning this proposal;

Contractual matters:
Tom Little, President & CEO
11360 Technology Circle
Duluth, GA 30097
Direct line: 678-473-7216
Fax: 678-473-7201
Email: tom.little@intralot.us

G. Name, address, and telephone number of Vendor's representative to contact regarding all technical matters concerning this proposal;

Technical matters:
Lynn Becker, Vice President, Business Development
11360 Technology Circle
Duluth, GA 30097
Direct line: 678-473-7212
Fax: 678-473-7201
Email: lynn.becker@intralot.us

H. Name, address, and telephone number of Vendor's representative to contact regarding site visit schedule and other arrangements; and

Site visit and other arrangements:
Lynn Becker, Vice President, Business Development
11360 Technology Circle
Duluth, GA 30097
Direct line: 678-473-7212
Fax: 678-473-7201
Email: lynn.becker@intralot.us

I. Vendor's Federal Employer Identification Number.

Intralot, Inc. 58-666402

3.2.2 FINANCIAL VIABILITY

Unless the Vendor currently holds a manufacturers license under the Racetrack Video Lottery Act or the Limited Video Lottery Act, the Vendor is to submit the following financial information:

INTRALOT does not hold a manufacturers license under the Racetrack Video Lottery Act or the Limited Video Lottery Act. Financial and Proxy information is provided under the ***Tab: Financial Viability***.

IF PUBLICLY TRADED COMPANY:

A. SEC Form 10-K for most recent year-end;

B. SEC Form 10-Q for all quarters since filing of 10-K;

C. SEC Forms 8-K or Series 13 filings since filing of 10-K;

D. Most recent Proxy Statement; and

E. List of senior officers and/or beneficial owners of 5% or more of the Company.

Pertaining to items A, B, C, and D above, INTRALOT is a publically traded company on the Athens, Greece Stock exchange. INTRALOT has provided a copy of INTRALOT financial statements for 2013, various proxy information from the 2014 annual meeting and quarterly reports issued to the public for the first three quarters of 2014, all of which comprise the "NON US Equivalent" to forms 10-K and 8-K as required by law which are filed with the Athens Greece Stock exchange under the **Tab: *Financial Viability.*** Please note that Quarterly reports for the fourth quarter of 2014 are not finalized and not public as of the submission date of the proposal. Once the final financial results for 2014 are made public which is estimated to be sometime in mid April 2015, INTRALOT will forward this information to the bid contact person if the WVL requests this.

Following please find the List of senior officers and/or beneficial owners of 5% or more of the Company.

INTRALOT BENEFICIAL OWNERS OVER 5%

Names of Persons & Entities with > 5% of Intralot Shares	% of total shares	DOB	Address
Socrates Kokkalis	20%	6-Jan-1984	Deligianni 102 - 14562 - Kifissia
Konstantinos Dimitriadis	8.2%	12-July-1939	19Km Paiania-Markopoulo – 19002 – Paiania
Novomatic AG	5.07%	N/A	Wiener Strasse 158 – A-2352 Gumpoldskirchen – Austria

INTRALOT INC. – SENIOR OFFICERS, US OFFICE, DULUTH, GEORGIA

Last Name	First Name	Position
Little	Thomas	President & CEO
Argentis	Toula	VP, CFO, & Treasurer
Lapine	Jay	VP, CLO, & Secretary
Becker	Lynn	VP of Business Development
Tzoumaras	Christos	VP of Operations
Boothe	Byron	VP Government Relations
Pittman	John	VP of Marketing
Mermigas	George	VP of Technology

INTRALOT S.A. – SENIOR OFFICERS PARENT COMPANY ATHENS, GREECE

Last Name	First Name	Position
Kokkalis	Socrates	Chairman
Kerastaris	Antonios	Group Chief Executive CEO
Kokkalis	Socrates S.	Group Deputy Chief Executive Officer
Nikolakopoulos	Nikos	Group Chief Operating Officer
Farris	Konstantinos	Group Chief Technology Officer

1) For individuals, please include personal financial statement prepared within the last six months and most recent federal income tax return.

This requirement was removed by amendment.

2) For companies other than institutional investors, please include most recent audited financial statements, SEC filings indicated in (A) through (C) above (if applicable), and 5% ownership list.

SEC equivalent financial statements are provided later in the proposal under the **Tab: *Financial Viability.*** INTRALOT, Inc. is a subsidiary company owned by INTRALOT S.A. and is not subject to the US SEC. INTRALOT S.A. financial statements are compliant with IFAS (International Financial Accounting Standards) organization, and compliant with the regulations that govern the Athens Greece Public stock exchange. The 5% ownership list is provided above.

IF NON-PUBLICLY TRADED COMPANY:

A. Audited financial statements for most recent year-end;

B. Unaudited financial statements for the period since year-end; and

C. List of senior officers and/or beneficial owners of five (5) percent or more of the Company.

INTRALOT is a publically traded company.

For individuals, please include personal financial statement prepared within the last six months and most recent Federal Income Tax Return.

This requirement was removed by amendment.

ALL COMPANIES:

At the option of the Lottery, the Vendor will provide ongoing financial reporting to demonstrate their ability to provide satisfactory service no less than on an annual basis, as of their financial year end. Upon notice by the Lottery, the Vendor might be required to submit quarterly financial reporting if year-end financials show a pattern of increased losses or industry weakness.

INTRALOT understands and agrees to provide ongoing financial reporting to demonstrate its ability to provide satisfactory service no less than on an annual basis, as of its financial year end. INTRALOT understands that upon notice by the Lottery, INTRALOT may be required to submit quarterly financial reporting if year-end financials show a pattern of increased losses or industry weakness.

3.2.3 INDUSTRY EXPERIENCE

Vendor must have supplied and implemented video lottery central monitoring systems for two (2) lottery customers in North American state regulated market. The Vendor must have completed a successful conversion of an existing system in at least one (1) jurisdiction. No project shall be considered to satisfy qualification requirements unless Vendor served as the primary Vendor.

Vendor shall provide descriptions of all projects in which Vendor performed services of comparable complexity to those required by this RFP in North American gaming jurisdictions over the past five years including names, titles, addresses, and telephone numbers for references who may be contacted to verify experience and qualifications. Vendor shall provide the same information for any projects that involved the conversion of an existing system.

Vendor shall include the following details in each project description:

A. Name of lottery or gaming enterprise(s) and scale of contract;

B. Number of systems ordered and delivered to the customer;

C. Term of the contract;

D. Reason for contract end if contract is no longer in effect; and

E. Services directly provided by the Vendor and services provided by subcontractors.

INTRALOT is the primary vendor for all contact listed below. INTRALOT has implemented its iGEM central monitoring system for the states of Ohio and Georgia, and in nine other countries. In some cases, the system was installed and the startup of Video Lottery was new such as in Ohio, in other cases such as the Georgia project, the machines are in existence and need to be converted to SAS in order to connect to the site controllers and the iGEM central system and thus it is considered a conversion.

Intralot has completed several conversions of existing systems for multiple state Lotteries and numerous foreign countries. The most recent fully completed "conversion" of a Video Lottery System was in Victoria, Australia. Currently INTRALOT is converting the COAM "Coin Operated Amusement Machines" with more than 26,000 machines in more than 5700 small venue locations, essentially also Video Lottery terminal devices in Georgia in order to connect with the iGEM central monitoring System. The project is on schedule, the central system has been certified by GLI, and the field rollout is underway.

INTRALOT's most recent engagements for other clients involving services similar to those requested by this RFP are presented below along with short project descriptions.

INTRALOT has great expertise and know-how in delivering integrated, large-scale solutions to government agencies and state-licensed organizations worldwide. INTRALOT is offering an end-to-end service by operating the delivered solutions on behalf of its customers.

It is common practice for INTRALOT, in all its projects worldwide, to provide all the necessary support and Project Management by allocating experienced INTRALOT management and working personnel from within the company, and working harmoniously together with local personnel.

INTRALOT has never had implementation delays or cost overruns in any start-ups for EGM Monitoring System Services. In most cases, central systems and VLTs/EGDs were in place earlier than the planned date and within budget.

Some of these projects have a greater scope, where in addition to monitoring, INTRALOT also supplies the gaming machines (VLTs/EGMs), e.g. in Romania and Peru, and operates miscellaneous Lottery games and betting through the same network and terminal equipment. The enhancement of this scope also includes the monitoring of third party terminals that sell Lottery and betting, in order to secure the authenticity of the terminals and integrity of transactions.

The INTRALOT Central System Projects are described below in a structured format for each project:

OHIO

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
The Ohio Lottery Commission	Electronic monitoring system for VLTs/	Up to 17,500	7 Facilities All services are provided directly by INTRALOT.	2011	2021

INTRALOT, Inc. (INTRALOT), a wholly owned subsidiary of INTRALOT S.A., was awarded the electronic gaming machine (EGM) monitoring contract for a period of eight years, beginning on September 26, 2011.

Currently more than 10,300 gaming machines at seven racinos in Ohio have been connected to, and are monitored by, the iGEM electronic monitoring system, which is supplied and operated by INTRALOT.

INTRALOT has undertaken a number of EGM monitoring functions in order to fulfill the State's primary objectives with respect to EGM monitoring services. These primary objectives include ensuring accurate and uninterrupted monitoring of EGM transactions, and the capture of data and information with respect to EGMs for regulatory, accounting, research, and related purposes.

Project Description:

- Central monitoring system (CMS), certified by GLI.
- Supply and installation of:
  - Primary central system.
  - Disaster site (same type of equipment as for the primary site).
  - Fully functional testing system.
  - In-venue site controllers, SMIBs, firewalls, routers, etc.
  - Full wide-area-network telecommunication solution.
  - Operation of fully compliant data center for primary central system.
  - Hosting of disaster data center site.
- Full G2S-protocol central system.
- SAS protocol support via SMIB-based protocol conversion to G2S.
- EGM monitoring, reporting, and accounting services.
- EGM auditing and security events collection.
- Real-time monitoring.
- Software and hardware maintenance.
- Training.
- Field service for site controllers, SMIBs, and telecommunications at sites. Site monitoring and 24-hour helpdesk/technical support.
- System interfacing with third-party systems for data interchange.
- Operational EGM movement reconciliation.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HX5, HS22V
- IBM DS5020 storage controllers
- IBM backup equipment
- IBM rack mount servers
- Cisco network equipment (at data centers)
- Juniper network equipment (at racinos)
- Mitel PBX
- IBM Blade center for virtual site controller servers
- ARM-based SMIBs

Software:

- iGEM application software version V18.0.0.0.5
- Oracle RDBMS version 11g
- IBM AIX
- VMware
- Microsoft server OS
- Linux
- IGEM monitor
- Siebel CRM

The operational readiness was completed on time in February 2012. This included certification of the system and build out of the central systems. The rollout to the first racino occurred in May 2012. The initial rollout of 1,800+ EGMs to the first racino was completed in approximately one month and included: telecom, site controller connectivity, SMIBs, EGM commissioning, and training of the racino EGM technicians.

The major achievement in this rollout was the connection and commissioning of more than 10,000 EGMs to iGEM, at seven individual and new facilities, an operation that was completed smoothly both for all brand-new venues and a new regulator.

The above-described Electronic Monitoring System (EMS) in Ohio is G2S compliant, and virtually identical to the system being proposed for West Virginia, as both Ohio and Virginia utilize the CMS network destination model implementation for RVLs.

GEORGIA

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
The Georgia Lottery Commission	Central Monitoring System for Coin Operated Amusement Machines (EGDs)	Up to 26,000 EGDs All services are provided directly by INTRALOT.	5,700 facilities or retailer venues	2014	2021

INTRALOT, Inc. (INTRALOT), a wholly owned subsidiary of INTRALOT S.A., was awarded the central monitoring accounting system contract for a period of seven years, beginning on May 2014 and running for seven years with two years extension possible.

INTRALOT, Inc. (INTRALOT), was awarded the central monitoring accounting system contract for a period of seven years, beginning on May 2014 and running for seven years with two years extension possible.

The Georgia iGEM conversion project and system is fully operational and field rollout is in process. Approximately 26,000 (COAM) Coin Operated Gaming Machines (EGMs) at over 5,700 retailer locations and bars in Georgia are connected and being monitored. The central system primary and backup data centers are fully installed and GLI certification has been obtained. The Georgia Lottery signed off as satisfied on all acceptance testing and INTRALOT was given the green light for field rollout as of January 8, 2015. The field conversion rollout began on January 9th and will continue for an estimated six months, currently approximately 700 sites with approximately 5,000 machines are connected to iGEM and monitored daily. The iGEM central system is providing the reporting and management the Lottery requires, EFT is being process weekly and the Georgia lottery is satisfied with the system and the progress on the project to date.

INTRALOT is undertaking a number of monitoring functions in order to fulfill the State's primary objectives with respect to central COAM monitoring services. These primary objectives include ensuring accurate and uninterrupted monitoring of EGD transactions, and the capture of data and information with respect to EGMs for regulatory, accounting, research, and related purposes.

Project Description:

- Central monitoring system (CMS), certified by GLI
- Supply and installation of:
  - Primary central system.
  - Disaster site (same type of equipment as for the primary site.).
  - Fully functional testing system.
  - In-venue site controllers, SMIBs and modems.
  - Full wide-area-network telecommunication solution.
  - Operation of fully compliant data center for primary central system.
  - Hosting of disaster data center site.
- Full SAS-protocol central system.
- SAS protocol support direct to site controllers.

- EGM monitoring, reporting, and accounting services.
- EGM auditing and security events collection.
- Real-time monitoring.
- Software and hardware maintenance.
- Training.
- Field service for site controllers, SMIBs, and telecommunications at sites. Site monitoring and 24-hour helpdesk/technical support.
- System interfacing with third-party systems for data interchange.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HX5, HS22V
- IBM DS5020 storage controllers
- IBM backup equipment
- IBM rack mount servers
- Cisco network equipment (at data centers)
- Juniper network equipment (at racinos)
- Mitel PBX
- IBM Blade center for virtual site controller servers
- ARM-based SMIBs

Software:

- iGEM application software version V18.0.0.0.5
- Oracle RDBMS version 11g
- IBM AIX
- VMware
- Microsoft server OS
- Linux
- LOTOS monitor
- Siebel CRM

As stated earlier, the operational readiness was received by INTRALOT from GLI and the Georgia Lottery on January 8, 2015. This includes certification of the system and build out of the central systems; The rollout is well underway for retailer venues which are upgrading the machines they use to the SAS protocol. The rollout to up to 5,700 locations and more than 26,000 machines will be conducted over the first six months of 2015, with the entire statewide network rollout to be 90% completed by end of June including telecom, site controller connectivity, COAM EGD commissioning, and training of the venue operators and the machine owners.

The above-described Central Monitoring System for the Primary and Backup Central systems in Georgia is similar to the system being proposed for West Virginia and consisting of more than 5,700 venue locations with an average five machines per location up to a maximum of nine.

AUSTRALIA-VICTORIA - A

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
The Victorian Commission for Gambling and Liquor Regulation (VCGLR)	Electronic gaming machine (EGM) monitoring licence	More than 26,000 EGMs All services are provided directly by INTRALOT.	Approx. 510	2012	2027

INTRALOT Gaming Services Pty, Ltd. (INTRALOT or IGS), a wholly owned subsidiary of INTRALOT Australia Pty, Ltd., has been awarded the electronic gaming machine (EGM) monitoring license for a period of 15 years, beginning on 16 August 2012. More than 26,000 EGMs in Victoria – not including EGMs in the Melbourne casino – have been connected to, and are monitored by the iGEM electronic monitoring system which is supplied and operated by INTRALOT.

INTRALOT has undertaken a number of EGM monitoring functions in order to fulfill the State's primary objectives with respect to EGM monitoring services. These primary objectives include ensuring accurate and uninterrupted monitoring of EGM transactions, single and multiple-venue linked jackpot arrangements, and the capture of data and information with respect to EGMs for regulatory, taxation, research, and related purposes.

Project Description:

- Central monitoring system (CMS), certified by BMM.
- Supply and installation of: primary central system.
  - Disaster site (same type of equipment as for the primary site.)
  - Fully functional testing system.
  - In-venue site controllers, SMIBs, payment terminals, LAN cabling, routers, etc.
  - Full telecommunication solution.
  - Operation of fully compliant data center for primary central system.
  - Hosting of disaster data center site.
  - Full G2S-protocol central system.
- Multiprotocol (QCOM, VLC, SAS) support via SMIB-based protocol conversion to G2S.
- Transition from two legacy monitoring systems to iGEM with no downtime.
- EGM Monitoring, reporting and accounting services.
- EGM auditing and security events collection.
- Validation of payments and money reconciliation services.
- Real-time monitoring.
- Local- and wide-area-linked progressive and mystery jackpots arrangements.
- Software and hardware maintenance and training.
- Field service for site controllers, SMIBs and telecommunications at sites. Site monitoring and 24-hour helpdesk/technical support.
- System interfacing with the VCGLR database and systems.
- System interfacing with third-party systems for data interchange.
- Operational EGM movement reconciliation.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HS12, HS21, JS21, and JS22
- IBM DS4800 storage controllers
- IBM backup equipment
- IBM rackmount servers
- Cisco network equipment
- Cisco firewall equipment
- Siemens PABX
- IBM server site controllers
- ARM-based SMIBs

Software:

- iGEM application software version 4
- Oracle RDBMS version 11g
- IBM AIX
- Microsoft Server OS
- Linux
- Horizon multimedia system
- LOTOS monitor
- Remedy CRM

The operational readiness was completed on time in February 2013. This included the roll-out to 510 venues that was completed in a record time of 6 months (telecom, EGM conversions from legacy systems, cabling, site controller connectivity, SMIBs, commissioning, operational procedures, and training of the shop operators). During the roll-out, the helpdesk and application support teams handled all inquiries for both connected sites and the installation of new sites, responding to record numbers of inquiries.

The major achievement in this roll-out – and generally, in this project implementation – was the transition of all EGMs that operate in Victoria from two separate legacy monitoring systems to iGEM. This operation was completed smoothly and with no real venue downtime, although it did require a complete technology overhaul in the venues, as well as the establishment of a massive, brand-new telecommunications network.

The above-described Electronic Monitoring System (EMS) in Victoria is very similar to the system being proposed.

AUSTRALIA-VICTORIA - B

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
Department of Justice – Office of Liquor, Gaming and Racing (OLGR)	State-wide pre-commitment system	More than 27.000 EGMs All services are provided directly by INTRALOT.	Approx. 510	Dec 2015 (system official launch)	2027

INTRALOT Gaming Services Pty Ltd (INTRALOT or IGS), a wholly owned subsidiary of INTRALOT Australia Pty Ltd, has been awarded the implementation and operation of a statewide pre-commitment system for all Gaming machines in Victoria. This includes those at Crown Casino, and will run for a period of 12 years, beginning on 1 December 2015. Pre-commitment will be voluntary for players to use. Players will be able to choose whether or not they want to use pre-commitment, and whether or not to set a limit on their Gaming machines. Players who use pre-commitment when playing Gaming machines will be able to track their play across all gaming machines in Victoria, even if they do not set a limit.

INTRALOT has undertaken to install the pre-commitment system, which will allow players to register and, with a use of a player card issued by the system, set limits on their Game play (loss and time limits), and to be tracked during their game play. The system will provide real time information and notifications to players during game play at the machine level via a web portal. It will also provide dynamic or annual reports (annual statements) on their spending and time spent on Gaming machines. In addition, a service desk will be available via a toll free telephone number to players and venues.

Project Description and Offered Services:

- Central pre-commitment system, certified by an ATF.
- Supply and installation of:
  - Primary central system.
  - Disaster site (same type of equipment as for the primary site).
  - Fully functional testing system.
  - In venue site controllers, SMIBs, LAN cabling, routers (common use with the monitoring system).
  - In venue kiosk applications (web portal) and venue PC applications for card issuance and reporting.
  - Full telecommunication solution.
- Operation of fully compliant data center for primary central system.
- Hosting of DR data centre site to IBM data center.
- Multiprotocol (QCOM, VLC, SAS) support, via SMIB based protocol conversion to G2S.
- Player registration, set limits and reporting services.
- Card issuance services (cards can be used by 3rd party loyalty systems).
- Posting of annual player statements.
- Real time game play tracking and reporting.
- Reporting services for the state (OLGR and VCGLR).
- Software and hardware maintenance and venue training.

- Field service for site controllers, SMIBs and telecommunications at sites. Site monitoring and 24 hour helpdesk / technical support.
- System interfacing and data exports for the OLGR and VCGLR database and systems.
- System Interfacing with the Crown Casino systems.
- System interfacing with third party systems for data interchanges (loyalty systems).
- System operation and maintenance services.
- Service desk to players and venues.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HS12, HS21, & JS22
- IBM DS4800 storage controllers
- IBM backup equipment
- IBM rackmount servers
- Cisco network equipment
- Cisco firewall equipment
- Siemens PABX
- IBM server site controllers
- ARM based SMIBs

Software:

- LOTOS player club
- iGEM application software version 4
- Oracle RDBMS version 11g
- IBM AIX
- Microsoft Server OS
- Linux
- Lotos monitor
- Seibel CRM

The project is currently in the Certification and User Acceptance Testing Phase. Field trial and rollout is expected to take place between February and November 2015. Full operational readiness and official launch is planned for December 1st 2015. This includes the roll-out to 510 venues and 28,000 gaming machines (including the 2500 machines at Crown Casino), system installation and commissioning, operational procedures, and training of the shop operators. During the roll-out, the helpdesk and application support teams will be available to handle all inquiries for both connected sites and the installation of new sites and at the same time provide assistance and support to players responding to all related inquiries.

NEW ZEALAND - A

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	Contract End
Department of Internal Affairs (DIA)	Electronic monitoring system (EMS), electronic gaming machines (EGMs)	Currently approx. 20,500 All services are provided directly by INTRALOT.	Over 1600	2005	2012 (original contract) Extended to 2020

In 2005, INTRALOT secured a contract with New Zealand's Department of Internal Affairs. INTRALOT provides monitoring, control and accounting for all 20,500 EGMs that operate in over 1,600 bars, pubs and clubs, along with 1,000 jackpot controllers.

The operational environment in New Zealand is characterized as highly procedural and organized. This had a tremendous impact for INTRALOT, since in addition to the extremely valuable technological experience that the company has acquired (stringent technical requirements, use of QCOM protocol, state of the art secure networks etc.), it has been exposed to, and has very successfully dealt with, all procedures and requirements of the Australian and New Zealand National Standards, New Zealand specific game rules, and DIA imposed operational procedures. INTRALOT's performance has been outstanding, as we have never failed in any of the stringent contractual performance standards. As a result, DIA has recently extended the contract with INTRALOT up to 2020.

The CMS (Central Monitoring System), which is based on IBM servers and open architecture (UNIX) software, as well as the iGEM (Gaming Enhanced Management), monitors more than twenty thousand (20,000) EGMs which are installed at more than 1,600 venues throughout New Zealand. In each venue, INTRALOT has installed a site controller terminal, which operates online with the central system located at the INTRALOT NZ offices. The system's uninterrupted operation is ensured through the existence of primary and disaster sites, located in Wellington and Auckland, respectively. INTRALOT is also responsible for the design of the telecommunication network between the primary and disaster computing sites, and for the provision of training services to the venue operators.

The site controller installed at each venue utilizes the QCOM protocol to interface with the EGMs through a fiber optic network. INTRALOT is responsible for the operation of the system, including the maintenance of hardware and software components, and the operation of a hotline for the assistance of the venue operators.

EMS gives the department information allowing it to:

- Monitor how much money is wagered on each machine.
- Monitor how much each machine pays out in prizes to players.
- Monitor how much money should be banked.
- Ensure that all software being used on the machines is identical to the approved versions.
- Assist in detecting software failures.
- Assist in detecting tampering with a machine or software.

The implementation began at the end of 2005, while all machines were successfully connected by mid-March of 2007.

Project Description:

- Electronic monitoring system (EMS), certified by GLI.
- Supply and installation of:
- Central system.
- Site controllers.
- Disaster site (same type of equipment as for the primary site).
- Fully functional testing system.
- Operation of central system.
- Hosting of the data center and disaster data center sites
- EGM monitoring, reporting and accounting services.
- Money reconciliation services.
- Real-time monitoring.
- Software and hardware maintenance.
- Training.
- Field service for site controllers and telecommunications at sites. Site monitoring and 24-hour helpdesk / technical support.
- Use of iMonitor (an INTRALOT application) to monitor the real-time status of the telecommunications links and site controller health.
- Management of all telecommunications and fault diagnostics and resolution with a reported 99.89% availability.
- System interfacing with the DIA database and systems.
- Interfacing with 3rd party jackpot systems for accounting and control purposes.

Description of Equipment:

- IBM pSeries servers
- IBM Intel-based servers
- AIX operating system
- Windows standard 2003
- Tivoli backup software
- ORACLE 10g RDBMS
- iGEM application software
- Siemens PABX, Integrity Software
- Site controllers
- Business object reporting/data mining

Basic System Functions:

- System configuration definition and control
- EGM and meter collection
- Security events collection and monitoring
- Accounting
- Reporting

Data Communication Solution and Service:

Design of communications solution for both the broadband connections and the network between the host and the venues:

- Selection/recommendation of vendor.
- Administer deployment.
- Protocol: TCP/IP.
- Method: CDMA, ADSL, dial-up.

Electronic monitoring system (EMS) operational readiness was completed prior to the scheduled start date of the monitoring pilot and roll-out. The roll-out was completed in a record time of nine months (telecom, EGM conversions, cabling, site controller connectivity, commissioning, operational procedures and training of the shop operators). During the roll-out, the helpdesk and application support teams handled all inquiries for both connected sites and the installation of new sites, responding to record numbers of inquiries.

The above-described Electronic Monitoring System (EMS) in New Zealand is a little older, and is the predecessor system to iGEM yet still very similar to the system being proposed.

NEW ZEALAND - B

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
Department of Internal Affairs (DIA)	Development and operation of an integrated gambling platform (IGP)	Licensing and other administrative actions for the gaming sector in New Zealand	Over 1,600 All services are provided directly by INTRALOT.	2010	2020

This contract provides for an integrated system (IGP) that takes DIA from a paper-based licensing system to an online, **integrated transaction system for licensing and compliance activity**. The system gives DIA the ability to integrate with existing systems and the capability to access, analyze, and report on all data from both internal and external stakeholders.

More specifically, the system provides:

Application software that provides functional support for the following DIA gambling functions:

IGP is a custom-made solution consisting of several functional modules that support the various business functions within the customer's (DIA) organization. It will offer both internal user interfaces (for the DIA employees), and external user interfaces (for the NZ gaming machine operators and other stakeholders).

- Licensing.
- Compliance.
- Investigations.
- Gaming technology.
- Operational policy.
- Performance assurance.
- Intelligence.
- Gambling, racing, and censorship policy.

An online working environment that allows for the following features and capabilities:

- Secure electronic information exchange to and from third parties.
- Full integration with the electronic monitoring system for exchange of licensing and compliance information for implementation in the field (e.g., EGM activation, following issuance of license, or EGM decommissioning following revocation of license, etc.).
- Consistent and user-friendly search capability across all information stores from a single search interface.
- Interface provision (systems integration).
- Document management system integration.
- Monitoring and alerting for system events, key indicators, and activity thresholds.
- System access by mobile users (e.g., inspectors, auditors, or investigators).
- Community grants monitoring, reporting, and analysis.
- Support for electronic payments.

- Electronic information sharing with specific government services provided by other agencies (e.g., companies office, bankruptcy gazette, etc.).

Work management for all operational processes:

- Independent work management across multiple systems.
- Tracking and allocation of tasks to staff members within "long-running" business processes (i.e., processes that may take multiple days).
- Analysis of the time taken within tasks and delays between tasks.
- Case management of license applications, renewals, and investigations.
- Marking current license records relating to a site with a flag that a specific activity is in progress (e.g., flagging a site if an investigation is occurring).
- Workflow management of key transactional (operational) processes within and across business units.

Software description:

- The IGP solution was developed on the "Oracle Fusion middleware" and the related technologies.
- The specific Oracle product suites (belonging to the Oracle Fusion middleware) that have been used for the IGP development are:
- Database enterprise edition.
- Web tier.
- Oracle WebLogic suite.
- SOA suite.
- Unified Business Process Management suite.

INTRALOT REFERENCES

A Client list of INTRALOT's Central Monitoring Client accounts including names, titles, addresses, and telephone numbers for references who may be contacted to verify experience and qualifications is provided under the **Tab: *Client List*** included in the CONFIDENTIAL BINDER. Video Lottery Central Monitoring Clients are shaded in blue for easy reference. Top Client references capable of documenting INTRALOT's ability to manage projects of comparable size and complexity are also listed here for easy reference.

Name Client Organization:	Ohio Lottery Commission
Name, Title, Telephone:	Mr. Michael Petro, Deputy Director, (216) 774-5511
Email:	michael.petro@olc.state.oh.us
Value, Type, Duration:	appx $21 mil, Central Monitoring 7 Facilities, 17,500 machines, 8 years
Services Provided:	Please refer to the OHIO project described earlier
Status	currently serving this client, ongoing operation
Name Client Organization:	Georgia Lottery Commission
Name, Title, Telephone:	Debbie Alford, President and CEO, (404) 215-5020
Email:	dalford@galottery.org
Value, Type, Duration:	appx.$30 mil, Central Monitoring, 5,700 venues, 26,000 EGDs, 9 years
Services Provided:	Please refer to the Georgia project described earlier
Status	project is currently under implementation and startup
Name Client Organization:	Department of Justice - Office of Liquor, Gaming and Racing
Name, Title, Telephone:	Ms. Cate Carr, Executive Director, 61 (3) 8684 1914, M: 61 417 549 041
Email:	cate.carr@justice.vic.gov.au
Value, Type, Duration:	appx $130mil, Central Monitoring, 26,000 EGMs, 15 years
Services Provided:	Please refer to the Australia-Victoria project described earlier
Status	currently serving this client, ongoing operation

Two (2) references from other organizations, sub Vendor or service providers, which are relevant are the following:

Name Client Organization:	Scioto Downs, - Racino in Columbus, Ohio
Name, Title, Telephone:	Troy Buswell, VP and General Mgr. (614)491-2515 ext. 1310
Email:	tbuswell@mtrgaming.com
Value, Type, Duration:	Value N/A, Facility, 8 yrs, this is in the Ohio project
Services Provided:	CMS for the Ohio Lottery
Status	ongoing operation
Name Client Organization:	IVEY Promotions, COAM Machine Owner, Georgia Project
Name, Title, Telephone:	Fred Ivey, President, 678-291-0290, M 678-575-0738
Email:	fredivey@comcast.net
Value, Type, Duration:	Value N/A, Owner Operator COAM machines , 9 yrs
Services Provided:	CMS for the Georgia Lottery
Status	startup and implementation currently underway

3.2.4 CORPORATE GOODWILL

Vendor shall address its corporate philosophy on providing quality products and services to its customers by providing a statement in its response that may include any customer complaint resolution processes, results of surveys conducted on customer satisfaction levels, Vendor or customer partnering activities, and any continuous quality improvement programs instituted company-wide.

The proposed delivery and installation of INTRALOT's iGEM central monitoring system along with supporting systems and services incorporate the highest level of security, while absolutely minimizing any potential risk to the WV Lottery. The products and services that we propose will ensure high satisfaction in terms of quality, efficiency, accuracy, and performance for both the short and long-term.

INTRALOT S.A. is a leading supplier of integrated gaming and transaction processing systems, innovative game content, sports betting management, and interactive gaming services to state-licensed gaming organizations worldwide. It has a broad portfolio of products and services including global know-how of Lottery, betting, racing and electronic gaming machine operations. The company employs 5,500 employees in 65 Countries on five continents. INTRALOT is currently the 2nd biggest gaming provider worldwide, with a strong position in all continents, particularly in Europe, Asia, North America, South America and Oceania.

INTRALOT is a company dedicated to the development and implementation of advanced gaming systems and technologies in a socially responsible manner. At INTRALOT we strongly believe that a good company is not defined only by monetary criteria, stock performance, and projects undertaken. A good company must also be a good corporate citizen who is committed to a culture of corporate social responsibility (CSR) practices and we intend to continue this commitment as your partner in West Virginia.

In 2014, INTRALOT was awarded the contract for the new Wyoming Lottery. The start-up, which occurred at the end of August, was completed on time and with great success. Jon Clontz, CEO of WyoLotto™ stated: *"The combined high quality experience of our gaming vendor, INTRALOT, and Lottery staff proved to be a formula for success. My staff and the INTRALOT team logged countless hours to include weekends ensuring benchmarks, deadlines and milestone objectives were met. INTRALOT and my team maintained a constant team oriented attitude and a positive and motivating drive that led to a successful launch with no major concerns"*.

In November of 2014 INTRALOT has re-won our contract with the Montana Lottery as a result of their RFP process. INTRALOT has the experience, the depth of resources, and the desire to make the conversion and startup of the iGEM system in West Virginia an on time success.

INTRALOT success is fully contingent on the Lottery's success and only together can we succeed. We have enclosed Client reference letters reflecting the performance of INTRALOT in the CONFIDENTIAL BINDER under the **Tab: *Reference Letters***.

Vendor must be in good standing with its customers and the business community. The vendor shall disclose the following occurrences in its response:

A. Any contract terminated for cause or due to Vendor's default in the last five (5) years. Disclosure shall include the other party's name, address, telephone number, and specific details of termination.

INTRALOT has not had any contract terminated for cause or due to INTRALOT's default in the last five (5) years.

B. Any video lottery fine, penalty, order, judgment or decree of any federal, provincial, tribal, or state authority barring, suspending or otherwise limiting the right of the Vendor or its subsidiaries to engage in any business practice or activity in the last two (2) years. Disclosure shall include date of occurrence and detailed explanation of circumstances.

INTRALOT has not had any Video Lottery fine, penalty, order, judgment or decree of any federal, provincial, tribal, or state authority barring, suspending or otherwise limiting the right of INTRALOT or its subsidiaries to engage in any business practice or activity in the last two (2) years.

3.2.5 TECHNICAL CAPABILITIES AND RESOURCES

Vendor is to demonstrate the capacity to provide the software applications and system support critical to this project. Vendor's response shall include descriptions of its (1) software engineering and system integration capabilities and (2) configuration management tools and procedures.

INTRALOT is fully capable with all capacity to provide the software applications and system support critical to this project. Please find below a recap of INTRALOT global capability followed by additional infrastructure, software engineering, system integration, and configuration management tools and procedures.

INTRALOT GLOBAL CAPABILITY HIGHLIGHTS

Established: 1992
Head Office: INTRALOT S.A., Athens, Greece
Regional Offices include:

- USA: INTRALOT Inc., Duluth, Georgia.
- Latin America: INTRALOT Latin America, Lima, Peru.
- Asia-Pacific: INTRALOT Asia Pacific, Hong Kong.
- Oceania: INTRALOT Australia, Melbourne, Victoria, Australia.
- Africa: INTRALOT South Africa, Sandton, Johannesburg.

EMPLOYEES

The INTRALOT Group employs a workforce of 5,500 full-time professionals, all of whom are highly experienced and well versed in the particular requirements of the local markets in which INTRALOT currently operates.

STOCK (INLR.AT):

(INLOT GA): INTRALOT is listed on the Athens Stock Exchange since 1999.

FINANCIAL DATA (IFRS):

- 2013: Revenues: $2.1 billion dollars.
- EBITDA: $ 267.0 million.

Established in 1992, INTRALOT is one of the leading suppliers of integrated gaming and transaction processing systems in the world. Our footprint straddles five continents, with a presence in 65 jurisdictions and 12 States. Committed to meeting customer requirements and performance expectations, and with a demonstrated ability to adapt to new markets and overcome technological and cultural constraints, INTRALOT has acquired an excellent reputation in the global gaming sector.

INTRALOT, a public listed company, is the leading supplier of integrated gaming and transaction processing systems, innovative game content, sports betting management, and interactive gaming services to state-licensed gaming organizations worldwide. Its broad portfolio of products & services, its know-how of Lottery, Betting, Racing & Video Lottery operations, and its leading-edge technology give INTRALOT a competitive advantage, which contributes directly to customers' efficiency, profitability, and growth. With a presence on five continents, INTRALOT currently employees more than 5,500 people and produced revenues in excess of $2.1 billion for 2013.

The map above shows INTRALOT's World Wide footprint. Below is a list of INTRALOT's US Lottery Conversion and Implementation experience, all of which were skillfully and successfully completed on time.

State	Year of Award	Lottery Name	Conversion/ Startup
Montana	2015	Montana Lottery Though a new Bid Tender INTRALOT retained our customer for another 10 years.	Conversion
Georgia VLT (COAM)	2014	Georgia Education Lottery	Conversion
Wyoming	2014	Wyoming Lottery	Startup
Ohio VLT	2011	Ohio Video Lottery	Startup
District of Columbia	2010	DC Lottery	Gtech Conversion
Vermont	2009	Vermont Lottery	SGI Conversion
New Hampshire	2009	New Hampshire Lottery	SGI Conversion
Louisiana	2009	Louisiana Lottery Corporation	Gtech Conversion
Arkansas	2009	Arkansas Scholarship Lottery	SGI Conversion
Ohio	2008	Ohio Lottery	Gtech Conversion
South Carolina	2007	South Carolina Education Lottery	SGI Conversion
New Mexico	2007	New Mexico Lottery	Gtech Conversion
Idaho	2006	Idaho Lottery	Gtech Conversion
Montana	2005	Montana Lottery	SGI Conversion
Nebraska	2003	Nebraska Lottery	Gtech Conversion

The Ohio Lottery conversion was the largest ever vendor to vendor conversion for more than 9,500 retailers. INTRALOT is currently implementing the iGEM Central Monitoring Systems for the Georgia Lottery in over 5,700 individual locations connecting over 26,000 EGDs.

INTRALOT's Ohio Central Monitoring project was implemented in less than six months for the central monitoring iGEM system, and the first facility which was Scioto Downs in Columbus, Ohio. Today, the iGEM system monitors 7 racino locations and just over 14,000 EGDs. INTRALOT's experience from Ohio is directly transferable to the project for West Virginia's Racino and Casino environments, as requirements are virtually identical to the solution INTRALOT has provided for Ohio which supports SAS and G2S concurrently. INTRALOT's conversion experience from Georgia is directly transferable to the project for West Virginia's LVL locations.

INTRALOT has the financial resources, talent, and experience to implement the West Virginia Central Monitoring system according to the requirements and in the time frame necessary. INTRALOT is the premier provider of integrated gaming systems, game monitoring systems, innovative games, sports betting systems, mobile technology, and interactive gaming services to state-licensed gaming organizations worldwide. Our broad portfolio of Lottery, betting, racing, Video Lottery, and central

monitoring operations services and expertise, as well as our leading-edge technology, contribute directly to our customers' efficiency, profitability and growth. INTRALOT offers fully integrated gaming management solutions that are absolutely secure.

INTRALOT:

- Is the second largest Lottery and Gaming systems supplier worldwide.
- Intralot's iGEM Central Monitoring System is the first to receive GSA Transport and security certification.
- Manages the largest sportsbook in the world, which exceeds $5.8 billion per year.
- Was the first Lottery vendor in the history to score a perfect 100% on the inspection of the Multi-State Lottery Association (MUSL) regarding the computer gaming system (CGS), internal control system (ICS), and various controls that ensure systems' security & integrity.
- Was distinguished for its innovation in HR at the "HR Excellence Awards 2012" organized by the Hellenic Institute of Human Resources Management of the Hellenic Management Association.
- Was listed on the 2006, 2008, 2009, 2010, 2011, 2012 & 2013 "EU Industrial Research & Development Investment Scoreboard", prepared and published by the European Commission, because of the significant capital invested by the company in Research & Development (R&D).
- Received numerous awards during the Euromoney Conferences: "Best Company in 2006", "Best Company of FTSE-ASE/20 2007 and 2008", "Internationalization Award in 2007, 2008, 2009, 2010 and 2012", Business Innovation Award 2007 and 2012".
- Was distinguished in 2010, 2011 & 2013 with the BEE GOLD AWARD by EBEN GR, being rewarded for its ethics and its ethical corporate governance and social responsibility.
- Received the "Recognized for Excellence in Europe - 5 Stars" distinction by the European Foundation for Quality Management (EFQM).

INTRALOT has a gaming central monitoring system (iGEM) offering that completely matches the technical requirements for functionality, scope, and size of this RFP including:

- Multi-protocol iGEM system that is G2S and SAS native.
- Real time EGD monitoring, reporting and accounting services.
- Primary and backup data centers with identical equipment.
- Recent experience in numerous analogous projects in the US and around the world.
- Local executive management (Duluth, GA Headquarters for Intralot, Inc.).

INTRALOT is highly experienced with deep expertise in delivering integrated, large-scale Gaming solutions and central monitoring to government agencies worldwide. In most cases, INTRALOT manages end-to-end services by operating the delivered solutions on behalf of our clients. INTRALOT always provides hands on support by experienced managers and engineers. US Corporate Head Quarters for INTRALOT are based in Duluth, GA. We have provided an all-inclusive listing of INTRALOT's client customers for your review under that **Tab: *Client List*** later in the proposal in order to further understand the history of the company.

PROGRAMMING LANGUAGES

INTRALOT utilizes a number of software packages and tools to design, develop and implement applications. The iGEM™ Central Monitoring System is based on C/C++, Java and .Net programming language. INTRALOT's Back Office System and Web Services application is developed in ASP.NET, AJAX and C# utilizing .NET framework V3.5 SP1 and Visual Studio.

The IBM XL C/C++ Compiler is primarily used for the development of the on-line transaction processing engine, as well as the development of individual applications for the rest of the subsystems.

IBM XL C/C++ Compiler is a member of the IBM family of software development products and supports programming in C and C++ languages in IBM platforms (pSeries™, and xSeries™), as well as in platforms of other manufacturers. It also supports a wide range of Operating Systems, including AIX, LINUX, z/OS®, z/VM®, and i5/OS.

INTRALOT's software is based upon the latest commercial standard industry software architectures, databases, communications, and security. The plug and play integration of complex external systems combined with unlimited scalability and portability ensure our iGEM CMS is ready to securely and quickly process all West Virginia LVL and RVL transaction and meter information.

Our IBM hardware is state of the art and our software and hardware architecture designs ensure that access to executive information is quick and easy.

The primary GUI interface to our CMS is through the Back Office System (BOS). The BOS web interface is the same for all applications, reports and screens. All applications are programmed in common programming languages, and we use commercial application packages and commercial databases (Oracle™ and SQL Server™).

Our data warehouse tool is drag and drop enabling a short but easy learning curve to complex analysis of aggregations of vast amounts of data that have always been of interest in the past, but impossible to achieve.

All new Systems and application software versions, be it a scheduled upgrade, the implementation of new requirements, or amending erroneous functionality, will be delivered to the Lottery electronically and accompanied with elaborate release notes. The release notes contain introduced features, amended functionality, and final comparisons between the new and superseded version.

INTRALOT's System provides for maximum flexibility because it is built on an open architecture and modular infrastructure with a platform independent, on-line transaction processing engine. iGEM suite of applications consists of a set of modular functional applications that makes implementing new features quick and proficient. The unique open platform iGEM Suite is a total monitoring solution based on "multi-platform" transaction processing power that handles all transaction requirements with ease from any origin, source, input, or third-party System and interface. Our software is modular and parametrically driven and therefore, allows the flexibility to easily adapt the system as business needs change.

In addition, the British Standards Institute (BSI) has awarded INTRALOT an ISO/IEC 27001:2005 Information Security Management System Certifications for the scope design, implementation, testing, installation, maintenance, integration and operation of information technology system. INTRALOT has also received a WLA Security Control Standards Certification.

We will apply these standards, as well as our own stringent Control Management standards, to meet and exceed the Lottery's expectations and requirements related to software.

SOFTWARE AND TESTING

Our systems have a common base that we call iGEM™, and they are built completely from non-proprietary systems and hardware manufactured by IBM. Our software is written using non-proprietary software tools from Microsoft. We utilize the industry's leading database from Oracle. Our open source and open architecture approach allows us to interface with virtually any 3rd party system.

The INTRALOT philosophy is to treat each customer as a unique partner that requires a custom solution. The iGEM™ System has been developed to be implemented with any type of network and communication infrastructure. System changes can be rapidly implemented to meet your unique needs.

The INTRALOT team is comprised of managers, technicians, and specialists who have personally directed start-ups and major system upgrades, and have been responsible for the introduction of new and innovative products and services worldwide. Our experience is not just a "shell" of corporate experience; it is actual hands-on experience by our team of seasoned professionals. These experienced specialists will be committed to the implementation. They are not just names listed in our bid, but people who will be on site to ensure a successful and smooth execution of the project and a startup that is accomplished securely, efficiently, and in a timely manner.

iGEM™ CMS: Our CMS solution meets or exceeds all requirements of the RFP and will easily provide the non-stop fault-tolerance performance specified. The iGEM™ Central System conforms to the strictest security and availability requirements. It is built on IBM hardware running AIX Unix and Windows Enterprise 2008 Operating Systems. INTRALOT uses the industry-leading Oracle® database engine to perform the iGEM™ Central System data storage.

When teamed with our communications solutions, the end-to-end redundancies throughout our design will virtually eliminate the chance of downtime. INTRALOT's solution has the adaptability to handle any future standards developed along with current and legacy protocols. Our system is fully configurable to YOUR specific needs – both now and in the future. It will track facility transactions, allow for any required adjustments, and provide extensive reporting capabilities so the Lottery has definitive oversight of all Gaming without the loss of any data.

Both our hardware and software is configured to be easily upgradeable should your needs change, and allows a seamless path for any required migration or refresh. Our solution includes top-tier maintenance, with full licensing and annual support contracts from equipment manufacturers or their certified third-party providers for the life of our partnership. The iGEM™ choice will assure the WV

Lottery that the CMS functions with security, integrity, and provides all of the tools required to maintain oversight of all Gaming activity.

INTRALOT's iGEM™ has been fully certified by GLI on multiple occasions. The integrated gaming systems developed by INTRALOT rank among the most advanced and flexible systems available worldwide. INTRALOT systems are distinguished for their quality, reliability, adaptability, expandability, and secure operations. INTRALOT is ISO 9001:2000 certified. INTRALOT is the first international vendor to receive the Gaming Standards Association (GSA) Point-to-Point SOAP/HTTPS Transport and Security Specification, and one of the two companies that have been certified internationally according to the GSA Game to System (G2S) Message Protocol standard.

iGEM uses the AIX® operating system. AIX is designed to deliver outstanding scalability, reliability, and manageability. AIX runs across the entire range of IBM Power™ Systems based on IBM Power Architecture® technology from entry–level servers and workstations to powerful supercomputers like the 64-core servers, which run some of the most complex commercial and technical workloads in the world.

AIX® is a UNIX® operating system (OS) that is based on open standards. These standards provide clients with the interoperability and freedom to choose the right solution for their environment. AIX 7 is designed to comply with the latest standard for UNIX operating systems, the Open Group Single UNIX Specification, Version 4.

The support of industry standards in combination with the outstanding performance of POWER™ processor helps you support the requirements of your business, instead of forcing you to compromise your business to fit technology.

The AIX® operating system (OS) provides security you can count on from one end of your enterprise systems to the other with features that are flexible and easy to manage, including:

- Enhanced System Security: Protect against unauthorized access with a variety of authentication mechanisms you can install, configure and deploy in the base operating system.
- Enhanced Network Security: Secure your intranets and extend your network over the internet by using built-in network security features.
- Effective System Management: Securely administer your network infrastructure, servers, clients and pervasive devices with tools such as the AIX Security Expert.
- A repertoire of useful applications and tools: Access secure programming interfaces and open-source software tools to establish operating procedures for addressing security requirements and exposures.
- Tight access control: Specify who receives access to protected information resources.
- Robust encryption capabilities: Enhance data-transmission protection and secure sensitive cryptographic keys.

iGEM has been designed and built specifically to provide native support for GSA's (Gaming Standards Association) protocols. The Site Controller is a pure G2S Site Controller supporting all necessary G2S

Classes, while it also provides support to selected S2S functionalities for interfacing to third party systems. At the Central System side, the database and all relevant modules have been adapted to support all requirements of G2S, in terms of configuration, meters, events, transaction types, etc. iGEM has been certified by GLI and GSA for the G2S Host and Security transport. In addition, iGEM has gone through a series of interoperability testing with EGDs from all major manufacturers, including systematic testing at the IGT Interoperability Center in Reno, Nevada.

iGEM, being a truly universal system, also maintains support for other protocols (SAS, VLC, QCOM, x-Series etc.). The communication of the system to the EGDs is achieved via a protocol conversion from any protocol to G2S, which is achieved through the use of INTRALOT's iSMIB (interface board) that is installed within the EGDs.

iGEM has been installed and is operational in various jurisdictions worldwide, providing regulators, operators and control boards with a robust environment for monitoring, controlling, and regulating their Gaming markets, and for implementing very strict financial control, accounting, taxation and billing processes. For instance, in Victoria, Australia, the iGEM CMS supports simultaneously the QCOM, VLC version F3, and VLC version ABCD protocols via the EGD SMIB protocol converter, and efficiently monitors about 27000 EGDs. In addition, the Ohio Lottery uses iGEM to monitor all seven racinos and over 10,000 EGDs, while the Georgia Lottery is currently deploying a wide-area monitoring network to cover up to 6000 retail outlets with over 26,000 EGDs connected to iGEM.

iGEM is connected with EGDs of practically all EGD manufacturers, irrespective of protocols. In case of proprietary protocols, Intralot typically obtains a license to the respective protocol and further develops the protocol at the SMIB level.

INTRALOT will provide all code development and migration using its own software development and programming staff. No sub vendors or 3rd parties will be used to write code. Please reference the Software, Startup, and Ongoing Support organization chart provided under the **Tab: *Org Chart*** later in the proposal.

INTRALOT is the first international vendor to receive the Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification, and one of a few companies that have been certified internationally according to the GSA Game to System (G2S) Message Protocol standard, both of them for its EGD Monitoring system, iGEM.

INTRALOT has been certified in compliance with the rigorous ISO 9001:2000 quality standard. These certifications ensure the design, development and supply of advanced products, systems and services of the highest quality.

INTRALOT is the first international vendor in the gaming sector that has been certified according to the World Lottery Association (WLA) Security Control Standard in 2008. Moreover, the Company has been certified with the ISO 27001:2005 for its Information Security Management System (ISMS) since 2007. The scope of the double WLA SCS and ISO 27001 certification covers INTRALOT Headquarters, the operations at the Greek National Lottery, OPAP SA, and the Greek Horse Racing Organization, ODIE SA,

as well as INTRALOT Nederland's BV for the operation of the Lottery System of Staatsloterij and De Lotto. INTRALOT has also been certified according to ISO 9001 since 2002.

INTRALOT is also the first international vendor in the gaming sector to achieve ISO 20000 certification on Information Technology Service Management. INTRALOT's service management system covers the provision of managed IT services, such as integrated gaming and transaction processing systems and services and interactive gaming services, as provided to licensed Lottery, Gaming and Casino organizations and entities worldwide.

All INTRALOT certifications are governed by the COBIT 5 framework that the company introduced in order to ensure a holistic approach that covers its business processes end-to-end and in alignment with its business strategy. Please refer later in the proposal to the **Tab: *Certifications*** to review the certificates held by INTRALOT.

The integrated Gaming systems developed by INTRALOT rank among the most advanced and flexible systems available worldwide. INTRALOT systems are distinguished for their quality, reliability, adaptability, expandability and secure operations. INTRALOT understands the level of commitment needed to deliver quality and reliable software. INTRALOT's systems and software are developed using proven procedures and testing methods. An important part of the software development life cycle includes the software quality assurance plan.

INTRALOT develops software based on Lottery-approved functional specifications. The software is unit, integration, and system tested based on functional specifications that are developed together with each customer. Our methodology requires that at the end of the test cycle, a working system be in place before the next release of software is applied to the testing system. The development staff and the software quality assurance (SQA) staff work closely with each other and the Lottery during each testing phase to ensure a working baseline is reached at the time of each software test.

Before initiating testing, all test procedures and performance standards will be documented in a test plan that includes test cases and test scripts. INTRALOT encourages the Lottery to recommend test scenarios prior to acceptance testing in order to ensure that the system's functionality meets all its expectations and requirements.

We recognize the importance of having disciplined and well-defined software engineering processes in place to ensure the delivery of quality software that meets the needs of our customers. The software development and maintenance team assigned to the Lottery, with support from the entire Duluth, Georgia Technology Center staff, will review all deliverables for software and systems projects, from requirements, design, and QA, all the way through to installation, implementation and throughout the life of the contract. The goal is to ensure that all processes are followed, and that the deliverables are built to the Lottery's standards and requirements.

INTRALOT uses clearly defined, highly detailed and disciplined processes to ensure that we develop and deliver our products on time and with the highest quality. This is true for the initial implementation, as well as for all subsequent enhancements and modifications during the life of the contract.

The key points of INTRALOT's software development methodology are:

- Rigorous requirements definition process.
- Disciplined methodology focused on "building it right the first time".
- Peer review of key deliverables to find/correct defects early in the development lifecycle.
- Tailoring of the development lifecycle to eliminate risk.
- Tracking of all requests using industry-standard project management tools.
- QC verification and validation that the product is built correctly.
- Sponsorship and oversight from the highest management levels.

INTRALOT follows a full system development life cycle (SDLC) as the basis for software development. INTRALOT demonstrates our understanding of the business requirements and processes before software applications are written or modified by specifying and creating a document that is reviewed and approved by Lottery staff. All projects are planned and systematically executed in a timely manner to deliver a quality product that fully meets business requirements. To accomplish a successful implementation, INTRALOT follows a standard process for defining, designing, and installing new software or making modifications to existing software.

The project starts with the "Project Initiation" phase, continues with the "Design/Development" and "Implementation" phases where the greatest amount of effort is made, and concludes with the "Maintenance" phase. All phases are supported by our company's ISO9001:2000 certified procedures and are based on time, cost, and human resource considerations.

Procedures utilized to make system changes or enhancements are dependent upon the magnitude of the changes. The following documentation sets are generated for both Lottery and internal use when there is a complex change:

- Customer Change Request Form.
- Change Request Project Plan.
- Software Requirements Specification.
- Software Functional Specification.
- Software Design Specification.
- Test Cases.
- Commission Approval/Acceptance Form.
- Checkpoint Release Form.
- Software Faults and Failures Report.
- Installation Plan.

QUALITY ASSURANCE AND ACCEPTANCE TESTING

INTRALOT adopts and complies with Quality Policies, Quality Control and Quality Management Procedures, and has a Certified Quality Management System compliant with the rigorous requirements of ISO 9001:2000 standard. Quality planning constitutes a vital activity with respect to process control. Quality plans contain the procedures and standards that will be used for the generation of all project deliverables. The Software Requirements Specifications will conform to software specification standards similar to the IEEE/ANSI 830-993 specification. Quality reviews, both within INTRALOT and with the Lottery, will be used to document activities that will assist in ensuring the utmost customer satisfaction.

Unit testing is conducted by software engineers in parallel with software development within each of the responsible departments. The purpose of unit testing is to remove system defects early in the software development life cycle, before these are integrated into larger subsystems.

Integration testing is conducted by executing Test Cases, Test Scripts, and Test Procedures. This procedure verifies and validates the cross-operation capability of the modules and backwards compatibility with system components that are not affected by current release. Each responsible department should deliver the following documentation to Software Quality Assurance Department:

- Test Cases that have been performed to verify that the requested modifications and solution provided are tested and conform to the relevant specification documentation.
- Test Scripts that execute specific test cases to direct testing of specific functionality that is modified or affected.
- Test Procedures that summarize or collect test scripts for a whole system verification procedure.

The first step of the formal process of testing and certifying the System as a whole consists of very high-level tests that determine the stability of the software being released. The output of this procedure is a PASS/FAIL Boolean test of the System, and determines if the software is ready to proceed to the functional testing phase.

Functional Testing is where the System functionality is tested against specifications. External official administration and agency environments are simulated within INTRALOT's testing environment. These include hardware equipment, software applications, third party software applications, an acceptable number of terminals, environmental conditions, etc. Once the environment is set up, the System is put through exhaustive testing, by running Test Cases, Test Scenarios, and Procedures with the intention of assessing its functionality against the agreed specifications.

Among other tests, the Functional Testing phase includes:

- Security Testing – Testing performed to ensure and verify that the System is secure and prevents intruders and unauthorized personnel from entering and misusing it.
- Compatibility Testing – Testing performed for verifying that the individual hardware equipment and software applications of the proposed solution are compatible and can interface with each other without conflict.

Successful conclusion of Functional Testing will determine the product's suitability for delivery to the customer for on-site testing. The infrastructure used to perform FAT will be a laboratory located at INTRALOT and will be a downsized version of the production configuration, including a sufficient number of equipment and relevant peripherals in a controlled environment. Access to 3rd party systems will also take place during this phase, if applicable.

Following installation of the software on the Test System, on-site testing (QA) is conducted. This testing is the final step of INTRALOT's internal testing procedures, and is performed to verify and validate the agreed functionality and correct installation of the current release to the customer environment where it can be tested in real life conditions. During on-site testing the following tests are performed:

- Functional Testing – The final product's functionality is tested against documented test cases. Testing may include additional ad-hoc tests in order to detect any possible defects in the software.
- Script Testing – At this stage, most of the System has gone through the functional testing and most defects have been identified and resolved. The testing elements are very well defined and applied. All inputs are scripted so that there is a determined outcome at the end of the test script.
- Stress Testing – This is the final phase of testing to determine how well the System reacts and performs during abnormal system situations. Failover and switchover tests are also performed during this phase.

More specifically, on-site testing may involve the following tests:

- Module testing, to test different modules both individually and when operating together as subsystems.
- System integration testing, to test that all the modules and subsystems are properly integrated and operate on a compatible basis with each other, and on a subsystem level.
- Network testing, to ensure that all local area and wide area networks provide the required connectivity.
- Functional testing, to test that each different technical environment making up the System performs the functions that it is intended to perform (as per specifications) either by itself, or with those of the other technical environments with which it is to interact, and with those external systems with which it is to interoperate.
- Validation testing, against INTRALOT Test Scripts.
- Validation testing, against the Lottery's Test Scripts.
- Stress, performance and security testing, to confirm that the System can operate and perform in a manner which meets the agreed Security and Performance Standards.
- Anomaly Testing and Volume Testing.
- Testing of Failover from Host to Host (includes server to server and node to node) and Switchover from Site to Site.
- Migration Testing.
- Back-up and recovery routines.
- Report production.

User (or Customer) Acceptance Testing (UAT or CAT) is the final step of the overall system testing and validation process and is performed by the Lottery or by a Certifying Authority on the Test System, in order to certify the product. It involves a series of technical, functional, performance and other tests involving testing of end-to-end processes, testing of business processes, and the conduction of stress, performance, failover and anomaly testing.

User Acceptance Testing that is performed will be based on the Acceptance Test Plan and a set of agreed test scenarios and test cases. During this testing, a set of issues or non-conformances are reported by the Lottery and evaluated by INTRALOT as either being problems that need to be fixed or the required change requests are generated.

Following discussion and agreement with the Lottery, a subsequent software release may be provided by INTRALOT, which is then re-tested by the customer. The overall process is assumed complete when all issues of agreed criticality are resolved, and an agreed implementation plan is provided to the

customer. Upon successful completion of this testing phase, the System is certified for release into the production environment for operation. The output of the UAT process is the Customer Acceptance Certificate, which authorizes the production operation of the System. The technical infrastructure to be used during the UAT phase comprises of:

- Test System—Sufficient number of terminals and all relevant peripherals in the test site.
- Third-party test systems when and where applicable.
- Furthermore, the following needs to be in place prior to executing UAT:
- Lottery personnel have been trained.
- The System has successfully completed the Factory Acceptance and On-site Testing and is ready for UAT. A notification to this end has been sent to the Lottery by the Technical Project Manager.
- The Test Plan has been agreed with customer and/or the Independent Certifying Authority.
- Test Scenarios and Test Cases to be executed have been agreed.
- UAT procedure has been communicated, understood, and agreed with all involved parties.
- Completion criteria for UAT have been agreed.
- Lottery's personnel that will perform testing are available.
- Relevant documentation has been delivered to the Lottery.
- Test data (if needed) has been prepared and is available.

INTRALOT will provide local resources on-site as required to support the Quality Assurance and Acceptance Testing needs for the Lottery to fully support the Lottery's acceptance testing, and testing conducted by any 3rd party lab as may be required. We will provide the Lottery with a systems engineer, applications expert and operations and programming staff that will be fully available to assist in testing for the life of the contract.

SOFTWARE SUPPORT STAFFING

INTRALOT is committed to investing in the highest quality industry professionals, while enhancing the skills and knowledge-base of our current employees and creating a work environment that is conducive to effective and productive cooperation. Through this dynamic, highly skilled group of professionals, INTRALOT is able to consistently offer innovative solutions, continuously improve its products and services, and steadily expand its business activities worldwide.

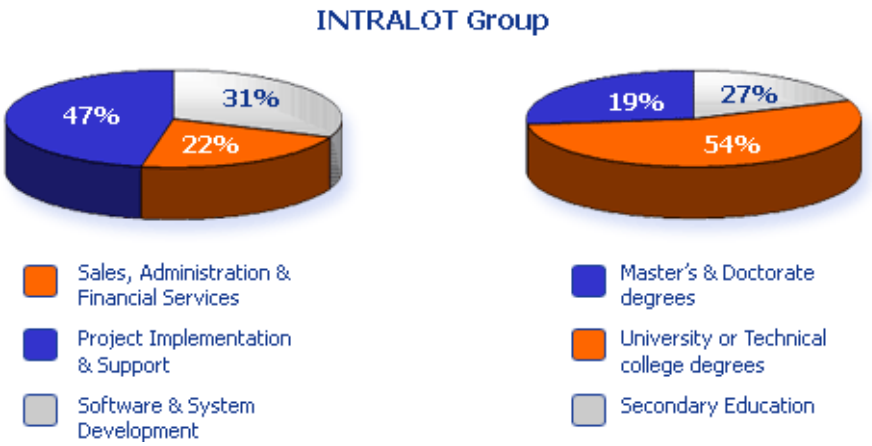
Globally, INTRALOT offers its employees a work environment based on a core set of meaningful employment opportunities, and a wide range of professional development and personal growth choices. Substantial investments in time and resources have been made to strengthen our infrastructure (policies, support networks and new technologies) that provide INTRALOT's employees with career growth and upward mobility.

INTRALOT was recently voted among the "20 Best Places to Work" in Greece, a competition that is organized by the "Great Place to Work" international institute. The organization studied many national and multinational companies. One of INTRALOT's basic objectives, and a keystone of its corporate culture, is to operate on all levels as a winning team. We believe our employees are distinguished by their passion for achieving challenging goals and achieving excellence across the entire range of business

activities. On a corporate level, we pride ourselves on our integrity and responsibility towards our shareholders, customers, employees, and the general public.

EMPLOYEE BREAKDOWN

INTRALOT employs over 5,500 highly trained, exceptionally skilled and competent professionals who show true dedication to the company values. Nineteen (19%) percent of all employees hold Master's or Doctorate degrees, 54% are university or technical college graduates, while 27% hold secondary degrees, as shown in the following graph:



The personnel that comprise the Technical Division of INTRALOT's global offices have been selected on the basis of their advanced technical expertise. They are highly qualified with solid academic backgrounds and considerable international experience.

Because the software solutions offered by the company are designed and developed in-house, selecting candidates with an outstanding level of technical knowledge, experience and expertise is paramount in creating innovative products and successful solutions. Extensive knowledge and experience in the disciplines of computer science, electronic engineering, data communication, and encryption are prerequisites in employing and maintaining a high caliber staff. INTRALOT's worldwide technical staff is comprised of the following classifications:

Technical Staffing Classification*	
Technicians	12%
S/W Engineers	62%
H/W Engineers	14%
Project Management and Support	12%

***Approximate Technical Staffing Classification Breakdown**

SYSTEMS TECHNICAL DIVISION

The Technical Division is comprised of highly trained and experienced personnel who have extensive knowledge and expertise in the Lottery industry. INTRALOT's focus is to provide all of the technical skills necessary to successfully operate and support any Lottery environment.

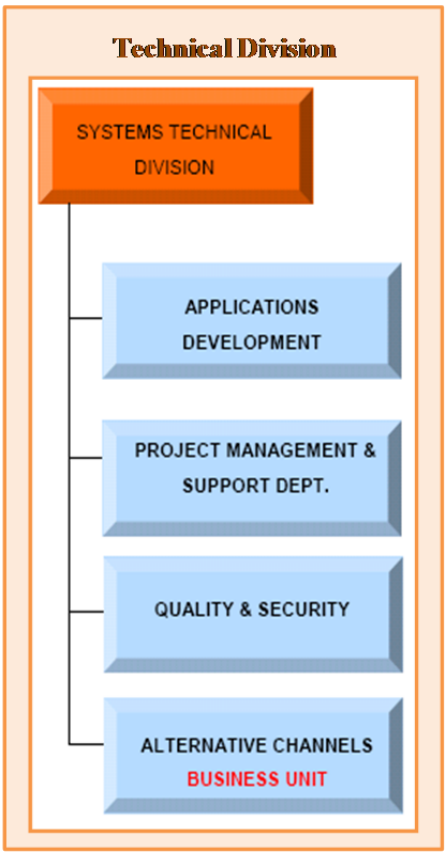
APPLICATIONS DEVELOPMENT

The Applications Development Department supports the company's core software development group. The software developers and software engineers translate business requirements and analyses into high-end, robust and secure technology solutions.

PROJECT MANAGEMENT & SUPPORT DEPARTMENT

The Project Management and Support Department provides project management and control though the use of a team-based delivery and "best practices" philosophy.

The Project Management and Support Department develops plans, and coordinates and tracks tasks to ensure projects are completed on schedule and within budget. Project Management provides planning and coordination between software and hardware development groups to ensure completed products are available on time and to the client specification. The support segment provides the other departments with a common point of contact when dealing with external vendors or interdepartmentally.



QUALITY AND SECURITY

Quality and security personnel adhere to an integrated quality system that delineate all activities involving planning, quality control, quality assessment, reporting, and quality improvement to ensure that the products and services meet defined standards of quality and fully comply with the company's standards. The quality and security department undertakes all the necessary inspections and analysis required to ensure the highest quality of output. They monitor processes and procedures to determine if they comply with relevant standards and identify ways to eliminate unsatisfactory performance.

ALTERNATIVE CHANNELS BUSINESS UNIT

The Alternative Channels Division constitutes INTRALOT's autonomous business unit that undertakes all R & D, product development, and testing of alternative sales channels, such as internet and mobile gaming.

INTRALOT has been certified in compliance with the rigorous ISO 9001:2000 quality standard. These certifications ensure the design, development and supply of advanced products, systems and services of the highest quality.

INTRALOT is the first international vendor in the gaming sector that has been certified according to the World Lottery Association (WLA) Security Control Standard in 2008. Moreover, the Company has been certified with the ISO 27001:2005 for its Information Security Management System (ISMS) since 2007. The scope of the double WLA SCS and ISO 27001 certification covers INTRALOT Headquarters, the operations at the Greek National Lottery, OPAP SA, and the Greek Horse Racing Organization, ODIE SA, as well as INTRALOT Nederland's BV for the operation of the Lottery System of Staatsloterij and De Lotto. INTRALOT has also been certified according to ISO 9001 since 2002.

INTRALOT is also the **first** international vendor in the gaming sector to achieve ISO 20000 certification on Information Technology Service Management. INTRALOT's service management system covers the provision of managed IT services, such as integrated gaming and transaction processing systems and services and interactive gaming services, as provided to licensed Lottery, gaming and casino organizations and entities worldwide.

All INTRALOT certifications are governed by the COBIT 5 framework that the company introduced in order to ensure a holistic approach that covers its business processes end-to-end and in alignment with its business strategy.

INTRALOT is the first international vendor to receive the Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification, and one of the two companies that have been certified internationally according to the GSA Game to System (G2S) Message Protocol standard, both of them for its VLT Monitoring system, iGEM.

The integrated Lottery systems developed by INTRALOT rank among the most advanced and flexible systems available worldwide. INTRALOT systems are distinguished for their quality, reliability, adaptability, expandability and secure operations.

INTRALOT understands the level of commitment needed to deliver quality and reliable software. INTRALOT's systems and software are developed using proven procedures and testing methods. An important part of the software development life cycle includes the software quality assurance plan.

INTRALOT develops software based on Lottery-approved functional specifications. The software is unit, integration and system tested based on functional specifications that are developed together with each customer. Our methodology requires that at the end of the test cycle a working system be in place before the next release of software is applied to the testing system. The development staff and the

software quality assurance (SQA) staff work closely with each other and the Lottery during each testing phase to ensure a working baseline is reached at the time of each software test.

Before initiating testing, all test procedures and performance standards will be documented in a test plan that includes test cases and test scripts. INTRALOT encourages the Lottery to recommend test scenarios prior to acceptance testing in order to ensure that the system's functionality meets all its expectations and requirements.

We recognize the importance of having disciplined and well-defined software engineering processes in place to ensure the delivery of quality software that meets the needs of our customers. The software development and maintenance team assigned to the Lottery, with support from the entire Duluth, Georgia technology center staff, will review all deliverables for software and systems projects, from requirements, design, and QA, all the way through to installation, implementation and throughout the life of the contract. The goal is to ensure that all processes are followed and that the deliverables are built to the Lottery's standards and requirements.

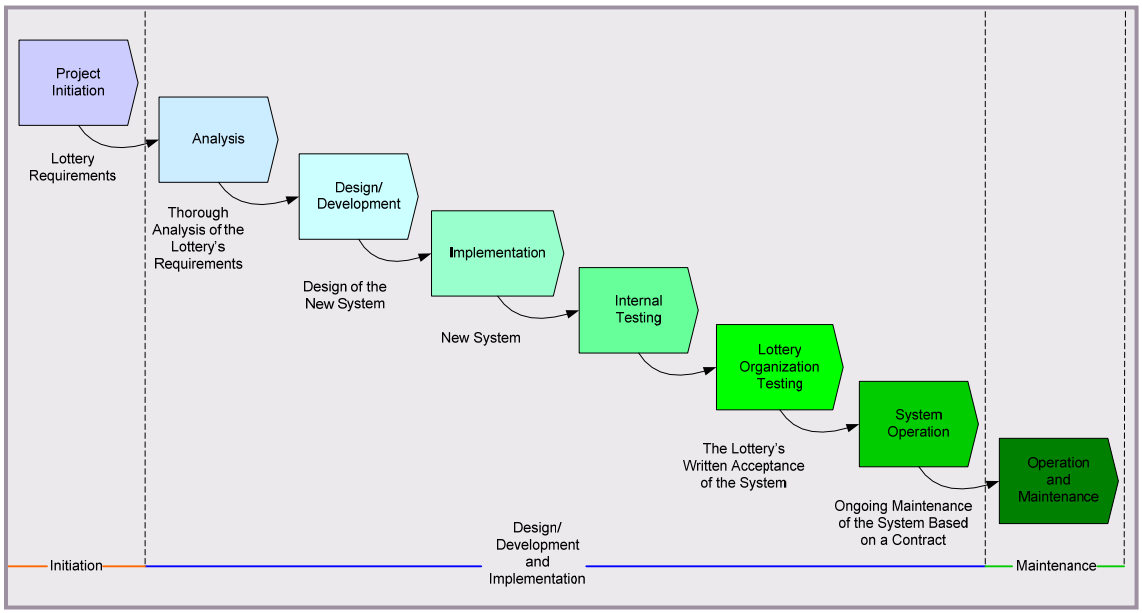
INTRALOT uses clearly defined, highly detailed and disciplined processes to ensure that we develop and deliver our products on time and with the highest quality. This is true for the initial implementation, as well as for all subsequent enhancements and modifications during the life of the contract.

The key points of INTRALOT's software development methodology are:

- Rigorous requirements definition process.
- Disciplined methodology focused on "building it right the first time".
- Peer review of key deliverables to find/correct defects early in the development lifecycle.
- Tailoring of the development lifecycle to eliminate risk.
- Tracking of all requests using industry-standard project management tools.
- QC verification and validation that the product is built correctly.
- Sponsorship and oversight from the highest management levels.

INTRALOT follows a full system development life cycle (SDLC) as the basis for software development. INTRALOT demonstrates our understanding of the Lottery's business requirements and processes before software applications are written or modified by specifying and creating a document that is reviewed and approved by Lottery staff. All projects are planned and systematically executed in a timely manner to deliver a quality product that fully meets business requirements.

To accomplish a successful implementation, INTRALOT follows a standard process for defining, designing and installing new software or making modifications to existing software.



Based on the preceding diagram, the project starts with the "Project Initiation" phase, continues with the "Design/Development" and "Implementation" phases where the greatest amount of effort is made and concludes with the "Maintenance" phase. All phases are supported by our company's ISO9001:2000 certified procedures and are based on time, cost, and human resource considerations.

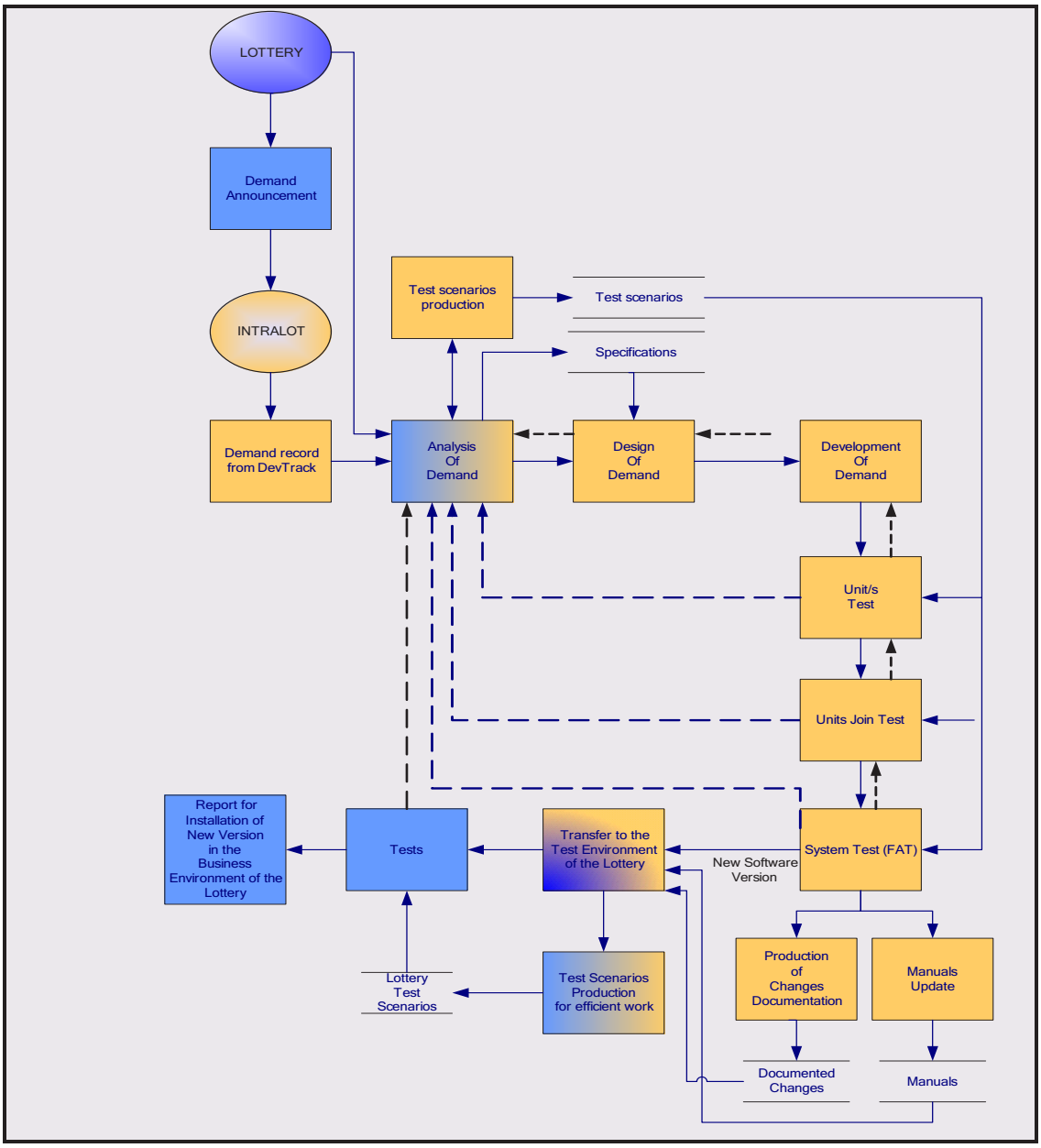
Procedures utilized to make system changes or enhancements are dependent upon the magnitude of the changes. The following documentation sets are generated for both Lottery and internal use when there is a complex change:

- Customer Change Request Form.
- Change Request Project Plan.
- Software Requirements Specification.
- Software Functional Specification.
- Software Design Specification.
- Test Cases.
- Lottery Approval/Acceptance Form.
- Checkpoint Release Form.
- Software Faults and Failures Report.
- Installation Plan.

SYSTEM/SOFTWARE ERROR CORRECTION

Once into the Maintenance phase of iGEM™, the Lottery can request the development and implementation of new games and/or promotional activities, modifications to existing games, and corrective and functional amendments due to anomalous functionality.

The following illustration details the software maintenance procedure that would occur as a result of software/functionality amendments, malfunctions, and new application features:



Software Maintenance Procedure Flow

QUALITY ASSURANCE AND ACCEPTANCE TESTING

INTRALOT will provide local resources on-site as required to support the Quality Assurance and Acceptance Testing needs for the Lottery to fully support the Lottery's acceptance testing and testing conducted by any 3rd party lab as may be required. We will provide the Lottery with a systems engineer, applications expert and operations and programming staff that will be fully available to assist in testing for the life of the contract.

INTRALOT adopts and complies with Quality Policies, Quality Control and Quality Management Procedures, and has a Certified Quality Management System compliant with the rigorous requirements of ISO 9001:2000 standard.

Quality planning constitutes a vital activity with respect to process control. Quality plans contain the procedures and standards that will be used for the generation of all project deliverables. The Software Requirements Specifications will conform to software specification standards similar to the IEEE/ANSI 830-993 specification. Quality reviews, both within INTRALOT and with the Lottery will be used to document activities that will assist in ensuring the utmost customer satisfaction.

UNIT TESTING

Unit testing is conducted by software engineers in parallel with software development within each of the responsible departments. The purpose of unit testing is to remove system defects early in the software development life cycle, before these are integrated into larger subsystems.

INTEGRATION TESTING

Integration testing is conducted by executing Test Cases, Test Scripts, and Test Procedures. This procedure verifies and validates the cross-operation capability of the modules and backwards compatibility with system components that are not affected by current release.

Each responsible department should deliver the following documentation to Software Quality Assurance Department:

- Test Cases that have been performed to verify that the requested modifications and solution provided are tested and conform to the relevant specification documentation.
- Test Scripts that execute specific test cases to direct testing of specific functionality that is modified or affected.
- Test Procedures that summarize or collect test scripts for a whole system verification procedure.

The first step of the formal process of testing and certifying the System as a whole consists of very high-level tests that determine the stability of the software being released. The output of this procedure is a PASS/FAIL Boolean test of the System, and determines if the software is ready to proceed to the functional testing phase.

Functional Testing is where the System functionality is tested against specifications. External official administration and agency environments are simulated within INTRALOT's testing environment. These

include hardware equipment, software applications, third party software applications, an acceptable number of terminals, environmental conditions, etc. Once the environment is set up, the System is put through exhaustive testing, by running Test Cases, Test Scenarios and Procedures, with the intention of assessing its functionality against the agreed specifications.

Among other tests, the Functional Testing phase includes:

- Security Testing – Testing performed to ensure and verify that the System is secure and prevents intruders and unauthorized personnel from entering and misusing it.
- Compatibility Testing – Testing performed for verifying that the individual hardware equipment and software applications of the proposed solution are compatible and can interface with each other without conflict.

Successful conclusion of Functional Testing will determine the product's suitability for delivery to the customer for on-site testing.

The infrastructure used to perform FAT will be a laboratory located at INTRALOT and will be a downsized version of the West Virginia Lottery configuration, including a sufficient number of terminals and relevant peripherals in a controlled environment. At a minimum, ten (10) training terminals and two (2) testing terminals with spares will be provided. An additional three (3) training and two (2) live terminals will be placed at Lottery Headquarters. Access to 3rd party systems will also take place during this phase, if applicable.

ON-SITE TESTING (QA)

Following installation of the software on the Lottery's Test System, on-site testing (QA) is conducted. This testing is the final step of INTRALOT's internal testing procedures and is performed to verify and validate the agreed functionality and correct installation of the current release to the customer environment where it can be tested in real life conditions. During on-site testing the following tests are performed:

- Functional Testing – The final product's functionality is tested against documented test cases. Testing may include additional ad-hoc tests in order to detect any possible defects in the software.
- Script Testing – At this stage, most of the System has gone through the functional testing and most defects have been identified and resolved. The testing elements are very well defined and applied. All inputs are scripted so that there is a determined outcome at the end of the test script.
- Stress Testing – This is the final phase of testing to determine how well the System reacts and performs during abnormal system situations. Failover and switchover tests are also performed during this phase.

More specifically, on-site testing may involve the following tests:

- Module testing, to test different modules both individually and when operating together as subsystems.

- System integration testing, to test that all the modules and subsystems are properly integrated and operate on a compatible basis with each other and on a subsystem level.
- Network testing, to ensure that all local area and wide area networks provide the required connectivity.
- Functional testing, to test that each different technical environment making up the System performs the functions that it is intended to perform (as per specifications) either by itself, or with those of the other technical environments with which it is to interact, and with those external systems with which it is to interoperate.
- Validation testing, against INTRALOT Test Scripts.
- Validation testing, against the Lottery's Test Scripts.
- Stress, performance and security testing, to confirm that the System can operate and perform in a manner which meets the agreed Security and Performance Standards.
- Anomaly Testing and Volume Testing.
- Testing of Failover from Host to Host (includes server to server and node to node) and Switchover from Site to Site.
- Migration Testing.
- Back-up and recovery routines.
- Report production.

USER (CUSTOMER) ACCEPTANCE TESTING (UAT OR CAT)

User (or Customer) Acceptance Testing (UAT or CAT) is the final step of the overall system testing and validation process and is performed by the Lottery or by a Certifying Authority on the Test System, in order to certify the product. It involves a series of technical, functional, performance and other tests involving testing of end-to-end processes, testing of business processes and the conduction of stress, performance, failover and anomaly testing.

User Acceptance Testing that is performed will be based on the Lottery's Acceptance Test Plan and a set of agreed test scenarios and test cases. During this testing, a set of issues or non-conformances are reported by the Lottery and evaluated by INTRALOT as either being problems that need to be fixed or the required change requests are generated.

Following discussion and agreement with the West Virginia Lottery, a subsequent software release may be provided by INTRALOT, which is then re-tested by the customer. The overall process is assumed complete when all issues of agreed criticality are resolved, and an agreed implementation plan is provided to the customer. Upon successful completion of this testing phase, the System is certified for release into the production environment for operation. The output of the UAT process is the Customer Acceptance Certificate, which authorizes the production operation of the System. The technical infrastructure to be used during the UAT phase comprises of:

- Test System—Sufficient number of terminals and all relevant peripherals in the test site.
- Third-party test systems when and where applicable.
- Furthermore, the following needs to be in place prior to executing UAT:
- Lottery personnel have been trained.

- The System has successfully completed the Factory Acceptance and On-site Testing and is ready for UAT. A notification to this end has been sent to the WV Lottery by the Technical Project Manager.
- The Test Plan has been agreed with customer and/or the Independent Certifying Authority.
- Test Scenarios and Test Cases to be executed have been agreed.
- UAT procedure has been communicated, understood and agreed with all involved parties.
- Completion criteria for UAT have been agreed.
- Lottery's personnel that will perform testing are available.
- Relevant documentation has been delivered to the Lottery.
- Test data (if needed) has been prepared and is available.

RELEASE TO THE PRODUCTION SYSTEM

Following successful completion of the Customer Acceptance Testing phase, the new module/program is added in the Central System, where it is continuously monitored for a period of time.

TEST SCRIPT DEVELOPMENT

INTRALOT will deliver acceptance test criteria with the software change documentation and provide dedicated staff, knowledgeable of the software tested, and the test scripts needed to assist the Lottery in identifying effective testing strategies, procedures for evaluation, software/hardware environments and resources required, and acceptance criteria. Test scripts and test cases will be derived from the actual functional specifications in order to accurately test all aspects of the features to be implemented.

The first step in ensuring that the testing and certification of the Systems is performed in a comprehensive and efficient manner is to develop an Acceptance Test Plan describing in considerable detail, how the testing process will be conducted. A comprehensive set of test cases will be used for validating that the System performs according to the agreed upon functional specifications, and the Lottery's desired business and user requirements. INTRALOT's dedicated staff, experts in the software being tested, will cooperate and assist the Lottery in identifying effective testing strategies, procedures for evaluation, software/hardware environments and resources required, as well as acceptance criteria.

The Test Plans and Test Cases are prepared after the Functional Requirements have been specified and agreed with the Lottery. They are used internally by INTRALOT, validated, and augmented throughout the testing process described in this document. Finally, they are delivered to the Lottery for use during the Lottery's Acceptance Testing.

ACCEPTANCE TEST PLAN OVERVIEW

The Acceptance Test Plan defines how the testing process is to be conducted and managed. It includes testing objectives, schedule, responsibilities, resources, procedures and assumptions. More specifically, the Acceptance Test Plan will include the following information:

- Test Objectives: identifies the categories of tests that are to be included in or excluded from the Acceptance Test (IN / OUT of Scope). Such test categories can indicatively include the following:
- Process Testing: to exercise the processing logic of the System to expose errors in data base updates, calculations, and edits and to ensure that the System delivers all functionality described in the specification document.
- Interface Testing: to uncover errors associated with external module interfaces.
- Volume Testing: to subject the System to the volumes of data expected during production.
- Storage Testing: to allocate production size data stores to verify job run procedures.
- Recovery Testing: to test system back-up/recovery procedures.
- Security Testing: to ensure that the System security meets the specifications.
- Conversion Testing: to ensure that existing data is converted correctly.
- Human Interface Testing: to ensure that the human interface (screens and reports) is usable, consistent, and adheres to standards.
- Documentation Testing: to ensure that the documentation (including help text) is accurate.
- Forms Testing: to test the forms and procedures to be used in production.
- Test Schedule: a list of high-level test activities together with expected start and completion dates.
- Responsibilities: identifies the members of the testing team and their respective responsibilities, including both Lottery and INTRALOT team members.
- Resources: identifies the personnel, hardware, software and data requirements, in order to successfully perform testing.
- Procedures: describes the procedures followed in preparing test cases and test data, for conducting tests and verifying the test results. Major procedures that need to be defined in the Acceptance Test Plan are:

    - Test cases and test cycles preparation.
    - Test execution and issues handling.
    - Transfer from test to production environment.
    - Change Request Management.

- Assumptions: documents the assumptions made in preparing the Test Plan.
- Acceptance Criteria: specifies the specific criteria which, if met, will render the System as being "accepted". These criteria are usually specified in the contract and require that no major issues of specific severity exist, before the System can be transferred into production.
- Test Cases/Cycles Overview: contains a list of the test cases, brief description and purpose of each test and expected outcome.

TEST CASES OVERVIEW

A *Test Cycle* consists of Test Procedures, which in turn consist of a set of Test Cases. Test Cases typically verify that a single function or action works by introducing multiple inputs and actions that will produce predetermined outputs.

A *Test Case* describes a specific isolated feature of the System as it can be accessed or introduced through a specific component. Any Test Case depends on other Test Cases that precede it. It is actually a small part of a series of Test Cases that build up to a certain set of operations. There are Test Cases that depend on the success of the preceding Test Cases (inter-case dependencies), while others depend only on a small number of the already executed ones. Thus, a failed Test Case (depending on the error severity) may affect subsequent testing.

The Test Cases can create a series of operations that may be repeated with a different set of input data to create different scenarios to feed with data successive Test Cases. As an example, the Test Case for play a ticket for the two games must be executed (successfully) several times in order to create enough input data for a Test Case involving the find winners procedure and payout of the winning tickets.

The whole process of execution of Test Cases can, generally speaking, be governed by a time schedule of flow of operations in IGEM™. All of IGEM™ operations from meter events, daily data, find winners, pay winners and accounting information, can be repeated several times during the functional testing period to verify that all possible situations are addressed, and all features of the System have been covered.

Successful completion of all operations and Test Cases will prove to the Lottery that the System is stable, robust and powerful enough to handle the official start-up of the System.

TEST SYSTEM AVAILABILITY

INTRALOT will be fully responsible for assuring the Test Systems are available and configured to meet the Lottery's Acceptance Test Plan. Operational resources will be available to conduct and evaluate the Acceptance Test.

Specifically, throughout the lifecycle of every software release, the software goes through at least four destination/installation environments during the respective test phases, before finally going to the final customer production environment. The tests by INTRALOT will include at minimum self-testing, debugging, and testing for viruses and quality assurance, while all software submitted to the Lottery for testing will be fully operational and principally ready for production use. The destination/installation environments are as follows:

INTRALOT DEVELOPMENT ENVIRONMENT

During the development and customization of the application, the developers simulate and test the deliverables locally (black box testing) on various development instances. At specific times, the relevant object files and modules are released to INTRALOT's Software Quality Assurance Department for testing. All controlled items during this phase (e.g. internal software releases, configuration documents, etc.) are maintained and controlled by INTRALOT's Quality Department and remain internal (Release Status Unofficial).

INTRALOT TEST ENVIRONMENT

Software deliverables are simulated and tested at the component level by INTRALOT's dedicated Software Quality Assurance Department. All controlled items during this phase (e.g. internal software releases, configuration documents, etc.) are maintained and controlled by INTRALOT Quality Department and remain internal (Release Status Unofficial).

LOTTERY'S TEST ENVIRONMENT AT INTRALOT

The final beta version is installed on the local test environment and simulated to ascertain impact and functionality. In order to validate the objects and modules that are modified during the change process, INTRALOT has a replica of the customer's technical environment where the initial installation simulation and Factory Acceptance Test (FAT) take place. All controlled items during this phase (e.g. internal software releases, configuration documents, etc.) are maintained and controlled by INTRALOT Quality Department and remain internal.

DEDICATED TEST ENVIRONMENT FOR THE LOTTERY

When the INTRALOT in-house acceptance testing is completed, the deliverables are uploaded to the independent Lottery test environment for the Lottery's testing for the User (Customer) Acceptance Testing (UAT). At this stage, controlled item version statuses are communicated to the customer. When the official Lottery test environment installation and UAT tests are completed successfully, the software release is scheduled for production deployment.

INTRALOT'S TESTING PHILOSOPHY

INTRALOT will perform and document extensive self-testing, debugging, testing for viruses, and quality assurance on all software prior to submitting it to the Lottery for Acceptance Testing. All software submitted to the Lottery for testing will be fully operational and principally ready for production use. INTRALOT understands that the Lottery reserves the right to reject any software not in Acceptable Testing condition.

The same tests and procedures defined for unit testing will be utilized for internal QA testing. The key difference is that the QA tests are executed in a system-integrated production environment and under production-like processing cycles.

TIMING

INTRALOT will meet the Lottery's Acceptance Test requirements prior to the scheduled installation and placement into the live production of any new software or system enhancements.

INTRALOT will provide Acceptance Testing Systems that are identical to the systems used to run the Lottery games.

INTRALOT will provide all Test System communications interfaces required, and will provide interfaces with other test systems as necessary.

INTRALOT will provide a Test System that includes using all communication methods applicable in the live environment.

INTRALOT's engineering and software support provides 24x7 hour support to our Lotteries. Day and night our engineers are available to support system management, diagnosis, system error corrections, and software and hardware system changes and maintenance. Routine maintenance requiring remote engineering support will utilize prescheduled VPN sessions. Emergency maintenance will initiate when systems operators send a VPN request to the Lottery. Each VPN request will state who the VPN is requested for, what the issue is that is driving the need for system access, and how long the VPN will be open.

Routine gaming system support due to changes to the Lottery's business rules, enhancement requirements, and game changes will be initiated by developing a functional requirement followed by assigning that development to a regularly scheduled software release.

INTRALOT tracks all changes made to System components and provides reports showing when, by whom, and for what purpose a change was made. These procedures will prevent conflicts caused by multiple updates. There are several reports available through Microsoft's Visual Source Safe that provides change modification history of a module. The reports identify the programmer making the changes, the reason for the change, and the actual lines of code that were added, deleted, or modified.

INTRALOT uses a software QA tracking system called Test-Tracker to manage the software modification process flow for all changes and corrections made to software modules. This tracking System further insures that issues are uniquely identified and tracked.

TEST-TRACKER

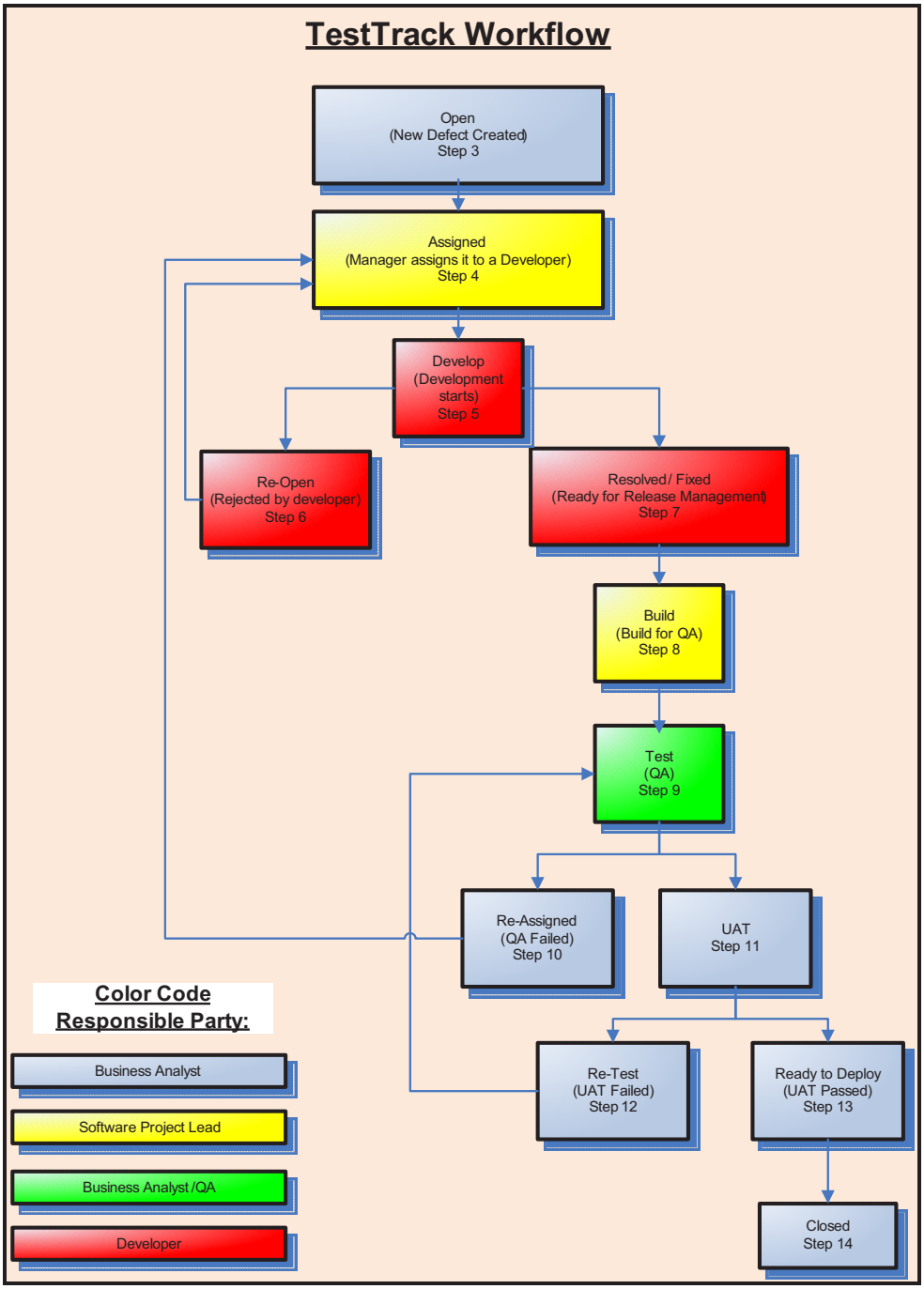
INTRALOT has a specific procedure that describes in detail the process and flow of entering and tracking software defects and Customer Change Requests (CCRF) using the tracking tool called Test-Track. This procedure is structured to follow Workflow from beginning to end, and it identifies the individual job function responsible for each of the steps in the Test-Track Workflow.

Test-Track will be used to track all software changes for all issues that arise starting with User Acceptance Testing before system start up and continuing for the life of the contract with NO exceptions.

Access will only be granted by authorized West Virginia Lottery personnel in order to perform the following:

- Record a new defect or change request to Test-Track.
- Monitor the status of the pending Test-Track records.

The following diagram shows the correct process flow for identifying, verifying, assigning, completing, testing, releasing and closing defects and change requests.



Test-Track Workflow

This section contains definitions of each process step identified in the Test-Track Workflow. The first two steps are prerequisites to opening a Test-Track record and occur outside of the Test-Track process software.

STEP 1: IDENTIFY THE ISSUE

There are two kinds of issues that are tracked: Defects and Customer Change Requests.

STEP 2: VERIFY THE ISSUE

In the case of a defect, the local Software Development Manager (SDM) must next verify the existence of the problem by reproducing it. Once verified, a Test-Track record must be opened as shown in Step 3. If the issue cannot be verified, the Lottery must meet with INTRALOT to clarify the issue.

In the case of a CCFT, the Lottery should review the request with the customer to insure that there is not an existing feature in the system that will meet the requirement, and to insure that the requirement is well understood before proceeding. Once the issue is understood, the Software Development Manager (SDM) should open a Test Track record as shown in Step 3.

STEP 3: OPEN A TEST -TRACK RECORD

After the defect or change is understood and is deemed to be valid, the SDM will open a Test-Track record.

STEP 4: ASSIGN TEST TRACK RECORD

When a Test-Track is opened by the Lottery, re-opened by the developer, or re-assigned by the SDM, the Software Project Lead (SPL) – an INTRALOT corporate staff member will assign them to developers for completion.

STEP 5: DEVELOP SOLUTION

Once a Test-Track has been assigned to a developer, that person is responsible for designing a solution to the issue. The assigned developer can either fix or re-open the Test-Track.

STEP 6: FIX THE TEST-TRACK

While the Test-Track is in the Develop workflow, INTRALOT best practices are used, including source code control to check code out of SourceSafe, to correct the defect or implement the change requested, unit test it to verify that it meets the requirements, and then recheck the code into Source Safe, the defect or change is ready to be moved into the "Fixed" status.

STEP 7: BUILD RELEASE - SPL RESPONSIBILITY

When a release is planned, it may include several fixed Test-Track items. The SDM and SPL work together to plan all software releases, and determine what items should be placed in each build. The code for these is checked out of SourceSafe, built and placed on the QA system for internal testing. The

fixed Test-Tracks can be moved to Build Workflow one at a time, or a number of Test-Tracks can be moved in a group by using the "Bulk Move" feature of Test-Track.

The SPL creates the Release notes for the build as detailed in US-CP-04-01.001 Release Notes Procedural Manual, and delivers the release notes to the Lottery.

STEP 8: TEST

Once the Build process is completed and the Test-Track is in the Build workflow, the SDM and the QA team now can perform testing of the fix on the QA/Test system, as well as any regression testing required after the Test-Tracks are moved to test.

STEP 9: USER ACCEPTANCE TESTING (UAT)

When the Test-Track is QA tested successfully, the test results are documented, the Release notes are sent to the IGB, the UAT Readiness Review Form is filled out and sent to the Lottery and the UAT Readiness Review Meeting is scheduled. The user must sign that it approves the deployment be moved to UAT. The fix is left on the QA system when it passes. The SDM ensures that the code is once again copied from VSS and deploys to the UAT system. Once this is accomplished, and before the user begins testing, the Test-Track can be moved to UAT status.

STEP 10: READY TO DEPLOY

After the Test-Track release passes UAT, the Lottery returns the signed UAT Test Results form to the SDM. This form states that the release has passed UAT. The code is left on the UAT system and the Test-Track is moved to "Ready to Deploy" by the SDM.

STEP 11: CLOSE THE TEST-TRACKER

When the user and Lottery verify that the Test-Track is functioning correctly in production, the Test-Tracker is closed.

MONTIORING TOOLS

INTRALOT proposes the following components that complement each other, designed to work together, and act as a unified system management tool for real-time monitoring of System Components and their utilization and errors/alarms detection in every component. All these tools provide alarms/notifications to the system operators/users in a variety of ways (e-mails, alarms, warnings, sounds, SMS, etc.).

- **iGEM™ Monitor**, which enables administrators to get the current status information about all monitored hosts and services, and also provides tools and the appropriate methodology for handling host/service problems and alerts.
- **AIX System** resource usage tools, so as to monitor system parameters (e.g., memory, CPU, Disk I/O, etc.) at the AIX servers of the Central System.
- **Nagios Monitor** – Real-time, open-source monitoring system for any device in the configuration.
- **LOTOS NMS -**LOTOS Network Management System (NMS) is another tool INTRALOT uses to monitor and report on Site Controller and other key network equipment status.

Additionally, these tools may interact with the iGEM™ Insight reporting module and the Oracle Database for providing extensive reports on the system data.

iGEM™ Monitor – Syslog Server: The Syslog Server is responsible for monitoring the stability, health and performance of servers, services, applications and communications of the Central System. Syslog also provides a central entity for logging all system-related events, error messages, warnings, notifications, alerts and any other type of information useful to system and network administrators.

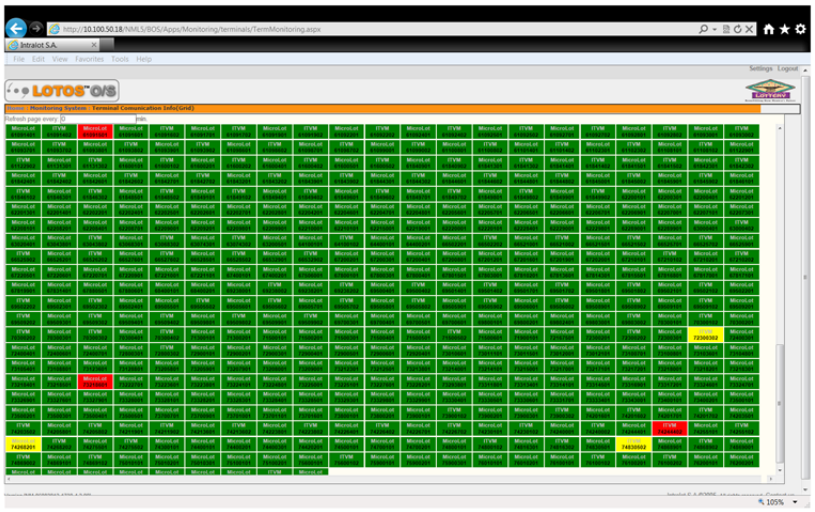
AIX operating system: Provides numerous features designed to increase system availability by lessening the impact of both planned (data backup, system administration), and unplanned (hardware or software failure) downtime, such as:

- Journal Files System and Enhanced Journal File Management System.
- Disk mirroring - Disk mirroring software provides data integrity and online backup capability. Disk mirroring is transparent to the application.
- Process control.
- Error notification.

The AIX Error Notification facility detects errors, such as network and disk adapter failures, and triggers a pre-defined response to the failure.

LOTOS NMS The LOTOS NMS is used to monitor the entire iGEM™ Site Controller and EGD network. The following sample screen illustrates from the LOTOS NMS graphical User Interface. If the user selects to see the data in a grid, he/she is presented with a screen divided in spreadsheet-like cells as shown. Each cell represents a Site Controller or device-specific IP address. Each cell displays information about the type of the device and the system device ID:

NMS Grid Monitor Screen Every cell in the grid is colored green, yellow or red depending on the following for which the time parameters may be adjusted as needed:



- Communications active – green.
- Communications stale – yellow.
- Communications timeout exceeded – red.

When the user hovers over a cell with the cursor, he/she is presented with a pop-up window. This window displays information about the physical address of the Facility operating the Site Controller or device, and the latest connection information collected for that specific device.

Nagios – Monitoring System The entire network configuration, including all system elements and diagnostic equipment, is designed to immediately notify the Operations Staff via our system monitor applications such as NAGIOS, and/or any designated personnel of significant transmission error rates or outages in real time. Our extensive set of integrated network-management tools monitor all devices on the network, and provide instant notification of any abnormalities pertaining to:

- Host processors.
- Communications or front-end processors.
- Communications equipment – LAN/WAN/Facility.
- Communications circuits.
- Ancillary processing systems.
- Any other SNMP-compliant device.

3.2.6 PROJECT PLAN

Vendor is responsible for the various components of implementation required by the Contract. Its response must include a basic project plan for conversion and initial installation ("Project Plan"). Vendor shall establish an on-site presence in West Virginia for the duration of the project. Vendor shall make arrangements to complete conversion and implementation by the scheduled deadlines and the Lottery will participate in this process to facilitate an efficient transition into production.

The Project Plan must include: (1) one or more charts (work breakdown structure, Gantt, PERT, or similar) identifying the major tasks and milestones for equipment deliverables, software programming, installation, testing, and other major project tasks; and (2) clearly identify Vendor's staff assigned to the Lottery to provide support at the primary and back-up data centers, casinos, and LVL venues during the implementation.

INTRALOT has provided a detailed project write up and implementation plan according to and including the above requirements later in the proposal under the Section **Tab *4.7 Conversion*** and in the CONFIDENTIAL BINDER under the **Tab: *Implementation Plan.***

3.2.7 PROJECT MANAGEMENT

This section has been included to define the relationship between the West Virginia Office of Technology (OT) and the Lottery with regard to project management. The Lottery Project Manager will keep the OT assigned Project Manager informed of project accomplishments and schedules so that they can provide oversight to the process. The OT assigned Project Manager will not be directly involved in all project related meetings.

WVOT PROJECT MANAGEMENT OVERSIGHT

Pursuant to West Virginia Code §5A-6-4b, the WV Office of Technology Enterprise Project Management Office (EPMO) has the responsibility for managing information technology projects and providing oversight for state agency information technology projects. EPMO uses a project management methodology based on the Project Management Institute, Project Management Body of Knowledge (PMBOK). EPMO offers a methodology to its customers and their vendors that encompass a variety of templates and tools for project management.

The West Virginia Lottery is not part of the state infrastructure but is independent from other state agencies due to the need to preserve the integrity of its gaming environment.

Project oversight is an independent review and analysis of project artifacts and processes to determine if the project is on track, to be completed within the estimated schedule and cost, and will provide the functionality required by the sponsoring organization. The successful bidder will be required to utilize a formalized approach to project management, which is compliant with the Project Management Body of Knowledge (PMBOK) and WV Office of Technology (WVOT) Enterprise Project Management Office (EPMO) and includes the following:

- The successful vendor must assign an experienced and skilled project manager to the project. This Project Manager will be responsible for the successful completion of all work tasks and deliverables as defined within the project work plan and will work under the direction of Lottery's Project Manager and under oversight direction from the WVOT Project Manager to ensure that all work is performed in accordance with the terms and conditions of the contract.
- The successful vendor's Project Manager will be required to maintain a detailed project work plan through the full term of the implementation process. The vendor's Project Manager will be required to submit an updated work plan to Lottery's Project Manager and WVOT Oversight Project Manager on a date and time that will be determined during contract negotiations.
- The successful vendor's Project Manager will be required to track and report on via status reports the following: schedule, scope, budget, issues, risks, specified performance indicators, and other metrics determine appropriate when establishing the project Charter. The successful vendor will work with Lottery's Project Manager and the WVOT Oversight Project Manager to establish, publish and follow a formal communications plan.

INTRALOT has read and agrees to the requirements set forth in Section 3.2.7, Project Management, above. INTRALOT's approach to project management and standards it follows adhere very closely to those established by the Project Management Institute. Our project management team for West Virginia is led by a Project Management Professional certified by the Project Management Institute. Our approach provides a consistent method to manage very complex multi-discipline projects. Feedback loops throughout the implementation process provide a method to not only correct the current project path but ensures process improvement.

Project initiation constitutes the phase during which the contract is signed and the project team is formally assigned. Throughout this phase the project scope, delivery time, and resource requirements of the project are determined. Beginning with Project Initiation, INTRALOT management and project team members will meet regularly with the Stake holders to report and discuss project status, issues, and risks associated with all aspects of the project. Meetings specifically for developing specifications, obtaining approvals, or discussion of critical issues may be scheduled separately from regularly scheduled project meetings.

The Lottery's involvement in the project initiation process is of vital importance, since it is key in the establishment of the mutual agreements and joint foundations upon which the project will be developed. Beginning with the first days of the project, INTRALOT's project delivery and subsequent operations will be largely transparent to the Lottery. Our processes, procedures, and decisions will be shared with the Lottery. Challenges, concerns, and issues encountered during the project and during Lottery operations after go-live will be openly and honestly shared in real time with the Lottery.

Proper design involves assignment of tasks and effective organization of human and material resources associated with the project's processes.

During project design, the INTRALOT and Lottery subject matter experts review INTRALOT's monitoring system in detail to identify requirements for system customizations that will provide the West Virginia Lottery with the functionality it needs to effectively and efficiently manage video operations. Lottery operations are analyzed and functional requirements are developed.

Our recent experience converting monitoring systems with designs similar to West Virginia current system has provided the knowledge and expertise we need to quickly capture and implement the system functionality required. We will identify constraints and develop risk mitigation plans. All these activities are defined within the context of ISO 9001:2000 certified procedures analogous to CMM in the US. ISO 9001:2000 specifies requirements for INTRALOT's quality management system. We consistently provide Lottery products and services that meet our customer's requirements. Our ISO 9001:2000 certified processes enhance our customer satisfaction through the effective application of continual improvement of our systems and services. Our certification provides assurance of conformity to customer and applicable regulatory requirements.

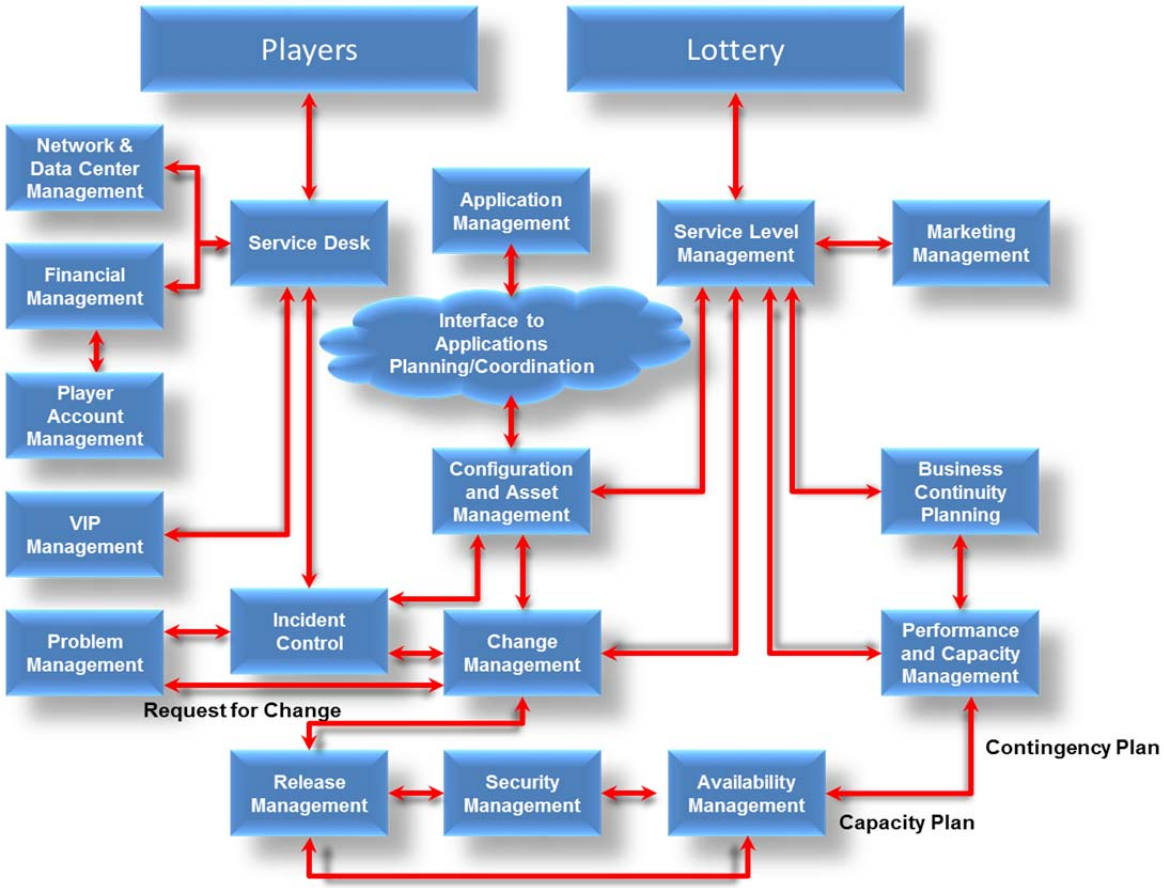
Deliverables during the design and development phase include, but are not limited to:

- Updated Project Management Plan.
- Functional and Design specifications for:

- Security.
- Interface features.
- Reporting and logging.
- Operator web site.
- Other Lottery system interfaces.

- Test Plan and Test Scripts.
- Staffing Plan.
- Communications Plan.
- Risk Management Plan.
- Procurement Plan.
- Lottery and Venue Training Plans.
- Process and Procedures Documentation Plan.

Our Information Technology Infrastructure Library (ITIL) best practice processes begin the start of the Design/Develop phase. Service Level Agreements are drafted and presented to the Lottery for approval. INTRALOT's procedures for capacity management, service continuity management, availability management, security management, service desk/incident management, problem management, configuration management, change management, and release management will also be presented to the Lottery for approval.



Information Technology Infrastructure Library (ITIL) Best Practice Service Functions

INTRALOT places high emphasis on documented system requirements and specifications. Thoroughly documenting and studying the current operating policies and requirements of the Lottery will result in successful customization of our iGEM™ system to meet the needs of the Lottery. The development phase begins once INTRALOT has signed specifications. The project implementation phase ends when the system has been formally accepted and goes-live.

INTRALOT delivers the services and technology in accordance with the detailed procedures developed during the implementation phase. The ITIL processes for capacity management, service continuity management, availability management, security management, service desk/incident management, problem management, configuration management, change management, and release management are operationalized. INTRALOT and the Lottery will meet to present and review Service Level Agreement performance and plan for the future.

INTRALOT will ensure that negative impact to the operators by the conversion implementation process will be minimized. We will make every effort keep the timeline on schedule and involve the operators in the process so that they incur minimal impact utilizing our proven implementation and conversion experience. INTRALOT will also provide shared access to project records to enable Lottery staff to monitor project management tasks, schedules, and issues throughout the conversion and the entire contract period. This ability will be facilitated through the use of a web-based portal running on Microsoft SharePoint, containing all pertinent project items including archived versions.

Our approach to Risk Management is based on a four-step process described in the following overview:

STEP 1: IDENTIFY THE RISKS

We define categories under which risks might occur. For example, categories might include Business Risks, Project Risks, and System Risks. These can be broken down even further into categories such as environmental, economic, human, etc. We also categorize risks in terms of those external to the project and those that are internal. One of the most difficult things is ensuring that the major risks are identified.

INTRALOT begins risk management by conducting a number of brainstorming sessions involving the Project Manager, Project Team members, Lottery Project Team members, and external stakeholders. For this conversion project, the Project Director will develop a Risk Log with input from the managers of the project teams and other corporate colleagues. The results of this exercise will be documented in the project Risk Log.

STEP 2: ANALYZE AND EVALUATE THE RISKS

Once we have identified the risks, we analyze them by determining how they might affect the success of the project.

Risks are analyzed and evaluated in terms of likelihood of occurring and seriousness of impact if they occur. To this end, we assess the likelihood of the risk occurring and assign a rating of Low (L), Medium (M), or High (H) likelihood. Once the likelihood of an occurrence is designated, we assess the seriousness of the impact of the risk if it did occur and rate at Low (L), Medium (M) or High (H) seriousness.

Using ratings for likelihood and seriousness, we can then determine a current grading for each risk that in turn provides a measure of the project risk exposure at the time of the evaluation, and the escalation level required to most effectively deal with and mitigate the issue.

		Seriousness		
		low	medium	high
Likelihood	low	E	D	C
	medium	D	C	B
	high	C	B	A

The risk analysis helps the project teams develop mitigation plans for the most important, most likely risks.

STEP 3: MANAGE THE RISKS

We identify mitigation strategies very early in the project. Risk mitigation strategies reduce the seriousness of a risk if it occurs. Risks are continually monitored and have planned mitigation strategies ready for implementation.

For each action in the Risk Mitigation Plan, we identify:

- Who will be responsible for implementing the appropriate mitigation – assignment/escalation.
- When the mitigation must be implemented.
- The impact and/or costs associated with each mitigation.

INTRALOT will cooperate with all parties playing active roles in conversion. The Lottery and INTRALOT will need to develop the final implementation plan details after the contract has been awarded. During this process, we will document the appropriate escalation levels and contacts for all entities involved in the conversion. We already have escalation processes and contacts within our own organization and those of our key 3rd party providers.

PROJECT STRUCTURE, PROCESSES, AND TOOLS

Below we describe our project team structure and processes that will facilitate Lottery oversight of the System implementation and result in minimized operator and venue impact.

INTRALOT has proposed a project team structure, process, and tools that will facilitate Lottery oversight of the system implementation. Project teams will be led by the Project Director who will have ultimate authority in directing their respective teams toward meeting the project goals. The respective Team Leaders will have the responsibility for coordinating the activities and communications between the teams.

The Project team shall be composed of a Technical Engineering group that will be responsible for developing and configuring the iGEM™ System to meet the Lottery's specific functional specifications. Separate from the technical team will be the Quality Assurance team that will be responsible for ensuring the delivery of quality software that will function according to the agreed upon specifications. INTRALOT will also include a Customer Support Engineering team that will be responsible for installing and supporting the Lottery systems. This group also has the responsibility for delivering all documentation and training to the Lottery. The Project Team will provide regular status meetings where project progress and issues will be discussed.

- INTRALOT and the Lottery need to finalize the implementation plan after the contract has been awarded.
- INTRALOT will work closely with the Lottery to ensure the project is completed successfully on time.
- INTRALOT will provide written status reports and weekly status and planning meetings with the Lottery.
- INTRALOT uses Microsoft Project to plan projects of this size, and we will provide the project files to the Lottery. Status reports will be delivered verbally and by email.

INTRALOT will provide Open Door-Open Desk transparency giving the Lottery access to project records, enabling the Lottery staff to monitor project tasks, schedules, and issues. Our implementation methods provide full disclosure, and we fully support the open and honest exchange of information. All project documentation will be captured in electronic format and housed in our SharePoint portal. This will allow all entities involved in the conversion to access the latest information at all times.

CHANGE MANAGEMENT

INTRALOT will ensure that business change opportunities identified during the project are promptly communicated, coordinated, agreed upon, and carefully managed. We will identify the appropriate documentation, specifications, processes, procedures, and approval levels for authorizing changes that may affect project deliverables. Business changes will be managed as they are introduced and may affect:

- Scope – includes features, functions, products, or services as well as all related objectives and deliverables.
- Baseline plans and documents – includes WBS, activity list, planned activity sequencing, activity duration estimates, resource plan, and base lined schedule.
- Measurement plans – includes risk management plan, communications plan, quality management plan, and procurement plan.
- Issues – includes any items that arise that must be accommodated in the plan utilizing processes to monitor and manage them.

Requests for business changes may occur in many forms – oral or written, direct or indirect, externally or internally initiated, and legally mandated or optional. Regardless of how they are initiated, change requests will always be documented, reviewed, and approved prior to implementation. As such, the goals of Change Management are:

- Appropriate change activities are planned.
- Business change requests are identified, defined, evaluated, approved, and tracked through the change management process and configuration management process.
- Appropriate training is conducted to ensure process execution staff is able to successfully execute the new business processes.
- Technical changes (software/hardware) to facilitate the new business processes are designed, developed, and tested using the new business processes.
- Project documents are changed to reflect the approved changes and placed under configuration control.
- Changes are communicated to all affected parties.

Change Management will involve the project team, the Change Management Board (CMB), and other relevant stakeholders. At the onset of the project initiation phase, all plans, project artifacts and documents will be controlled (configuration items). These controlled items will be stored with revision history in a centralized Change Management Database (CMDB) SharePoint repository viewable through a web portal.

Configuration Item Change Management is the process of limiting changes to approved configuration items by limiting approval for change by a CMB. Documents, requirements, designs, code, processes, procedures, and physical items like equipment configurations need to undergo configuration control via the Change Management processes described previously. Configuration items are assigned control numbers, version numbers, and either descriptions of the nomenclature's configuration, or if a documentary artifact, the document itself.

ISSUE MANAGEMENT

INTRALOT's issue management process provides a mechanism for organizing, maintaining, and tracking the resolution of issues. Issue control mechanisms and well-defined issue management processes enable our project team to identify, prioritize, and address problems and issues.

A standardized template will be utilized to report issues and problems. It will provide a method to document the problem, assess the impact of the problem, submitting recommendations, and to determine the time required for resolving the problem if known. Supporting documentation is attached and the completed package will be assigned a control number. Issues will be maintained and managed in an Issues database.

Critical issues will be immediately reported to the Lottery and staffed for immediate resolution. All issues will be reviewed during regularly scheduled project meetings. All issues will be assigned to a responsible party designated to research the issue and develop a solution. If the solution requires change to a configuration item, the issue resolution will enter the configuration management and change control processes. If it requires changes to software, it will enter the release management process. The resulting approved changes or action plan will then be incorporated into the project documentation stored in the CMDB. After conversion, issues will enter the Incident Management process, and progress as required through the Problem Management process. Changes developed during the Problem Management processes that require documentation, technology, process, or procedure changes will enter the Change Management and Configuration Management processes.

COMMUNICATION STRATEGY

INTRALOT's stakeholder communication strategy is critical to successful project management. During the project initiation phase, INTRALOT creates the project Communication Management Plan describing how we will execute our communications strategy. The Communication Plan defines the information needs of project stakeholders, when it will be communicated, and how they will receive it. Communications planning is a process that overlays all project phases because it is the way in which we communicate what needs to be done, how it will be done, when it needs to be done, and by whom it will be done.

INTRALOT's Communications Plan describes the following:

- How information will be collected and updated – Our Communications Plan contains information on how information will be gathered from project areas and how often information will be reported.
- How information will be controlled and distributed – we provide a description of how project information will flow between the parties and who will make decisions on where information flows. It will also document which stakeholders and team members will have access to which particular areas of information. This is not to limit team members from being able to access data that they need, but to provide a structure to secure sensitive information.
- How information will be stored – gives project members an idea where project files will be stored, as well as where electronic media might be stored for project team access.

KNOWLEDGE TRANSFER

There are three major areas of knowledge transfer pertinent to the conversion project. The first is between the Lottery and INTRALOT. The Lottery will share how they work and what they need from INTRALOT's systems to accomplish their work. INTRALOT will need SGI to share their knowledge regarding their processes and systems to simplify the process of converting data during the final stages of the conversion. INTRALOT will share our knowledge of product performance around the world with the Lottery to facilitate implementation of new products and processes to maximize Lottery sales.

INTRALOT builds conversion success on lessons-learned. Building on our past conversion successes, we use tools and processes previously shown effective. As part of the transition plan, we review this knowledge with INTRALOT's local staff and the Lottery.

Training for INTRALOT staff and Lottery personnel is in the project plan and consists of both classroom/group instruction, as well as mentoring/shadowing. In addition to assigned project team, INTRALOT uses experienced personnel from other projects to lead or supplement training efforts. These team members will train personnel on operation of the system, terminal operation, terminal repair, call center, warehousing, distribution, Lottery sales, merchandising, and venue training.

RELATIONSHIP MANAGEMENT

INTRALOT operates with an open transparent professional relationship approach. While our Project Director is the "Official Single Point of Contact", it is important the critical communications occur between the people most able to deal with whatever is within their sphere of responsibility. INTRALOT will always communicate both the good news and issues with equal voracity and in a totally open and honest environment. Issues will arise and need to be resolved. INTRALOT will resolve issues in the open. We will report on ourselves when we make mistakes, and we will never do anything that would ever embarrass the Lottery or hurt your brand. We live and operate by a professional code of conduct that applies to every member of the INTRALOT team.

Partnerships are a team effort! INTRALOT fully recognizes that project management is getting work done through others – a team. Our thinking is that the success of the team – The Project – is largely a result of the strength of our processes and these relationships. Direct communications between responsible parties is essential. Information passed between responsible parties needs to be captured and managed in accordance with the Change Management, Issue Management, and Communications Management processes of our project management framework.

INTRALOT will work with the Lottery to identify and institute the proper relationship structures to maximize our professional relationship efficiency and effectiveness.

RISK MANAGEMENT AND MITIGATION

A project risk is any factor that may potentially interfere with successful completion of the project. A risk is not a problem, but the recognition that a problem or opportunity might occur. By recognition of these potential problems, an attempt to avoid or minimize them is achieved through proper pre-emptive or mitigating actions.

Procedures used to manage or mitigate risks will be defined in the Risk Management Plan during the planning phase and acted upon, as required, throughout the execution phase of the project. The procedures will contain risk identification, analysis, and mitigation actions. We will prioritize risks based upon probability of occurrence and potential damage. Our Risk Management Plan will also cover who is responsible for managing various areas of risk, how risks will be tracked, contingency planning, and contingency allocation. Our approach to Risk Management includes:

- Risk Management Methodology – our approach, tools, and data sources used to perform risk management changes according to the stage of the project.
- Risk Assumptions – we define initial risk assumptions based upon our previous experiences.
- Risk Management Roles and Responsibilities – we define the lead, support, and risk management team membership for each type of action in the Risk Management plan.
- Risk Management Timeframe – we define the frequency and duration of the risk management process and when it will be performed throughout the project lifecycle.
- Risk Ranking/Scoring – we rank/score methods appropriate for the type and timing of the risk analysis being performed.
- Risk Thresholds – we set criteria for risks that will be acted upon, by whom, and in what manner.
- Risk Communications – we define how the results of the risk management processes will be documented, analyzed, and communicated to the project team, internal, and external stakeholders.
- Risk Tracking – we document how activities will be recorded for the benefit of the project and lessons learned.

Project risks will be continually identified, monitored, and carefully managed throughout the life of the project.

TRANSITION REPORTING

There are four main transitions in a conversion project—Kick-Off, Project Planning, Project Execution, and Transition to Operations. A kick-off meeting signifies the transition into the project mode of operations with all the major participants from both the Lottery and the INTROLOT project teams. The kick-off meeting includes communicating project scope, identifying the major players and their roles and responsibilities. An introduction of the INTRALOT project team to the Lottery project team is a critical component of the kick-off meeting. We will provide a kick-off-meeting report within 5 business days following the event. Upon approval by the Lottery, INTRALOT will enter the kick-off-meeting report into our Configuration Management Database as it is a baseline historical record of the conversion project.

Transition reporting is an integral part of the project management process, and the means by which the project team, key stakeholders, and executive management stay informed about the progress and key

activities. Formal transitions also allow go-no-go decisions for proceeding into the next project phase. Transitions are not automatic. The goals of each phase must be met before the project proceeds into the follow-on phase. The Lottery must be involved in each transition decision, and a signatory of the transition decision document. Transition decision documentation will contain required transition activities, accomplishments, milestones, identified issues, and a summary of the major milestones of the follow on phase.

INTRALOT will provide the Lottery an execution transition report at the conclusion of the project-planning phase. It will reference the various project artifacts that are being placed under configuration control, and which are viewable via our SharePoint web portal. The transition to execution will begin with collection of functional requirements and proceed through development and testing. The transition to operations will be marked by formal acceptance of the Lottery's new gaming system and approval to "Go-Live". The transition to operations includes a post project review and collection of lessons learned. A transition to operations report will be provided to the Lottery and subsequently placed under configuration control. All throughout the project independent of the transition milestones just described, INTRALOT will provide weekly project status reporting, updates to plans, and discussion of issues, risks, and ideas.

INTRALOT has fully described our escalation procedures for resolving any issues that may arise during the implementation, including conditions that will trigger the escalation and reactions to recover from the issue within this section of our response. Identifying and effectively managing issues or risks during the course of the conversion will greatly reduce the incidence of items requiring escalation. Risk management anticipates and plans for dealing with project issues.

Risk conditions associated with the conversion project for the project conversion may include:

- Communications third-party provider delays.
- Systems hardware delivery delays.
- Site controller delivery delays.
- Software development delays.
- Testing anomalies.
- Training scheduling/facility availability.
- Venue space allocation/communications logistics.

We have mitigated these risks through:

- Extensive experience garnered in decades of successful global operations.
- Single points-of-contact with all major communications providers including contracts with specified SLA requirements.
- Multiple equipment vendors/suppliers established.
- Multiple manufacturing plants.
- Established relationships and development work with many 3rd parties.
- Dedicated on-site resources in excess of RFP requirements.
- Extra time allocated within our submitted Project Plan.
- Smaller footprint terminals and placement assistance on a venue-by-venue basis.
- Higher staff morale by utilizing proven management principles and providing leading corporate benefits.

4.1 SYSTEM DESIGN

4.1.1 SYSTEM DESIGN CONSIDERATIONS (SYSTEMS DESIGN)

4.1.1.1 Central Configuration: The CMS is to be a state of the art, fault tolerant, paired duplex, triplex or multi-redundant configuration, high availability solution that includes a primary system, a backup system, and two or more acceptance testing systems (one for Lottery testing and one for each approved independent testing laboratory). The current environment is described as a quadplex system with essentially two redundant systems at the PDC and the BDC. The Lottery system includes the ability to process host transactions on separate servers for LVL and RVL at their option.

INTRALOT's iGEM™ CMS provides a state-of-the-art, fault-tolerant, and high-availability integrated solution for the real time monitoring and operational management of VLTs. The iGEM™ system is engineered and sized so that no performance degradation or loss of system functionality will occur in case of failure of a single system component. The proposed CMS has multiple redundancies across duplexed systems at both the primary and backup facilities. It provides native G2S support, and is also capable of utilizing protocol converters to convert any protocol to G2S now and in the future, including SAS. In addition to the redundant duplexed systems at both the primary and backup sites, INTRALOT will provide an acceptance testing system dedicated to Lottery use along with one for each approved independent testing laboratory.

The central system is built on IBM hardware running AIX Unix and Windows Enterprise operating systems. INTRALOT uses the industry-leading Oracle database engine to perform the central system data storage. The iGEM™ central system is clustered for high-availability processing and storage redundancy, and is running mainly on blade servers of various sizes and strength, depending on the service and purpose each system provides. Responding to the most demanding availability requirements, the primary central system will be supported by a backup central system. INTRALOT's iGEM™ primary central system consists of a duplexed processing cluster of systems, and one Lottery acceptance testing environment of systems.

iGEM™ consists of the following layers and components:

The iGEM™ Central System with VLT Monitoring System:

- Transaction Servers (along with their corresponding front-end processors), handling the transactions between the central host, the Site Controllers, and the VLTs at the gaming facilities.
- Database Servers, handling the On-Line Database, the Data Warehouse and the various gaming facilities Database, all based on Oracle platform.
- Web Application Servers, offering web interface management to system operators and the end-users (different web sites can be offered to the Lottery and to the facilities, running on different servers for operational efficiency).

- The related supporting infrastructure (Domain Controllers, Storage Array, Network Equipment, System Operator Terminals, etc.).

The gaming facility infrastructure of iGEM™, including (where applicable):

- A GSA certified G2S Site Controller. The Site Controller is sized and configured appropriately to support any size of venue (RVL/LVL), and ranges from a simple server to a Blade-based fully redundant system hosting several virtual controllers. The Site Controller can also serve as a jackpot controller to run autonomously multiple local area linked jackpots, and can operate both online or offline if this becomes necessary.
- SAS to G2S convertor boards, installed inside each VLT which isn't already G2S capable, offering gaming protocol conversion from the native VLT protocol to G2S.
- Facility Ethernet LAN for connecting the convertor boards within the VLTs with the Site Controller.
- Tapping devices that connect to the convertor board and provide the functionality of connecting old VLTs, which are not equipped with a communications protocol, to iGEM.
- Facility (Venue) Operator Terminals (VOT) offering full functionality for the gaming facility operators, including authorized access, accounting, reconciliation, detailed reporting, validation of vouchers, payment management, etc. The functionality of the Facility Operator Terminal is supported by peripherals, such as flat panel displays, printer(s), a barcode scanner, etc. The VOT application can share the same HW with the iGEM Site Controller.
- Validation and Payment Terminals, with integrated barcode scanner and a receipt printer, for validating gaming vouchers.
- Video Jackpot Display Driver Devices (called LHMC device) capable of supporting full HD digital video and capable of driving any type of video displays, and display jackpot themes, among others.
- Facility (local) Telecommunications Equipment for connecting the facility with the iGEM™ Central System over a wide-area network.

The Wide-Area Telecommunications Network is for connecting the central system to remote locations and enabling remote management and maintenance functions, in single or redundant configurations, depending on availability requirements.

iGEM™ Daily Process Cycle A daily process cycle is the most important and fundamental process in monitoring of VLTs. A typical daily operational procedure of iGEM™ includes the following phases (in order of execution):

1. Facility Data Collection.
2. Database Processing.
3. Data Warehouse Synchronization.
4. Daily Accounting and Report Generation.
5. Export and Interfacing to 3rd party systems.
6. Backup and Archiving.

Facility/Venue Data Collection – This phase includes polling sessions to all facilities (gaming sites), and the loading and validation of collected data in the iGEM™ database. This can be either a scheduled task, which will produce facility-polling sessions at predefined times (including daily), or ad-hoc, on a real time basis.

Database Processing – Following the validation of facility-data (meters & events), the following processing takes place:

- Net Meters Calculation.
- Meter Exceptions Handling.
- Derivative Meters – Gaming Machine Profit (GMP) Calculation.
- Game Activity Storage.

Net Meters Calculation – VLT meters collected by the SC and sent to the iGEM™ host are gross values (accumulated since last RAM clear for each VLT). This phase is to calculate the VLT net meters for the specific business day (or period).

Meter Exceptions – During the above calculation various meter exceptions can be detected. Meters that have been marked as exceptions, based on predefined or adaptive rules, or because of operator defined events are marked and adjusted.

Daily Derivative Meters – There are various sets of derivative meters defined in the iGEM™ system to cover specific customer needs. The most important set is the accounting derivative meters. This set of meters is common for all supported VLT protocols and provides unified accounting data independent from any supported VLT protocol. They include the following entities (non-exhaustive set):

- Total Inserted (via cash, tickets, cards).
- Total Paid Out (via tickets, coins, cards).
- Total Wagered.
- Total VLT Wins.
- Total Jackpot (top VLT awards) Wins.
- Total Wins.
- Manual Pays/Cancelled.
- Bills Inserted.
- Games Played.
- System Wins (originated by System Jackpots not transferred to the VLT).
- Electronic Funds Transfers.
- Wide Area Jackpot Contributions.
- Taxes.
- Commissions.
- Facility Balance.

Game Activity Storage – For each VLT, at least the following gross meters snapshots are kept in the database during business day: Opening snapshot, Closing snapshot, Daily scheduled snapshots, and End-of-Business snapshot.

1. **Data Warehouse Synchronization/ Summarization** The iGEM™ database consists of the following schemas:
   - The Configuration Schema. It contains all VLT and Game configuration, Site Controller configuration, and Facility configuration.
   - The On-line Schema. This schema is used for the daily database procedures such as: Meter/Events Uploading, Meter Validation, Net Meter calculation, Meter Exception detection, Meter Adjustments. It contains all VLT detailed information for the last months, and all information needed for daily net meter calculation and exception detection (Last gross meters, Meter average value, etc.).

- The Off-line Schema (Data Mart). It contains all detailed information concerning VLT meters, events, vouchers, jackpot activity, and the summarized values for each month.

2. **iGEM™ Accounting and Reporting** Accounting and Reporting in iGEM™ is based on the collected VLT meter data and produces a series of accounting results and reports. Please refer to sections Accounting and Reporting below for more details on these processes.

The CMS's storage management solution is to provide fault tolerance and scalability. The remaining system(s) immediately assume the load in case of a failure in one system without loss or corruption of any data and transactions received prior to the time of the failure, with NO service disruption and NO loss of processing continuity. All CMS components and peripheral equipment, including front-end communications processor(s), system printers, and tape drives are to be similarly fault-tolerant and redundant and maintain high availability. No performance degradation or loss of system functionality can occur with the failure of a single system component.

INTRALOT's proposed CMS is highly fault-tolerant and scalable. In the event of a failure in one system, the remaining systems will immediately assume the load without loss or corruption of any data. Transactions received prior to the failure will be handled with no service disruption or loss of processing continuity. Fault tolerance exists throughout the entire system including system components, peripheral equipment, front-end processors, printers, tape drives, switching, routing, firewalls, and communications links. This will ensure that no performance degradation or loss of system functionality will occur with the failure of a single system component.

iGEM™ Central System

- ***Fully redundant architecture***
- ***Fully redundant LAN switching***
- ***Fully redundant SAN***
- ***Fully redundant FIBER backbone***
- ***Fully redundant multi-homed systems***

System High Availability

The proposed central monitoring system architectural topology and layout are designed to deliver continuous operational availability. Due to built-in fault tolerance, redundancy features, and high availability, the system can operate uninterrupted 24 hours a day, 7 days a week, and 365 days a year. System components are fully redundant, with no single points of failure, providing high availability and preventing loss or corruption of data. The central system supports operations over geographically dispersed locations by employing real-time data replication and synchronization between the redundantly duplexed systems at each of the data center sites (primary site and backup site recovery). The data alignment between the remote data centers is fully and automatically undertaken by the application.

The central system can recover with no service disruption and no loss of game processing capabilities in the event of hardware, network or software problems or failures. The system architecture is built for ease of operation. The switchover scenarios from primary to secondary systems are straightforward. The redundant servers at each site are sized so that each server is capable of handling the entire gaming

venue network. The design of the hardware configuration is such that hardware and software problems do not impact the system and, in particular, do not result in disruption of gaming operations, jackpots, and websites or terminal services.

All production systems are clustered for high-availability processing and storage redundancy. Due to the redundant design incorporated into full hardware redundancy and high availability of the central sites, a component failure in one of the processing or communication systems does not cause a failure in any of the other systems.

Fault Tolerance with Built-in Redundancy

One of the main characteristics of the iGEM™ central system solution offered by INTRALOT is the system's Risk Mitigation Program that incorporates fault tolerant and redundant infrastructure features. The Risk Mitigation Program characteristics include the following:

- Central communications system server component and O/S redundancy.
- High-availability cluster multi-processing.
- Mirrored sites – primary central system and secondary system sites.
- IBM's systems management.
- Hot-swappable blade servers.
- Redundant power and fan modules.
- Redundant mid-plane connections.
- Redundant modular wired and fiber switches.
- Network interface card bonding/teaming redundancy for both Windows and UNIX.
- Redundant RAID storage controllers all combine to offer record setup time, service, reliability, fault-tolerance characteristics, and hot-plug hard disks.
- Systems clustering on the following servers:
    - Central system transaction servers.
    - ORACLE™ RDMS redundancy (real-time replication).
    - Central site web application servers.
- Redundant network components:
- Production backbone storage area network (SAN) fiber segment:
    - IBM SAN fiber channel switches.
    - SAN storage redundancy (dual controllers & RAID arrays).
    - AIX.

High availability at the LAN segment backbone is supported with the deployment of redundant load-balanced network switches.

The central system design, which is built on redundant architecture, makes it a highly available and fail-safe solution. Recovery from a failure within a system located at the primary site will occur easily with minimal operator intervention, as the remaining system is available to immediately and transparently assume the load. The "failover" process provides recovery for failures of any modular hardware (i.e., network interface cards, hard drives) or other components, such as a power supply or other locally contained failure.

Utilization of a redundant system-architecture approach ensures the central system will not experience any downtime, any data loss, or any corruption of information. A recovery plan will be in place that will ensure that, in the event there is a complete loss of processing capability by the primary central site, the system will be returned to full operation using the remote system located at the backup central site. Operators at the central system primary site can issue the scripted commands to transfer the load from the primary or secondary transaction engines to the backup site systems.

The system's health is monitored on a continuous basis by the operating system. The system is programmed and configured to warn about potential failures, and is capable of running with multiple component failures. In addition, extra capacity has been added. The proposed central system configuration ensures that a single component failure will never cause the system to ever be inoperative. Operations continue while a failed component is taken off-line, diagnosed, and then repaired, tested and returned to on-line operation without any interruption to on-line operation.

Disk failures that impact operation are extremely unlikely since the hard drives are fully redundant and hot swappable. Replacement of a hard drive is done without any interruption to productivity, and is fully transparent to overall systems operations.

Gaming venue communication failures can occur in two specific ways:

- Disconnection of the IPLCP (Internet Protocol Communications Processor) front-end processor from the primary system.
- Disconnection of a site controller from the IPLCP (telecommunications network).

In both cases, all components are automatically configured to connect to another component.

IPLCPs are equipped with high-intelligence gateway network interface cards that provide the capability of individually supporting a practically unlimited number of site controllers. To ensure full redundancy, multiple IPLCPs are installed both in the primary and in the secondary sites. IPLCPs are responsible for a set of site controllers. Each site controller will be configured to communicate with primary site IPLCPs and a secondary site set of IPLCPs, depending on which site is active. In case of an IPLCP failure, all site controllers assigned to the failed IPLCP will automatically connect to the redundant IPLCP, ensuring continued, normal operations. This change is transparent to the gaming facility and to the central system users. Loss of data cannot occur due to redundant, high-availability, backend systems architecture. In addition to the redundant configuration of the IPLCPs, with relation to the site controllers, each IPLCP has a primary and secondary network path to access the central system servers.

High availability at the LAN segment backbone is supported with the deployment of redundant load balanced CISCO Catalyst switches. The CISCO routers offer a redundant fail-over option utilizing CISCO's proprietary redundancy protocol, Hot Standby Router Protocol (HSRP), to maintain concurrent connections through automatic synchronization. This insures that, even in the event of a System failure, sessions are maintained and the transition is completely transparent to network users.

All equipment and facilities that serve more than one location are redundant, such as the hubs, and the communications links to both the primary CMS and the remote secondary CMS. Failure of this equipment will not affect the gaming facilities.

The transfer of operations from the PDC to the BDC is to be executed in an expedient and accurate manner that ensures continued operations without loss of data.

iGEM™ is a fully redundant and multiplexed system, capturing data in multiple disk locations. Our system's design is fully redundant, providing high availability and preventing loss or corruption of data. iGEM™ can recover with no service disruption and no loss of game processing capabilities in the event of a hardware, network or software problem or failure. The system will failover or transfer operations from the Primary Data Center to the Backup Data Center in an expeditious and accurate manner to support continued operations and without any loss of data. The system architecture is built with ease of operation in mind, without complicated switchover scenarios from PDC to BDC.

The Vendor response is to depict the CMS configuration in detail, including configuration diagrams in response. Hardware and software items are to be identified by manufacturer, product name, and model number as applicable. Version numbers are to be provided for software.

Herein INTRALOT has depicted the proposed CMS configuration in detail within our response. All hardware and software items are identified by manufacturer, product name, and model number as applicable including version numbers for software. The following paragraphs provide a detailed overview description of the primary site (production and testing environments), and backup site system and network components.

IBM Flex System Enterprise Chassis

The IBM Flex System Enterprise Chassis is a next-generation server platform with integrated chassis management. It is a compact, high-density, high-performance, rack-mount, and scalable platform system. It supports compute nodes that share common yet redundant resources, such as power, cooling, management, and I/O resources within a single Enterprise chassis. You can mix and match 1-bay, 2-bay, and 4-bay compute nodes to meet specific hardware needs.

The chassis system offers these advantages:

- Configurations that ease acquisition experience.
- Optimized to align with targeted workloads and environments.
- Designed with Smart Cloud.
- Choice of architecture, operating system, and virtualization engine.

- Designed for simplicity with integrated, single-system management across physical and virtual resources.
- Includes factory integration and lab services optimization.

The IBM system Enterprise chassis offers up to 14 compute node bays, four IO module bays supporting Virtual Fabric, FcOE, 10 Gb Ethernet, Fiber Channel, InfiniBand, six 2500 W hot-swap and redundant load-balancing power supply modules, and a high-availability mid-plane that helps enable maximum uptime and investment protection for future technologies.

iGEM™ Main Transaction Servers

The BladeCenter HS23a Type blade server – ORACLE, VM Hosting, IPLCPs, BOS, IGEM, ADC, NetBackup, other misc.

The BladeCenter HS23 Type blade server is a high-density, high-performance, single-width blade server ideally suited for medium and large businesses. The IBM BladeCenter HS23 blade server supports up to two multi-core Intel Xeon microprocessors and has sixteen memory-module slots, two hot-swappable storage-device bays, one horizontal-compact-form-factor (CFFh) expansion-card connector, one vertical-combination-I/O (CIOv) connector, and one internal USB connector.

Product features:

- Versatile, easy-to-use compute node optimized for price/performance, power, and cooling.
- Designed for infrastructure workloads and virtualization.
- Management of all resources from a single interface with IBM Flex System Manager™.
- Virtual networking with integrated virtual fabric and up to 32 virtual networking ports.

iGEM™ Internet Protocol Communications Processors (IPLCPs)

The Internet protocol Lotos communication processors (IPLCPs) act as the interface (front-end processor) between the iGEM™ central system transaction servers and the site controllers located at each gaming venue.

IPLCPs are intelligent communication devices specifically designed for real time on-line systems wide area network communications. Communication tasks are separated from central system processing functions so that transaction processing can achieve optimum performance. Specially designed processors were developed for performing the message switching and information transfer between the iGEM™ transaction servers and the site controllers.

IPLCPs are equipped with high-intelligence gateway network interface cards that provide the capability of individually supporting a practically unlimited number of site controllers. To ensure full redundancy, multiple IPLCPs are installed in both the primary and backup sites. Each site controller will be configured to communicate with primary site IPLCPs and backup site IPLCPs. In case of an IPLCP failure, all site controllers assigned to the failed IPLCP will automatically connect to an alternative IPLCP. This change is transparent to the gaming venue. In addition to the redundant configuration of the IPLCPs with relation

to the site controllers, each IPLCP has a primary and secondary network path to access the central system servers.

The primary IPLCPs reside at the primary central site LAN. IPLCPs will also be physically located at the backup site and connected via wired permanent connections to the central systems for both sites. The IPLCP servers are hosted using a virtualized server environment using Blade servers.

Peripheral Servers

In addition to the servers described above, which constitute the "core" system, a set of peripheral servers is installed to handle operations like monitoring and backup.

Data Backup Server

This server is using NetBackup software and handling all data backups of the transaction processing and Oracle database servers. Disk-to-disk and tape backups are fully supported. All data backups are automated, do not require any user interaction or downtime, and automatically run scheduled backups every day at the pre-designated time frame.

VMware Console

VMware vCenter is the industry's most advanced virtualization management platform that enables seamless, end-to-end data center management. It simplifies IT management, accelerates IT service delivery, and transforms operational efficiency, automatically assuring compliance and reducing business risks. vCenter virtualization enables a zero-touch infrastructure, with the built-in automation and policy-based control required to deploy a self-service model and deliver IT as a service.

Key features:

- **Intelligent Capacity**: Maximize efficiency, minimize waste, and ensure service levels through optimized virtual infrastructure capacity.
- **Policy-Based Configuration**: Ensure configuration compliance across the virtual and physical environments to automate and control server and desktop configuration changes.
- **Business Continuity**: Simplify the management of the backup site process with automated testing, planning, and execution of disaster recovery plans.
- **Accelerated Deployment**: Deliver on-demand access to a library of system configurations and simplify management of software testing and development.

Syslog Server

Syslog collects event messages from the servers to the network devices. Devices such as servers (Windows, UNIX, Linux), routers, switches, network printers and network storage support the use of "syslog" server. The syslog server is used as a central repository for log messages in an effort to centralize the monitoring of network systems and device messages. It is a client/server type of setup, where the devices are the "clients", and the server is collecting the messages.

The Syslog server logs can be accessed in their raw format from the Linux command line interface, using command line utilities to filter the data.

VMware Host Servers

All Intel-based blade servers installed in the system are running either Microsoft Windows Server, Linux ORACLE RHEL5 x64, or Linux Centos x64, and are implemented as virtual machines (VMs) on the VMware vSphere platform. Four (4) physical servers exist in total, with enough resources to handle the number of VM servers required to run, with ample provision for redundancy. The VMware host servers will run the latest vSphere Enterprise Edition. Each of the blade servers will have specific virtual servers.

Data Storage

For a very fast and common data repository, an IBM SAN (storage area network) storage array is used. The IBM storage array is shared by the blade servers and VMware servers, by connecting to the common, high-performance, 8 Gbps Fiber Channel SAN. Fiber channel is utilized for high-transfer data rates that are required by data-intensive applications and real time applications like the proposed iGEM™ system.

Setup of the IBM Storage Array includes:

- Dual active RAID controllers.
- Multiple hard disks with 600GB capacity each at 10,000-RPM speed, with RAID5 setup and provisioning of hot-spare disks.
- Multiple hard disks with full redundant capacity for backups.

Database System Oracle Database

The installed Oracle RDBMS version is 11g or later Enterprise Edition. The product is installed as per the manufacturer's specifications, and specifically tuned for the operating system environment setup used. One database image located on the Linux Cluster uses the following resources:

- Every node has one Oracle Database instance.
- For each instance, there is one common mount-point, part of SAN (storage area network).
- Raid Level 10. Raid 10 provides the highest performance and reliability, excellent fault tolerance and availability.

Repository manager catalog database – this database is used for configuring and executing database backup procedures and managing backup files.

- Oracle listener services, necessary for database connections.
- A generic service – this service is used to connect to the correct cluster service that is defined on both cluster nodes and communicates with the scheduler service, also defined on both cluster nodes.

Network Switches

INTRALOT offers a pair of switches for internal network connectivity. The switches have Ethernet 10/100/1000BASE-T ports. Both switches will be interconnected using fiber links for uplink ether channel mode.

Basic characteristics:

- Ethernet Ports: 10/100/1000.
- Uplinks: 4x1G (modular).
- IPv4 and IPv6 routing, multicast routing, advanced quality of service (QoS), and security features in hardware.

Routers

Routing within the gaming venues (over the wide-area network) is performed via redundant pair of Routers at each data center.

Firewalls

The communication between the central data centers and the venues or any other external site, is performed via the use of redundant pairs of firewalls. For VPN-encryption-intensive applications, firewalls are used to handle the VPN capacity required.

Backup Mechanisms

IGEM™ central system uses a special data backup server running NetBackup software and handles all data backups of the transaction processing and Oracle database servers. All data backups are automated according to specified policies, take place on a daily basis, and do not require any user interaction or downtime.

The iGEM™ central system uses two streams of backup to protect the data. First, all data is backed up to removable media on a regular (daily) basis. This protects the system from data corruption, allowing the ability to recover data that is corrupted. This media will be stored on-site at the primary data center to facilitate rapid recovery of data should it be required. Second, the iGEM™ central system is replicated to the backup site. This protects the system from loss of data by storing all data in a second place and ensures no data loss in the event of a failure of the primary system.

24-Hour Availability

INTRALOT's iGEM™ system hardware and software provides uninterrupted 24/7 operation for the site controllers and the connect machines. The system continues to run every day without any requirements for nightly processing or accounting. Weekly start and end of accounting periods are configurable, as well as daily hours of operation.

Please refer to the CONFIDENTIAL binder under the **Tab: *Configuration Diagrams*** for a high level view of the central system and configuration proposed. Additionally, please find enclosed in the CONFIDENTIAL binder under **Tab: *Bill of Materials*** a detailed list which includes line-item components specified by manufacturer, model number and description for the entire iGEM™ technical-equipment system configuration for the primary central system, backup central system, and test system, as proposed. These lists also include software version numbers.

All costs, coordination, and maintenance related to the design, installation, training, testing, reporting, and support of a turnkey CMS solution and all equipment at VLT Venues necessary for communicating with the PDC, BDC, VLT floor, and each VLT within each VLT bank are the responsibility of the Vendor.

INTRALOT understands that all costs, coordination, and maintenance related to the design, installation, training, testing, reporting, and support of the turnkey CMS solution and all equipment at VLT venues necessary for communicating with the PDC, BDC, VLT floor, and each VLT within each VLT bank are its responsibility.

The Vendor has the responsibility to provide, install, and support all site controller hardware and software at the PDC and BDC, and each VLT Venue. At both the PDC and BDC, the Lottery will ensure space, physical security, and environmental support (HVAC, power, and UPS) for the Vendor-supplied equipment as well as any Lottery-supplied equipment related to the CMS.

INTRALOT understands that it has the responsibility to provide, install, and support all site controller hardware and software at the PDC and BDC, and each VLT venue. It is also understood that the Lottery will ensure space, physical security, and environmental support for INTRALOT-supplied equipment, as well as any Lottery-supplied equipment related to the CMS.

Support for all CMS software, including setup, configuration, management, and maintenance for the life of the contract is to be provided by the Vendor. This includes the software manufacturer's maintenance and support agreements. The Vendor shall provide a schedule for all software license renewals after contract award.

For the life of the contract, INTRALOT will provide support for all CMS software, including setup, configuration, management, and maintenance. INTRALOT will provide a schedule for all software license renewals after contract award.

All PDC, BDC, remote CMS computer system components, peripheral equipment, mainframes/servers, network communications devices, printers, and tape drives will be provided by the Vendor.

INTRALOT will provide all PDC, BDC, remote CMS computer system components, peripheral equipment, mainframes/servers, network communications devices, printers, and tape drives.

Failure to meet performance requirements may result in the assessment of Liquidated Damages by the State in accordance with section 3.9 Terms and Conditions of this Contract or in damages to other entities.

INTRALOT has read and understands that failure to meet performance requirements may result in the assessment of Liquidated Damages by the State in accordance with Section 3.9 Terms and Conditions of the Contract or in damages to other entities.

Identify software engineering support services for the CMS, error correction procedures, and the process for handling CMS revisions required due to amendments to the Lottery's rules and statutory requirements. Provide engineering support for CMS changes, including application enhancements, operating system upgrades, vulnerability patches, updates, and upgrades. Describe the process for monitoring application enhancements, operating system upgrades, vulnerability patches and updates and upgrades.

INTRALOT agrees to provide software engineering support for the CMS, error correction procedures, and the process for handling CMS revisions required due to amendments to the Lottery's rules and statutory requirements. We will provide engineering support for CMS changes, including application enhancements, operating system upgrades, vulnerability patches, updates, and upgrades. INTRALOT agrees to remain fully responsible for the installation of any updates or upgrades. The installation of updates or upgrades is not allowed until after proper testing and acceptance by INTRALOT and by the Lottery.

INTRALOT will provide operating system upgrades, vulnerability patches, and updates and upgrades whenever required by the Lottery or at any time the installation of such system upgrades, vulnerability patches, and updates and upgrades affect the performance, security, reliability, and/or response time of the iGEM™ system. On a quarterly basis or as often as needed, INTRALOT – together with the Lottery – will meet and conduct a technical systems review to determine any course of action that may be applicable. When new operating system upgrades, vulnerability patches, and updates and upgrades become available, INTRALOT will inform the Lottery of the relative risks of installation or non-installation of the new patches, etc., and a mutually agreed approach will be decided. Any such critical operating system upgrades, vulnerability patches, and updates and upgrades will be given emergency status should they pose any substantial risk to the ongoing, uninterrupted, safe and secure operation of the system.

As new application enhancements are developed by INTRALOT's software R&D efforts, INTRALOT will inform the Lottery of anything that will be a benefit to the iGEM™ system and the Lottery.

For the purpose of ongoing monitoring for system updates and patches, INTRALOT has included the purchase of operating system maintenance agreements in our offering. Therefore, IBM, CISCO, ORACLE, etc., will inform INTRALOT's IT support staffing any time upgrades and patches are available. Anything critical to the iGEM™ system will cause immediate, written communication from an INTRALOT Business Analyst to inform the Lottery, and a common decision will be taken as to the preferred action, such as

immediate testing of the upgrade or patch, followed by implementation as soon as possible, or plans for testing and installation, which may include the next applicable quarterly release. Non-critical updates for new application enhancements, operating system upgrades, vulnerability patches, and updates and upgrades will be documented as a matter of regular maintenance and planned for testing and installation during any upcoming releases.

2.1.1.2 Include documentation that describes how the CMS will ensure the required availability of hardware and system maintenance. Define how upgrades will be performed throughout the term of the Contract, including any renewals, updates and Contract extensions. At a minimum, semi-annual releases of software maintenance are to be provided. Describe the process, timeline, and approach for installation of the semi-annual batches including notification of changes to the Lottery. The Vendor is to support emergency software releases and describe the process and approach for installation of emergency software releases, including notification of those changes to the Lottery.

INTRALOT's approach to system design, including the use of 1st tier providers and structured maintenance contracts, will ensure the required availability of hardware and systems maintenance. The use of 1st tier providers such as IBM, Oracle, and Cisco provides greater insight into the lifecycle management process. These providers understand fully that their equipment must provide years of reliable service in the enterprise environment. They also know they must provide scalability, ease of migration, and substantial End of Life (EOL) lead-times for their products.

INTRALOT agrees to support and to provide updates, upgrades, releases, and emergency releases of software batches as required by the Lottery throughout the term of the Contract including any renewals, updates, and Contract extensions. At a minimum, INTRALOT will provide semi-annual software maintenance releases.

In addition to the software engineering support services, INTRALOT provides the following information on the processes, timelines, and approach for installation of the semi-annual (minimum) batches including notification of changes to the Lottery. We have also included our process and approach for installation of emergency software releases and updates including notification of those changes to the Lottery.

Notification of software release changes is always provided in writing by e-mail and accompanied with documented release notes, which will be provided at the time a batch of software or emergency release is provided to the Lottery for testing. Typically, software release updates will be provided to the system operators to apply the updates, which will utilize a script-driven approach with instructions on how to install the new software, utilizing batch command files and automatic installation methods whenever possible to make installation reliable and convenient. INTRALOT corporate will assist staff, utilizing remote access through controlled VPN and/or GoToMeeting, or other shared console software (after the Lottery's authorization) in order to monitor and provide any additional technical assistance needed.

If a problem is found that creates the need for an emergency release or fix, INTRALOT will first find, confirm, recreate, and then resolve the issue using the test system or INTRALOT's own development system. If the problem cannot be recreated using development or testing environments, INTRALOT will request access to the Production environment incurring the emergency problem. Once the configuration or emergency problem is understood and the proper corrective action is determined, INTRALOT will inform Lottery-authorized management personnel by e-mail in writing of the corrective action required. The timeline for an emergency release to be available for installation will be the minimum possible time frame that will be mutually agreed with the Lottery.

Procedures for the application of software releases will be pre-planned and coordinated together with the Lottery and INTRALOT's personnel. Detailed specification documents will be written by INTRALOT and will include all changes requested by the Lottery. Once change-specification documents are created, they will be reviewed and approved by the Lottery. The Lottery will provide written authorization, and INTRALOT will begin the development work required. INTRALOT is accustomed to providing release software support for all of our customers, and we have a regular support staff that will be responsible for the West Virginia iGEM™ CMS.

All of our hardware and software is thoroughly tested before being placed into Production. The control of these processes constitutes the core of INTRALOT's quality management system (QMS), which is meticulously prepared to address the current requirements of ISO 9001, entitled "Quality System-Model for Quality Assurance in Design, Development, Production, Installation and Servicing". In addition, ISO 9000-3 guidelines, entitled "Guidelines for the Application of ISO 9000:1994 to the Development, Supply, Installation and Maintenance of Computer Software", have also been taken into consideration.

As new application enhancements are developed by INTRALOT's software R&D efforts, INTRALOT will inform the Lottery of anything that will be a benefit to the iGEM™ system.

For the purpose of ongoing monitoring for system updates and patches, INTRALOT has included the purchase of operating system maintenance agreements in our offering. Therefore, IBM, CISCO, ORACLE, etc., will inform INTRALOT's IT support staffing any time upgrades and patches are available. Anything critical to the iGEM™ system will cause immediate, written communication from an INTRALOT Business Analyst to inform the Lottery, and a common decision will be taken as to the preferred action, such as immediate testing of the upgrade or patch, followed by implementation as soon as possible, or plans for testing and installation, which may include the next applicable release. Non-critical updates for new application enhancements, operating system upgrades, vulnerability patches, and updates and upgrades will be documented as a matter of regular maintenance and planned for testing and installation during any upcoming releases.

INTRALOT has a system and procedure that describes in detail the process and flow of entering and tracking software defects and customer change request forms (CCRF) using the TestTracker tracking tool. This procedure is structured to follow workflow from beginning to end, and identifies the individual job function responsible for each of the steps in the TestTracker workflow. INTRALOT agrees to provide access to INTRALOT's TestTracker change request and tracking system.

TestTracker will be used to track all software changes for all issues that arise, starting with user acceptance testing before system start-up, and continuing for the life of the contract with no exceptions.

Test Tracker will control the process flow for identifying, verifying, assigning, completing, testing, releasing, and closing defects and change requests.

Test-Tracker Workflow:

Access will be granted to any authorized Lottery personnel in order to perform the following:

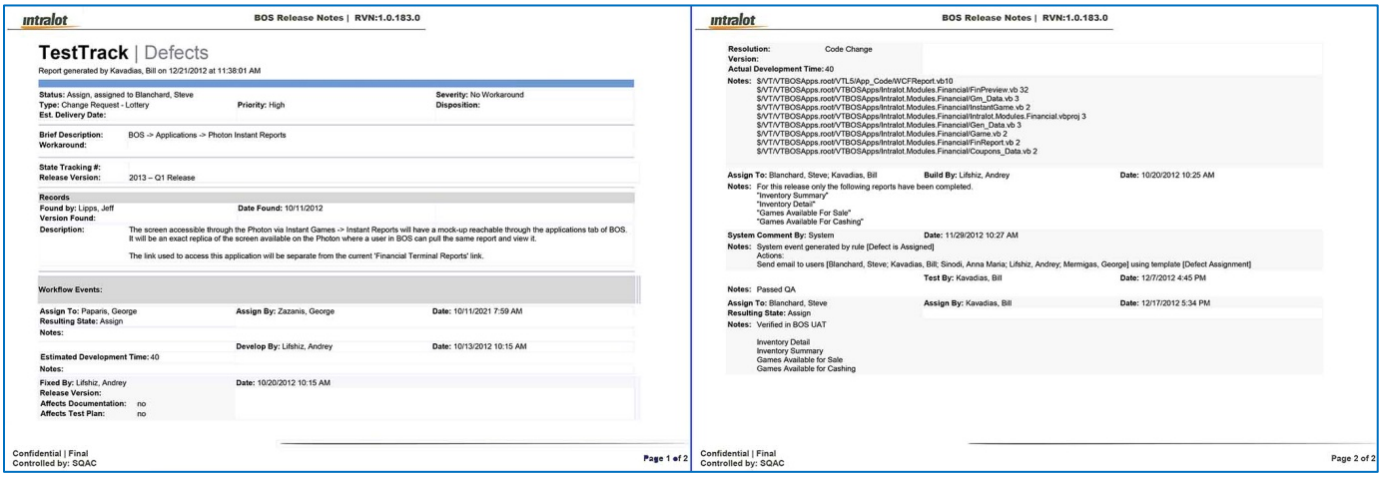
- Record a new defect or change request to TestTracker.
- Monitor the status of the pending TestTracker records.

INTRALOT tracks all changes made to system components and provides reports showing when, by whom, and for what purpose a change was made. These procedures will prevent conflicts caused by multiple updates. Several reports are available through MSDN Team Foundation Server for Version Control and The Concurrent Versions System (CVS) – also known as the Concurrent Versioning System – which provide change modification history of each software module. The reports identify the programmer making the changes, the reason for the change, and the actual lines of code that were added, deleted, or modified.

The module checkout procedure prohibits two people from working on the same module at one time in order to avoid multiple update conflicts. TestTracker records the software-modification process flow for all changes and corrections made to software modules. This tracking system ensures that issues and defects are uniquely identified and tracked.

When a release is planned, it may include several TestTracker items. We will work together to plan all software releases and determine which TestTracker items should be placed in each build. The code for these is checked out of source control, built, and placed on the QA systems for internal testing.

The following is an example INTRALOT release note. It contains version numbers, files affected, change-request identifiers, and change descriptions.



intralot BOS Release Notes | RVN:1.0.183.0

TestTrack | Defects

Report generated by Kavadias, Bill on 12/21/2012 at 11:38:01 AM

Status: Assign, assigned to Blanchard, Steve
Type: Change Request - Lottery
Est. Delivery Date:
Priority: High
Severity: No Workaround
Disposition:

Brief Description: BOS -> Applications -> Photon Instant Reports
Workaround:

State Tracking #:
Release Version: 2013 – Q1 Release

Records
Found by: Lipps, Jeff
Version Found:
Date Found: 10/11/2012
Description: The screen accessible through the Photon via Instant Games -> Instant Reports will have a mock-up reachable through the applications tab of BOS. It will be an exact replica of the screen available on the Photon where a user in BOS can pull the same report and view it.

The link used to access this application will be separate from the current 'Financial Terminal Reports' link.

Workflow Events:

Assign To: Paparis, George
Resulting State: Assign
Notes:
Assign By: Zazanis, George
Date: 10/11/2021 7:59 AM

Develop By: Lifshiz, Andrey
Date: 10/13/2012 10:15 AM
Estimated Development Time: 40
Notes:

Fixed By: Lifshiz, Andrey
Release Version:
Affects Documentation: no
Affects Test Plan: no
Date: 10/20/2012 10:15 AM

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Controlled by: SQAC
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Resolution: Code Change
Version:
Actual Development Time: 40
Notes: $/VT/VTBOSApps.root/VTLS/App_Code/WCFReport.vb10
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/FinPreview.vb 32
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/Gm_Data.vb 3
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/InstantGame.vb 2
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/Intralot.Modules.Financial.vbproj 3
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/Gen_Data.vb 3
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/Game.vb 2
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/FinReport.vb 2
$/VT/VTBOSApps.root/VTBOSApps/Intralot.Modules.Financial/Coupons_Data.vb 2

Assign To: Blanchard, Steve; Kavadias, Bill
Build By: Lifshiz, Andrey
Date: 10/20/2012 10:25 AM
Notes: For this release only the following reports have been completed.
"Inventory Summary"
"Inventory Detail"
"Games Available For Sale"
"Games Available For Cashing"

System Comment By: System
Date: 11/29/2012 10:27 AM
Notes: System event generated by rule [Defect is Assigned]
Actions:
Send email to users [Blanchard, Steve; Kavadias, Bill; Sinodi, Anna Maria; Lifshiz, Andrey; Mermigas, George] using template [Defect Assignment]

Test By: Kavadias, Bill
Date: 12/7/2012 4:45 PM
Notes: Passed QA

Assign To: Blanchard, Steve
Resulting State: Assign
Notes: Verified in BOS UAT
Assign By: Kavadias, Bill
Date: 12/17/2012 5:34 PM

Inventory Detail
Inventory Summary
Games Available for Sale
Games Available for Cashing

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INTRALOT tracks all changes made to system components and provides reports showing when, by whom, and for what purpose a change was made. INTRALOT utilizes the TestTracker software QA tracking system, which records the software-modification process flow for all changes and corrections made to software modules. This tracking system further ensures that issues are uniquely identified and tracked. A project TestTracker is generated before each release starts. The project TestTracker documents when each module is delivered to testing, and the overall results of each testing phase. Additionally, after the release is elevated to production, the project TestTracker is updated to document in which stage of testing all defects were found. The process checklist used to elevate the code to production, and a list of any issues encountered in the project is added to the project TestTracker so that the complete story of the entire release is contained in one document.

According to the Executive Director of WLA:
"INTRALOT is the first lottery and gaming vendor to receive this significant certification and we trust that others will follow."

INTRALOT will provide TestTracker as the project request database management system to be used by the Lottery for making any type of requests, including – but not limited to – new protocols, revoked media, system enhancements, problem resolution, researches, ad-hoc reports, or any new management, audit, or investigative reports. TestTracker includes any rejected requests, along with explanations and notes for the rejections that have been provided directly by INTRALOT's system development and/or management team and are recorded directly in the system. TestTracker is a real-time database application specifically designed for the purpose of tracking all open, active requests, implementation estimations, and statuses.

4.1.1.3 Define methodology for determining whether to install or not install an enhancement, upgrade or update. Define procedures for promoting new changes to production status and procedures for restoring the system to a prior status in the event of an error caused by the new changes.

INTRALOT follows a comprehensive methodology for all software updates, upgrades, and enhancements. Well-defined procedures are followed throughout to ensure that software changes are correctly implemented and perform as expected. As we have detailed, our TestTracker product is utilized to track every request including scheduling individual trackers for a particular release or promotion to production status. Procedures and processes also exist for rolling back or restoring the system to a prior status/state in the event of an error caused by the new changes.

INTRALOT follows industry best practices in order to increase the integrity of our products and service to reduce risks associated with each project, to reduce lost revenue, and to increase public confidence and player satisfaction. INTRALOT's software quality assurance and acceptance testing best practices covers the implementation of new gaming systems and creation, enhancement, and maintenance of existing gaming system software.

INTRALOT uses defined testing processes that include test planning, test requirements, test scripting, and test reporting. Once all systems and software have successfully passed internal quality assurance testing, they are moved to User Acceptance Testing (UAT). Both quality assurance testing and user acceptance testing are subsets of INTRALOT's software delivery project plans. Each phase of our software delivery project includes a handover decision point, where together with the Lottery, INTRALOT facilitates a formal decision meeting to decide whether the project deliverables and testing warrant proceeding into subsequent project phases. For each software release, INTRALOT prepares an acceptance test plan that describes what testing will be performed, how it will be performed, to who results will be reported, and how defects will be remediated. The test plan includes:

- Procedures for installation of system components including the production restore to UAT and checking release notes against release software.
- Training requirements for the new functions.
- Testing schedule and approach.
- How financials will be balanced if affected.

Test scripts that accompany our test plans include:

- Descriptions of what capabilities are to be tested.
- Preconditions for each test.
- Step by step test instructions.
- Expected results.
- Test cleanup instructions.

Before a new software release is ready for User Acceptance Testing, it will have undergone successful quality assurance testing once in development, again in our quality assurance testing department. Only thoroughly and successfully tested software is authorized for installation into UAT systems.

INTRALOT's test environments are fully functional copies of the production environment. Both QA and the User Acceptance Testing (UAT) systems provide the same transactions and reports as the production systems, including management reports, VLT reports, and the ability to research and report transaction history. The UAT environment includes all the communication options so that the site controllers communicate to the Test system using the same communications modes as set up in the field.

INTRALOT's system change control and configuration management procedures are ISO certified. INTRALOT operates under strictly defined change control and configuration management procedure practices utilizing MSDN Team Foundation server for version control and The Concurrent Versions System (CVS), also known as the Concurrent Versioning System, to store and manage not only source code changes, but also to track changes in manuals, procedures, and configuration files.

Configuration changes and asset records are maintained in our configuration management database (CMDB). INTRALOT will perform these configuration management functions over the entire length of the contract. Accurate configuration information will be maintained and be available for review at all times providing full accounting for all major assets and configurations. This CMDB includes an on-line inventory of the gaming system and network resources, and their operating procedures and parameters. Our design includes change management control procedures and tools such as security management software that provides drill down monitoring of the gaming system and attached devices for any changes in configuration. All devices and their operating parameters, including network resources, are housed within an on-line database allowing full inventory, change, and configuration file management. Along with backups, all of these features ensure that fallback to a previous configuration or software version is straightforward and can be accomplished in a timely manner.

Network component configurations are stored and archived on centralized servers using the trivial file transfer protocol (TFTP), and configuration changes are managed via SNMP. This ensures that proper configurations are available should a unit fail and need to be rebuilt, or a complete configuration is required by a new device. INTRALOT enacts change management and inventory control procedures as part of our normal operations plan.

All configuration and software changes are required to go through quality assurance testing by INTRALOT and acceptance testing. Both Lottery and INTRALOT management written approval is required before any changes can be made to production or backup systems.

Certifications

The integrated gaming systems developed by INTRALOT rank among the most advanced and flexible systems available worldwide. INTRALOT systems are distinguished for their quality, reliability, adaptability, expandability, and secure operations.

INTRALOT has been certified in compliance with the rigorous ISO 9001:2000 quality standard. These certifications ensure the design, development and supply of advanced products, systems and services of the highest quality.

INTRALOT's software engineering practices and certifications of quality standards meet the Lottery's requirements and will often exceed them. Please refer the CONFIDENTIAL binder, under the **Tab: *Certifications*** for more information on the certifications held by INTRALOT regarding software and quality assurance.

INTRALOT understands the level of commitment needed to deliver quality and reliable software. Since 1988, we have delivered software for more than 65 countries and 12 states. INTRALOT's systems and software are developed using proven procedures and testing methods. An important part of the software development life cycle includes the software quality assurance plan.

INTRALOT develops software based on industry approved functional specifications. The software is unit, integration, and system tested based on functional specifications that are developed together with each customer. Our methodology requires that at the end of the test cycle a working system be in place before the next release of software is applied to the testing system. The development staff and the software quality assurance (SQA) staff work closely with each other and the Lottery during each testing phase to ensure a working baseline is reached at the time of each software test.

Before initiating testing, all test procedures and performance standards will be documented in a test plan that includes test cases and test scripts. INTRALOT encourages the Lottery to recommend test scenarios prior to acceptance testing in order to ensure that the system's functionality meets all its expectations and requirements.

Software Development

We recognize the importance of having disciplined and well-defined software engineering processes in place to ensure the delivery of quality software that meets the needs of our customers. The software development and maintenance team assigned to the Lottery, with support from the entire Duluth, Georgia technology center staff, will review all deliverables for software and systems projects, from requirements, design, and QA, all the way through to installation, implementation, and throughout the life of the contract. The goal is to ensure that all processes are followed and that the deliverables are built to the Lottery's standards and requirements.

The key points of INTRALOT's software development methodology are:

- Rigorous requirements definition process.
- Disciplined methodology focused on "building it right the first time".
- Peer review of key deliverables to find/correct defects early in the development lifecycle.
- Tailoring of the development lifecycle to eliminate risk.
- Tracking of all requests using industry-standard project management tools.
- QA verification and validation that the product is built correctly.

- Sponsorship and oversight from the highest management levels.

INTRALOT follows a full system development life cycle (SDLC) as the basis for software development. INTRALOT demonstrates our understanding of the business requirements and processes before software applications are written or modified by specifying and creating a document that is reviewed and approved by customer staff. All projects are planned and systematically executed in a timely manner to deliver a quality product that fully meets business requirements. The development process consists of the following phases:

Software Requirements Specification (SRS) – The requirements process includes detailed interviews used to gather specific requirements information and/or modifications. The development team and all significant stakeholders analyze the system requirements to validate that specifications are complete, clear, and testable. When modifications to the original specifications occur, we manage the requirements to ensure that the necessary plans, designs, and documentation are updated appropriately. This phase addresses areas such as screen and report layouts, the system/software architecture, and test cases. The software requirements specification documents are reviewed and approved by the customer and INTRALOT. Any changes to the software requirements are done using an approved change management procedure.

Software Development – Software development is performed using the specifications that, once approved, are frozen during the previous step. The programs are repeatedly unit tested and integrated into the final system. Simulators are developed and used for testing external interfaces that are not available in software development and/or quality assurance environments.

Integration and System Testing – The integrated system is peer-tested by other developers not originally involved in the development process, and then QA tested to ensure that all functions are implemented as defined in the software requirements specification. Integration testing is done according to a pre-defined test plan prepared during the requirements specification and development phase.

Acceptance Testing – Acceptance testing is done at the central site on the test system. This testing is done against predefined test scripts to ensure that the system is functioning according to the specifications developed during the SRS phase.

Implementation – Once approved, the software is installed based on a mutually agreed upon schedule with the customer. Contingency plans are made in the event that the release must be rolled back. Implementation plans, if appropriate, will include contingency plans.

Software Quality Assurance Plan

The software quality assurance plan defines a planned and systematic pattern of all actions necessary to provide adequate confidence that the software meets or exceeds all defined requirements and meets the highest quality level. This includes the definition of all standard operating procedures to be used

during the course of the project. In addition, software tools for designing, coding, testing, configuration management, and version control are defined.

INTRALOT bases QA testing on the following control items:

- Customer specification.
- Software requirements specification.
- Software interface requirements specification.

Review of the software quality assurance plan and the control items at regularly scheduled intervals provide the information needed to ensure that all testing and software quality remain within the Lottery's accepted standards. At INTRALOT, we do not rely on testing at the end of the software development lifecycle to ensure the quality of our deliveries; rather, quality is checked at all stages of the lifecycle.

4.1.1.4 The CMS is to include a back office environment with a single point of entry for all back office functions with a user-friendly interface (web, GUI, or both) for all reporting, monitoring, and management functions. The back office system includes access to real-time data. This capability provides functionality for the Lottery to restrict access to information necessary for specific job functions. The Vendor is to describe how custom menus can be created in the response.

The reporting module will be designed so that it is housed on a separate database/warehouse to ensure it does not interfere with the production environment. A data warehouse (DW) or an enterprise data warehouse (EDW), is a central repository of current and historical data collected from disparate sources. Data received in the production database is passed to the warehouse where it is used for reporting and data analysis. Describe any differences in data elements available only on the production database(s) versus the DW, which may store less detail, as the DW is intended for historical reporting in your response. Current or future changes to data elements cannot affect historical data.

All reports are to be able to be processed on the production system and the DW Reports consisting of a single business day's data are to be designed to take less than two minutes to generate, save, and print. All other reports are to be designed to take less than fifteen (15) minutes to generate, print, and save.

INTRALOT's proposed CMS provides an extensive and highly capable back office environment. A user-friendly browser based user interface provides a single point of entry for authorized users of the system for all reporting, monitoring, and management functions. Our back office system provides access to all data on the system – real-time and historical. As detailed in this section of our proposal, the system tailors menus for the specific access rights of each individual user as determined by the Administrator. All menus can be easily customized to suit the Lottery.

Our proposed back office reporting system utilizes separate servers and a database/data warehouse that is replicated in real-time from that of production. In our design, there is no chance that reporting subsystem load can interfere with the production environment. The database contains both real-time and historical data, and mirrors the datasets that are defined on the production systems - there is no less data in the data warehouse. Any current or future changes will have no effect on historical data.

INTRALOT will provide the proper tuning, updates, or upgrades to the reporting system to ensure that the time to generate, save, and print reports meet the Lottery's approval over the entire contract term. We understand that all reports are to be able to be processed on the production system, and the data warehouse reports consisting of a single business day's data must take less than two (2) minutes, and that all other reports must take less than fifteen (15) minutes to generate, save, and print.

iGEM™ provides extensive reporting capabilities that can efficiently cover the entire scope of the CMS gaming operations for any kind of operational model, being either large-destination venues or small venues with less than 20 machines. The reporting system will include all the reports requested by the Lottery, such as accounting reports, inventory and licensing reports, statistical reports for the VLTs performance, venue performance (individual or multiple venue combinations), and VLT performance. Furthermore, it provides for filters to allow reporting for different time frames, games, VLT types, venue types, and other attributes. The final number and content of the iGEM™ reports can be mutually defined.

Reports will be made available from the web services of the iGEM™ system through the system's intranet or the system web sites, or remotely, subject to Lottery specifications, approvals, and network configuration. Specific users/groups can have access to specific reports according to their user rights and operational needs. In addition, it is possible to provide direct access to reporting tools only to authorized employees/users in order to conduct queries upon demand.

All reports can be accessed through regular office PCs or the management PCs via secure, encrypted LAN or Internet SSL connections and IP filtering, using HTTPS protocol. In more detail, both the client and server PC must have a valid digital certificate in order to authenticate their identities. After mutual authentication is complete, an encrypted SSL channel is established for protecting information confidentiality and integrity. Moreover, the IP address of the client is registered at the firewall of the central system for permitting SSL connection requests from the registered IPs only.

All reports may be scheduled and will then automatically run on a regular interval and deliver themselves via PDF file directly to the user that has scheduled such reports.

Dynamic and real time reports: can be requested and built ad-hoc, using automated queries and filtering attributes upon demand (real time).

Report Categories

Following is an outline of the various reporting categories currently offered by the iGEM central system:

- **License Data**: provision of all licensing information relating to operators, venues, VLTs, games.

- **Inventory / Configuration**: provision of inventory and configuration information relating to venues, VLTs master files, site controllers, floor plans, etc.
- **Daily/Weekly/Monthly/Yearly/Life/Period**: meter reports per VLT, VLT/group, venue and global performance reports (with daily averages).
- **Daily/Period/Life events/alarm:** reports per event type, event severity, VLT, site controller, venue.
- **Weekly and Monthly Performance Progress**: Reports which can be produced in the form of turnover, wins, inserted money, money paid, net drop, games played, average turnover per game, per VLT, and global per venue showing the evolution of the selected Key Performance Index (KPI) over several weeks or months.
- **Accounting reports**: daily/weekly and per accounting period.
- **Cash-out Ticket and Payment:** reports per day, week, period and ticket category/status.
- **Regulatory and Auditing Reports:** including all reports requested by the regulator.

Report File Formats

The reporting engine of iGEM central system is based on Crystal Reports, which provides the ability to export report data in all major report formats used, including: Excel formatted, Excel raw data, Adobe PDF, CVS, XML, HTML, text, etc.

Reporting Capabilities

iGEM™ provides for flexible reporting capabilities which are derived from the data stored and maintained by the data storage system using Crystal Reports. iGEM reporting functions extend to providing detailed or summary reports, and reports filtered by attributes such as date range, VLT types/groups, venue, and VLT manufacturer. To summarize, there are two types of reports that are produced from the iGEM System, as follows:

Pre-generated reports (daily, weekly, monthly, yearly) are created automatically by the iGEM report scheduler. These are static files and can be produced in many formats (PDF, XML, HTML, text, etc.), and can be placed in the iGEM web portal or FTP servers for downloading by the designated users. Gaming venue invoices are using this reporting mechanism for viewing and printing in the next morning.

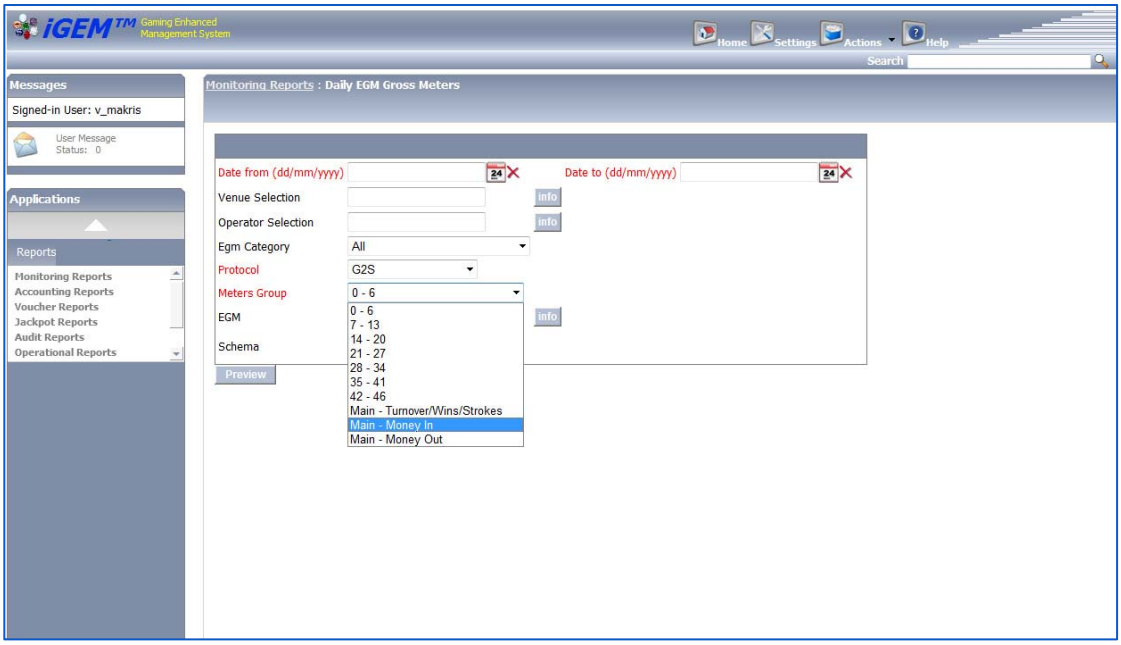
Dynamic and real time reports: can be requested and built ad-hoc, using automated queries and filtering attributes upon demand (real time).

General Format Guidelines of the iGEM™ Reports iGEM™ dynamic reports have generally the following filters for queries:

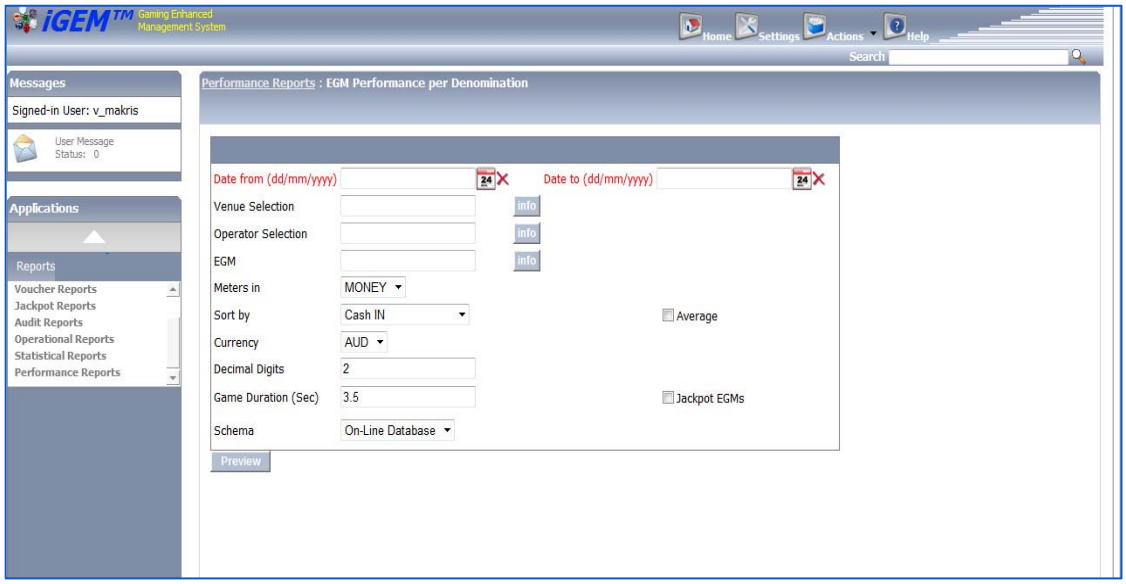
- Period: from – to date.
- Operator (multiple venue "owner").
- Venue (specific or group selection or by license number).
- VLT manufacturer.
- VLT type, where relevant.

- VLT serial number (specific or group selection).
- VLT denomination.
- Money or credits selection, where relevant.
- Employee ID, where relevant.
- Transaction type, for transaction reports.
- Event category and events.

Based on the report type, some of the above filtering fields may not be available.



iGEM™ Reports Filter Screen (sample with Period and Meter Selection)



iGEM™ Reports Filter Screen - Sample

iGEM provides extensive reporting capabilities that can efficiently cover the entire scope of VLT gaming operations for any kind of operational model, being either large destination facilities or small facilities. The reporting system will include all reports required such as accounting and taxation reports, inventory and licensing reports, statistical reports for the games performance, facility performance (individual or multiple facility combinations), and VLT performance. Furthermore, it provides for filters to allow reporting for different time frames, games, VLT types, models and other attributes. The final number and content of the iGEM reports can be mutually defined with the Lottery, and customized to your needs. A sample daily balance report is shown below:

V-LOTOS Reports Date: 19/09/2007 06:55:27 PAGE 1 / 1

Machine Meters Per Shop - All measurements - VLT Level (NUEVO SOL)

FROM BUSINESS DAY 16/09/2007 06:00:00-17/09/2007 05:59:59(R) TO BUSINESS DAY 17/09/2007 06:00:00-18/09/2007 05:59:59(R)
FROM SHOP 106000 TO SHOP 106999

BUSINESS DAY	SHOP ID	Vlt Description	Vlt Code	Vlt Poll	Games Played	Average Credits Per Game	Credits In	Credits Played	Credits Won	Credits Out	Credits Cancelled	Gross Profit	Gross Profit in Loc.Currency	Gross Profit In EURO	Actual Payout
16/09/2007															
	106001														
10/9 09:18	16/09 17:43	COCK BOOK	10125	3	991	66,6	19.000	65.980	52.595	5.615	475	13.385	133,85	0,00	79,7 %
12/9 15:13	16/09 17:43	FIESTA	10145	5	3.586	24,1	40.000	86.536	67.046	20.510	4.195	19.490	194,90	0,00	77,5 %
12/9 15:31	16/09 17:43	ILLUSION	10129	8	1.462	36,4	13.000	53.183	45.112	4.929	0	8.071	80,71	0,00	84,8 %
12/9 15:31	16/09 17:43	NANUK	10101	6	2.001	34,2	24.000	68.420	51.705	7.285	1.680	16.715	167,15	0,00	75,6 %
12/9 15:27	16/09 17:43	WILD WEST	10116	4	1.145	32,4	12.000	37.065	33.285	8.220	1.120	3.780	37,80	0,00	89,8 %
Totals	106001			5	9.185	33,9	108.000	311.184	249.743	46.559	7.470	61.441	614,41	0,00	80,26 %
17/09/2007															
	106001														
10/9 09:18	16/09 04:31	COCK BOOK	10125	3	3.558	38,3	30.000	137.665	129.170	12.505	1.540	17.495	174,95	0,00	87,3 %
12/9 15:13	16/09 04:31	FIESTA	10145	5	4.980	26,4	58.000	131.545	111.095	37.550	7.240	20.450	204,50	0,00	84,5 %
12/9 15:31	16/09 04:32	ILLUSION	10129	8	3.408	38,2	24.000	130.048	124.037	17.989	770	6.011	60,11	0,00	95,4 %
12/9 15:31	16/09 04:31	NANUK	10101	6	1.344	46,9	18.000	63.090	52.410	7.320	3.000	10.680	106,80	0,00	83,1 %
12/9 15:27	16/09 04:31	WILD WEST	10116	4	1.789	33,5	18.000	59.975	53.921	11.946	1.360	6.054	60,54	0,00	89,9 %
Totals	106001			5	15.119	34,5	148.000	522.323	461.633	87.310	13.910	60.690	606,90	0,00	88,38 %
								TOTALS							
Grand Totals	5				24.304	34,3	256.000	833.507	711.376	133.869	21.380	122.131	1.221,31	0,00	85,35 %

iGEM Meters Daily Report

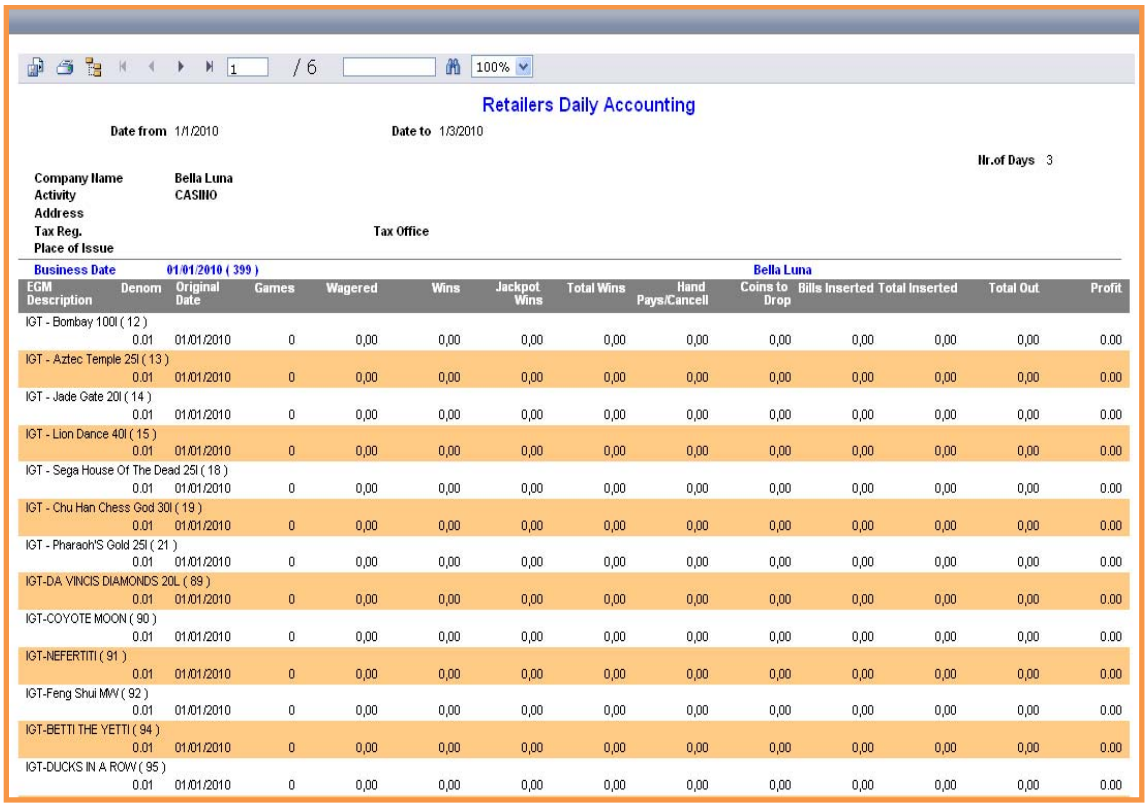
Accounting Reports: Most of the regulatory reports are specially made accounting reports that are generated to satisfy specific regulations. The accounting reports cover all accounting needs of a facility venue and regulator. The iGEM central monitoring system (CMS) accounting reports display the financial activity (money played, won, inserted, prizes paid, jackpot wins, balance, commissions, taxes, etc.) per VLT, VLT group, and venue per accounting period, for all accounting periods and grand totals. These reports are generated for a specific venue for a specific accounting period, or a time span covering many accounting periods. The iGEM central system accounting reports also portray the financial activity for the gaming Regulator. The accounting reports categories that can be generated by the iGEM CMS are:

- Accounting meters, commissions, and taxation reports produced on a daily/weekly/ monthly period per VLT group/ venue / global basis, include the following:
    - Turnover, win, inserted, cashed out, cancelled, jackpot wins, gross profit, commissions, and taxes.
    - The same summary report without the VLT details.
- VLT daily results.
- VLT financial transactions.
- Reconciliation between VLT soft meters and soft count (cash/ticket collections).
- Venue daily/period accounting.
- Venue period accounting and balance.
- Venue Invoices.

The following examples of accounting reports are indicative of the reports implemented in the iGEM central system:

- Venue daily accounting.
- Venue period accounting.
- Venue period accounting & balance.
- VLT financial transactions (manual pays / jackpots / vouchers / other).
- Daily VLT results.
- Daily derivative meters & adjustments report, meter adjustments.
- VLT payout.
- Daily count of VLT ticket transactions.
- VLT meters – daily balance.
- VLT meters – period balance.
- Theoretical versus actual hold per game.

The following pages provide examples of the numerous views of operational data required for monitoring and managing a distributed gaming machine network.



Retailers Daily Accounting

Date from 1/1/2010 Date to 1/3/2010

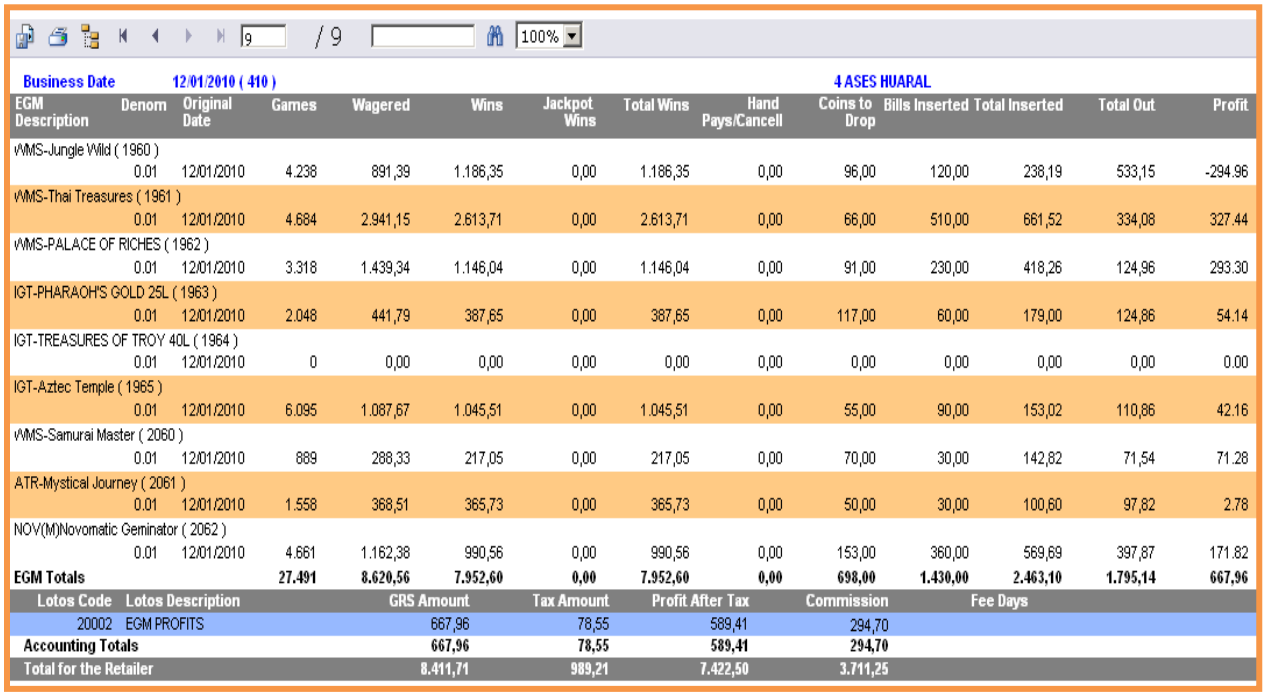
Nr.of Days 3

Company Name Bella Luna
Activity CASINO
Address
Tax Reg. Tax Office
Place of Issue

Business Date 01/01/2010 (399) Bella Luna

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
IGT - Bombay 100l (12)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Aztec Temple 25l (13)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Jade Gate 20l (14)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Lion Dance 40l (15)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Sega House Of The Dead 25l (18)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Chu Han Chess God 30l (19)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Pharaoh'S Gold 25l (21)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DA VINCIS DIAMONDS 20L (89)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-COYOTE MOON (90)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-NEFERTITI (91)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Feng Shui MW (92)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-BETTI THE YETTI (94)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DUCKS IN A ROW (95)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00

Venue Daily Accounting

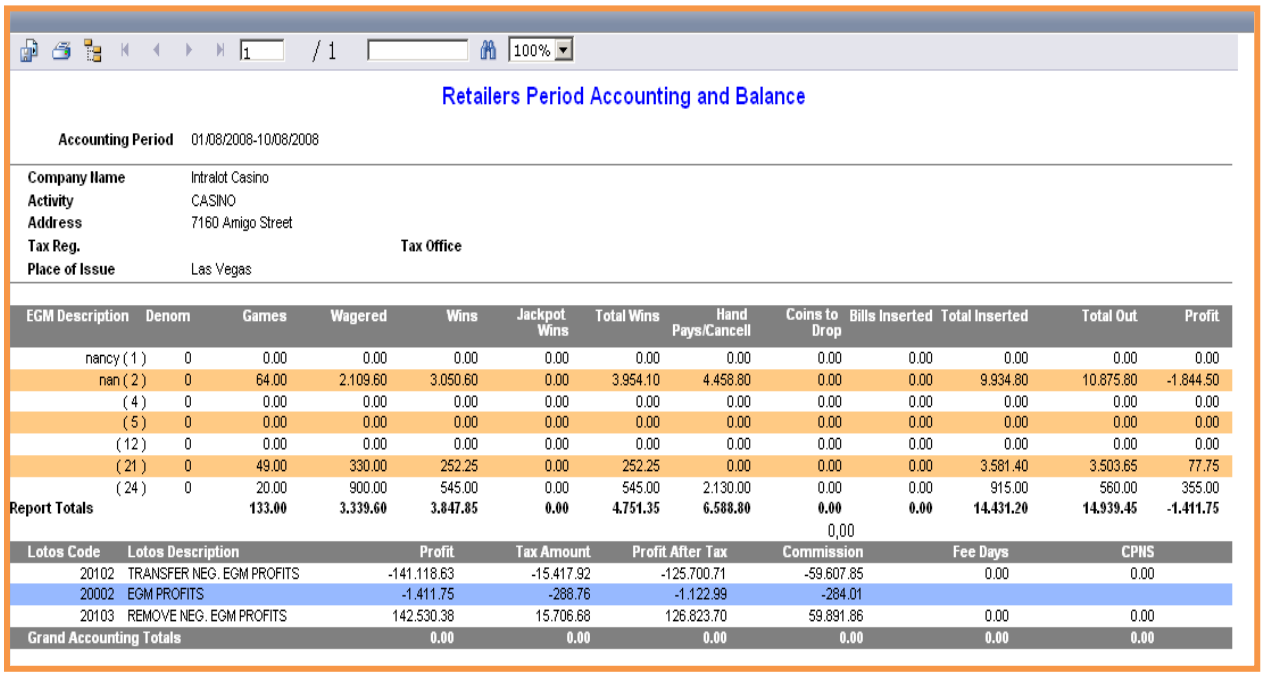


Business Date 12/01/2010 (410) 4 ASES HUARAL

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
WMS-Jungle Wild (1960)	0.01	12/01/2010	4.238	891,39	1.186,35	0,00	1.186,35	0,00	96,00	120,00	238,19	533,15	-294.96
WMS-Thai Treasures (1961)	0.01	12/01/2010	4.684	2.941,15	2.613,71	0,00	2.613,71	0,00	66,00	510,00	661,52	334,08	327.44
WMS-PALACE OF RICHES (1962)	0.01	12/01/2010	3.318	1.439,34	1.146,04	0,00	1.146,04	0,00	91,00	230,00	418,26	124,96	293.30
IGT-PHARAOH'S GOLD 25L (1963)	0.01	12/01/2010	2.048	441,79	387,65	0,00	387,65	0,00	117,00	60,00	179,00	124,86	54.14
IGT-TREASURES OF TROY 40L (1964)	0.01	12/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Aztec Temple (1965)	0.01	12/01/2010	6.095	1.087,67	1.045,51	0,00	1.045,51	0,00	55,00	90,00	153,02	110,86	42.16
WMS-Samurai Master (2060)	0.01	12/01/2010	889	288,33	217,05	0,00	217,05	0,00	70,00	30,00	142,82	71,54	71.28
ATR-Mystical Journey (2061)	0.01	12/01/2010	1.558	368,51	365,73	0,00	365,73	0,00	50,00	30,00	100,60	97,82	2.78
NOV(M)Novomatic Geminator (2062)	0.01	12/01/2010	4.661	1.162,38	990,56	0,00	990,56	0,00	153,00	360,00	569,69	397,87	171.82
EGM Totals			**27.491**	**8.620,56**	**7.952,60**	**0,00**	**7.952,60**	**0,00**	**698,00**	**1.430,00**	**2.463,10**	**1.795,14**	**667,96**

Lotos Code	Lotos Description	GRS Amount	Tax Amount	Profit After Tax	Commission	Fee Days
20002	EGM PROFITS	667,96	78,55	589,41	294,70	
Accounting Totals		**667,96**	**78,55**	**589,41**	**294,70**	
Total for the Retailer		**8.411,71**	**989,21**	**7.422,50**	**3.711,25**	

Venue Period Accounting



Retailers Period Accounting and Balance

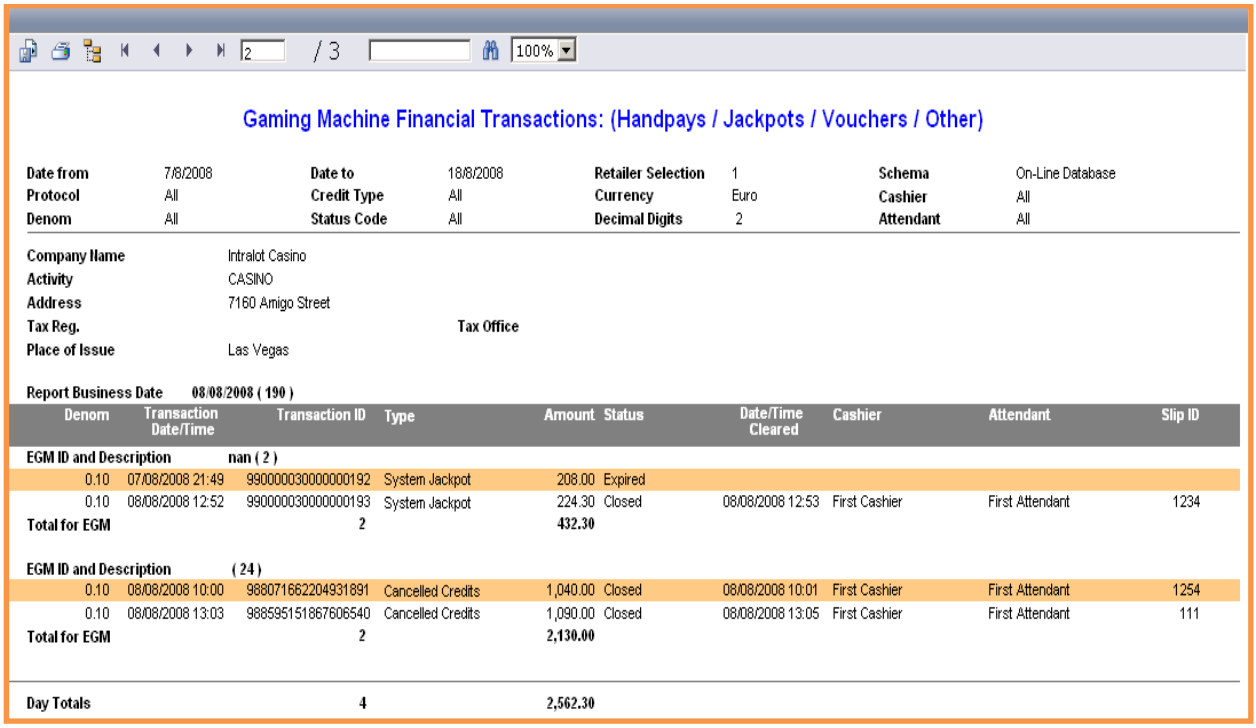
Accounting Period 01/08/2008-10/08/2008

Company Name	Intralot Casino
Activity	CASINO
Address	7160 Amigo Street
Tax Reg.	**Tax Office**
Place of Issue	Las Vegas

EGM Description	Denom	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
nancy (1)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
nan (2)	0	64.00	2.109.60	3.050.60	0.00	3.954.10	4.458.80	0.00	0.00	9.934.80	10.875.80	-1.844.50
(4)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(5)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(12)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(21)	0	49.00	330.00	252.25	0.00	252.25	0.00	0.00	0.00	3.581.40	3.503.65	77.75
(24)	0	20.00	900.00	545.00	0.00	545.00	2.130.00	0.00	0.00	915.00	560.00	355.00
Report Totals		**133.00**	**3.339.60**	**3.847.85**	**0.00**	**4.751.35**	**6.588.80**	**0.00**	**0.00**	**14.431.20**	**14.939.45**	**-1.411.75**
								0,00				

Lotos Code	Lotos Description	Profit	Tax Amount	Profit After Tax	Commission	Fee Days	CPNS
20102	TRANSFER NEG. EGM PROFITS	-141.118.63	-15.417.92	-125.700.71	-59.607.85	0.00	0.00
20002	EGM PROFITS	-1.411.75	-288.76	-1.122.99	-284.01		
20103	REMOVE NEG. EGM PROFITS	142.530.38	15.706.68	126.823.70	59.891.86	0.00	0.00
Grand Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Venue Period Accounting & Balance



Gaming Machine Financial Transactions: (Handpays / Jackpots / Vouchers / Other)

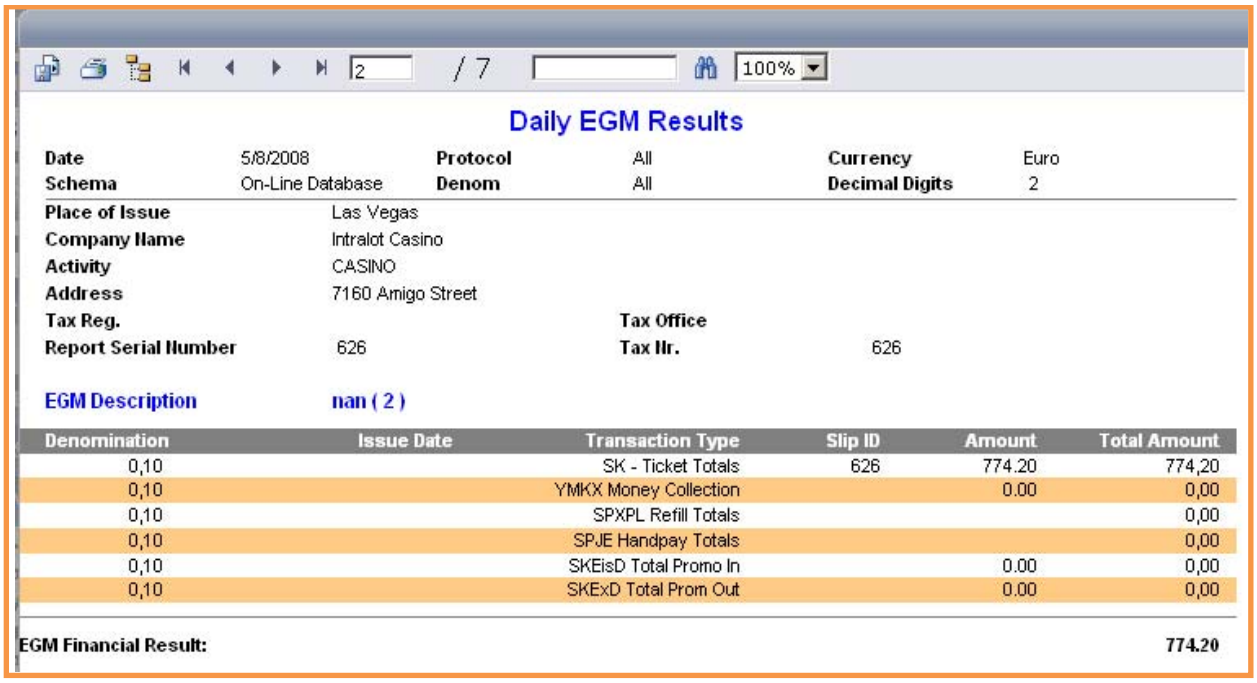
Date from	7/8/2008	**Date to**	18/8/2008	**Retailer Selection**	1	**Schema**	On-Line Database
Protocol	All	**Credit Type**	All	**Currency**	Euro	**Cashier**	All
Denom	All	**Status Code**	All	**Decimal Digits**	2	**Attendant**	All

Company Name	Intralot Casino
Activity	CASINO
Address	7160 Amigo Street
Tax Reg.	**Tax Office**
Place of Issue	Las Vegas

Report Business Date **08/08/2008 (190)**

Denom	Transaction Date/Time	Transaction ID	Type	Amount	Status	Date/Time Cleared	Cashier	Attendant	Slip ID
EGM ID and Description		**nan (2)**							
0.10	07/08/2008 21:49	990000030000000192	System Jackpot	208.00	Expired				
0.10	08/08/2008 12:52	990000030000000193	System Jackpot	224.30	Closed	08/08/2008 12:53	First Cashier	First Attendant	1234
Total for EGM		**2**		**432.30**					
EGM ID and Description		**(24)**							
0.10	08/08/2008 10:00	98807166220493189 1	Cancelled Credits	1,040.00	Closed	08/08/2008 10:01	First Cashier	First Attendant	1254
0.10	08/08/2008 13:03	98859515186760654 0	Cancelled Credits	1,090.00	Closed	08/08/2008 13:05	First Cashier	First Attendant	111
Total for EGM		**2**		**2,130.00**					
Day Totals		**4**		**2,562.30**					

VLT Hand Pays / Jackpots / Vouchers / Other Financial Transactions



2 / 7 100%

Daily EGM Results

Date	5/8/2008	**Protocol**	All	**Currency**	Euro
Schema	On-Line Database	**Denom**	All	**Decimal Digits**	2

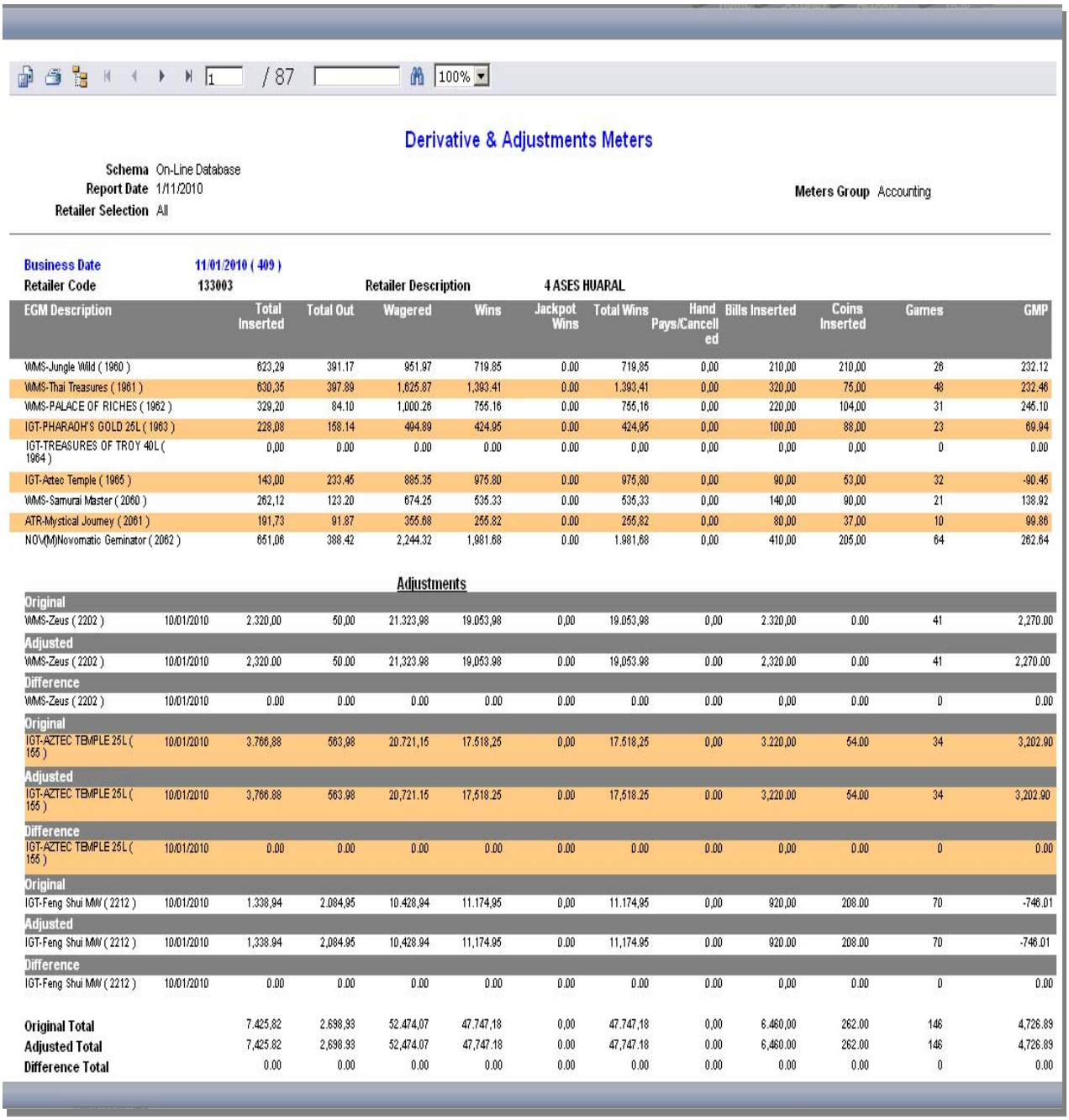
Place of Issue	Las Vegas		
Company Name	Intralot Casino		
Activity	CASINO		
Address	7160 Amigo Street		
Tax Reg.		**Tax Office**	
Report Serial Number	626	**Tax Nr.**	626

EGM Description nan (2)

Denomination	Issue Date	Transaction Type	Slip ID	Amount	Total Amount
0,10		SK - Ticket Totals	626	774.20	774,20
0,10		YMKX Money Collection		0.00	0,00
0,10		SPXPL Refill Totals			0,00
0,10		SPJE Handpay Totals			0,00
0,10		SKEisD Total Promo In		0.00	0,00
0,10		SKExD Total Prom Out		0.00	0,00

EGM Financial Result: **774.20**

Daily VLT Results



1 / 87 100%

Derivative & Adjustments Meters

Schema On-Line Database
Report Date 1/11/2010
Retailer Selection All
Meters Group Accounting

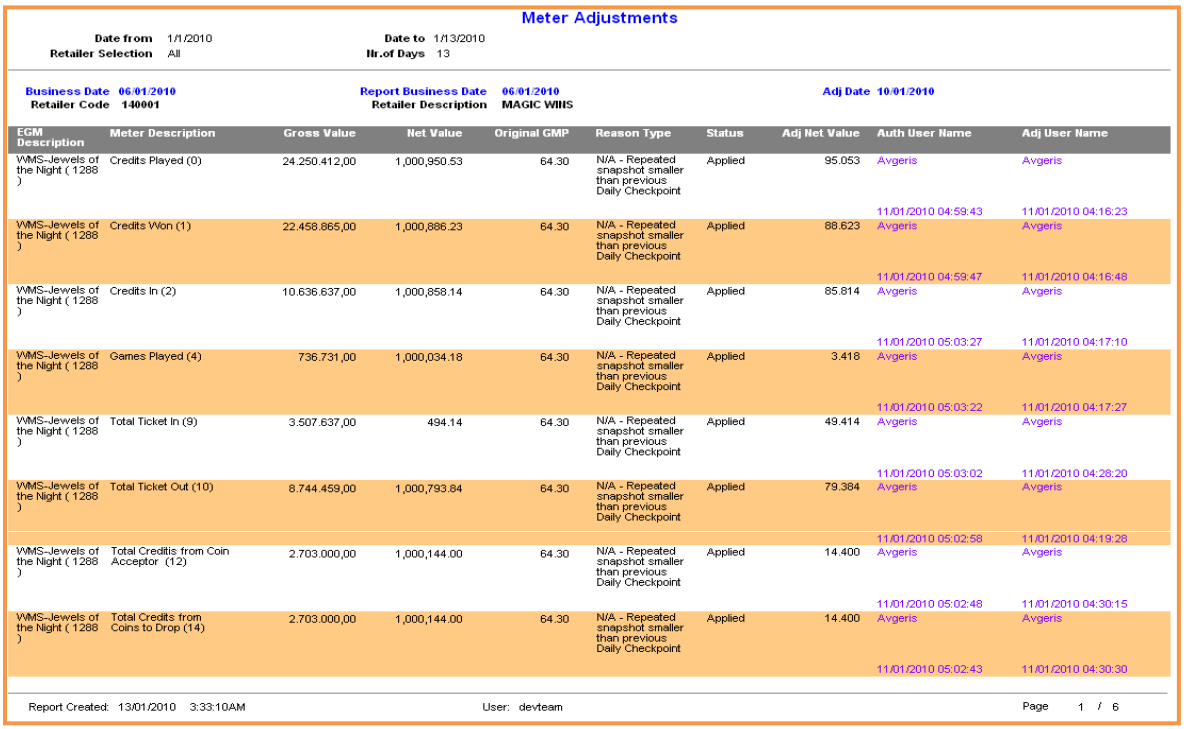
Business Date 11/01/2010 (409)
Retailer Code 133003 **Retailer Description** 4 ASES HUARAL

EGM Description	Total Inserted	Total Out	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancelled	Bills Inserted	Coins Inserted	Games	GMP
WMS-Jungle Wild (1960)	623,29	391.17	951.97	719.85	0.00	719,85	0,00	210,00	210,00	26	232.12
WMS-Thai Treasures (1961)	630,35	397.89	1,625.87	1,393.41	0.00	1.393,41	0,00	320,00	75,00	48	232.46
WMS-PALACE OF RICHES (1962)	329,20	84.10	1,000.26	755.16	0.00	755,16	0,00	220,00	104,00	31	245.10
IGT-PHARAOH'S GOLD 25L (1963)	228,08	158.14	494.89	424.95	0.00	424,95	0,00	100,00	88,00	23	69.94
IGT-TREASURES OF TROY 40L (1964)	0,00	0.00	0.00	0.00	0.00	0,00	0,00	0,00	0,00	0	0.00
IGT-Aztec Temple (1965)	143,00	233.46	885.35	975.80	0.00	975,80	0,00	90,00	53,00	32	-90.46
WMS-Samurai Master (2060)	262,12	123.20	674.25	535.33	0.00	535,33	0,00	140,00	90,00	21	138.92
ATR-Mystical Journey (2061)	191,73	91.87	355.68	255.82	0.00	255,82	0,00	80,00	37,00	10	99.86
NOV(M)Novomatic Geminator (2062)	651,06	388.42	2,244.32	1,981.68	0.00	1.981,68	0,00	410,00	205,00	64	262.64

Adjustments

Original												
WMS-Zeus (2202)	10/01/2010	2.320,00	50,00	21.323,98	19.053,98	0,00	19.053,98	0,00	2.320,00	0.00	41	2,270.00
Adjusted												
WMS-Zeus (2202)	10/01/2010	2,320.00	50.00	21,323.98	19,053.98	0.00	19,053.98	0.00	2,320.00	0.00	41	2,270.00
Difference												
WMS-Zeus (2202)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original												
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3.766,88	563,98	20.721,15	17.518,25	0,00	17.518,25	0,00	3.220,00	54.00	34	3,202.90
Adjusted												
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3,766.88	563.98	20,721.15	17,518.25	0.00	17,518.25	0.00	3,220.00	54.00	34	3,202.90
Difference												
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original												
IGT-Feng Shui MW (2212)	10/01/2010	1.338,94	2.084,95	10.428,94	11.174,95	0,00	11.174,95	0,00	920,00	208.00	70	-746.01
Adjusted												
IGT-Feng Shui MW (2212)	10/01/2010	1,338.94	2,084.95	10,428.94	11,174.95	0.00	11,174.95	0.00	920.00	208.00	70	-746.01
Difference												
IGT-Feng Shui MW (2212)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original Total		7.425,82	2.698,93	52.474,07	47.747,18	0,00	47.747,18	0,00	6.460,00	262.00	146	4,726.89
Adjusted Total		7,425.82	2,698.93	52,474.07	47,747.18	0.00	47,747.18	0.00	6,460.00	262.00	146	4,726.89
Difference Total		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00

Daily Derivative Meters & Adjustments Report



Meter Adjustments

Date from 1/1/2010 Date to 1/13/2010
Retailer Selection All Nr.of Days 13

Business Date 06/01/2010 Report Business Date 06/01/2010 Adj Date 10/01/2010
Retailer Code 140001 Retailer Description MAGIC WINS

EGM Description	Meter Description	Gross Value	Net Value	Original GMP	Reason Type	Status	Adj Net Value	Auth User Name	Adj User Name
WMS-Jewels of the Night (1288)	Credits Played (0)	24.250.412,00	1,000,950.53	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	95.053	Avgeris 11/01/2010 04:59:43	Avgeris 11/01/2010 04:16:23
WMS-Jewels of the Night (1288)	Credits Won (1)	22.458.865,00	1,000,886.23	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	88.623	Avgeris 11/01/2010 04:59:47	Avgeris 11/01/2010 04:16:48
WMS-Jewels of the Night (1288)	Credits In (2)	10.636.637,00	1,000,858.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	85.814	Avgeris 11/01/2010 05:03:27	Avgeris 11/01/2010 04:17:10
WMS-Jewels of the Night (1288)	Games Played (4)	736.731,00	1,000,034.18	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	3.418	Avgeris 11/01/2010 05:03:22	Avgeris 11/01/2010 04:17:27
WMS-Jewels of the Night (1288)	Total Ticket In (9)	3.507.637,00	494.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	49.414	Avgeris 11/01/2010 05:03:02	Avgeris 11/01/2010 04:28:20
WMS-Jewels of the Night (1288)	Total Ticket Out (10)	8.744.459,00	1,000,793.84	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	79.384	Avgeris 11/01/2010 05:02:58	Avgeris 11/01/2010 04:19:28
WMS-Jewels of the Night (1288)	Total Credits from Coin Acceptor (12)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris 11/01/2010 05:02:48	Avgeris 11/01/2010 04:30:15
WMS-Jewels of the Night (1288)	Total Credits from Coins to Drop (14)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris 11/01/2010 05:02:43	Avgeris 11/01/2010 04:30:30

Report Created: 13/01/2010 3:33:10AM User: devteam Page 1 / 6

Meter Adjustments

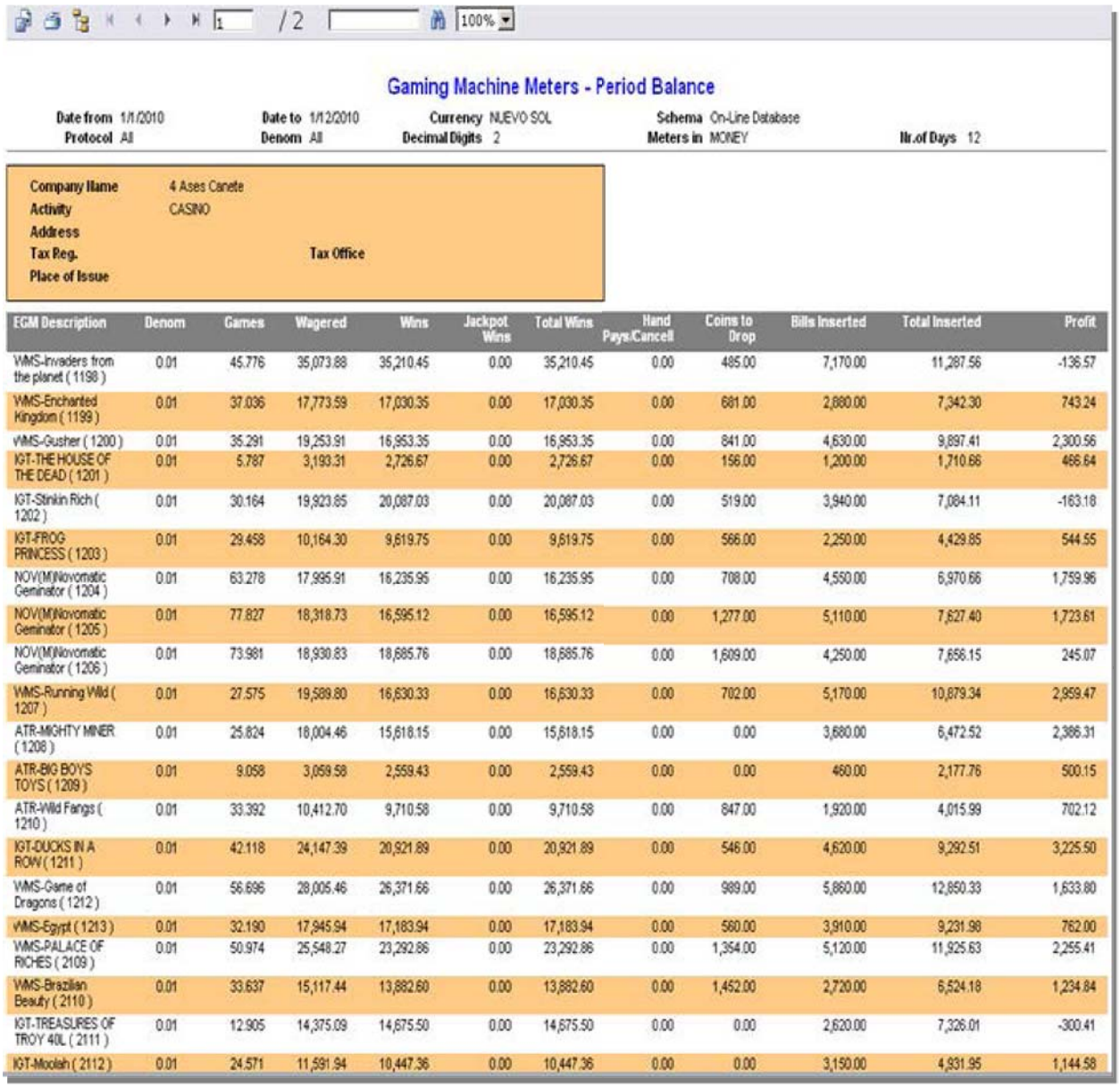
Daily Count of EGM Ticket Transactions

Date 1/10/2010 Currency NUEVO SOL Schema On-Line Database
Protocol All Denom All Decimal Digits 2
Place of Issue
Company Name FIESTA HUACHO
Activity CASINO
Address
Tax Reg. Tax Office
Report Serial Number 3306 Tax Nr. 3306

EGM Description ATR-Crimson Fire (2009)

Denom	Issue/Redemption Date Time	Coupon Type	In/Out	Amount	Coupon Code	Status
0.01	10/01/2010 10:02	Cashable	Ticket Out	5.23	027517294470145115	Closed
0.01	10/01/2010 10:18	Cashable	Ticket In	2.10	02767635294120024	Closed
0.01	10/01/2010 10:42	Cashable	Ticket In	30.00	021059418729051907	Closed
0.01	10/01/2010 12:14	Cashable	Ticket Out	30.03	029610297871132776	Expired
0.01	10/01/2010 12:33	Cashable	Ticket Out	6.00	028762157165529237	Expired
0.01	10/01/2010 13:42	Cashable	Ticket Out	2.06	022833274483823099	Expired
0.01	10/01/2010 17:39	Cashable	Ticket Out	3.59	025178419873605134	Expired
0.01	10/01/2010 20:04	Cashable	Ticket Out	45.05	024039109035216425	Expired
0.01	10/01/2010 20:32	Cashable	Ticket Out	4.05	020642734900870604	Expired
0.01	10/01/2010 21:03	Cashable	Ticket Out	8.06	020392897255470893	Closed
0.01	10/01/2010 23:38	Cashable	Ticket In	13.05	024099636964350925	Closed
0.01	10/01/2010 23:50	Cashable	Ticket In	20.09	020022418825366452	Closed
0.01	10/01/2010 23:55	Cashable	Ticket Out	60.30	027436503623076591	Expired
0.01	11/01/2010 00:18	Cashable	Ticket Out	15.01	021285822782944749	Closed
0.01	11/01/2010 01:06	Cashable	Ticket In	10.03	020738172211812778	Closed
0.01	11/01/2010 10:36	Cashable	Ticket In	5.00	025234151505150351	Closed
0.01	12/01/2010 00:44	Cashable	Ticket In	25.00	025620450907293414	Closed
Ticket Totals			17	-74.11		
Ticket-In Totals			7	105.27		

Daily Count of VLT Ticket Transactions



1 /2 100%

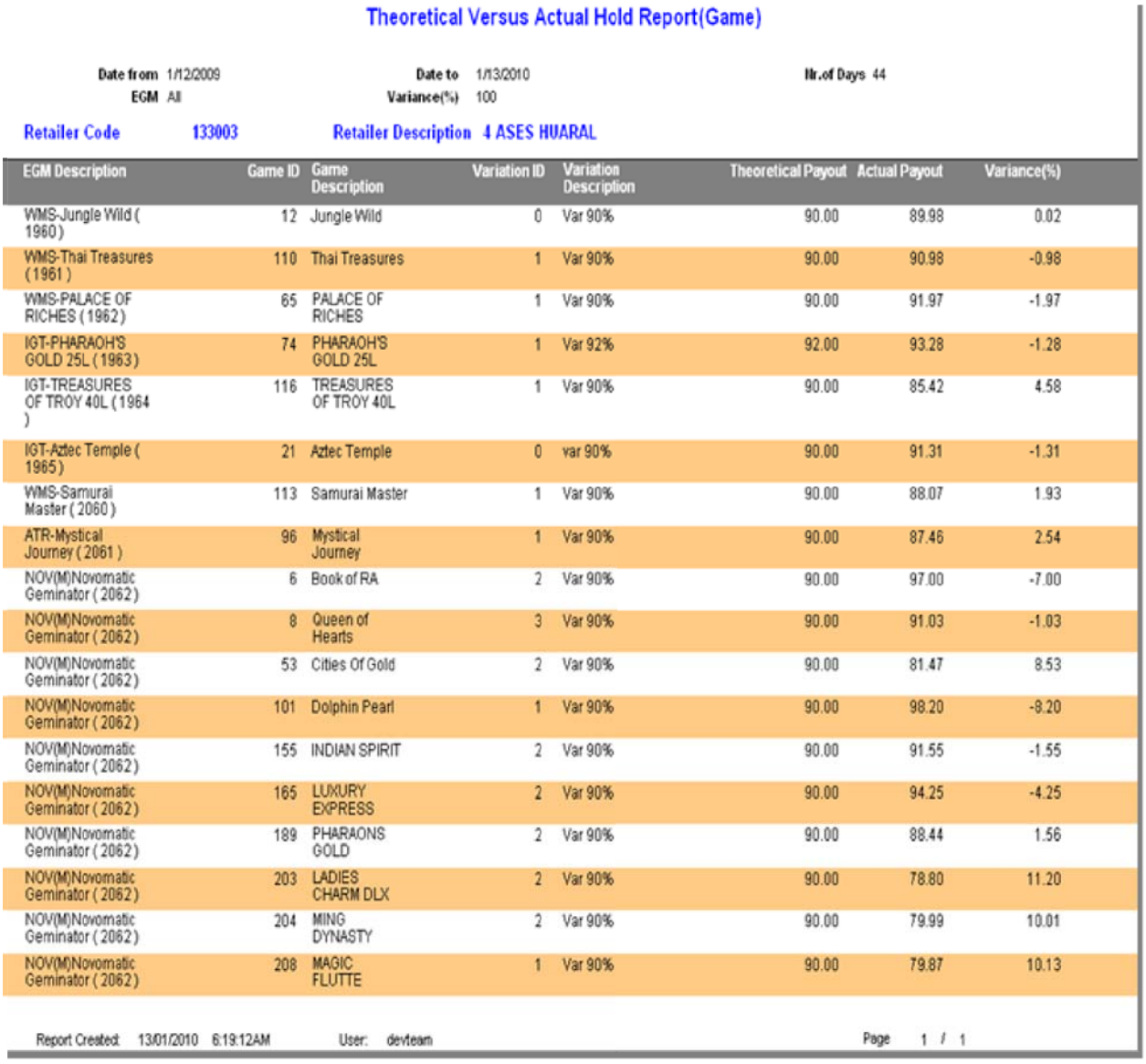
Gaming Machine Meters - Period Balance

Date from 1/1/2010 Date to 1/12/2010 Currency NUEVO SOL Schema On-Line Database
Protocol All Denom All Decimal Digits 2 Meters in MONEY Nr.of Days 12

Company Name 4 Ases Canete
Activity CASINO
Address
Tax Reg. Tax Office
Place of Issue

EGM Description	Denom	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Profit
WMS-Invaders from the planet (1198)	0.01	45.776	35,073.88	35,210.45	0.00	35,210.45	0.00	485.00	7,170.00	11,287.56	-136.57
WMS-Enchanted Kingdom (1199)	0.01	37.036	17,773.59	17,030.35	0.00	17,030.35	0.00	681.00	2,880.00	7,342.30	743.24
WMS-Gusher (1200)	0.01	35.291	19,253.91	16,953.35	0.00	16,953.35	0.00	841.00	4,630.00	9,897.41	2,300.56
IGT-THE HOUSE OF THE DEAD (1201)	0.01	5.787	3,193.31	2,726.67	0.00	2,726.67	0.00	156.00	1,200.00	1,710.66	466.64
IGT-Stinkin Rich (1202)	0.01	30.164	19,923.65	20,087.03	0.00	20,087.03	0.00	519.00	3,940.00	7,084.11	-163.18
IGT-FROG PRINCESS (1203)	0.01	29.458	10,164.30	9,619.75	0.00	9,619.75	0.00	566.00	2,250.00	4,429.85	544.55
NOV(M)Novomatic Geminator (1204)	0.01	63.278	17,995.91	16,235.95	0.00	16,235.95	0.00	708.00	4,550.00	6,970.66	1,759.96
NOV(M)Novomatic Geminator (1205)	0.01	77.827	18,318.73	16,595.12	0.00	16,595.12	0.00	1,277.00	5,110.00	7,627.40	1,723.61
NOV(M)Novomatic Geminator (1206)	0.01	73.981	18,930.83	18,685.76	0.00	18,685.76	0.00	1,609.00	4,250.00	7,656.15	245.07
WMS-Running Wild (1207)	0.01	27.575	19,589.80	16,630.33	0.00	16,630.33	0.00	702.00	5,170.00	10,879.34	2,959.47
ATR-MIGHTY MINER (1208)	0.01	25.824	18,004.46	15,618.15	0.00	15,618.15	0.00	0.00	3,680.00	6,472.52	2,386.31
ATR-BIG BOYS TOYS (1209)	0.01	9.058	3,059.58	2,559.43	0.00	2,559.43	0.00	0.00	460.00	2,177.76	500.15
ATR-Wild Fangs (1210)	0.01	33.392	10,412.70	9,710.58	0.00	9,710.58	0.00	847.00	1,920.00	4,015.99	702.12
IGT-DUCKS IN A ROW (1211)	0.01	42.118	24,147.39	20,921.89	0.00	20,921.89	0.00	546.00	4,620.00	9,292.51	3,225.50
WMS-Game of Dragons (1212)	0.01	56.696	28,005.46	26,371.66	0.00	26,371.66	0.00	989.00	5,860.00	12,850.33	1,633.80
WMS-Egypt (1213)	0.01	32.190	17,945.94	17,183.94	0.00	17,183.94	0.00	560.00	3,910.00	9,231.98	762.00
WMS-PALACE OF RICHES (2109)	0.01	50.974	25,548.27	23,292.86	0.00	23,292.86	0.00	1,354.00	5,120.00	11,925.63	2,255.41
WMS-Brazilian Beauty (2110)	0.01	33.637	15,117.44	13,882.60	0.00	13,882.60	0.00	1,452.00	2,720.00	6,524.18	1,234.84
IGT-TREASURES OF TROY 40L (2111)	0.01	12.905	14,375.09	14,675.50	0.00	14,675.50	0.00	0.00	2,620.00	7,326.01	-300.41
IGT-Moolah (2112)	0.01	24.571	11,591.94	10,447.36	0.00	10,447.36	0.00	0.00	3,150.00	4,931.95	1,144.58

VLT Meters – Period Balance



Theoretical Versus Actual Hold Report(Game)

Date from 1/12/2009 Date to 1/13/2010 Nr.of Days 44
EGM All Variance(%) 100

Retailer Code 133003 Retailer Description 4 ASES HUARAL

EGM Description	Game ID	Game Description	Variation ID	Variation Description	Theoretical Payout	Actual Payout	Variance(%)
WMS-Jungle Wild (1960)	12	Jungle Wild	0	Var 90%	90.00	89.98	0.02
WMS-Thai Treasures (1961)	110	Thai Treasures	1	Var 90%	90.00	90.98	-0.98
WMS-PALACE OF RICHES (1962)	65	PALACE OF RICHES	1	Var 90%	90.00	91.97	-1.97
IGT-PHARAOH'S GOLD 25L (1963)	74	PHARAOH'S GOLD 25L	1	Var 92%	92.00	93.28	-1.28
IGT-TREASURES OF TROY 40L (1964)	116	TREASURES OF TROY 40L	1	Var 90%	90.00	85.42	4.58
IGT-Aztec Temple (1965)	21	Aztec Temple	0	var 90%	90.00	91.31	-1.31
WMS-Samurai Master (2060)	113	Samurai Master	1	Var 90%	90.00	88.07	1.93
ATR-Mystical Journey (2061)	96	Mystical Journey	1	Var 90%	90.00	87.46	2.54
NOV(M)Novomatic Geminator (2062)	6	Book of RA	2	Var 90%	90.00	97.00	-7.00
NOV(M)Novomatic Geminator (2062)	8	Queen of Hearts	3	Var 90%	90.00	91.03	-1.03
NOV(M)Novomatic Geminator (2062)	53	Cities Of Gold	2	Var 90%	90.00	81.47	8.53
NOV(M)Novomatic Geminator (2062)	101	Dolphin Pearl	1	Var 90%	90.00	98.20	-8.20
NOV(M)Novomatic Geminator (2062)	155	INDIAN SPIRIT	2	Var 90%	90.00	91.55	-1.55
NOV(M)Novomatic Geminator (2062)	165	LUXURY EXPRESS	2	Var 90%	90.00	94.25	-4.25
NOV(M)Novomatic Geminator (2062)	189	PHARAONS GOLD	2	Var 90%	90.00	88.44	1.56
NOV(M)Novomatic Geminator (2062)	203	LADIES CHARM DLX	2	Var 90%	90.00	78.80	11.20
NOV(M)Novomatic Geminator (2062)	204	MING DYNASTY	2	Var 90%	90.00	79.99	10.01
NOV(M)Novomatic Geminator (2062)	208	MAGIC FLUTTE	1	Var 90%	90.00	79.87	10.13

Report Created 13/01/2010 6:19:12AM User: devteam Page 1 / 1

Theoretical Versus Actual Hold per Game

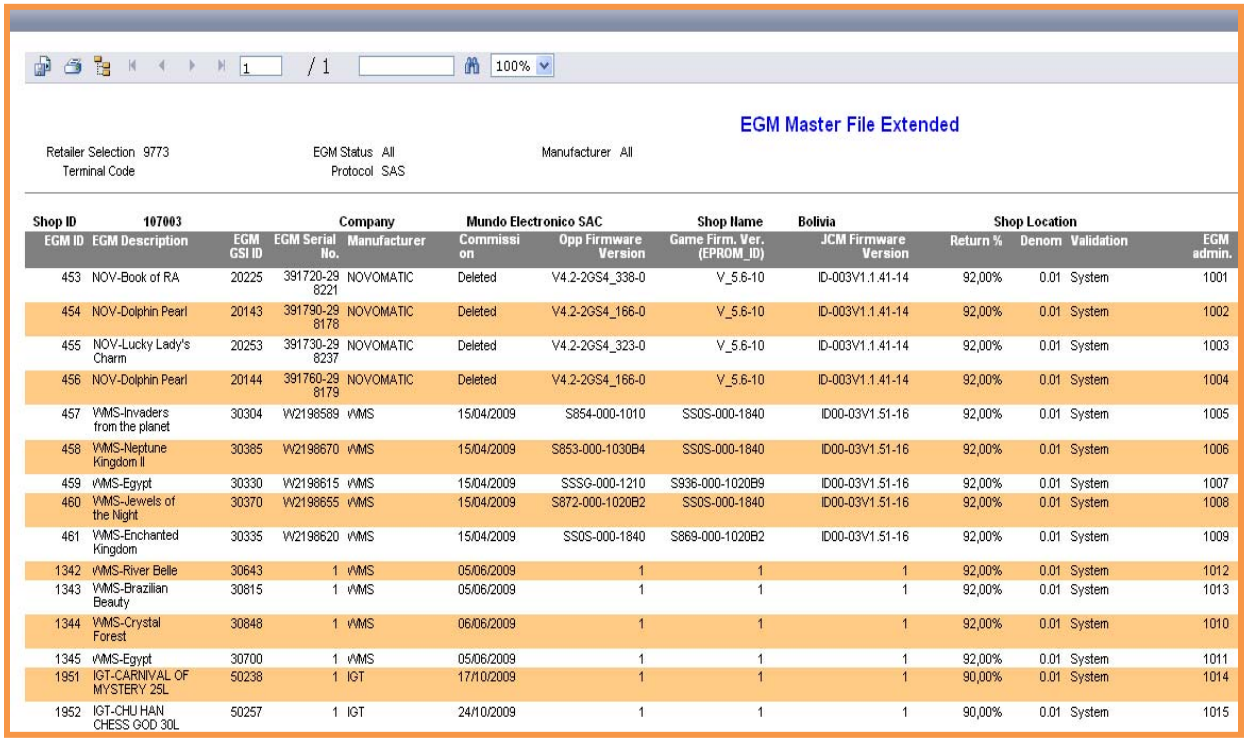
Monitoring / Auditing Reports

The following reports are the monitoring /auditing reports implemented in the iGEM CMS system:

- VLT master file.
- Daily machine gross meters.
- Recent machine gross meters.
- Recent game gross meters.
- Daily game net meters.

- Missing meters report.
- VLT events report (Signature Verification, VLT selection, event type).
- Site controller events report.
- Site controller configuration changes.
- VLT configuration changes.

The following pages provide examples of the monitoring and auditing reports required to manage a distributed gaming machine network.

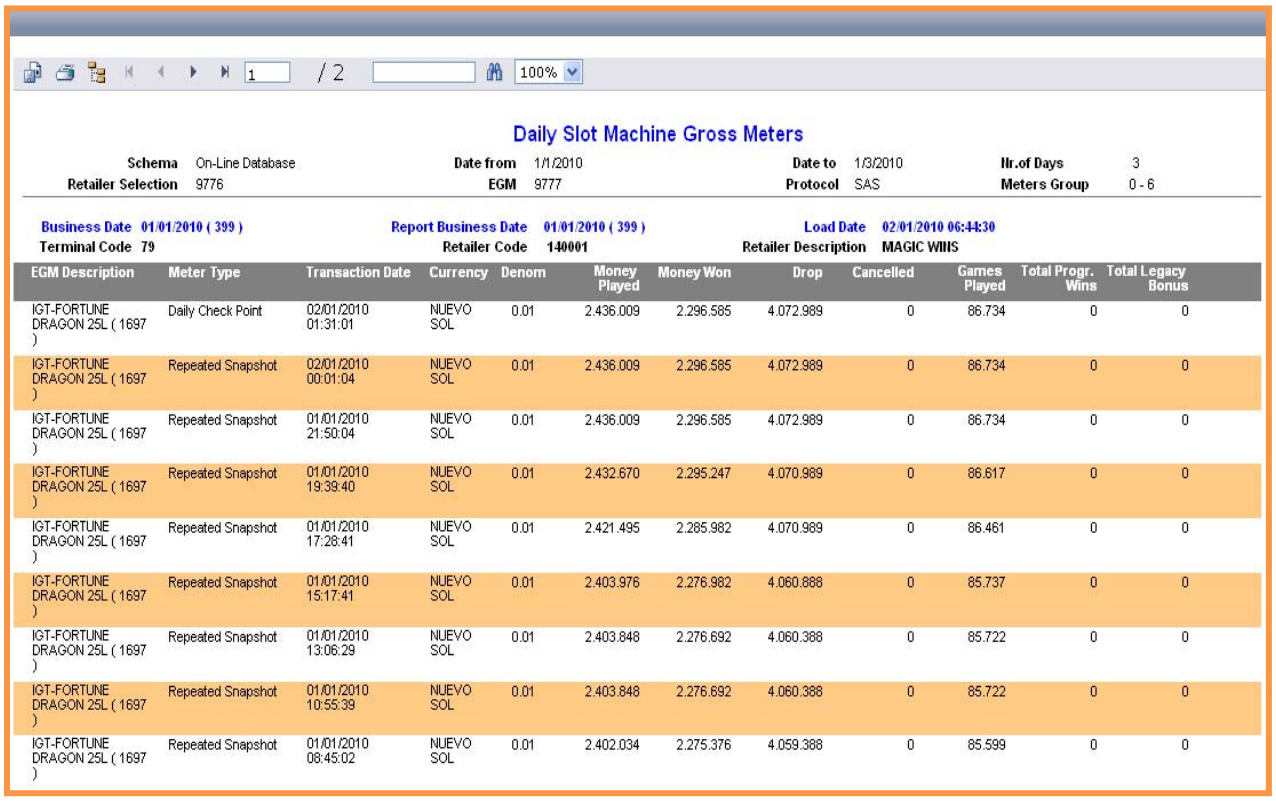


EGM Master File Extended

Retailer Selection 9773 EGM Status All Manufacturer All
Terminal Code Protocol SAS

Shop ID	107003		Company	Mundo Electronico SAC	Shop Name	Bolivia	Shop Location			
EGM ID	EGM Description	EGM GSI ID	EGM Serial No.	Manufacturer	Commission	Opp Firmware Version	Game Firm. Ver. (EPROM_ID)	JCM Firmware Version	Return %	Denom	Validation	EGM admin.
453	NOV-Book of RA	20225	391720-29 8221	NOVOMATIC	Deleted	V4.2-2GS4_338-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1001
454	NOV-Dolphin Pearl	20143	391790-29 8178	NOVOMATIC	Deleted	V4.2-2GS4_166-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1002
455	NOV-Lucky Lady's Charm	20253	391730-29 8237	NOVOMATIC	Deleted	V4.2-2GS4_323-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1003
456	NOV-Dolphin Pearl	20144	391760-29 8179	NOVOMATIC	Deleted	V4.2-2GS4_166-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1004
457	WMS-Invaders from the planet	30304	W2198589	WMS	15/04/2009	S854-000-1010	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1005
458	WMS-Neptune Kingdom II	30385	W2198670	WMS	15/04/2009	S853-000-1030B4	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1006
459	WMS-Egypt	30330	W2198615	WMS	15/04/2009	SSSG-000-1210	S936-000-1020B9	ID00-03V1.51-16	92,00%	0.01	System	1007
460	WMS-Jewels of the Night	30370	W2198655	WMS	15/04/2009	S872-000-1020B2	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1008
461	WMS-Enchanted Kingdom	30335	W2198620	WMS	15/04/2009	SS0S-000-1840	S869-000-1020B2	ID00-03V1.51-16	92,00%	0.01	System	1009
1342	WMS-River Belle	30643	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1012
1343	WMS-Brazilian Beauty	30815	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1013
1344	WMS-Crystal Forest	30848	1	WMS	06/06/2009	1	1	1	92,00%	0.01	System	1010
1345	WMS-Egypt	30700	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1011
1951	IGT-CARNIVAL OF MYSTERY 25L	50238	1	IGT	17/10/2009	1	1	1	90,00%	0.01	System	1014
1952	IGT-CHU HAN CHESS GOD 30L	50257	1	IGT	24/10/2009	1	1	1	90,00%	0.01	System	1015

VLT Master File



1 / 2 100%

Daily Slot Machine Gross Meters

Schema	On-Line Database	**Date from**	1/1/2010	**Date to**	1/3/2010	**Nr.of Days**	3
Retailer Selection	9776	**EGM**	9777	**Protocol**	SAS	**Meters Group**	0 - 6

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399) **Load Date** 02/01/2010 06:44:30
Terminal Code 79 **Retailer Code** 140001 **Retailer Description** MAGIC WINS

EGM Description	Meter Type	Transaction Date	Currency	Denom	Money Played	Money Won	Drop	Cancelled	Games Played	Total Progr. Wins	Total Legacy Bonus
IGT-FORTUNE DRAGON 25L (1697)	Daily Check Point	02/01/2010 01:31:01	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	02/01/2010 00:01:04	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 21:50:04	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 19:39:40	NUEVO SOL	0.01	2.432.670	2.295.247	4.070.989	0	86.617	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 17:28:41	NUEVO SOL	0.01	2.421.495	2.285.982	4.070.989	0	86.461	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 15:17:41	NUEVO SOL	0.01	2.403.976	2.276.982	4.060.888	0	85.737	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 13:06:29	NUEVO SOL	0.01	2.403.848	2.276.692	4.060.388	0	85.722	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 10:55:39	NUEVO SOL	0.01	2.403.848	2.276.692	4.060.388	0	85.722	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 08:45:02	NUEVO SOL	0.01	2.402.034	2.275.376	4.059.388	0	85.599	0	0

Daily Machine Gross Meters

Recent Slot Machine Gross Meters

Date from 12/1/2009 **Date to** 12/30/2009 **Protocol** SAS **Nr.of Days** 30
Retailer Selection All **EGM** All **Meters Group** 0 - 6 **Session ID** All

Terminal Code 101 **Session ID** 31 **Retailer Code** 149001 **Retailer Description** Mardi Gras

EGM Description	Meter Type	Transaction Date	Denom	Money Played	Money Won	Drop	Cancelled	Games Played	Total Progr. Wins	Total Legacy Bonus
IGT-CHU HAN CHESS GOD 30L (1701)	Repeated Snapshot	11/12/2009 06:33:18	0.01	13.072.035	12.018.062	5.314.830	0	209.600	0	0
IGT-DA VINCI'S DIAMONDS 20L (1702	Repeated Snapshot	11/12/2009 06:33:18	0.01	16.654.916	15.165.330	4.739.407	0	259.013	0	0
IGT-Feng Shui MW (1703)	Repeated Snapshot	11/12/2009 06:33:19	0.01	15.911.247	14.872.645	6.807.382	0	307.658	0	0
IGT-RUSSIAN TREASURES 30L (	Repeated Snapshot	11/12/2009 06:33:19	0.01	15.906.671	14.504.722	6.439.238	0	250.589	0	0
IGT-Wolf Run (1802)	Repeated Snapshot	11/12/2009 06:33:24	0.01	22.780.594	21.110.160	8.805.550	0	300.190	0	0
IGT-COYOTE MOON (1803)	Repeated Snapshot	11/12/2009 06:33:26	0.01	32.657.073	30.052.200	9.779.566	0	364.636	0	0
NOV(M)Novomatic Geminator (1828)	Repeated Snapshot	11/12/2009 06:33:18	0.01	7.217.387	6.623.934	2.747.904	0	198.295	0	0
NOV(M)Novomatic Geminator (1829)	Repeated Snapshot	11/12/2009 06:33:18	0.01	4.110.373	3.737.123	1.986.167	0	112.975	0	0
NOV(M)Novomatic Geminator (1830)	Repeated Snapshot	11/12/2009 06:33:19	0.01	6.817.573	6.288.509	2.839.636	0	152.440	0	0
NOV(M)Novomatic Geminator (1831)	Repeated Snapshot	11/12/2009 06:33:19	0.01	7.189.421	6.709.680	3.376.788	0	194.456	0	0
NOV(M)Novomatic Geminator (1832)	Repeated Snapshot	11/12/2009 06:33:20	0.01	7.821.257	6.775.696	3.519.529	0	197.271	0	0
NOV(M)Novomatic Geminator (1833)	Repeated Snapshot	11/12/2009 06:33:20	0.01	7.455.387	6.656.076	3.706.160	0	205.226	0	0
IGT-MOOLAH VIDEO 30L (1834)	Repeated Snapshot	11/12/2009 06:33:21	0.01	10.328.663	9.833.089	5.134.578	0	137.735	0	0
IGT-Abracadabra (1835)	De-Commission Snapshot	11/12/2009 06:41:23	0.01	8.745.132	8.105.740	4.261.475	0	169.330	0	0
IGT-Abracadabra (1835)	Repeated Snapshot	11/12/2009 06:33:21	0.01	8.745.132	8.105.740	4.261.475	0	169.330	0	0
IGT-CARNIVAL OF MYSTERY 25L (1836)	De-Commission Snapshot	11/12/2009 06:42:36	0.01	7.251.574	6.259.103	4.231.546	0	130.177	0	0
IGT-CARNIVAL OF MYSTERY 25L (1836)	Repeated Snapshot	11/12/2009 06:33:21	0.01	7.251.574	6.259.103	4.231.546	0	130.177	0	0
IGT-DUCKS IN A ROW (1837)	Repeated Snapshot	11/12/2009 06:33:22	0.01	16.977.060	15.552.315	7.502.813	0	277.710	0	0
IGT-Stinkin Rich (1838)	Repeated Snapshot	11/12/2009 06:33:23	0.01	10.406.047	9.658.311	4.800.180	0	79.728	0	0
IGT-NEFERTITI (1839)	Repeated Snapshot	11/12/2009 06:33:23	0.01	8.836.376	7.882.910	4.387.705	0	163.817	0	0
IGT-TREASURES OF TROY 40L (1840)	Repeated Snapshot	11/12/2009 06:33:26	0.01	10.621.077	9.933.970	5.298.172	0	109.070	0	0
IGT-House of Dead (1841)	Repeated Snapshot	11/12/2009 06:33:27	0.01	9.862.484	8.923.893	4.361.054	0	145.215	0	0

Report Created: 13/01/2010 4:33:00AM User: devteam Page 1 / 151

Recent Machine Gross Meters

Recent Game Gross Meters

Date from 1/12/2010 | Date to 1/13/2010 | Protocol SAS | Nr.of Days 2
Retailer Selection All | EGM All | Meters Group 0 - 2 | Session ID All

Terminal Code 89 | **Session ID 101** | **Retailer Code 148001** | **Retailer Description Moneda de la Suerte**

EGM Description	Meter Type	Transaction Date	Denom	Game ID	Game Description	Variation Description	Credits Played	Credits Won	Games Played
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 19:38:58	0.01	78	Village Party People	Var 92%	18.311.335	16.784.864	584.141
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 17:27:58	0.01	78	Village Party People	Var 92%	18.295.610	16.771.234	583.444
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 15:16:58	0.01	78	Village Party People	Var 92%	18.289.795	16.765.919	583.180
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 13:06:28	0.01	78	Village Party People	Var 92%	18.287.450	16.764.774	583.063
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 10:55:28	0.01	78	Village Party People	Var 92%	18.287.450	16.764.774	583.063
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 19:38:58	0.01	164	KILAHUEA	Var 92%	19.363.021	17.747.755	410.337
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 17:27:58	0.01	164	KILAHUEA	Var 92%	19.345.801	17.737.400	409.760
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 15:16:58	0.01	164	KILAHUEA	Var 92%	19.330.286	17.727.250	409.434
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 13:06:30	0.01	164	KILAHUEA	Var 92%	19.319.951	17.713.815	409.157
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 10:55:28	0.01	164	KILAHUEA	Var 92%	19.319.951	17.713.815	409.157
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 19:38:58	0.01	22	Zeus	Var 92%	19.962.813	18.796.512	473.254
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 17:27:58	0.01	22	Zeus	Var 92%	19.943.687	18.773.983	472.286
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 15:16:58	0.01	22	Zeus	Var 92%	19.919.946	18.747.794	471.342
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 13:06:30	0.01	22	Zeus	Var 92%	19.909.647	18.739.172	470.997
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 10:55:28	0.01	22	Zeus	Var 92%	19.908.537	18.738.902	470.962
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 19:38:58	0.01	47	Neptune Kingdom II	Var 92%	23.148.436	21.148.682	550.120
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 17:27:58	0.01	47	Neptune Kingdom II	Var 92%	23.115.527	21.122.044	549.064
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 15:16:59	0.01	47	Neptune Kingdom II	Var 92%	23.096.075	21.108.683	548.397
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 13:06:30	0.01	47	Neptune Kingdom II	Var 92%	23.089.822	21.104.930	547.924
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 10:55:28	0.01	47	Neptune Kingdom II	Var 92%	23.089.502	21.104.910	547.910
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 19:38:58	0.01	168	GOOSIN AROUND	Var 92%	25.287.208	23.417.614	706.693
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 17:27:58	0.01	168	GOOSIN AROUND	Var 92%	25.229.668	23.368.344	704.498
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 15:16:59	0.01	168	GOOSIN AROUND	Var 92%	25.204.428	23.350.229	703.691
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 13:06:30	0.01	168	GOOSIN AROUND	Var 92%	25.186.613	23.322.339	703.117

Report Created: 13/01/2010 4:47:15AM | User: devteam | Page 1 / 15

Recent Game Gross Meters

Daily Game Net Meters

Schema On-Line Database
Date from 1/11/2010 **Date to** 1/13/2010 **Nr.of Days** 3
Retailer Selection All **Protocol** SAS
Meters Group 0 - 2

Business Date 11/01/2010 (409) **Report Business Date** 11/01/2010 (409)

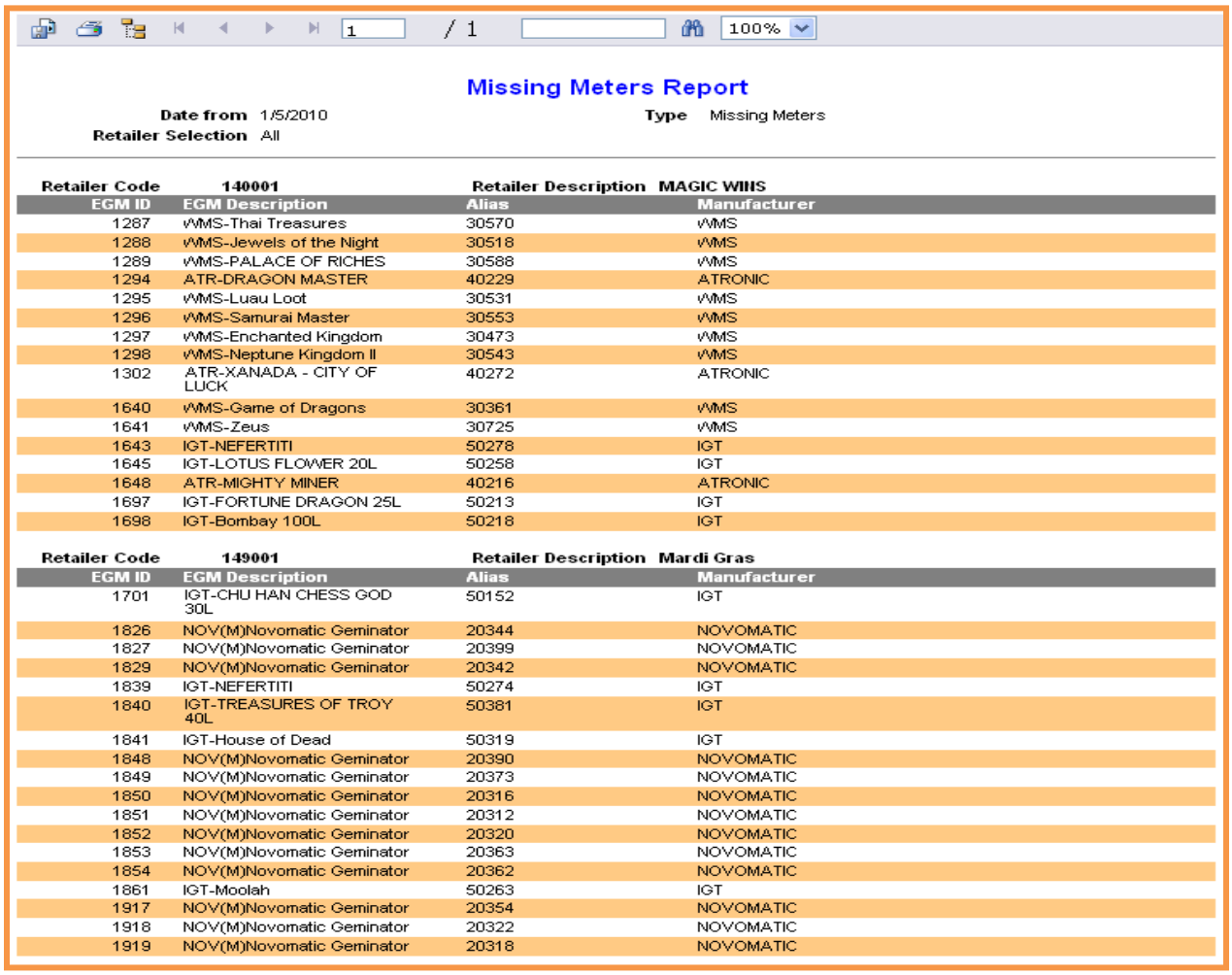
Terminal Code 1 **Retailer Code** 104001 **Retailer Description** Las Vegas

EGM Description	Currency	Denom	Game ID	Game Description	Variation Description	Credits Played	Credits Won	Games Played
WMS - Game Of Dragons (1)	NUEVO SOL	0.01	58	Game of Dragons	Var 92 %	960,15	934,58	1.467
IGT - Aztec Temple (4)	NUEVO SOL	0.01	21	Aztec Temple	Var 92 %	431,00	352,85	1.514
IGT - Da Vinci'S Diamonds (5)	NUEVO SOL	0.01	59	Da Vinci's Diamonds	Var 92 %	1.511,07	1.348,10	3.362
IGT - Lion Dance (8)	NUEVO SOL	0.01	62	Lion Dance	Var 92 %	1.377,35	1.299,92	2.232
WMS - Palace Of Riches (9)	NUEVO SOL	0.01	65	PALACE OF RICHES	Var 90 %	411,56	499,68	959
WMS - Luau Loot (10)	NUEVO SOL	0.01	46	Luau Loot	Var 92 %	1.014,00	924,90	1.697
ATR - Atronic Game (11)	NUEVO SOL	0.01	10	Atronic Game	Var 92 %	322,75	314,40	1.133
WMS-Egypt (50)	NUEVO SOL	0.01	48	Egypt	Var 92 %	411,58	396,25	905
WMS-Egypt (51)	NUEVO SOL	0.01	48	Egypt	Var 92 %	1.642,90	1.214,42	2.115
WMS-Blazing phoenix (52)	NUEVO SOL	0.01	23	Blazing phoenix	Var 90 %	614,10	533,78	1.945
WMS-Egypt (53)	NUEVO SOL	0.01	48	Egypt	Var 92 %	324,60	262,64	923
WMS-Egypt (54)	NUEVO SOL	0.01	48	Egypt	Var 92 %	1.265,85	876,03	1.685
WMS-Egypt (55)	NUEVO SOL	0.01	48	Egypt	Var 92 %	516,23	507,60	1.261
WMS-Egypt (56)	NUEVO SOL	0.01	48	Egypt	Var 92 %	2.579,00	1.871,40	2.246
WMS-Egypt (57)	NUEVO SOL	0.01	48	Egypt	Var 92 %	368,67	464,71	982
WMS-Egypt (58)	NUEVO SOL	0.01	48	Egypt	Var 92 %	1.129,20	1.238,31	1.532
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	108	Fruit Car	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	8	Queen of Hearts	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	104	Allways Hot	Var 92 %	532,25	670,00	424
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	187	Dolphin Pearl	Var 92 %	163,02	183,47	958
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	106	Sizzling Hot	Var 92 %	349,20	313,35	966
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	107	American Pocker	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	169	HOT TARGET	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	105	77 Ultra Hot	Var 92 %	1.386,45	1.261,95	1.197

Terminal Code 2 **Retailer Code** 123001 **Retailer Description** Bella Luna

EGM Description	Currency	Denom	Game ID	Game Description	Variation Description	Credits Played	Credits Won	Games Played
IGT - Bombay 100l (12)	NUEVO SOL	0.01	66	Bombay 100L	Var 92 %	1.447,52	1.083,99	2.767
IGT - Aztec Temple 25l (13)	NUEVO SOL	0.01	67	AZTEC TEMPLE 25L	Var 92 %	631,27	457,48	2.328
IGT - Jade Gate 20l (14)	NUEVO SOL	0.01	68	JADE GATE 20L	Var 92 %	731,09	644,70	3.247

Daily Game Net Meters



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Missing Meters Report

Date from 1/5/2010 **Type** Missing Meters
Retailer Selection All

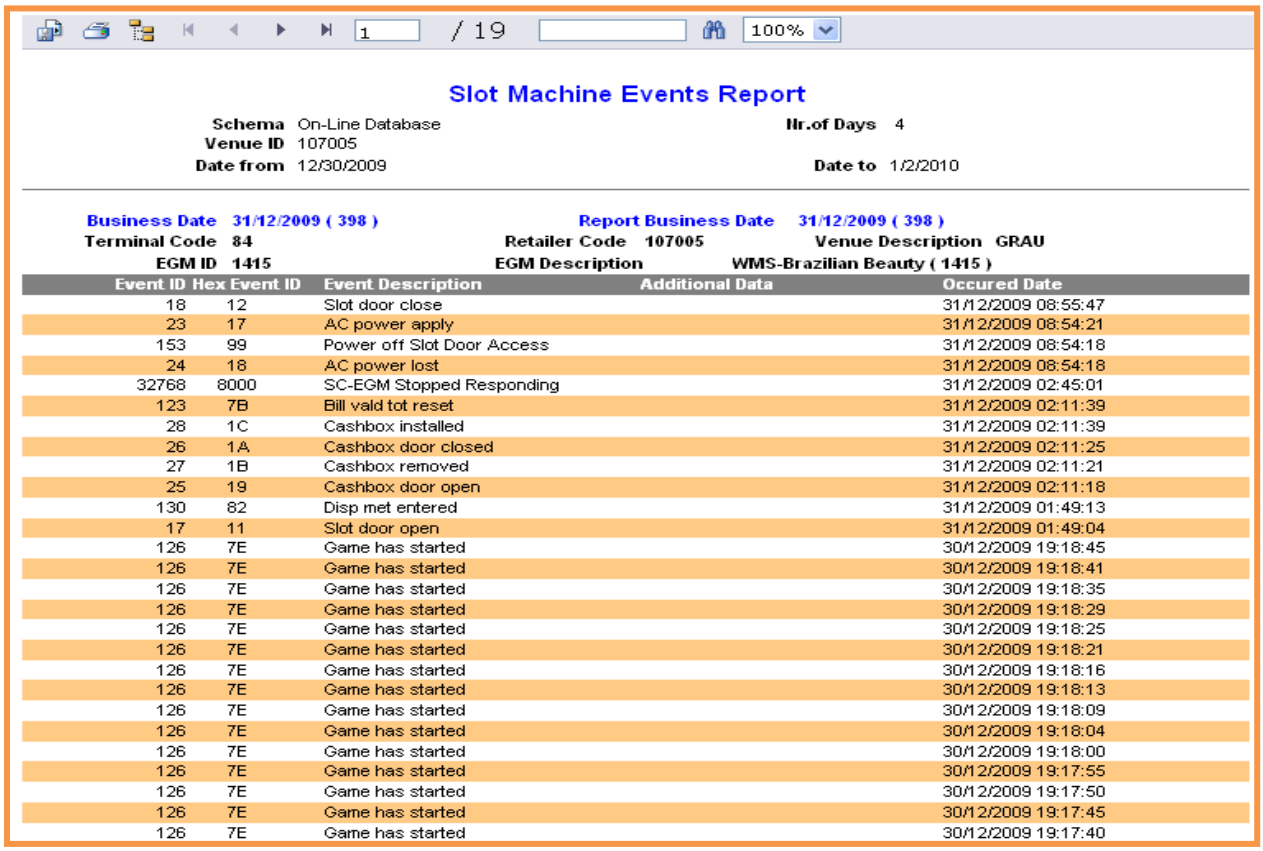
Retailer Code 140001 **Retailer Description** MAGIC WINS

EGM ID	EGM Description	Alias	Manufacturer
1287	WMS-Thai Treasures	30570	WMS
1288	WMS-Jewels of the Night	30518	WMS
1289	WMS-PALACE OF RICHES	30588	WMS
1294	ATR-DRAGON MASTER	40229	ATRONIC
1295	WMS-Luau Loot	30531	WMS
1296	WMS-Samurai Master	30553	WMS
1297	WMS-Enchanted Kingdom	30473	WMS
1298	WMS-Neptune Kingdom II	30543	WMS
1302	ATR-XANADA - CITY OF LUCK	40272	ATRONIC
1640	WMS-Game of Dragons	30361	WMS
1641	WMS-Zeus	30725	WMS
1643	IGT-NEFERTITI	50278	IGT
1645	IGT-LOTUS FLOWER 20L	50258	IGT
1648	ATR-MIGHTY MINER	40216	ATRONIC
1697	IGT-FORTUNE DRAGON 25L	50213	IGT
1698	IGT-Bombay 100L	50218	IGT

Retailer Code 149001 **Retailer Description** Mardi Gras

EGM ID	EGM Description	Alias	Manufacturer
1701	IGT-CHU HAN CHESS GOD 30L	50152	IGT
1826	NOV(M)Novomatic Geminator	20344	NOVOMATIC
1827	NOV(M)Novomatic Geminator	20399	NOVOMATIC
1829	NOV(M)Novomatic Geminator	20342	NOVOMATIC
1839	IGT-NEFERTITI	50274	IGT
1840	IGT-TREASURES OF TROY 40L	50381	IGT
1841	IGT-House of Dead	50319	IGT
1848	NOV(M)Novomatic Geminator	20390	NOVOMATIC
1849	NOV(M)Novomatic Geminator	20373	NOVOMATIC
1850	NOV(M)Novomatic Geminator	20316	NOVOMATIC
1851	NOV(M)Novomatic Geminator	20312	NOVOMATIC
1852	NOV(M)Novomatic Geminator	20320	NOVOMATIC
1853	NOV(M)Novomatic Geminator	20363	NOVOMATIC
1854	NOV(M)Novomatic Geminator	20362	NOVOMATIC
1861	IGT-Moolah	50263	IGT
1917	NOV(M)Novomatic Geminator	20354	NOVOMATIC
1918	NOV(M)Novomatic Geminator	20322	NOVOMATIC
1919	NOV(M)Novomatic Geminator	20318	NOVOMATIC

Missing Meters Report



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Slot Machine Events Report

Schema On-Line Database **Nr.of Days** 4
Venue ID 107005
Date from 12/30/2009 **Date to** 1/2/2010

Business Date 31/12/2009 (398) **Report Business Date** 31/12/2009 (398)
Terminal Code 84 **Retailer Code** 107005 **Venue Description** GRAU
EGM ID 1415 **EGM Description** WMS-Brazilian Beauty (1415)

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
18	12	Slot door close		31/12/2009 08:55:47
23	17	AC power apply		31/12/2009 08:54:21
153	99	Power off Slot Door Access		31/12/2009 08:54:18
24	18	AC power lost		31/12/2009 08:54:18
32768	8000	SC-EGM Stopped Responding		31/12/2009 02:45:01
123	7B	Bill vald tot reset		31/12/2009 02:11:39
28	1C	Cashbox installed		31/12/2009 02:11:39
26	1A	Cashbox door closed		31/12/2009 02:11:25
27	1B	Cashbox removed		31/12/2009 02:11:21
25	19	Cashbox door open		31/12/2009 02:11:18
130	82	Disp met entered		31/12/2009 01:49:13
17	11	Slot door open		31/12/2009 01:49:04
126	7E	Game has started		30/12/2009 19:18:45
126	7E	Game has started		30/12/2009 19:18:41
126	7E	Game has started		30/12/2009 19:18:35
126	7E	Game has started		30/12/2009 19:18:29
126	7E	Game has started		30/12/2009 19:18:25
126	7E	Game has started		30/12/2009 19:18:21
126	7E	Game has started		30/12/2009 19:18:16
126	7E	Game has started		30/12/2009 19:18:13
126	7E	Game has started		30/12/2009 19:18:09
126	7E	Game has started		30/12/2009 19:18:04
126	7E	Game has started		30/12/2009 19:18:00
126	7E	Game has started		30/12/2009 19:17:55
126	7E	Game has started		30/12/2009 19:17:50
126	7E	Game has started		30/12/2009 19:17:45
126	7E	Game has started		30/12/2009 19:17:40

VLT Events Report (Venue Selection, VLT Selection, Event Type)

SC Events Report

Schema On-Line Database **Nr.of Days** 13
Date from 1/1/2010 **Date to** 1/13/2010
Retailer Selection All

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399)

Retailer Code 104001 **Retailer Description** Las Vegas **Terminal Code** 5

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		01/01/2010 19:39:48

Retailer Code 107004 **Retailer Description** Huaraz **Terminal Code** 94

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:27

Retailer Code 123005 **Retailer Description** Real 777 Cajamarca **Terminal Code** 96

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:02:51

Retailer Code 123007 **Retailer Description** Real 777 Rimac **Terminal Code** 81

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:28

Retailer Code 124002 **Retailer Description** WIN HOUSE **Terminal Code** 88

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:17

Retailer Code 129001 **Retailer Description** JR. UNION **Terminal Code** 16

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:15

Business Date 02/01/2010 (400) **Report Business Date** 02/01/2010 (400)

Retailer Code 107005 **Retailer Description** GRAU **Terminal Code** 84

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 20:38:14

Retailer Code 123002 **Retailer Description** SAN JUAN I TAURI **Terminal Code** 77

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 11:28:42
33283	8203	SC Power On		02/01/2010 11:28:39
33283	8203	SC Power On		02/01/2010 11:28:32

Retailer Code 123003 **Retailer Description** SAN JUAN II TAURI **Terminal Code** 92

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 11:28:45
33283	8203	SC Power On		02/01/2010 11:28:24

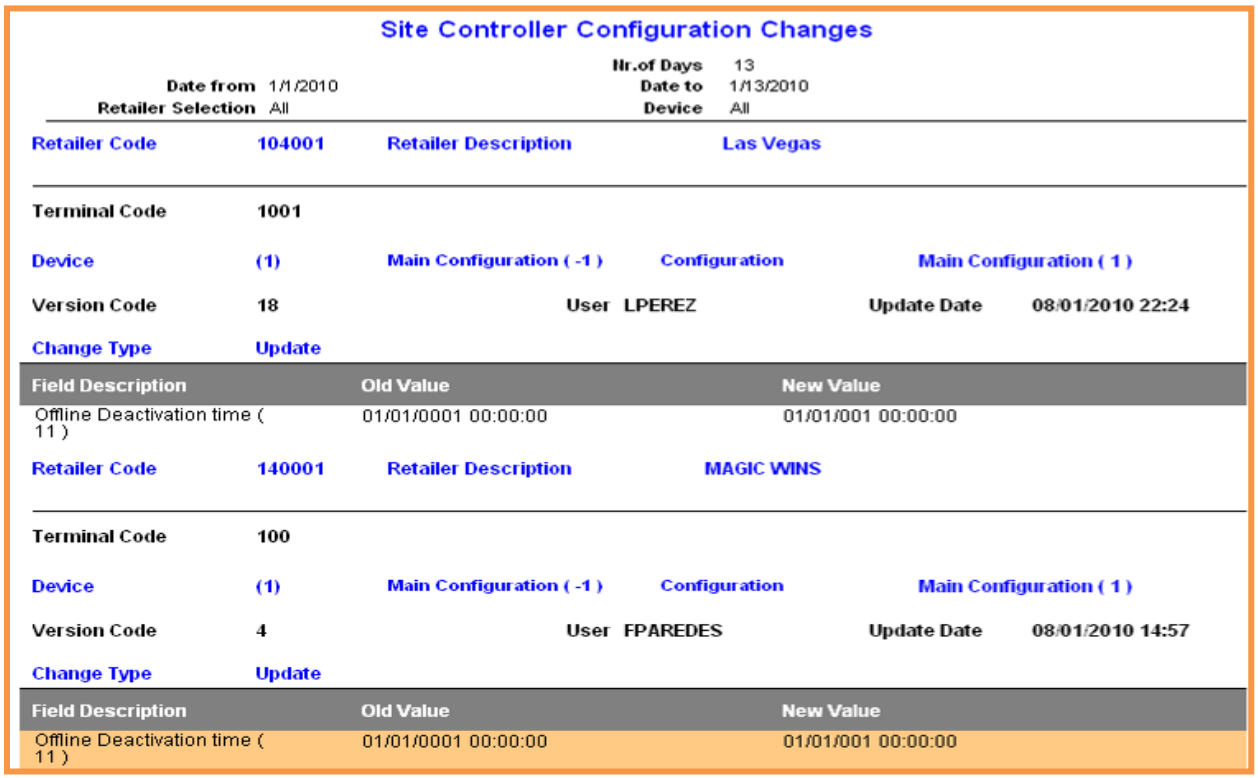
Retailer Code 123006 **Retailer Description** REAL 777 MAGDALENA **Terminal Code** 116

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 10:41:02

Retailer Code 155001 **Retailer Description** Asia **Terminal Code** 118

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 14:11:49

Site Controller Events Report



Site Controller Configuration Changes

Date from	1/1/2010	Nr.of Days	13
Retailer Selection	All	Date to	1/13/2010
		Device	All

Retailer Code 104001 **Retailer Description** Las Vegas

Terminal Code 1001

Device (1) **Main Configuration (-1)** **Configuration** **Main Configuration (1)**

Version Code 18 **User** LPEREZ **Update Date** 08/01/2010 22:24

Change Type Update

Field Description	Old Value	New Value
Offline Deactivation time (11)	01/01/0001 00:00:00	01/01/001 00:00:00

Retailer Code 140001 **Retailer Description** MAGIC WINS

Terminal Code 100

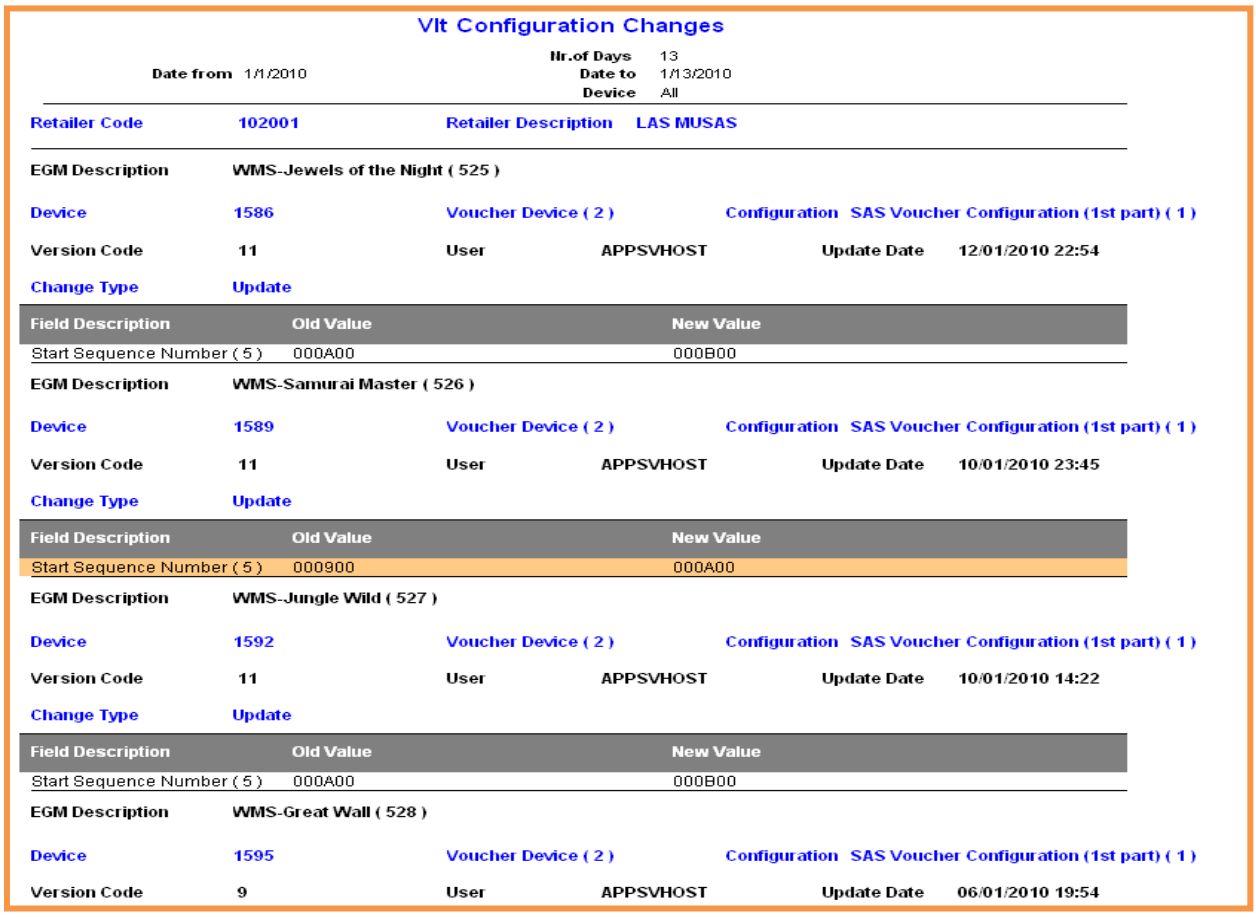
Device (1) **Main Configuration (-1)** **Configuration** **Main Configuration (1)**

Version Code 4 **User** FPAREDES **Update Date** 08/01/2010 14:57

Change Type Update

Field Description	Old Value	New Value
Offline Deactivation time (11)	01/01/0001 00:00:00	01/01/001 00:00:00

Site Controller Configuration Changes



Vlt Configuration Changes

Date from 1/1/2010 | Nr.of Days 13 | Date to 1/13/2010 | Device All

Retailer Code 102001 Retailer Description LAS MUSAS

EGM Description WMS-Jewels of the Night (525)

Device 1586 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 11 User APPSVHOST Update Date 12/01/2010 22:54

Change Type Update

Field Description	Old Value	New Value
Start Sequence Number (5)	000A00	000B00

EGM Description WMS-Samurai Master (526)

Device 1589 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 11 User APPSVHOST Update Date 10/01/2010 23:45

Change Type Update

Field Description	Old Value	New Value
Start Sequence Number (5)	000900	000A00

EGM Description WMS-Jungle Wild (527)

Device 1592 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 11 User APPSVHOST Update Date 10/01/2010 14:22

Change Type Update

Field Description	Old Value	New Value
Start Sequence Number (5)	000A00	000B00

EGM Description WMS-Great Wall (528)

Device 1595 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 9 User APPSVHOST Update Date 06/01/2010 19:54

VLT Configuration Changes

Operational Reports

The following examples are indicative of the operational reports implemented in the iGEM central system:

Report Date 11/1/2010 **Retailer Selection** 118001
EGM All

EGM Description ATR(M)Atronic(477)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	98.00	0.00	98.00	100.00
10 Euro Bill	10.00	0.00	10.00	100.00
20 Euro Bill	200.00	0.00	200.00	100.00
50 Euro Bill	100.00	0.00	100.00	100.00
Ticket	113.29	0.00	113.29	100.00
Ticket Totals	**521.29**	**0.00**	**521.29**	

EGM Description ATR(M)Atronic(478)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	67.00	0.00	67.00	100.00
Ticket	142.25	0.00	142.25	100.00
Ticket Totals	**209.25**	**0.00**	**209.25**	

EGM Description ATR(M)Atronic(479)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	121.00	0.00	121.00	100.00
10 Euro Bill	20.00	0.00	20.00	100.00
20 Euro Bill	20.00	0.00	20.00	100.00
50 Euro Bill	50.00	0.00	50.00	100.00
Ticket	11.08	0.00	11.08	100.00
Ticket Totals	**222.08**	**0.00**	**222.08**	

EGM Description WMS(M)Williams(480)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	250.00	0.00	250.00	100.00
10 Euro Bill	50.00	0.00	50.00	100.00
20 Euro Bill	400.00	0.00	400.00	100.00
50 Euro Bill	600.00	0.00	600.00	100.00
Ticket	247.69	0.00	247.69	100.00
Ticket Totals	**1,547.69**	**0.00**	**1,547.69**	

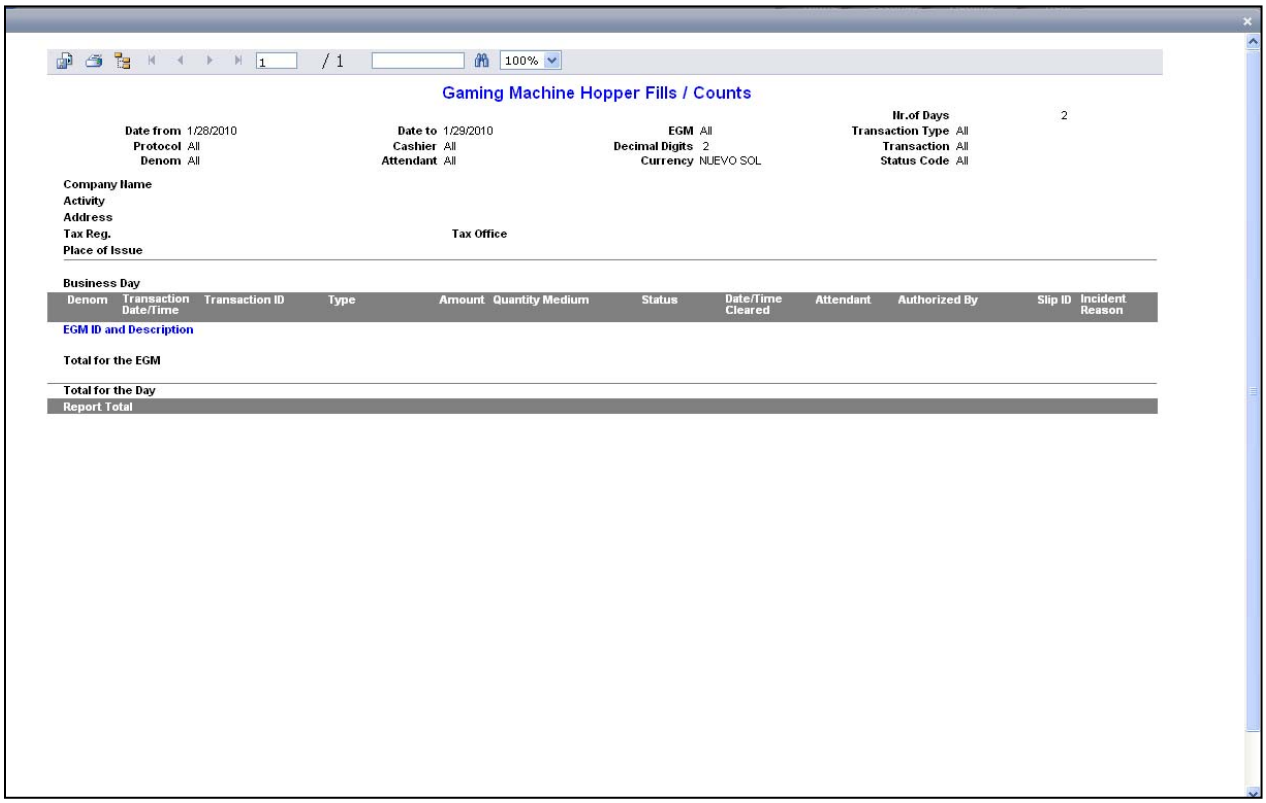
EGM Description WMS(M)Williams(481)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	113.00	0.00	113.00	100.00
10 Euro Bill	60.00	0.00	60.00	100.00
20 Euro Bill	20.00	0.00	20.00	100.00
Ticket	302.84	0.00	302.84	100.00
Ticket Totals	**495.84**	**0.00**	**495.84**	

EGM Description ATR(M)Atronic(482)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)

Cash Collection and Reconciliation Report

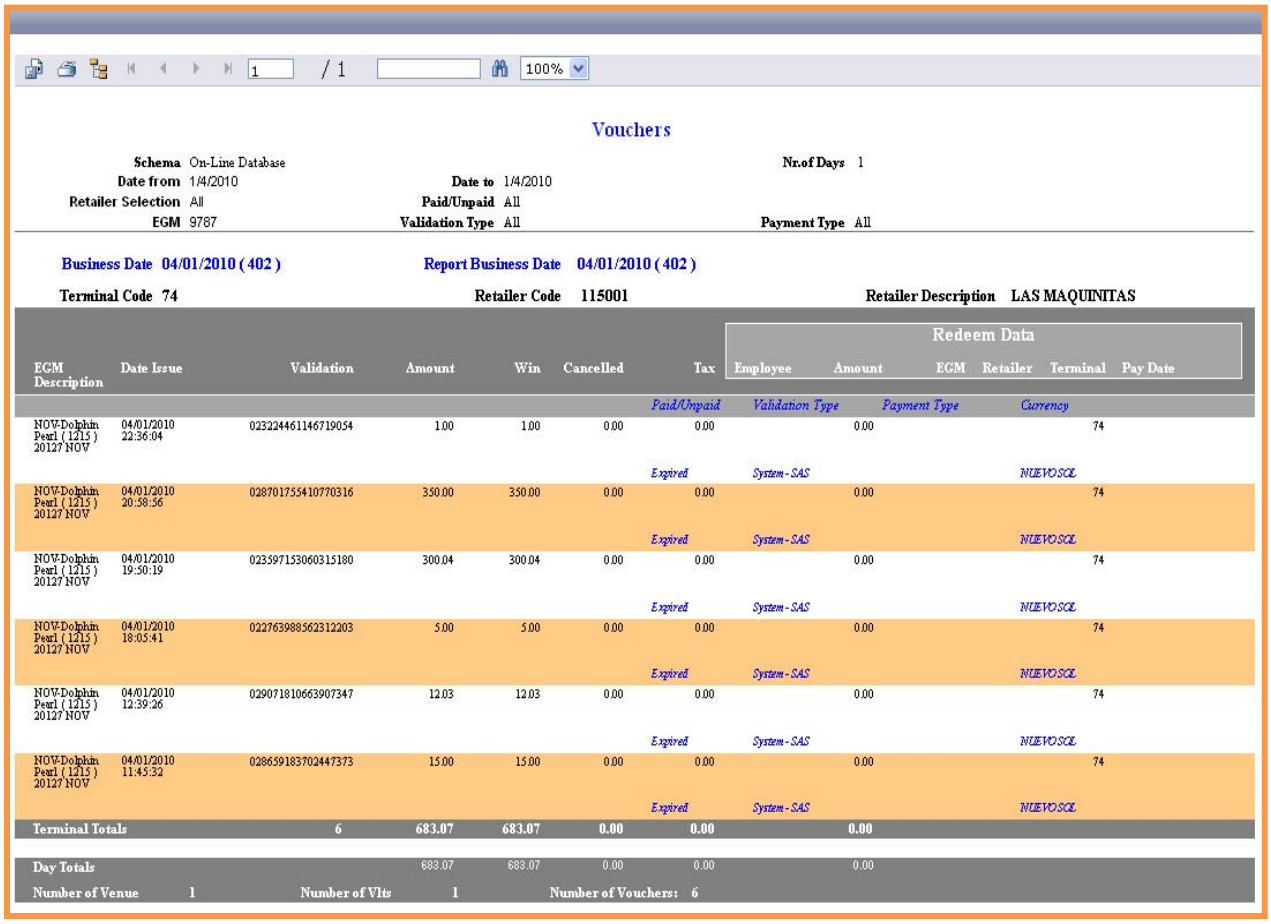


VLT Fills / Counts

Voucher/Manual Pays Reports

The following examples of voucher reports are indicative of those implemented in the iGEM central system:

- Vouchers.
- Manual pay report by type.
- Manual pay report by attendant.
- Voucher audit report.
- Cashiers vouchers.



Vouchers

Schema On-Line Database **Nr.of Days** 1
Date from 1/4/2010 **Date to** 1/4/2010
Retailer Selection All **Paid/Unpaid** All
EGM 9787 **Validation Type** All **Payment Type** All

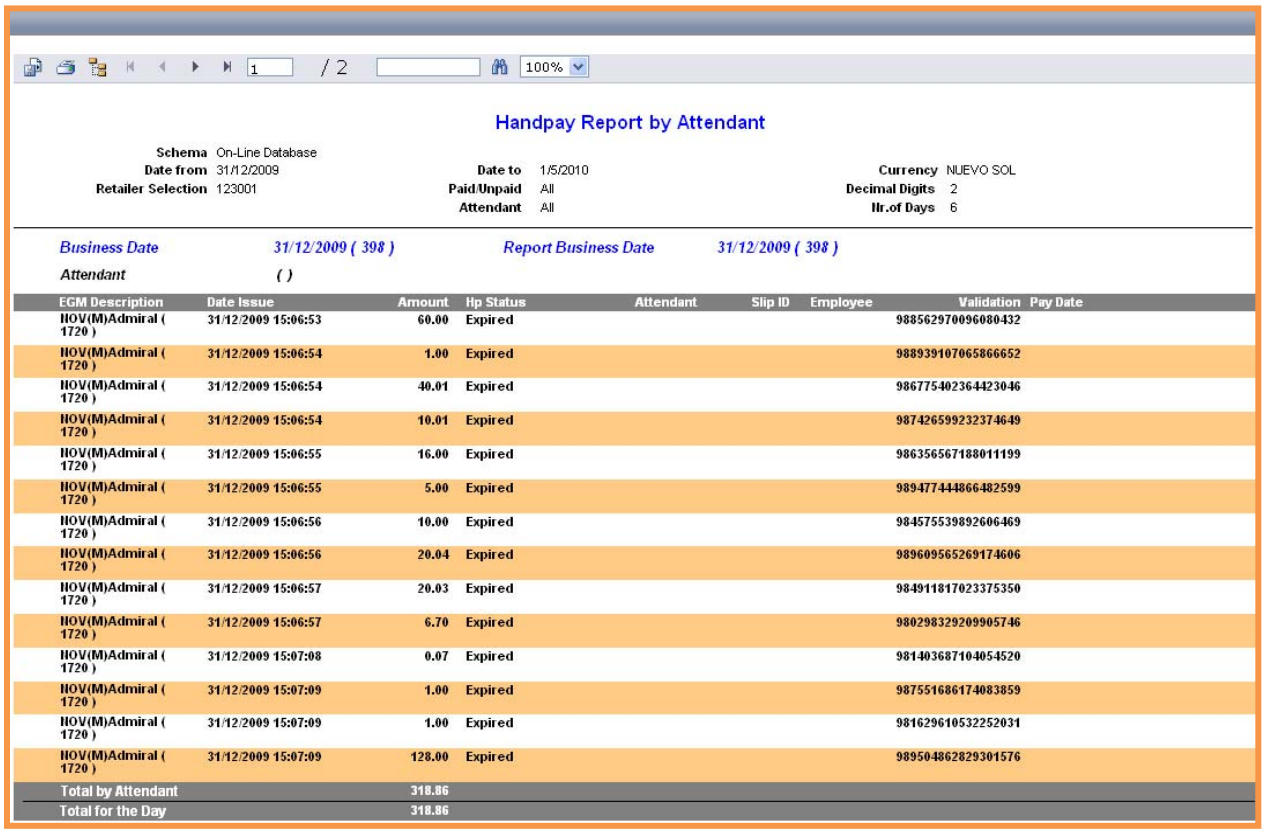
Business Date 04/01/2010 (402) **Report Business Date** 04/01/2010 (402)

Terminal Code 74 **Retailer Code** 115001 **Retailer Description** LAS MAQUINITAS

EGM Description	Date Issue	Validation	Amount	Win	Cancelled	Tax	Redeem Data: Employee	Amount	EGM	Retailer	Terminal	Pay Date
						Paid/Unpaid	Validation Type	Payment Type			Currency	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 22:36:04	023224461146719054	1.00	1.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 20:58:56	028701755410770316	350.00	350.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 19:50:19	023597153060315180	300.04	300.04	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 18:05:41	022763988562312203	5.00	5.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 12:39:26	029071810663907347	12.03	12.03	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 11:45:32	028659183702447373	15.00	15.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
Terminal Totals		**6**	**683.07**	**683.07**	**0.00**	**0.00**		**0.00**				
Day Totals			683.07	683.07	0.00	0.00		0.00				

Number of Venue 1 **Number of Vlts** 1 **Number of Vouchers:** 6

Vouchers



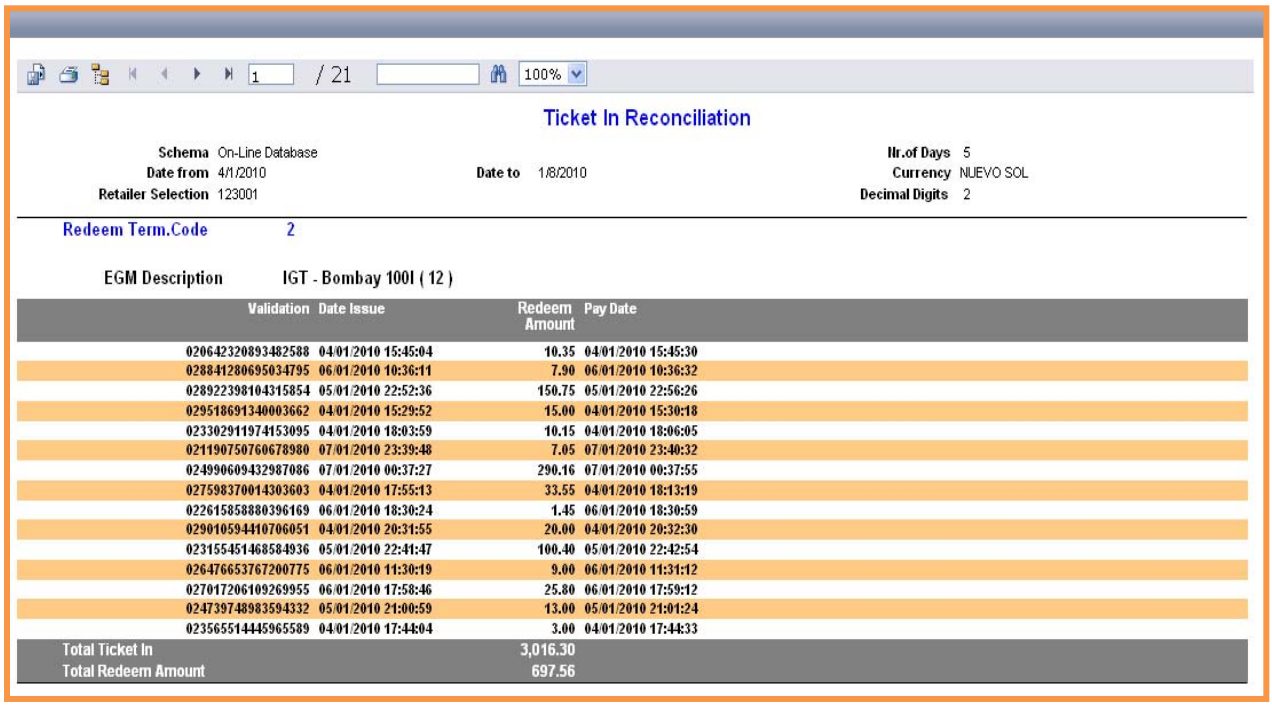
Handpay Report by Attendant

Schema On-Line Database
Date from 31/12/2009 | Date to 1/5/2010 | Currency NUEVO SOL
Retailer Selection 123001 | Paid/Unpaid All | Decimal Digits 2
Attendant All | Nr.of Days 6

Business Date *31/12/2009 (398)* *Report Business Date* *31/12/2009 (398)*
Attendant *( )*

EGM Description	Date Issue	Amount	Hp Status	Attendant	Slip ID	Employee	Validation	Pay Date
NOV(M)Admiral (1720)	31/12/2009 15:06:53	60.00	Expired				98856297009680432	
NOV(M)Admiral (1720)	31/12/2009 15:06:54	1.00	Expired				98893907065866652	
NOV(M)Admiral (1720)	31/12/2009 15:06:54	40.01	Expired				98677540236442304 6	
NOV(M)Admiral (1720)	31/12/2009 15:06:54	10.01	Expired				98742659923237464 9	
NOV(M)Admiral (1720)	31/12/2009 15:06:55	16.00	Expired				98635656718801119 9	
NOV(M)Admiral (1720)	31/12/2009 15:06:55	5.00	Expired				98947744486648259 9	
NOV(M)Admiral (1720)	31/12/2009 15:06:56	10.00	Expired				98457553989260646 9	
NOV(M)Admiral (1720)	31/12/2009 15:06:56	20.04	Expired				98960956526917460 6	
NOV(M)Admiral (1720)	31/12/2009 15:06:57	20.03	Expired				98491181702337535 0	
NOV(M)Admiral (1720)	31/12/2009 15:06:57	6.70	Expired				98029832920990574 6	
NOV(M)Admiral (1720)	31/12/2009 15:07:08	0.07	Expired				98140368710405452 0	
NOV(M)Admiral (1720)	31/12/2009 15:07:09	1.00	Expired				98755168617408385 9	
NOV(M)Admiral (1720)	31/12/2009 15:07:09	1.00	Expired				98162961053225203 1	
NOV(M)Admiral (1720)	31/12/2009 15:07:09	128.00	Expired				98950486282930157 6	
Total by Attendant		318.86						
Total for the Day		318.86						

Manual (or Hand) Pay Report by Attendant



Ticket In Reconciliation

Schema On-Line Database
Date from 4/1/2010 | Date to 1/8/2010 | Nr.of Days 5
Currency NUEVO SOL
Retailer Selection 123001 | Decimal Digits 2

Redeem Term.Code 2

EGM Description IGT - Bombay 100l (12)

Validation	Date Issue	Redeem Amount	Pay Date
020642320893482588	04/01/2010 15:45:04	10.35	04/01/2010 15:45:30
028841280695034795	06/01/2010 10:36:11	7.90	06/01/2010 10:36:32
028922398104315854	05/01/2010 22:52:36	150.75	05/01/2010 22:56:26
029518691340003662	04/01/2010 15:29:52	15.00	04/01/2010 15:30:18
023302911974153095	04/01/2010 18:03:59	10.15	04/01/2010 18:06:05
021190750760678980	07/01/2010 23:39:48	7.05	07/01/2010 23:40:32
024990609432987086	07/01/2010 00:37:27	290.16	07/01/2010 00:37:55
027598370014303603	04/01/2010 17:55:13	33.55	04/01/2010 18:13:19
022615858880396169	06/01/2010 18:30:24	1.45	06/01/2010 18:30:59
029010594410706051	04/01/2010 20:31:55	20.00	04/01/2010 20:32:30
023155451468584936	05/01/2010 22:41:47	100.40	05/01/2010 22:42:54
026476653767200775	06/01/2010 11:30:19	9.00	06/01/2010 11:31:12
027017206109269955	06/01/2010 17:58:46	25.80	06/01/2010 17:59:12
024739748983594332	05/01/2010 21:00:59	13.00	05/01/2010 21:01:24
023565514445965589	04/01/2010 17:44:04	3.00	04/01/2010 17:44:33
Total Ticket In		3,016.30	
Total Redeem Amount		697.56	

Ticket in Reconciliation

Cashiers Vouchers

Schema On-Line Database
Date from 1/1/2010 **Date to** 1/13/2010 **Currency** NUEVO SOL
Retailer Selection All **Employee** All **Decimal Digits** 2
Validation Type All **Nr.of Days** 13

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399)
Employee 102 **Employee Description** Cashier 1 PRO
Retailer Code 103004 **Retailer Description** Pro

EGM Description	Date Issue	Validation	Amount	Win	Cancelled	Tax	Validation Type	Currency	Terminal	Pay Date
ATR-MIGHTY MINER (268)	01/01/2010 13:35:21	023151803210193790	50.00	50.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 13:41:11
ATR-XANADA - CITY OF LUCK (269)	01/01/2010 13:28:37	020111192550824264	97.09	97.09	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 13:36:29
ATR-XANADA - CITY OF LUCK (269)	02/01/2010 01:13:01	022540626342910401	210.00	210.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	02/01/2010 01:14:24
ATR-XANADA - CITY OF LUCK (269)	02/01/2010 02:14:15	026994942688564079	110.00	110.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	02/01/2010 03:37:08
IGT-SAN XING 20L (262)	01/01/2010 13:04:38	025546212185215416	22.04	22.04	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:06:22
NOW(M)Admiral (271)	01/01/2010 12:50:16	029387778864286094	75.00	75.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 13:04:39
NOW(M)Admiral (271)	01/01/2010 16:11:50	021241816276713776	340.00	340.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 16:14:26
WMS-Egypt (249)	01/01/2010 11:21:56	021645698104171660	131.00	131.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 11:29:10
WMS-Egypt (249)	01/01/2010 13:57:20	029327722032228105	110.00	110.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:59:45
WMS-Egypt (249)	01/01/2010 23:10:54	021443537806717653	70.00	70.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 23:14:10
WMS-Game of Dragons (252)	01/01/2010 14:04:20	029113607504360822	390.03	390.03	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 14:05:54
WMS-Game of Dragons (252)	02/01/2010 00:35:24	026662567172011139	110.00	110.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	02/01/2010 00:37:20
WMS-Luxu Loot (248)	01/01/2010 13:09:13	020229259109574717	60.00	60.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:19:43
WMS-Neptune Kingdom II (247)	01/01/2010 16:04:36	020775537693707132	130.02	130.02	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 16:07:21
WMS-Neptune Kingdom II (247)	01/01/2010 17:02:43	024858330088377298	85.00	85.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 17:04:02
WMS-Royal Treasures (255)	01/01/2010 11:28:16	024613933281335318	50.00	50.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 12:50:03
WMS-Samurai Master (272)	01/01/2010 11:02:25	022392372035313099	40.01	40.01	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 12:50:20
WMS-Samurai Master (272)	01/01/2010 13:04:12	020298345471583122	90.01	90.01	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:05:54
Employee Totals:		1	2,170.20	2,170.20	0.00	0.00				

Employee 103 **Employee Description** Cashier 1 Megatragamonedas

Report Created: 13/01/2010 5:37:35AM User: devteam Page 1 / 1,268

Cashiers Vouchers

EGM Description WMS-Wild Waves (2039)

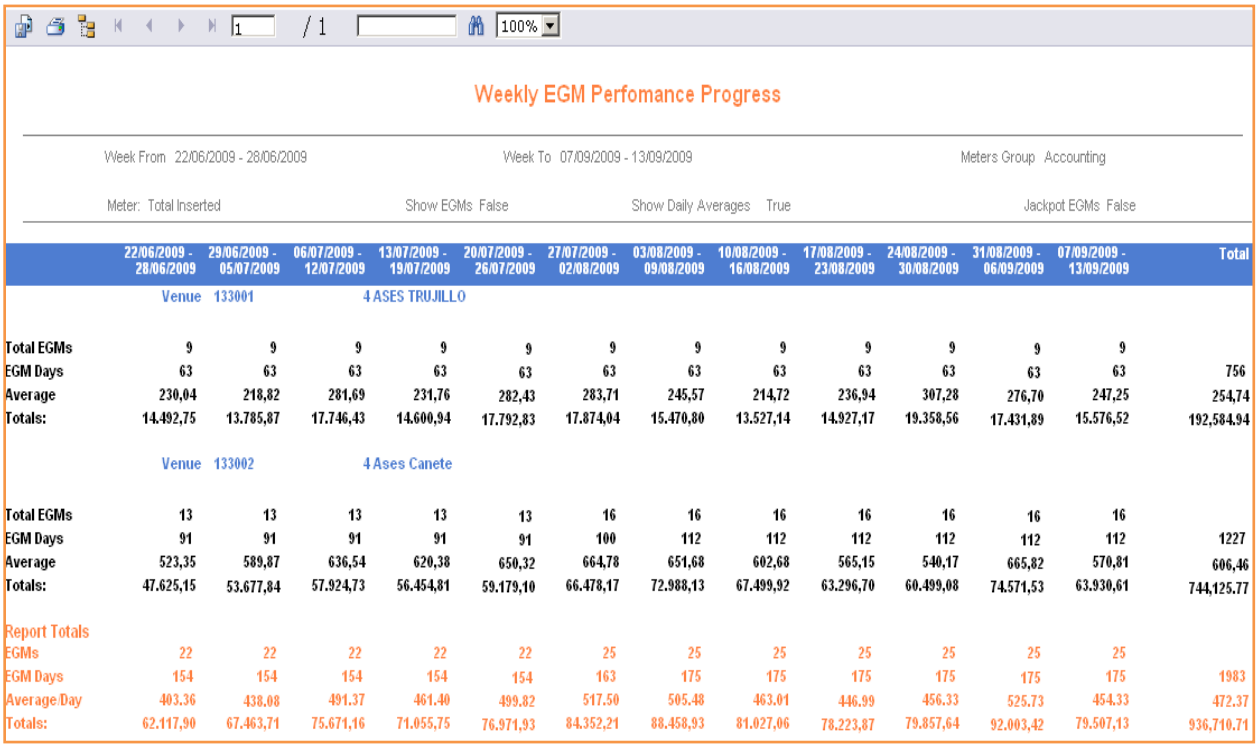
Validation	Date Issue	Redeem Amount	Pay Date
023335199049578003	06/01/2010 19:29:40	40.00	06/01/2010 19:30:27
023005799021028500	07/01/2010 19:33:56	181.87	07/01/2010 19:34:16
026605049982389183	07/01/2010 19:37:44	203.76	07/01/2010 19:38:03
022569605554628303	07/01/2010 23:50:32	90.25	07/01/2010 23:51:00
029135431687720549	07/01/2010 23:32:09	43.68	07/01/2010 23:32:30
024099016287042169	04/01/2010 12:47:56	10.08	04/01/2010 12:48:43
028358179164056062	04/01/2010 17:45:31	10.02	04/01/2010 17:49:23
028103996131339824	06/01/2010 21:08:57	11.00	06/01/2010 21:10:04
027364740340155317	06/01/2010 13:22:39	10.01	06/01/2010 13:23:00
026147725756531047	04/01/2010 22:01:19	1.90	04/01/2010 22:01:38
027068831626392826	05/01/2010 15:16:41	2.80	05/01/2010 15:18:06
021367201515267955	07/01/2010 18:13:42	61.56	07/01/2010 18:13:54
025357243247333876	07/01/2010 19:41:18	214.12	07/01/2010 19:41:35
022110430208125694	07/01/2010 01:37:09	13.00	07/01/2010 01:37:27
024189606729974787	07/01/2010 23:35:16	23.73	07/01/2010 23:35:33
020797784807196935	07/01/2010 10:38:42	120.03	07/01/2010 10:39:22
021611837888707359	05/01/2010 21:29:04	1.00	05/01/2010 21:31:53
022071890606495817	04/01/2010 21:00:47	10.01	04/01/2010 21:02:51
021455548852268094	07/01/2010 17:34:21	0.30	07/01/2010 17:34:41
022402576221774976	07/01/2010 20:55:27	8.00	07/01/2010 21:01:43
023336686808446747	07/01/2010 19:46:39	213.88	07/01/2010 19:46:50
025078854971257787	05/01/2010 16:16:43	9.00	05/01/2010 16:16:54
026678290600990237	04/01/2010 17:55:13	10.00	04/01/2010 17:55:27
020902762969357040	06/01/2010 19:50:29	14.97	06/01/2010 19:50:54
027375361211381439	05/01/2010 18:35:16	3.00	05/01/2010 18:35:27
028975853709957253	06/01/2010 16:58:38	10.00	06/01/2010 16:58:56
021071980454977919	07/01/2010 18:11:39	62.06	07/01/2010 18:12:08
021449427466092231	05/01/2010 21:19:28	2.05	05/01/2010 21:23:38
024353988187675630	07/01/2010 18:14:25	62.17	07/01/2010 18:15:01
021580830004688469	07/01/2010 02:25:15	43.33	07/01/2010 02:26:07
Total Ticket In		1,295.47	
Total Redeem Amount		1,487.58	

Voucher Audit Report

Performance Reports come in tabular or graphical format, and can also be exported to Excel or CSV formats for further analysis. These reports can be generated for one or multiple selected venues and geographical regions and include:

- Venue Monthly and Weekly Performance Graphs.
- Month on Month and Year on Year comparison reports.
- Performance reports and Graphs based on Denomination, Model, VLT Supplier.
- VLT and Game Performance reports (with ranking and color coding based on best vs. worst performance). The user can select a specific KPI for this report such us Turnover, Profitability, Money Inserted, Utilization, Average Bet, Games Played, etc.
- Hourly Performance Reports and Graphs for multiple venues or multiple VLTs / Games within a venue.
- Day of Week Performance Reports.
- Performance Ranking of VLT suppliers and /or Specific Games.
- Performance of Games and Venues combined with specific player demographic data if available (i.e. sex, age group, etc.).

VLT performance per VLT denomination within a venue:



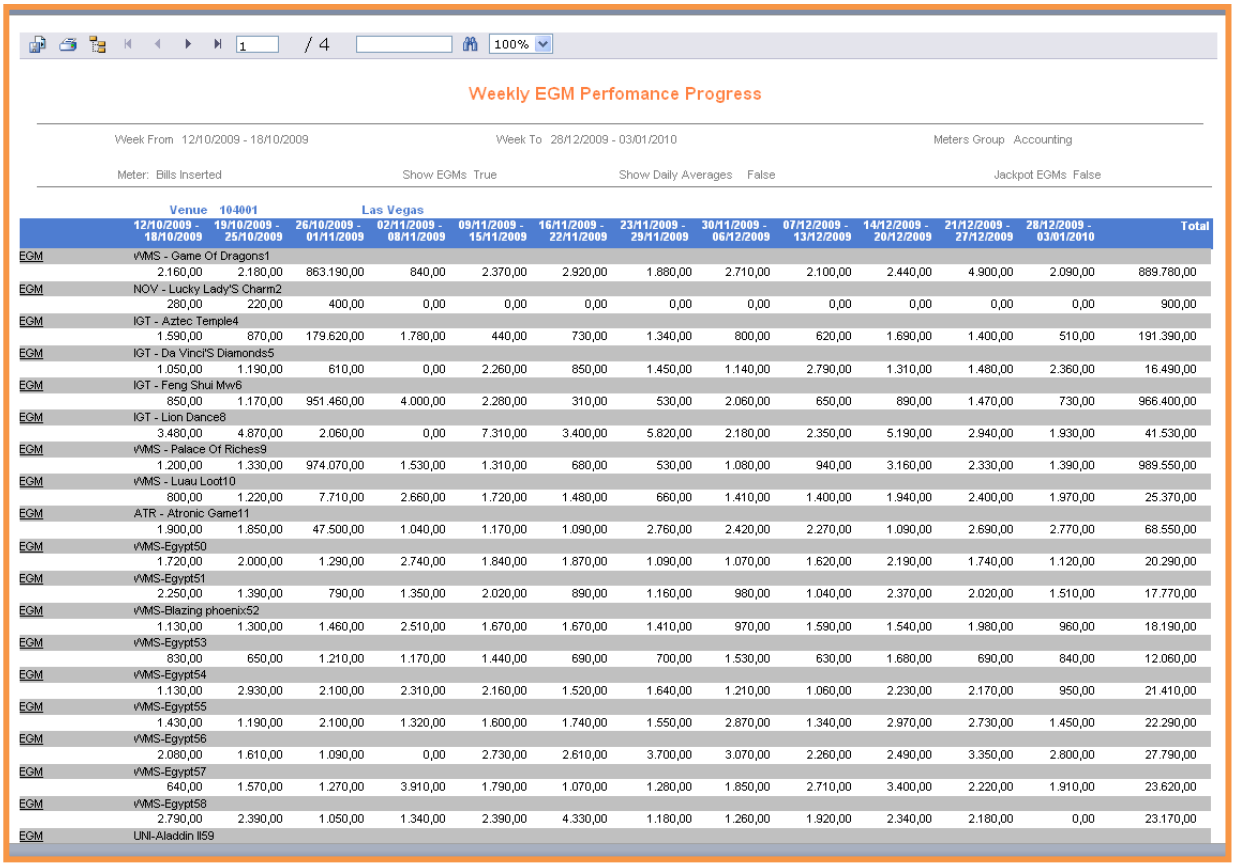
Weekly EGM Perfomance Progress

Week From 22/06/2009 - 28/06/2009 Week To 07/09/2009 - 13/09/2009 Meters Group Accounting

Meter: Total Inserted Show EGMs False Show Daily Averages True Jackpot EGMs False

	22/06/2009 - 28/06/2009	29/06/2009 - 05/07/2009	06/07/2009 - 12/07/2009	13/07/2009 - 19/07/2009	20/07/2009 - 26/07/2009	27/07/2009 - 02/08/2009	03/08/2009 - 09/08/2009	10/08/2009 - 16/08/2009	17/08/2009 - 23/08/2009	24/08/2009 - 30/08/2009	31/08/2009 - 06/09/2009	07/09/2009 - 13/09/2009	Total
	Venue 133001			4 ASES TRUJILLO									
Total EGMs	9	9	9	9	9	9	9	9	9	9	9	9	
EGM Days	63	63	63	63	63	63	63	63	63	63	63	63	756
Average	230,04	218,82	281,69	231,76	282,43	283,71	245,57	214,72	236,94	307,28	276,70	247,25	254,74
Totals:	14.492,75	13.785,87	17.746,43	14.600,94	17.792,83	17.874,04	15.470,80	13.527,14	14.927,17	19.358,56	17.431,89	15.576,52	192,584.94
	Venue 133002			4 Ases Canete									
Total EGMs	13	13	13	13	13	16	16	16	16	16	16	16	
EGM Days	91	91	91	91	91	100	112	112	112	112	112	112	1227
Average	523,35	589,87	636,54	620,38	650,32	664,78	651,68	602,68	565,15	540,17	665,82	570,81	606,46
Totals:	47.625,15	53.677,84	57.924,73	56.454,81	59.179,10	66.478,17	72.988,13	67.499,92	63.296,70	60.499,08	74.571,53	63.930,61	744,125.77
Report Totals													
EGMs	22	22	22	22	22	25	25	25	25	25	25	25	
EGM Days	154	154	154	154	154	163	175	175	175	175	175	175	1983
Average/Day	403.36	438.08	491.37	461.40	499.82	517.50	505.48	463.01	446.99	456.33	525.73	454.33	472.37
Totals:	62.117,90	67.463,71	75.671,16	71.055,75	76.971,93	84.352,21	88.458,93	81.027,06	78.223,87	79.857,64	92.003,42	79.507,13	936,710.71

Weekly Performance Summary Report Showing Total Inserted Meter



1 / 4 100%

Weekly EGM Perfomance Progress

Week From 12/10/2009 - 18/10/2009 Week To 28/12/2009 - 03/01/2010 Meters Group Accounting

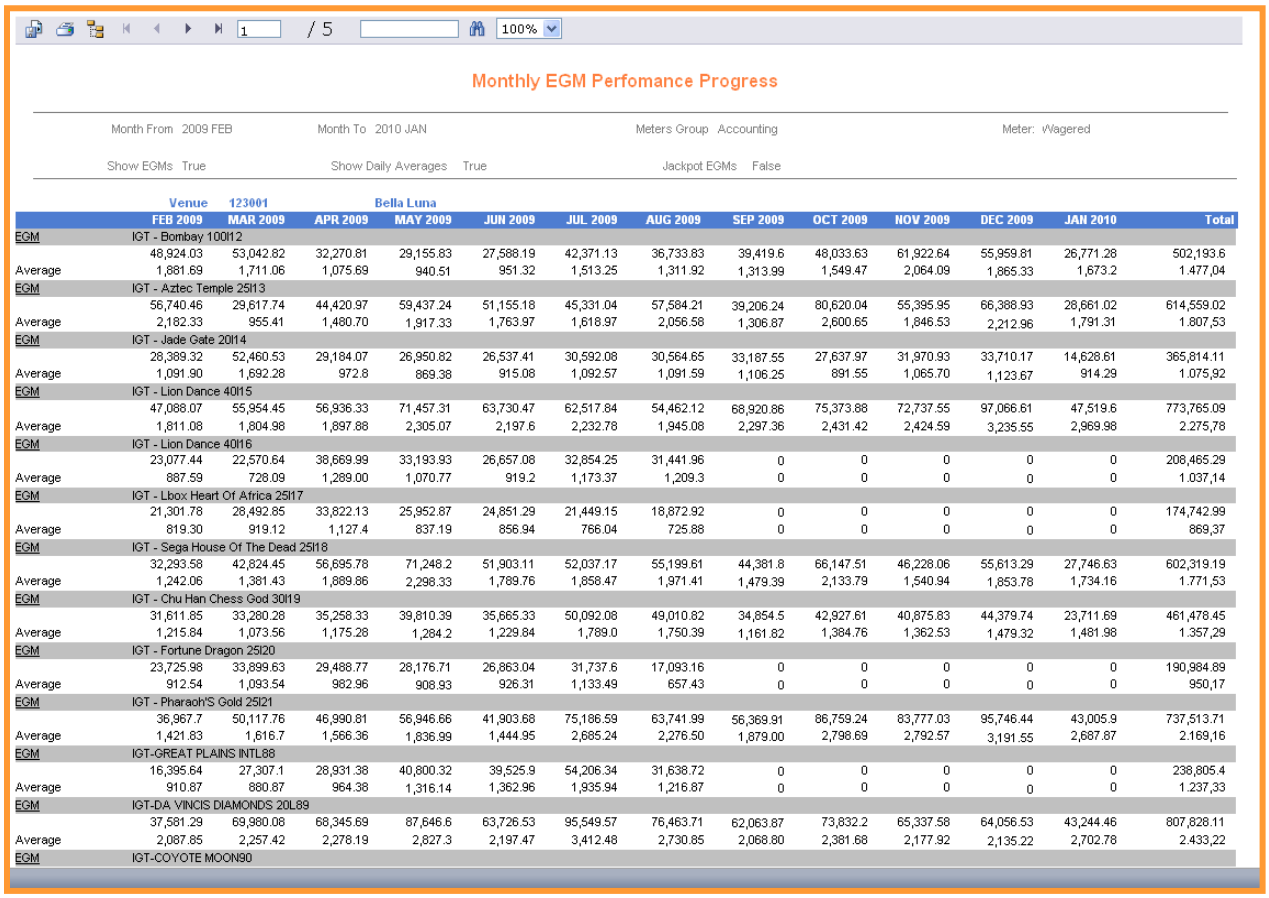
Meter: Bills Inserted Show EGMs True Show Daily Averages False Jackpot EGMs False

Venue 104001 Las Vegas

		12/10/2009 - 18/10/2009	19/10/2009 - 25/10/2009	26/10/2009 - 01/11/2009	02/11/2009 - 08/11/2009	09/11/2009 - 15/11/2009	16/11/2009 - 22/11/2009	23/11/2009 - 29/11/2009	30/11/2009 - 06/12/2009	07/12/2009 - 13/12/2009	14/12/2009 - 20/12/2009	21/12/2009 - 27/12/2009	28/12/2009 - 03/01/2010	Total
EGM	vWMS - Game Of Dragons1	2.160,00	2.180,00	863.190,00	840,00	2.370,00	2.920,00	1.880,00	2.710,00	2.100,00	2.440,00	4.900,00	2.090,00	889.780,00
EGM	NOV - Lucky Lady'S Charm2	280,00	220,00	400,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	900,00
EGM	IGT - Aztec Temple4	1.590,00	870,00	179.620,00	1.780,00	440,00	730,00	1.340,00	800,00	620,00	1.690,00	1.400,00	510,00	191.390,00
EGM	IGT - Da Vinci'S Diamonds5	1.050,00	1.190,00	610,00	0,00	2.260,00	850,00	1.450,00	1.140,00	2.790,00	1.310,00	1.480,00	2.360,00	16.490,00
EGM	IGT - Feng Shui Mw6	850,00	1.170,00	951.460,00	4.000,00	2.280,00	310,00	530,00	2.060,00	650,00	890,00	1.470,00	730,00	966.400,00
EGM	IGT - Lion Dance8	3.480,00	4.870,00	2.060,00	0,00	7.310,00	3.400,00	5.820,00	2.180,00	2.350,00	5.190,00	2.940,00	1.930,00	41.530,00
EGM	vWMS - Palace Of Riches9	1.200,00	1.330,00	974.070,00	1.530,00	1.310,00	680,00	530,00	1.080,00	940,00	3.160,00	2.330,00	1.390,00	989.550,00
EGM	vWMS - Luau Loot10	800,00	1.220,00	7.710,00	2.660,00	1.720,00	1.480,00	660,00	1.410,00	1.400,00	1.940,00	2.400,00	1.970,00	25.370,00
EGM	ATR - Atronic Game11	1.900,00	1.850,00	47.500,00	1.040,00	1.170,00	1.090,00	2.760,00	2.420,00	2.270,00	1.090,00	2.690,00	2.770,00	68.550,00
EGM	vWMS-Egypt50	1.720,00	2.000,00	1.290,00	2.740,00	1.840,00	1.870,00	1.090,00	1.070,00	1.620,00	2.190,00	1.740,00	1.120,00	20.290,00
EGM	vWMS-Egypt51	2.250,00	1.390,00	790,00	1.350,00	2.020,00	890,00	1.160,00	980,00	1.040,00	2.370,00	2.020,00	1.510,00	17.770,00
EGM	vWMS-Blazing phoenix52	1.130,00	1.300,00	1.460,00	2.510,00	1.670,00	1.670,00	1.410,00	970,00	1.590,00	1.540,00	1.980,00	960,00	18.190,00
EGM	vWMS-Egypt53	830,00	650,00	1.210,00	1.170,00	1.440,00	690,00	700,00	1.530,00	630,00	1.680,00	690,00	840,00	12.060,00
EGM	vWMS-Egypt54	1.130,00	2.930,00	2.100,00	2.310,00	2.160,00	1.520,00	1.640,00	1.210,00	1.060,00	2.230,00	2.170,00	950,00	21.410,00
EGM	vWMS-Egypt55	1.430,00	1.190,00	2.100,00	1.320,00	1.600,00	1.740,00	1.550,00	2.870,00	1.340,00	2.970,00	2.730,00	1.450,00	22.290,00
EGM	vWMS-Egypt56	2.080,00	1.610,00	1.090,00	0,00	2.730,00	2.610,00	3.700,00	3.070,00	2.260,00	2.490,00	3.350,00	2.800,00	27.790,00
EGM	vWMS-Egypt57	640,00	1.570,00	1.270,00	3.910,00	1.790,00	1.070,00	1.280,00	1.850,00	2.710,00	3.400,00	2.220,00	1.910,00	23.620,00
EGM	vWMS-Egypt58	2.790,00	2.390,00	1.050,00	1.340,00	2.390,00	4.330,00	1.180,00	1.260,00	1.920,00	2.340,00	2.180,00	0,00	23.170,00
EGM	UNI-Aladdin II59													

Weekly Performance Report Showing VLT Detail and Bills Inserted Meter

Monthly Performance Progress Report



Monthly EGM Perfomance Progress

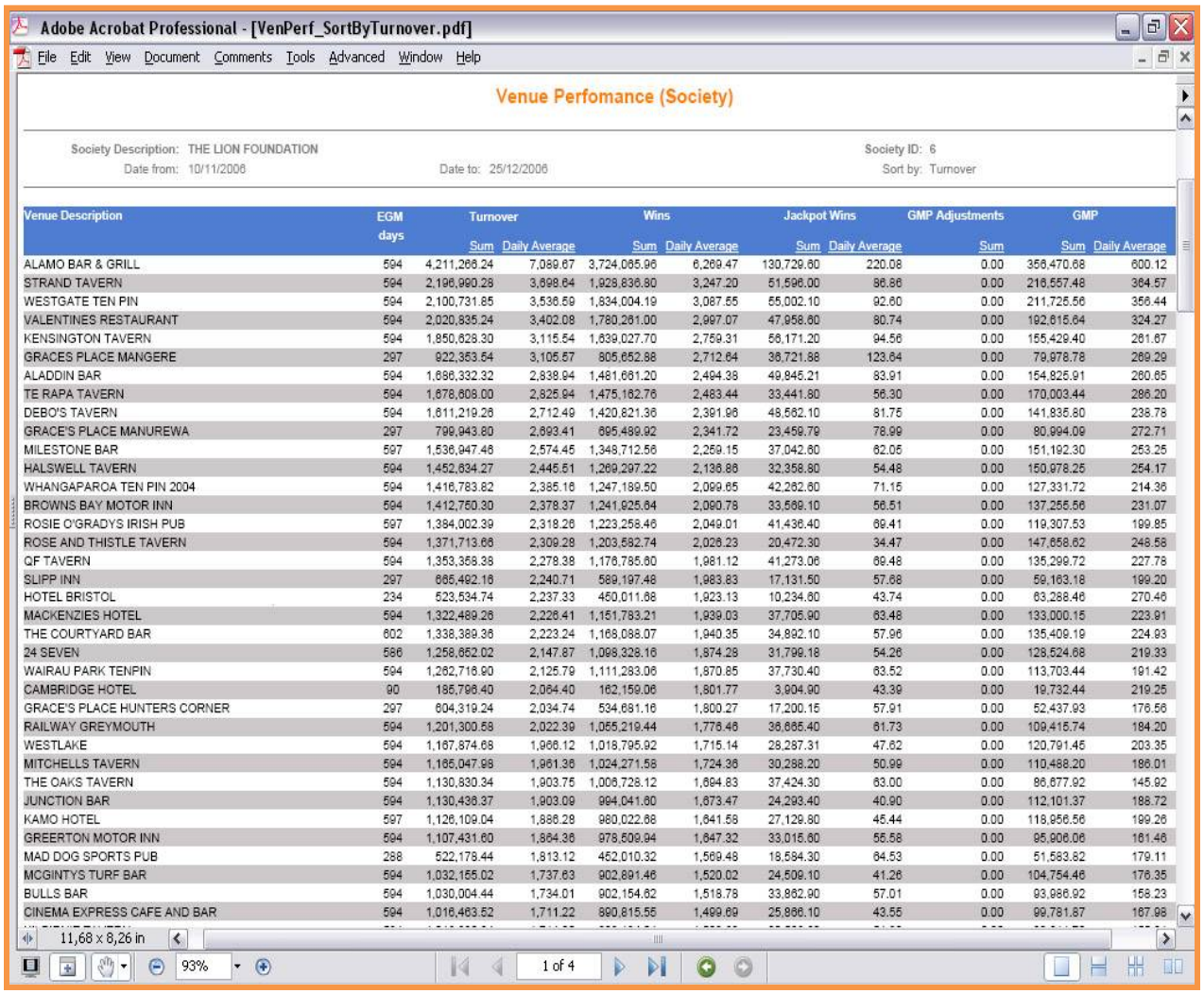
Month From 2009 FEB Month To 2010 JAN Meters Group Accounting Meter: Wagered

Show EGMs True Show Daily Averages True Jackpot EGMs False

Venue 123001 Bella Luna

		FEB 2009	MAR 2009	APR 2009	MAY 2009	JUN 2009	JUL 2009	AUG 2009	SEP 2009	OCT 2009	NOV 2009	DEC 2009	JAN 2010	Total
EGM	IGT - Bombay 10011 2													
		48,924.03	53,042.82	32,270.81	29,155.83	27,588.19	42,371.13	36,733.83	39,419.6	48,033.63	61,922.64	55,959.81	26,771.28	502,193.6
Average		1,881.69	1,711.06	1,075.69	940.51	951.32	1,513.25	1,311.92	1,313.99	1,549.47	2,064.09	1,865.33	1,673.2	1.477,04
EGM	IGT - Aztec Temple 25 13													
		56,740.46	29,617.74	44,420.97	59,437.24	51,155.18	45,331.04	57,584.21	39,206.24	80,620.04	55,395.95	66,388.93	28,661.02	614,559.02
Average		2,182.33	955.41	1,480.70	1,917.33	1,763.97	1,618.97	2,056.58	1,306.87	2,600.65	1,846.53	2,212.96	1,791.31	1.807,53
EGM	IGT - Jade Gate 20 14													
		28,389.32	52,460.53	29,184.07	26,950.82	26,537.41	30,592.08	30,564.65	33,187.55	27,637.97	31,970.93	33,710.17	14,628.61	365,814.11
Average		1,091.90	1,692.28	972.8	869.38	915.08	1,092.57	1,091.59	1,106.25	891.55	1,065.70	1,123.67	914.29	1.075,92
EGM	IGT - Lion Dance 40 15													
		47,088.07	55,954.45	56,936.33	71,457.31	63,730.47	62,517.84	54,462.12	68,920.86	75,373.88	72,737.55	97,066.61	47,519.6	773,765.09
Average		1,811.08	1,804.98	1,897.88	2,305.07	2,197.6	2,232.78	1,945.08	2,297.36	2,431.42	2,424.59	3,235.55	2,969.98	2.275,78
EGM	IGT - Lion Dance 40 16													
		23,077.44	22,570.64	38,669.99	33,193.93	26,657.08	32,854.25	31,441.96	0	0	0	0	0	208,465.29
Average		887.59	728.09	1,289.00	1,070.77	919.2	1,173.37	1,209.3	0	0	0	0	0	1.037,14
EGM	IGT - Lbox Heart Of Africa 25 17													
		21,301.78	28,492.85	33,822.13	25,952.87	24,851.29	21,449.15	18,872.92	0	0	0	0	0	174,742.99
Average		819.30	919.12	1,127.4	837.19	856.94	766.04	725.88	0	0	0	0	0	869,37
EGM	IGT - Sega House Of The Dead 25 18													
		32,293.58	42,824.45	56,695.78	71,248.2	51,903.11	52,037.17	55,199.61	44,381.8	66,147.51	46,228.06	55,613.29	27,746.63	602,319.19
Average		1,242.06	1,381.43	1,889.86	2,298.33	1,789.76	1,858.47	1,971.41	1,479.39	2,133.79	1,540.94	1,853.78	1,734.16	1.771,53
EGM	IGT - Chu Han Chess God 30 19													
		31,611.85	33,280.28	35,258.33	39,810.39	35,665.33	50,092.08	49,010.82	34,854.5	42,927.61	40,875.83	44,379.74	23,711.69	461,478.45
Average		1,215.84	1,073.56	1,175.28	1,284.2	1,229.84	1,789.0	1,750.39	1,161.82	1,384.76	1,362.53	1,479.32	1,481.98	1.357,29
EGM	IGT - Fortune Dragon 25 20													
		23,725.98	33,899.63	29,488.77	28,176.71	26,863.04	31,737.6	17,093.16	0	0	0	0	0	190,984.89
Average		912.54	1,093.54	982.96	908.93	926.31	1,133.49	657.43	0	0	0	0	0	950,17
EGM	IGT - Pharaoh'S Gold 25 21													
		36,967.7	50,117.76	46,990.81	56,946.66	41,903.68	75,186.59	63,741.99	56,369.91	86,759.24	83,777.03	95,746.44	43,005.9	737,513.71
Average		1,421.83	1,616.7	1,566.36	1,836.99	1,444.95	2,685.24	2,276.50	1,879.00	2,798.69	2,792.57	3,191.55	2,687.87	2.169,16
EGM	IGT-GREAT PLAINS INTL 88													
		16,395.64	27,307.1	28,931.38	40,800.32	39,525.9	54,206.34	31,638.72	0	0	0	0	0	238,805.4
Average		910.87	880.87	964.38	1,316.14	1,362.96	1,935.94	1,216.87	0	0	0	0	0	1.237,33
EGM	IGT-DA VINCIS DIAMONDS 20L 89													
		37,581.29	69,980.08	68,345.69	87,646.6	63,726.53	95,549.57	76,463.71	62,063.87	73,832.2	65,337.58	64,056.53	43,244.46	807,828.11
Average		2,087.85	2,257.42	2,278.19	2,827.3	2,197.47	3,412.48	2,730.85	2,068.80	2,381.68	2,177.92	2,135.22	2,702.78	2.433,22
EGM	IGT-COYOTE MOON 90													

Monthly Performance Report Showing VLT Detail and Dollars Wagered Meter



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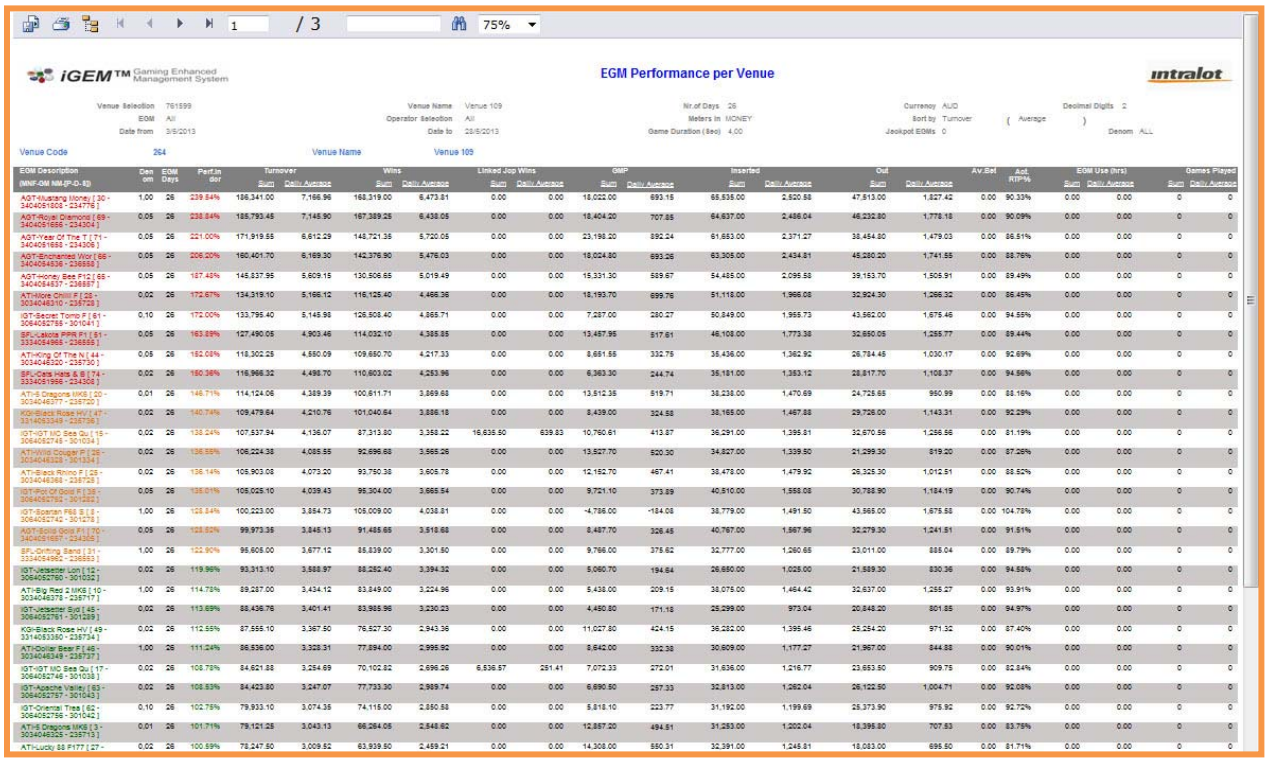
Venue Perfomance (Society)

Society Description: THE LION FOUNDATION
Date from: 10/11/2006
Date to: 25/12/2006
Society ID: 6
Sort by: Turnover

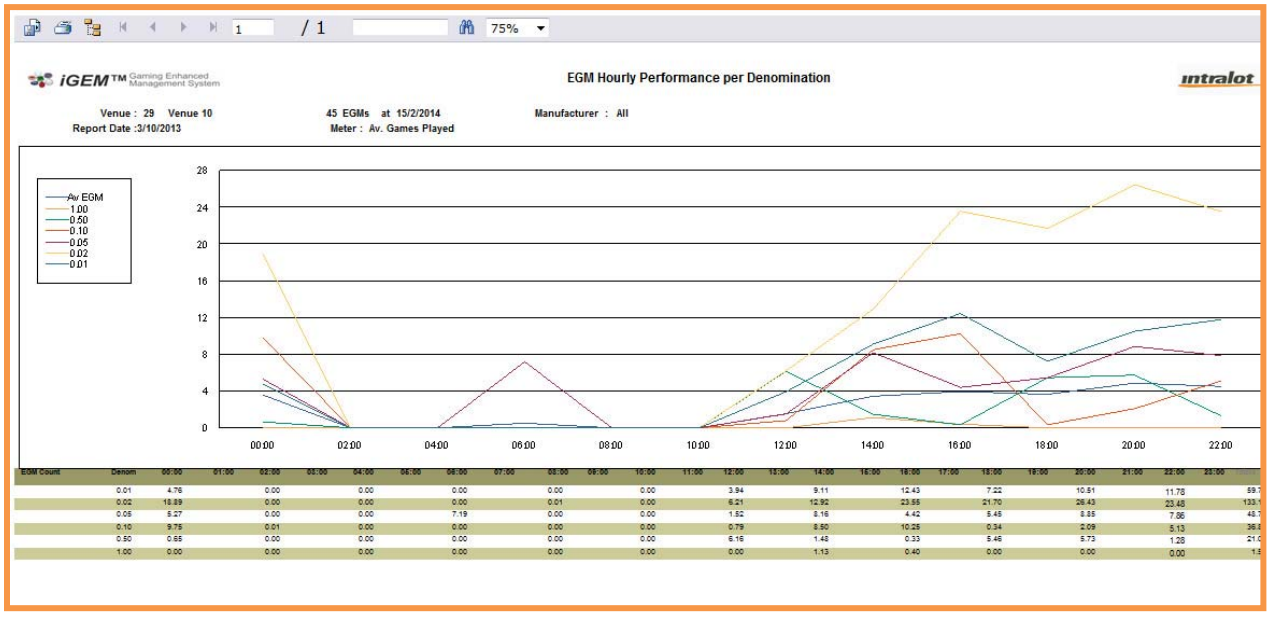
Venue Description	EGM days	Turnover		Wins		Jackpot Wins		GMP Adjustments	GMP	
		Sum	Daily Average	Sum	Daily Average	Sum	Daily Average	Sum	Sum	Daily Average
ALAMO BAR & GRILL	594	4,211,266.24	7,089.67	3,724,065.96	6,269.47	130,729.80	220.08	0.00	356,470.68	600.12
STRAND TAVERN	594	2,196,990.28	3,698.64	1,928,836.80	3,247.20	51,596.00	86.86	0.00	216,557.48	364.57
WESTGATE TEN PIN	594	2,100,731.85	3,536.59	1,834,004.19	3,087.55	55,002.10	92.60	0.00	211,725.56	356.44
VALENTINES RESTAURANT	594	2,020,835.24	3,402.08	1,780,261.00	2,997.07	47,958.60	80.74	0.00	192,615.64	324.27
KENSINGTON TAVERN	594	1,850,628.30	3,115.54	1,639,027.70	2,759.31	56,171.20	94.56	0.00	155,429.40	261.67
GRACES PLACE MANGERE	297	922,363.54	3,105.57	805,652.88	2,712.64	36,721.88	123.64	0.00	79,978.78	269.29
ALADDIN BAR	594	1,686,332.32	2,838.94	1,481,661.20	2,494.38	49,845.21	83.91	0.00	154,825.91	260.65
TE RAPA TAVERN	594	1,678,608.00	2,825.94	1,475,162.76	2,483.44	33,441.80	56.30	0.00	170,003.44	286.20
DEBO'S TAVERN	594	1,611,219.26	2,712.49	1,420,821.36	2,391.96	48,562.10	81.75	0.00	141,835.80	238.78
GRACE'S PLACE MANUREWA	297	799,943.80	2,693.41	695,489.92	2,341.72	23,459.79	78.99	0.00	80,994.09	272.71
MILESTONE BAR	597	1,536,947.46	2,574.45	1,348,712.56	2,259.15	37,042.80	62.05	0.00	151,192.30	253.25
HALSWELL TAVERN	594	1,452,634.27	2,445.51	1,269,297.22	2,136.86	32,358.80	54.48	0.00	150,978.25	254.17
WHANGAPAROA TEN PIN 2004	594	1,416,783.82	2,385.16	1,247,189.50	2,099.65	42,262.80	71.15	0.00	127,331.72	214.36
BROWNS BAY MOTOR INN	594	1,412,750.30	2,378.37	1,241,925.64	2,090.78	33,569.10	56.51	0.00	137,255.56	231.07
ROSIE O'GRADYS IRISH PUB	597	1,384,002.39	2,318.26	1,223,258.46	2,049.01	41,436.40	69.41	0.00	119,307.53	199.85
ROSE AND THISTLE TAVERN	594	1,371,713.66	2,309.28	1,203,582.74	2,026.23	20,472.30	34.47	0.00	147,658.62	248.58
QF TAVERN	594	1,353,358.38	2,278.38	1,176,785.60	1,981.12	41,273.06	69.48	0.00	135,299.72	227.78
SLIPP INN	297	665,492.16	2,240.71	589,197.48	1,983.83	17,131.50	57.68	0.00	59,163.18	199.20
HOTEL BRISTOL	234	523,534.74	2,237.33	450,011.68	1,923.13	10,234.80	43.74	0.00	63,288.46	270.46
MACKENZIES HOTEL	594	1,322,489.26	2,226.41	1,151,783.21	1,939.03	37,705.90	63.48	0.00	133,000.15	223.91
THE COURTYARD BAR	602	1,338,389.36	2,223.24	1,168,088.07	1,940.35	34,892.10	57.96	0.00	135,409.19	224.93
24 SEVEN	586	1,258,652.02	2,147.87	1,098,328.16	1,874.28	31,799.18	54.26	0.00	128,524.68	219.33
WAIRAU PARK TENPIN	594	1,262,716.90	2,125.79	1,111,283.06	1,870.85	37,730.40	63.52	0.00	113,703.44	191.42
CAMBRIDGE HOTEL	90	185,796.40	2,064.40	162,159.06	1,801.77	3,904.90	43.39	0.00	19,732.44	219.25
GRACE'S PLACE HUNTERS CORNER	297	604,319.24	2,034.74	534,681.16	1,800.27	17,200.15	57.91	0.00	52,437.93	176.56
RAILWAY GREYMOUTH	594	1,201,300.58	2,022.39	1,055,219.44	1,776.46	36,665.40	61.73	0.00	109,415.74	184.20
WESTLAKE	594	1,167,874.68	1,966.12	1,018,795.92	1,715.14	28,287.31	47.62	0.00	120,791.45	203.35
MITCHELLS TAVERN	594	1,165,047.98	1,961.36	1,024,271.58	1,724.36	30,288.20	50.99	0.00	110,488.20	186.01
THE OAKS TAVERN	594	1,130,830.34	1,903.75	1,006,728.12	1,694.83	37,424.30	63.00	0.00	86,677.92	145.92
JUNCTION BAR	594	1,130,436.37	1,903.09	994,041.60	1,673.47	24,293.40	40.90	0.00	112,101.37	188.72
KAMO HOTEL	597	1,126,109.04	1,886.28	980,022.68	1,641.58	27,129.80	45.44	0.00	118,956.56	199.26
GREERTON MOTOR INN	594	1,107,431.60	1,864.36	978,509.94	1,647.32	33,015.80	55.58	0.00	95,906.06	161.46
MAD DOG SPORTS PUB	288	522,178.44	1,813.12	452,010.32	1,569.48	18,584.30	64.53	0.00	51,583.82	179.11
MCGINTYS TURF BAR	594	1,032,155.02	1,737.63	902,891.46	1,520.02	24,509.10	41.26	0.00	104,754.46	176.35
BULLS BAR	594	1,030,004.44	1,734.01	902,154.62	1,518.78	33,862.90	57.01	0.00	93,986.92	158.23
CINEMA EXPRESS CAFE AND BAR	594	1,016,463.52	1,711.22	880,815.56	1,499.69	25,866.10	43.55	0.00	99,781.87	167.98

11,68 x 8,26 in
93%
1 of 4

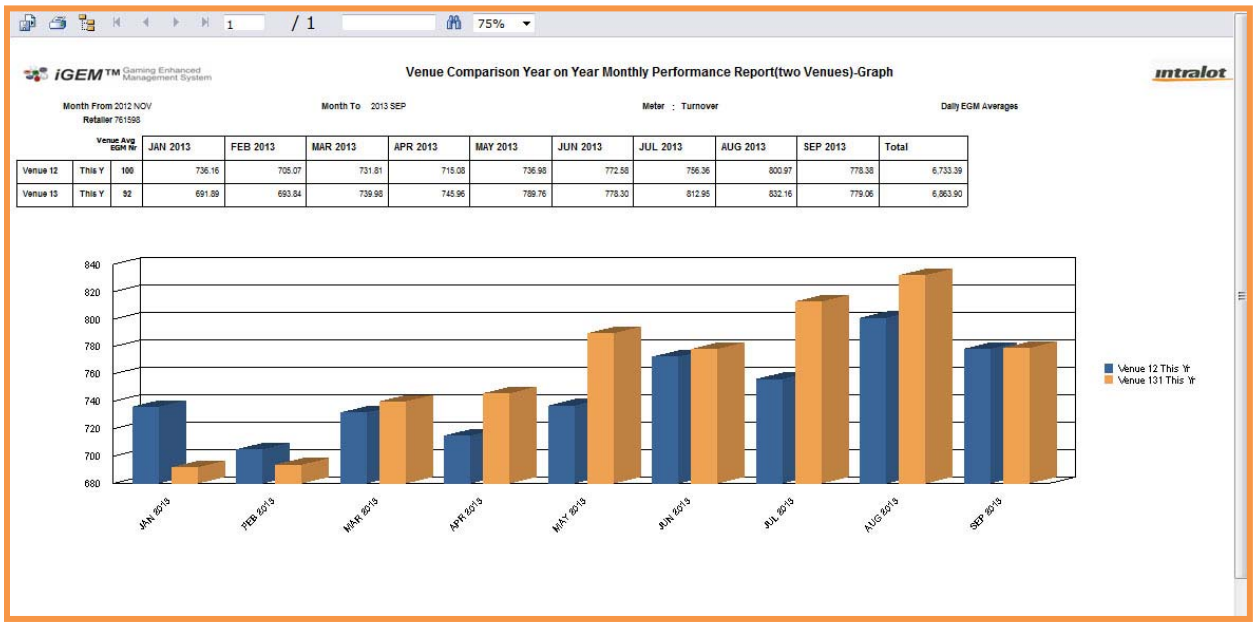
Gaming Venue Performance Report – Sorted by Best Venue



VLT Performance with Color Coding Based on Selected KPI

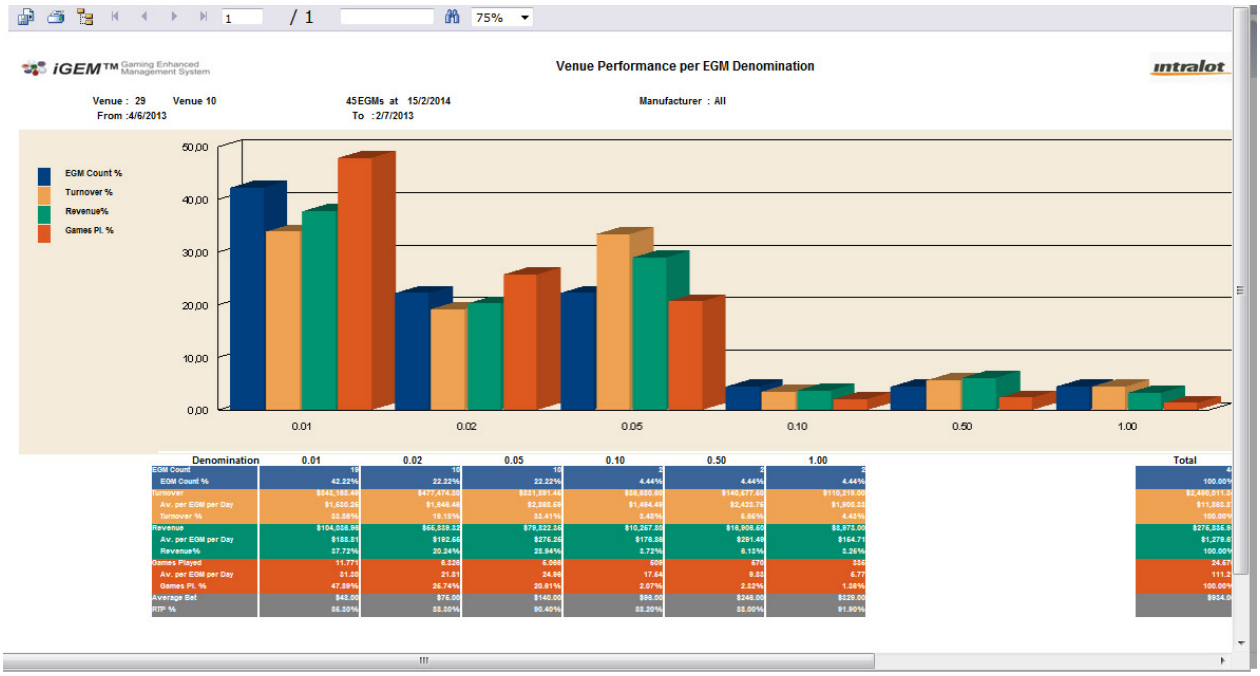


VLT Hourly Performance in a Specific Day



		Venue Avg EGM Nr	JAN 2013	FEB 2013	MAR 2013	APR 2013	MAY 2013	JUN 2013	JUL 2013	AUG 2013	SEP 2013	Total
Venue 12	This Y	100	736.16	705.07	731.81	715.08	736.98	772.58	756.36	800.97	778.38	6,733.39
Venue 13	This Y	92	691.89	693.84	739.98	745.96	789.76	778.30	812.96	832.16	779.06	6,863.90

Monthly Venue Comparison Graph (for two venues)



Denomination	0.01	0.02	0.05	0.10	0.50	1.00	Total
EGM Count	10	10	10	2	2	2	45
EGM Count %	42.22%	22.22%	22.22%	4.44%	4.44%	4.44%	100.00%
Turnover	$445,182.40	$477,474.20	$551,281.40	$98,880.60	$140,677.60	$110,218.00	$2,486,011.20
Av. per EGM per Day	$1,620.26	$1,848.48	$2,088.68	$1,494.49	$2,422.76	$1,900.33	$11,385.2
Turnover %	33.58%	19.18%	33.41%	3.48%	6.86%	4.43%	100.00%
Revenue	$104,038.98	$66,559.32	$79,822.56	$10,267.50	$16,908.60	$8,973.00	$276,536.9
Av. per EGM per Day	$158.91	$192.66	$275.26	$176.39	$291.46	$164.71	$1,279.8
Revenue%	37.72%	20.24%	28.94%	3.72%	6.11%	3.26%	100.00%
Games Played	11.77%	8.33%	6.06%	6%	670	332	24.67
Av. per EGM per Day	51.86	21.81	24.96	17.64	9.88	6.77	111.2
Games Pl. %	47.39%	26.74%	20.81%	2.07%	2.32%	1.36%	100.00%
Average Bet	$48.00	$76.00	$140.00	$96.00	$246.00	$328.00	$934.0
RTP %	86.50%	88.50%	90.40%	88.20%	88.00%	91.90%	

Performance per VLT Denomination within a Venue

4.1.1.5 The CMS is to provide the ability to search in real time and view all transaction data. The CMS provides the Lottery users with the ability to research transaction historical files. A historical view of device level information by Unique Identification Number (UID) will be provided and include, at a minimum, accounting meters received, net meter calculations, enables, disables, configurations and software changes, and physical location changes in chronological order, beginning with the most recent event for the lifetime of the machine so that all transactions can be reviewed via a menu option at the licensee and device level.

INTRALOT's iGEM™ CMS provides the ability to search in real time and view all current and historical transaction data. With this unified view, the Lottery's users will have complete ability to research transaction historical files. We will provide the capability to view historical information by Unique Identification Number (UID) that will include, at a minimum, accounting meters received, net meter calculations, enables, disables, configurations and software changes, and physical location changes in chronological order, beginning with the most recent event for the lifetime of the machine so that all transactions can be reviewed via a menu option at the licensee and device level.

iGEM™ central system is able to track and report on any or all meters found in existing gaming protocols, including the G2S, SAS, QCOM and VLC protocols. iGEM™ central system is designed to support any kind of gaming meters, events, and gaming devices in a multi-protocol environment and takes into consideration that different gaming communication protocols may account for different meter, event and gaming device definitions. It therefore provides ultimate flexibility in terms of meter and event collection from remote gaming devices.

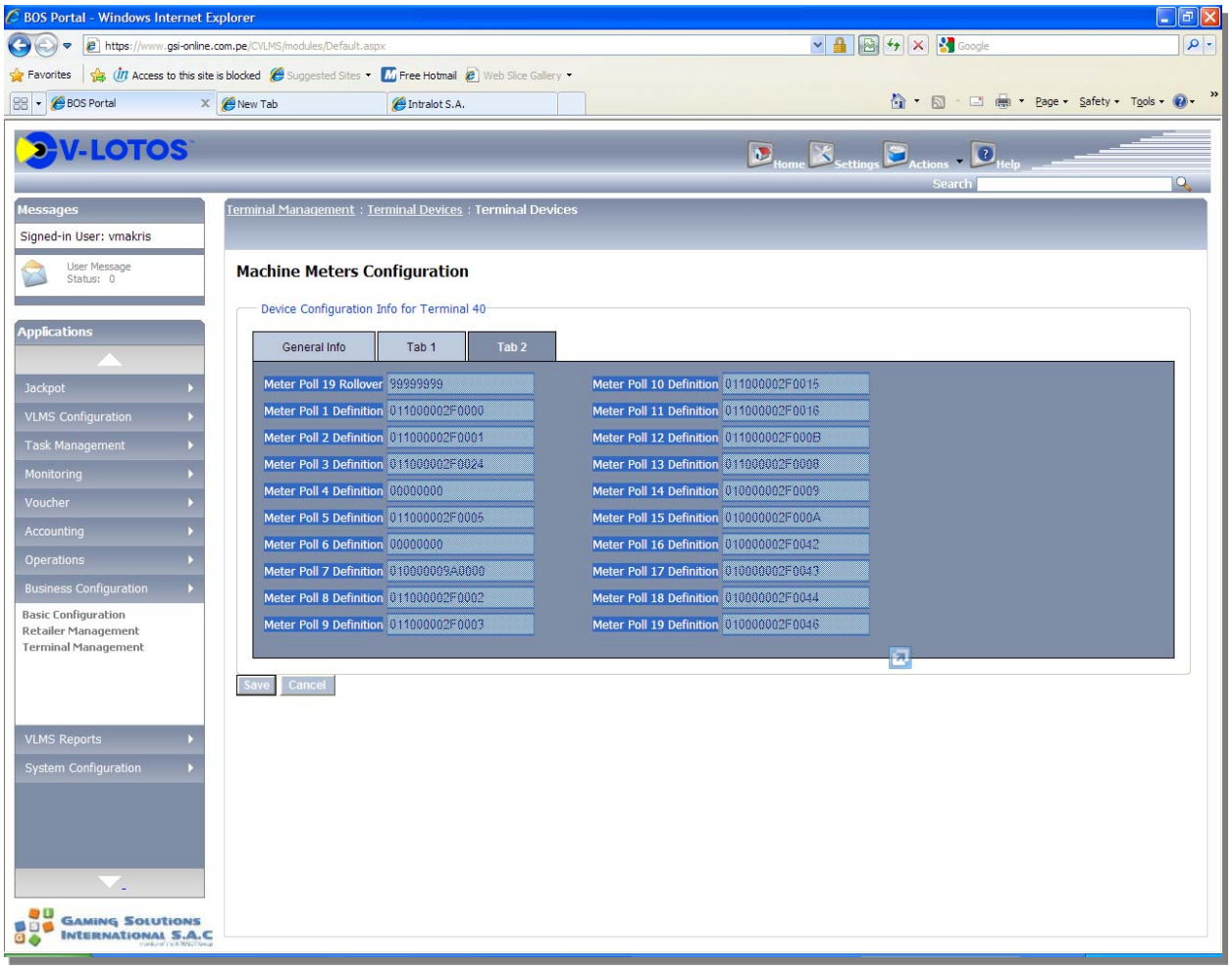
The raw meters (meter devices), as collected from each gaming device and game at the venues are automatically translated into derivative meters through user definable formulas (i.e. a net meter is the difference of two instances of a gross raw meter, the total in consists of the coin-in plus bill-in plus electronic funds transfer in, etc.). Therefore any differences in raw meter definitions between various gaming protocols will not affect the accounting applications and gaming performance monitoring tools and reports of the system, which are based on derivative meters and not on raw meter data.

In its standard configuration, the iGEM™ central system supports 40 different meters per device, twelve of which can be reported and recorded in real-time (every few seconds). This number is configured for database sizing purposes and can be easily increased if required. Therefore, the proposed iGEM™ central system fully covers the following information, for each individual VLT and game:

- Total inserted.
- Total paid out.
- Total paid out as tickets.
- Total wagered.
- Total VLT wins.
- Total jackpot (top VLT awards) wins.
- Total wins.
- Hand pays/cancelled.
- Bills / coins inserted.
- Games played.
- Games won.
- Credits on the credit meter.
- Credits representing replays.
- Return to player percentage.
- System wins (originated by system jackpots not transferred to the VLT).
- Inserted via electronic transfers (if EFTs/AFTs are used).
- Paid out via electronic transfers (if EFTs/AFTs are used).
- Wide area jackpot contributions (in case progressive jackpots are used).
- Commissions.
- Taxes.

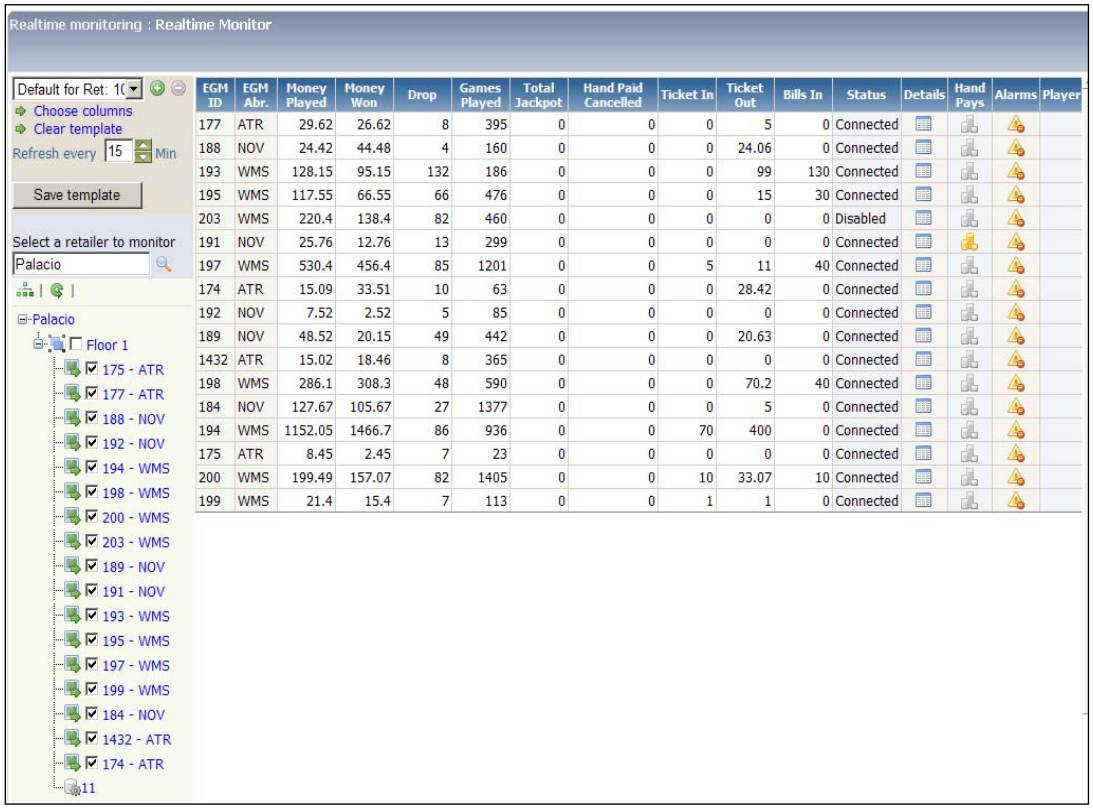
This set of meters is common for all supported VLT protocols. This set of derivative meters provides unified accounting data independent from any supported VLT protocol.

Please note that any new derivative meter can be configured in the system at any time, following a request from the Lottery system users who can define, collect, and audit data for an unlimited set of derivative meters in iGEM™ central system.



iGEM Meter Configuration Screen

All collected meters from the VLTs are stored in the iGEM database and are reported back in real time or via the reporting tools. Numerous report types are already available in the iGEM system, including raw meter reports, net meter reports, accounting reports, and performance reports that represent the collected meters in various forms and aggregations.



EGM ID	EGM Abr.	Money Played	Money Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In	Ticket Out	Bills In	Status	Details	Hand Pays	Alarms	Player
177	ATR	29.62	26.62	8	395	0	0	0	5	0	Connected				
188	NOV	24.42	44.48	4	160	0	0	0	24.06	0	Connected				
193	WMS	128.15	95.15	132	186	0	0	0	99	130	Connected				
195	WMS	117.55	66.55	66	476	0	0	0	15	30	Connected				
203	WMS	220.4	138.4	82	460	0	0	0	0	0	Disabled				
191	NOV	25.76	12.76	13	299	0	0	0	0	0	Connected				
197	WMS	530.4	456.4	85	1201	0	0	5	11	40	Connected				
174	ATR	15.09	33.51	10	63	0	0	0	28.42	0	Connected				
192	NOV	7.52	2.52	5	85	0	0	0	0	0	Connected				
189	NOV	48.52	20.15	49	442	0	0	0	20.63	0	Connected				
1432	ATR	15.02	18.46	8	365	0	0	0	0	0	Connected				
198	WMS	286.1	308.3	48	590	0	0	0	70.2	40	Connected				
184	NOV	127.67	105.67	27	1377	0	0	0	5	0	Connected				
194	WMS	1152.05	1466.7	86	936	0	0	70	400	0	Connected				
175	ATR	8.45	2.45	7	23	0	0	0	0	0	Connected				
200	WMS	199.49	157.07	82	1405	0	0	10	33.07	10	Connected				
199	WMS	21.4	15.4	7	113	0	0	1	1	0	Connected				

iGEM Monitoring Screen with Specific Meters (User Defined Template)

Money Played	Money Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In	Ticket Out	Bills In	Total Coins In	Total Coin Out	Total Coins to Drop
29.62	26.62	8	395	0	0	0	5	0	8		

Credits Played	Credits Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In Credits	Ticket Out Credits	Bills In	Total Coins In	Total Coin Out	Total Coins to Drop
3279044	3108539	884145	107477	0	0	127945	713640	172000	584200		

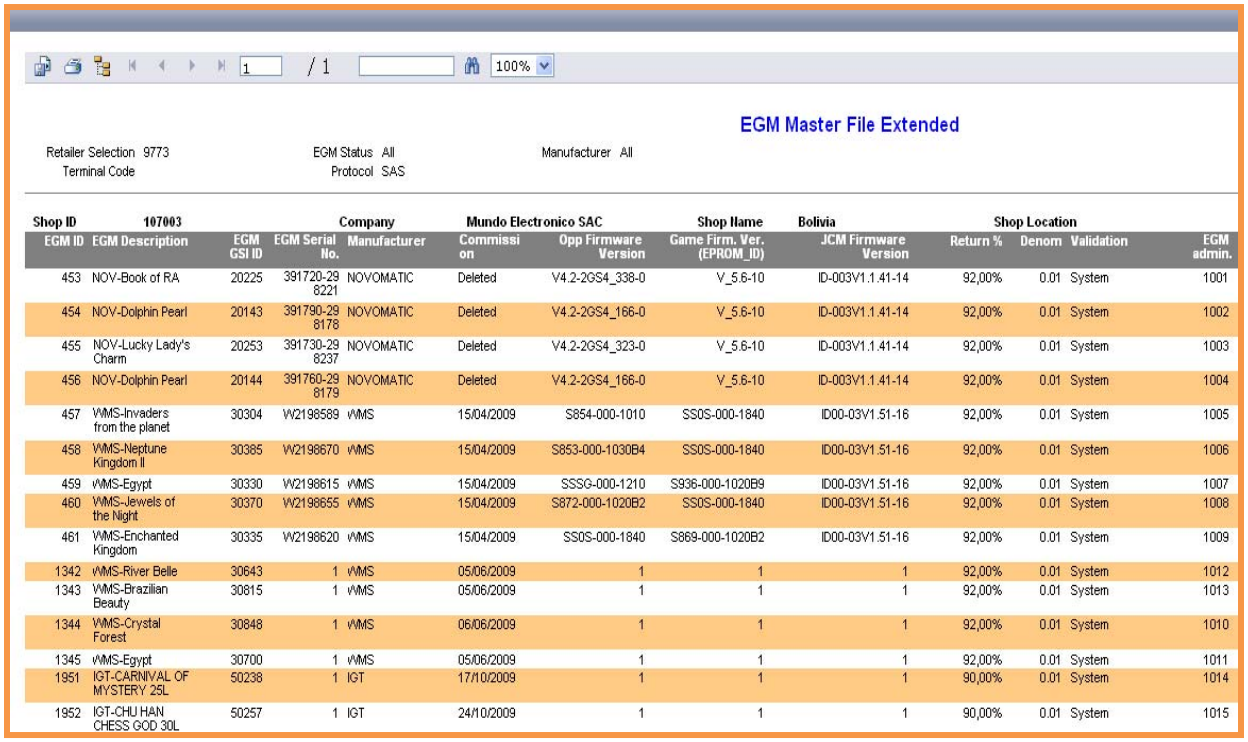
Detailed Meters Screen for Specific VLT Collected in Real Time

The following reports are the monitoring /auditing reports implemented in the iGEM™ CMS:

- VLT master file.
- Daily machine gross meters.

- Recent machine gross meters.
- Recent game gross meters.
- Daily game net meters.
- Missing meters report.
- VLT events report (Signature Verification, VLT selection, event type).
- Site controller events report.
- Site controller configuration changes.
- VLT configuration changes.

The following pages provide examples of the monitoring and auditing reports required to manage a distributed gaming machine network.



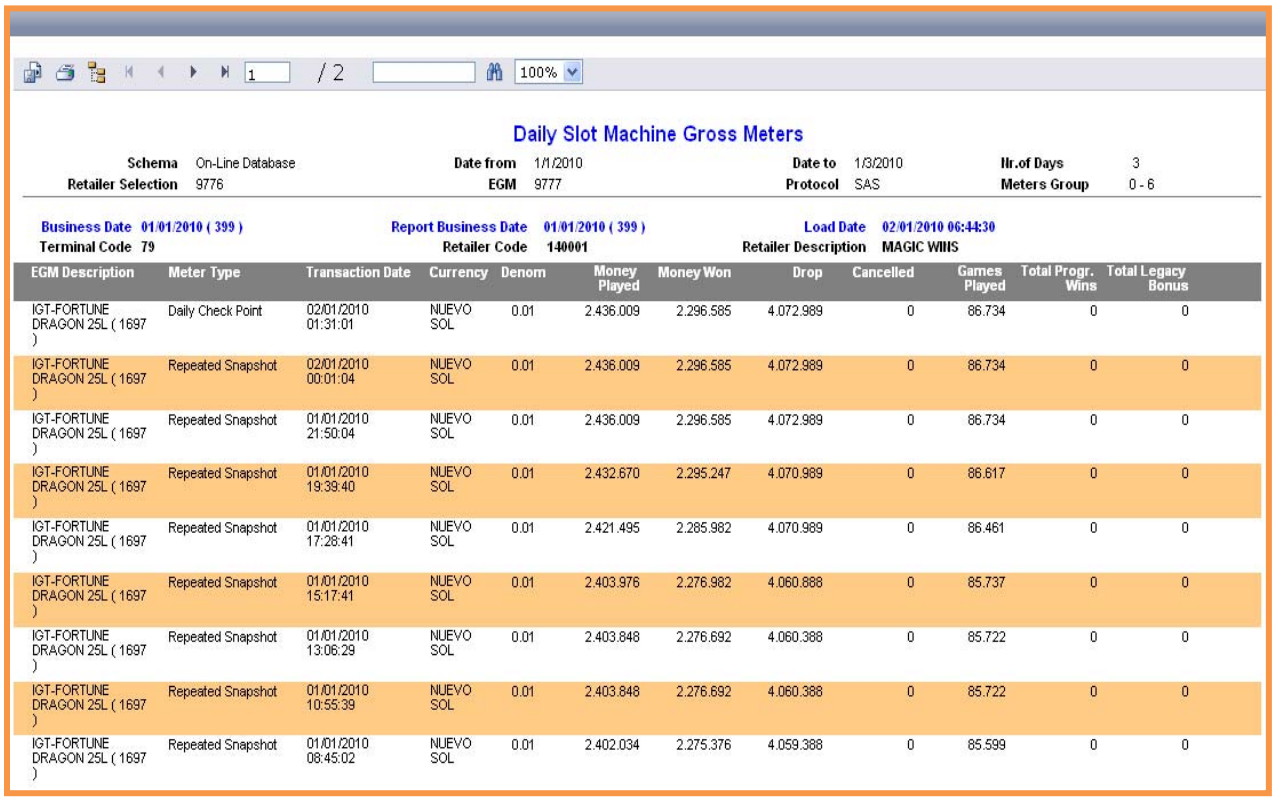
EGM Master File Extended

Retailer Selection 9773 EGM Status All Manufacturer All
Terminal Code Protocol SAS

Shop ID 107003 Company Mundo Electronico SAC Shop Name Bolivia Shop Location

EGM ID	EGM Description	EGM GSI ID	EGM Serial No.	Manufacturer	Commission	Opp Firmware Version	Game Firm. Ver. (EPROM_ID)	JCM Firmware Version	Return %	Denom	Validation	EGM admin.
453	NOV-Book of RA	20225	391720-298221	NOVOMATIC	Deleted	V4.2-2GS4_338-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1001
454	NOV-Dolphin Pearl	20143	391790-298178	NOVOMATIC	Deleted	V4.2-2GS4_166-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1002
455	NOV-Lucky Lady's Charm	20253	391730-298237	NOVOMATIC	Deleted	V4.2-2GS4_323-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1003
456	NOV-Dolphin Pearl	20144	391760-298179	NOVOMATIC	Deleted	V4.2-2GS4_166-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1004
457	WMS-Invaders from the planet	30304	W2198589	WMS	15/04/2009	S854-000-1010	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1005
458	WMS-Neptune Kingdom II	30385	W2198670	WMS	15/04/2009	S853-000-1030B4	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1006
459	WMS-Egypt	30330	W2198615	WMS	15/04/2009	SSSG-000-1210	S936-000-1020B9	ID00-03V1.51-16	92,00%	0.01	System	1007
460	WMS-Jewels of the Night	30370	W2198655	WMS	15/04/2009	S872-000-1020B2	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1008
461	WMS-Enchanted Kingdom	30335	W2198620	WMS	15/04/2009	SS0S-000-1840	S869-000-1020B2	ID00-03V1.51-16	92,00%	0.01	System	1009
1342	WMS-River Belle	30643	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1012
1343	WMS-Brazilian Beauty	30815	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1013
1344	WMS-Crystal Forest	30848	1	WMS	06/06/2009	1	1	1	92,00%	0.01	System	1010
1345	WMS-Egypt	30700	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1011
1951	IGT-CARNIVAL OF MYSTERY 25L	50238	1	IGT	17/10/2009	1	1	1	90,00%	0.01	System	1014
1952	IGT-CHU HAN CHESS GOD 30L	50257	1	IGT	24/10/2009	1	1	1	90,00%	0.01	System	1015

VLT Master File



1 / 2 100%

Daily Slot Machine Gross Meters

Schema	On-Line Database	**Date from**	1/1/2010	**Date to**	1/3/2010	**Nr.of Days**	3
Retailer Selection	9776	**EGM**	9777	**Protocol**	SAS	**Meters Group**	0 - 6

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399) **Load Date** 02/01/2010 06:44:30
Terminal Code 79 **Retailer Code** 140001 **Retailer Description** MAGIC WINS

EGM Description	Meter Type	Transaction Date	Currency	Denom	Money Played	Money Won	Drop	Cancelled	Games Played	Total Progr. Wins	Total Legacy Bonus
IGT-FORTUNE DRAGON 25L (1697)	Daily Check Point	02/01/2010 01:31:01	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	02/01/2010 00:01:04	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 21:50:04	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 19:39:40	NUEVO SOL	0.01	2.432.670	2.295.247	4.070.989	0	86.617	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 17:28:41	NUEVO SOL	0.01	2.421.495	2.285.982	4.070.989	0	86.461	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 15:17:41	NUEVO SOL	0.01	2.403.976	2.276.982	4.060.888	0	85.737	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 13:06:29	NUEVO SOL	0.01	2.403.848	2.276.692	4.060.388	0	85.722	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 10:55:39	NUEVO SOL	0.01	2.403.848	2.276.692	4.060.388	0	85.722	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 08:45:02	NUEVO SOL	0.01	2.402.034	2.275.376	4.059.388	0	85.599	0	0

Daily Machine Gross Meters

Recent Slot Machine Gross Meters

Date from 12/1/2009 **Date to** 12/30/2009 **Protocol** SAS **Nr.of Days** 30
Retailer Selection All **EGM** All **Meters Group** 0 - 6 **Session ID** All

Terminal Code 101 **Session ID** 31 **Retailer Code** 149001 **Retailer Description** Mardi Gras

EGM Description	Meter Type	Transaction Date	Denom	Money Played	Money Won	Drop	Cancelled	Games Played	Total Progr. Wins	Total Legacy Bonus
IGT-CHU HAN CHESS GOD 30L (1701)	Repeated Snapshot	11/12/2009 06:33:18	0.01	13.072.035	12.018.062	5.314.830	0	209.600	0	0
IGT-DA VINCI'S DIAMONDS 20L (1702	Repeated Snapshot	11/12/2009 06:33:18	0.01	16.654.916	15.165.330	4.739.407	0	259.013	0	0
IGT-Feng Shui MW (1703)	Repeated Snapshot	11/12/2009 06:33:19	0.01	15.911.247	14.872.645	6.807.382	0	307.658	0	0
IGT-RUSSIAN TREASURES 30L (	Repeated Snapshot	11/12/2009 06:33:19	0.01	15.906.671	14.504.722	6.439.238	0	250.589	0	0
IGT-Wolf Run (1802)	Repeated Snapshot	11/12/2009 06:33:24	0.01	22.780.594	21.110.160	8.805.550	0	300.190	0	0
IGT-COYOTE MOON (1803)	Repeated Snapshot	11/12/2009 06:33:26	0.01	32.657.073	30.052.200	9.779.566	0	364.636	0	0
NOV(M)Novomatic Geminator (1828)	Repeated Snapshot	11/12/2009 06:33:18	0.01	7.217.387	6.623.934	2.747.904	0	198.295	0	0
NOV(M)Novomatic Geminator (1829)	Repeated Snapshot	11/12/2009 06:33:18	0.01	4.110.373	3.737.123	1.986.167	0	112.975	0	0
NOV(M)Novomatic Geminator (1830)	Repeated Snapshot	11/12/2009 06:33:19	0.01	6.817.573	6.288.509	2.839.636	0	152.440	0	0
NOV(M)Novomatic Geminator (1831)	Repeated Snapshot	11/12/2009 06:33:19	0.01	7.189.421	6.709.680	3.376.788	0	194.456	0	0
NOV(M)Novomatic Geminator (1832)	Repeated Snapshot	11/12/2009 06:33:20	0.01	7.821.257	6.775.696	3.519.529	0	197.271	0	0
NOV(M)Novomatic Geminator (1833)	Repeated Snapshot	11/12/2009 06:33:20	0.01	7.455.387	6.656.076	3.706.160	0	205.226	0	0
IGT-MOOLAH VIDEO 30L (1834)	Repeated Snapshot	11/12/2009 06:33:21	0.01	10.328.663	9.833.089	5.134.578	0	137.735	0	0
IGT-Abracadabra (1835)	De-Commission Snapshot	11/12/2009 06:41:23	0.01	8.745.132	8.105.740	4.261.475	0	169.330	0	0
IGT-Abracadabra (1835)	Repeated Snapshot	11/12/2009 06:33:21	0.01	8.745.132	8.105.740	4.261.475	0	169.330	0	0
IGT-CARNIVAL OF MYSTERY 25L (1836)	De-Commission Snapshot	11/12/2009 06:42:36	0.01	7.251.574	6.259.103	4.231.546	0	130.177	0	0
IGT-CARNIVAL OF MYSTERY 25L (1836)	Repeated Snapshot	11/12/2009 06:33:21	0.01	7.251.574	6.259.103	4.231.546	0	130.177	0	0
IGT-DUCKS IN A ROW (1837)	Repeated Snapshot	11/12/2009 06:33:22	0.01	16.977.060	15.552.315	7.502.813	0	277.710	0	0
IGT-Stinkin Rich (1838)	Repeated Snapshot	11/12/2009 06:33:23	0.01	10.406.047	9.658.311	4.800.180	0	79.728	0	0
IGT-NEFERTITI (1839)	Repeated Snapshot	11/12/2009 06:33:23	0.01	8.836.376	7.882.910	4.387.705	0	163.817	0	0
IGT-TREASURES OF TROY 40L (1840)	Repeated Snapshot	11/12/2009 06:33:26	0.01	10.621.077	9.933.970	5.298.172	0	109.070	0	0
IGT-House of Dead (1841)	Repeated Snapshot	11/12/2009 06:33:27	0.01	9.862.484	8.923.893	4.361.054	0	145.215	0	0

Report Created: 13/01/2010 4:33:00AM User: devteam Page 1 / 151

Recent Machine Gross Meters

Recent Game Gross Meters

Date from 1/12/2010 | Date to 1/13/2010 | Protocol SAS | Nr.of Days 2
Retailer Selection All | EGM All | Meters Group 0 - 2 | Session ID All

Terminal Code 89 | **Session ID 101** | **Retailer Code 148001** | **Retailer Description Moneda de la Suerte**

EGM Description	Meter Type	Transaction Date	Denom	Game ID	Game Description	Variation Description	Credits Played	Credits Won	Games Played
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 19:38:58	0.01	78	Village Party People	Var 92%	18.311.335	16.784.864	584.141
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 17:27:58	0.01	78	Village Party People	Var 92%	18.295.610	16.771.234	583.444
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 15:16:58	0.01	78	Village Party People	Var 92%	18.289.795	16.765.919	583.180
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 13:06:28	0.01	78	Village Party People	Var 92%	18.287.450	16.764.774	583.063
WMS-Village Party People (1477)	Repeated Snapshot	12/01/2010 10:55:28	0.01	78	Village Party People	Var 92%	18.287.450	16.764.774	583.063
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 19:38:58	0.01	164	KILAHUEA	Var 92%	19.363.021	17.747.755	410.337
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 17:27:58	0.01	164	KILAHUEA	Var 92%	19.345.801	17.737.400	409.760
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 15:16:58	0.01	164	KILAHUEA	Var 92%	19.330.286	17.727.250	409.434
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 13:06:30	0.01	164	KILAHUEA	Var 92%	19.319.951	17.713.815	409.157
WMS-KILAHUEA (1479)	Repeated Snapshot	12/01/2010 10:55:28	0.01	164	KILAHUEA	Var 92%	19.319.951	17.713.815	409.157
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 19:38:58	0.01	22	Zeus	Var 92%	19.962.813	18.796.512	473.254
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 17:27:58	0.01	22	Zeus	Var 92%	19.943.687	18.773.983	472.286
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 15:16:58	0.01	22	Zeus	Var 92%	19.919.946	18.747.794	471.342
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 13:06:30	0.01	22	Zeus	Var 92%	19.909.647	18.739.172	470.997
WMS-Zeus (1480)	Repeated Snapshot	12/01/2010 10:55:28	0.01	22	Zeus	Var 92%	19.908.537	18.738.902	470.962
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 19:38:58	0.01	47	Neptune Kingdom II	Var 92%	23.148.436	21.148.682	550.120
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 17:27:58	0.01	47	Neptune Kingdom II	Var 92%	23.115.527	21.122.044	549.064
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 15:16:59	0.01	47	Neptune Kingdom II	Var 92%	23.096.075	21.108.683	548.397
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 13:06:30	0.01	47	Neptune Kingdom II	Var 92%	23.089.822	21.104.930	547.924
WMS-Neptune Kingdom II (1481)	Repeated Snapshot	12/01/2010 10:55:28	0.01	47	Neptune Kingdom II	Var 92%	23.089.502	21.104.910	547.910
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 19:38:58	0.01	168	GOOSIN AROUND	Var 92%	25.287.208	23.417.614	706.693
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 17:27:58	0.01	168	GOOSIN AROUND	Var 92%	25.229.668	23.368.344	704.498
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 15:16:59	0.01	168	GOOSIN AROUND	Var 92%	25.204.428	23.350.229	703.691
WMS-GOOSIN AROUND (1482)	Repeated Snapshot	12/01/2010 13:06:30	0.01	168	GOOSIN AROUND	Var 92%	25.186.613	23.322.339	703.117

Report Created: 13/01/2010 4:47:15AM | User: devteam | Page 1 / 15

Recent Game Gross Meters

Daily Game Net Meters

Schema On-Line Database
Date from 1/11/2010 **Date to** 1/13/2010 **Nr.of Days** 3
Retailer Selection All **Protocol** SAS
Meters Group 0 - 2

Business Date 11/01/2010 (409) **Report Business Date** 11/01/2010 (409)

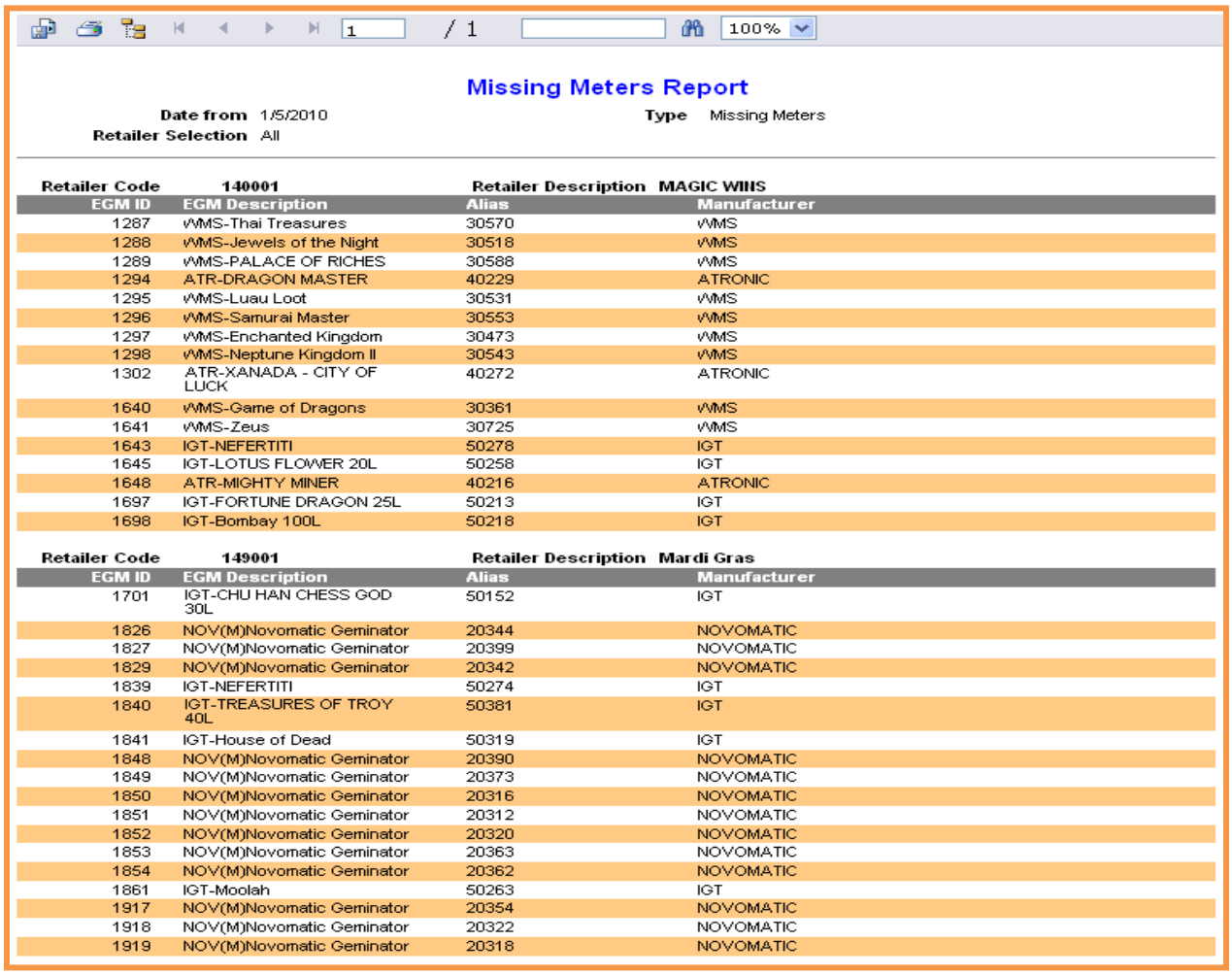
Terminal Code 1 **Retailer Code** 104001 **Retailer Description** Las Vegas

EGM Description	Currency	Denom	Game ID	Game Description	Variation Description	Credits Played	Credits Won	Games Played
WMS - Game Of Dragons (1)	NUEVO SOL	0.01	58	Game of Dragons	Var 92 %	960,15	934,58	1.467
IGT - Aztec Temple (4)	NUEVO SOL	0.01	21	Aztec Temple	Var 92 %	431,00	352,85	1.514
IGT - Da Vinci'S Diamonds (5)	NUEVO SOL	0.01	59	Da Vinci's Diamonds	Var 92 %	1.511,07	1.348,10	3.362
IGT - Lion Dance (8)	NUEVO SOL	0.01	62	Lion Dance	Var 92 %	1.377,35	1.299,92	2.232
WMS - Palace Of Riches (9)	NUEVO SOL	0.01	65	PALACE OF RICHES	Var 90 %	411,56	499,68	959
WMS - Luau Loot (10)	NUEVO SOL	0.01	46	Luau Loot	Var 92 %	1.014,00	924,90	1.697
ATR - Atronic Game (11)	NUEVO SOL	0.01	10	Atronic Game	Var 92 %	322,75	314,40	1.133
WMS-Egypt (50)	NUEVO SOL	0.01	48	Egypt	Var 92 %	411,58	396,25	905
WMS-Egypt (51)	NUEVO SOL	0.01	48	Egypt	Var 92 %	1.642,90	1.214,42	2.115
WMS-Blazing phoenix (52)	NUEVO SOL	0.01	23	Blazing phoenix	Var 90 %	614,10	533,78	1.945
WMS-Egypt (53)	NUEVO SOL	0.01	48	Egypt	Var 92 %	324,60	262,64	923
WMS-Egypt (54)	NUEVO SOL	0.01	48	Egypt	Var 92 %	1.265,85	876,03	1.685
WMS-Egypt (55)	NUEVO SOL	0.01	48	Egypt	Var 92 %	516,23	507,60	1.261
WMS-Egypt (56)	NUEVO SOL	0.01	48	Egypt	Var 92 %	2.579,00	1.871,40	2.246
WMS-Egypt (57)	NUEVO SOL	0.01	48	Egypt	Var 92 %	368,67	464,71	982
WMS-Egypt (58)	NUEVO SOL	0.01	48	Egypt	Var 92 %	1.129,20	1.238,31	1.532
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	108	Fruit Car	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	8	Queen of Hearts	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	104	Allways Hot	Var 92 %	532,25	670,00	424
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	187	Dolphin Pearl	Var 92 %	163,02	183,47	958
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	106	Sizzling Hot	Var 92 %	349,20	313,35	966
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	107	American Pocker	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	169	HOT TARGET	Var 92 %	0,00	0,00	0
NOV(M)Hot Spot (1990)	NUEVO SOL	0.01	105	77 Ultra Hot	Var 92 %	1.386,45	1.261,95	1.197

Terminal Code 2 **Retailer Code** 123001 **Retailer Description** Bella Luna

EGM Description	Currency	Denom	Game ID	Game Description	Variation Description	Credits Played	Credits Won	Games Played
IGT - Bombay 100l (12)	NUEVO SOL	0.01	66	Bombay 100L	Var 92 %	1.447,52	1.083,99	2.767
IGT - Aztec Temple 25l (13)	NUEVO SOL	0.01	67	AZTEC TEMPLE 25L	Var 92 %	631,27	457,48	2.328
IGT - Jade Gate 20l (14)	NUEVO SOL	0.01	68	JADE GATE 20L	Var 92 %	731,09	644,70	3.247

Daily Game Net Meters



1 / 1 100%

Missing Meters Report

Date from 1/5/2010 **Type** Missing Meters
Retailer Selection All

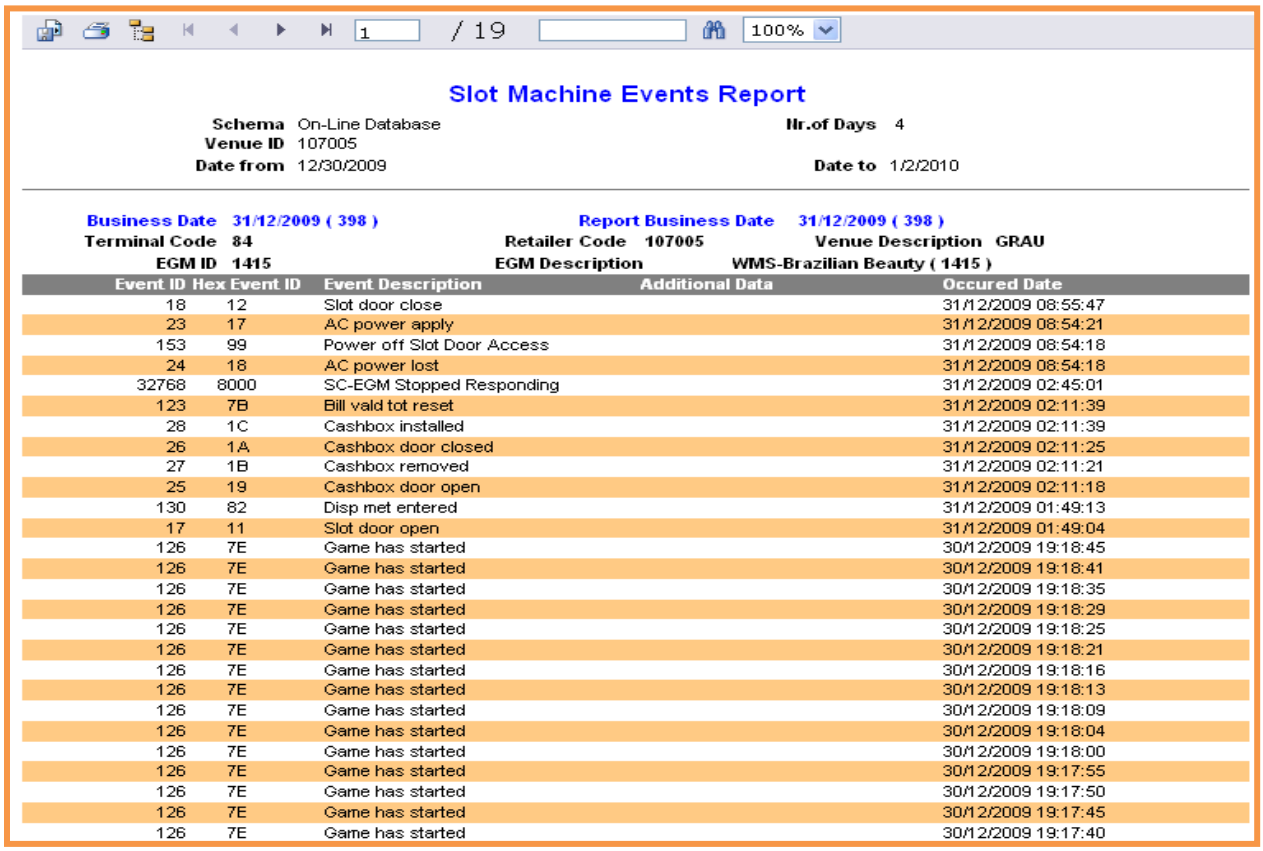
Retailer Code 140001 **Retailer Description** MAGIC WINS

EGM ID	EGM Description	Alias	Manufacturer
1287	WMS-Thai Treasures	30570	WMS
1288	WMS-Jewels of the Night	30518	WMS
1289	WMS-PALACE OF RICHES	30588	WMS
1294	ATR-DRAGON MASTER	40229	ATRONIC
1295	WMS-Luau Loot	30531	WMS
1296	WMS-Samurai Master	30553	WMS
1297	WMS-Enchanted Kingdom	30473	WMS
1298	WMS-Neptune Kingdom II	30543	WMS
1302	ATR-XANADA - CITY OF LUCK	40272	ATRONIC
1640	WMS-Game of Dragons	30361	WMS
1641	WMS-Zeus	30725	WMS
1643	IGT-NEFERTITI	50278	IGT
1645	IGT-LOTUS FLOWER 20L	50258	IGT
1648	ATR-MIGHTY MINER	40216	ATRONIC
1697	IGT-FORTUNE DRAGON 25L	50213	IGT
1698	IGT-Bombay 100L	50218	IGT

Retailer Code 149001 **Retailer Description** Mardi Gras

EGM ID	EGM Description	Alias	Manufacturer
1701	IGT-CHU HAN CHESS GOD 30L	50152	IGT
1826	NOV(M)Novomatic Geminator	20344	NOVOMATIC
1827	NOV(M)Novomatic Geminator	20399	NOVOMATIC
1829	NOV(M)Novomatic Geminator	20342	NOVOMATIC
1839	IGT-NEFERTITI	50274	IGT
1840	IGT-TREASURES OF TROY 40L	50381	IGT
1841	IGT-House of Dead	50319	IGT
1848	NOV(M)Novomatic Geminator	20390	NOVOMATIC
1849	NOV(M)Novomatic Geminator	20373	NOVOMATIC
1850	NOV(M)Novomatic Geminator	20316	NOVOMATIC
1851	NOV(M)Novomatic Geminator	20312	NOVOMATIC
1852	NOV(M)Novomatic Geminator	20320	NOVOMATIC
1853	NOV(M)Novomatic Geminator	20363	NOVOMATIC
1854	NOV(M)Novomatic Geminator	20362	NOVOMATIC
1861	IGT-Moolah	50263	IGT
1917	NOV(M)Novomatic Geminator	20354	NOVOMATIC
1918	NOV(M)Novomatic Geminator	20322	NOVOMATIC
1919	NOV(M)Novomatic Geminator	20318	NOVOMATIC

Missing Meters Report



1 / 19 100%

Slot Machine Events Report

Schema On-Line Database **Nr.of Days** 4
Venue ID 107005
Date from 12/30/2009 **Date to** 1/2/2010

Business Date 31/12/2009 (398) **Report Business Date** 31/12/2009 (398)
Terminal Code 84 **Retailer Code** 107005 **Venue Description** GRAU
EGM ID 1415 **EGM Description** WMS-Brazilian Beauty (1415)

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
18	12	Slot door close		31/12/2009 08:55:47
23	17	AC power apply		31/12/2009 08:54:21
153	99	Power off Slot Door Access		31/12/2009 08:54:18
24	18	AC power lost		31/12/2009 08:54:18
32768	8000	SC-EGM Stopped Responding		31/12/2009 02:45:01
123	7B	Bill vald tot reset		31/12/2009 02:11:39
28	1C	Cashbox installed		31/12/2009 02:11:39
26	1A	Cashbox door closed		31/12/2009 02:11:25
27	1B	Cashbox removed		31/12/2009 02:11:21
25	19	Cashbox door open		31/12/2009 02:11:18
130	82	Disp met entered		31/12/2009 01:49:13
17	11	Slot door open		31/12/2009 01:49:04
126	7E	Game has started		30/12/2009 19:18:45
126	7E	Game has started		30/12/2009 19:18:41
126	7E	Game has started		30/12/2009 19:18:35
126	7E	Game has started		30/12/2009 19:18:29
126	7E	Game has started		30/12/2009 19:18:25
126	7E	Game has started		30/12/2009 19:18:21
126	7E	Game has started		30/12/2009 19:18:16
126	7E	Game has started		30/12/2009 19:18:13
126	7E	Game has started		30/12/2009 19:18:09
126	7E	Game has started		30/12/2009 19:18:04
126	7E	Game has started		30/12/2009 19:18:00
126	7E	Game has started		30/12/2009 19:17:55
126	7E	Game has started		30/12/2009 19:17:50
126	7E	Game has started		30/12/2009 19:17:45
126	7E	Game has started		30/12/2009 19:17:40

VLT Events Report (Venue Selection, VLT Selection, Event Type)

SC Events Report

Schema On-Line Database **Nr.of Days** 13
Date from 1/1/2010 **Date to** 1/13/2010
Retailer Selection All

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399)

Retailer Code 104001 **Retailer Description** Las Vegas **Terminal Code** 5

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		01/01/2010 19:39:48

Retailer Code 107004 **Retailer Description** Huaraz **Terminal Code** 94

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:27

Retailer Code 123005 **Retailer Description** Real 777 Cajamarca **Terminal Code** 96

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:02:51

Retailer Code 123007 **Retailer Description** Real 777 Rimac **Terminal Code** 81

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:28

Retailer Code 124002 **Retailer Description** WIN HOUSE **Terminal Code** 88

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:17

Retailer Code 129001 **Retailer Description** JR. UNION **Terminal Code** 16

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:15

Business Date 02/01/2010 (400) **Report Business Date** 02/01/2010 (400)

Retailer Code 107005 **Retailer Description** GRAU **Terminal Code** 84

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 20:38:14

Retailer Code 123002 **Retailer Description** SAN JUAN I TAURI **Terminal Code** 77

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 11:28:42
33283	8203	SC Power On		02/01/2010 11:28:39
33283	8203	SC Power On		02/01/2010 11:28:32

Retailer Code 123003 **Retailer Description** SAN JUAN II TAURI **Terminal Code** 92

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 11:28:45
33283	8203	SC Power On		02/01/2010 11:28:24

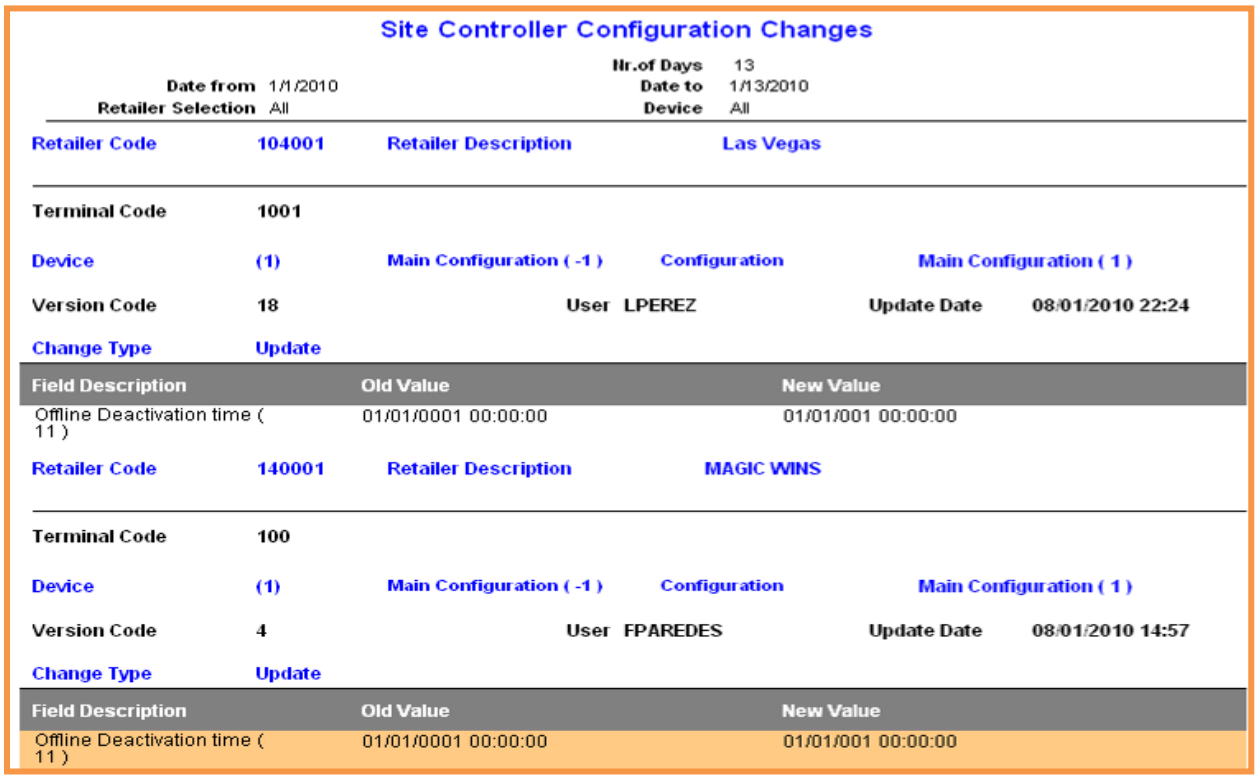
Retailer Code 123006 **Retailer Description** REAL 777 MAGDALENA **Terminal Code** 116

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 10:41:02

Retailer Code 155001 **Retailer Description** Asia **Terminal Code** 118

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 14:11:49

Site Controller Events Report



Site Controller Configuration Changes

Date from	1/1/2010	Nr.of Days	13
Retailer Selection	All	Date to	1/13/2010
		Device	All

Retailer Code 104001 **Retailer Description** Las Vegas

Terminal Code 1001

Device (1) **Main Configuration (-1)** **Configuration** **Main Configuration (1)**

Version Code 18 **User** LPEREZ **Update Date** 08/01/2010 22:24

Change Type Update

Field Description	Old Value	New Value
Offline Deactivation time (11)	01/01/0001 00:00:00	01/01/001 00:00:00

Retailer Code 140001 **Retailer Description** MAGIC WINS

Terminal Code 100

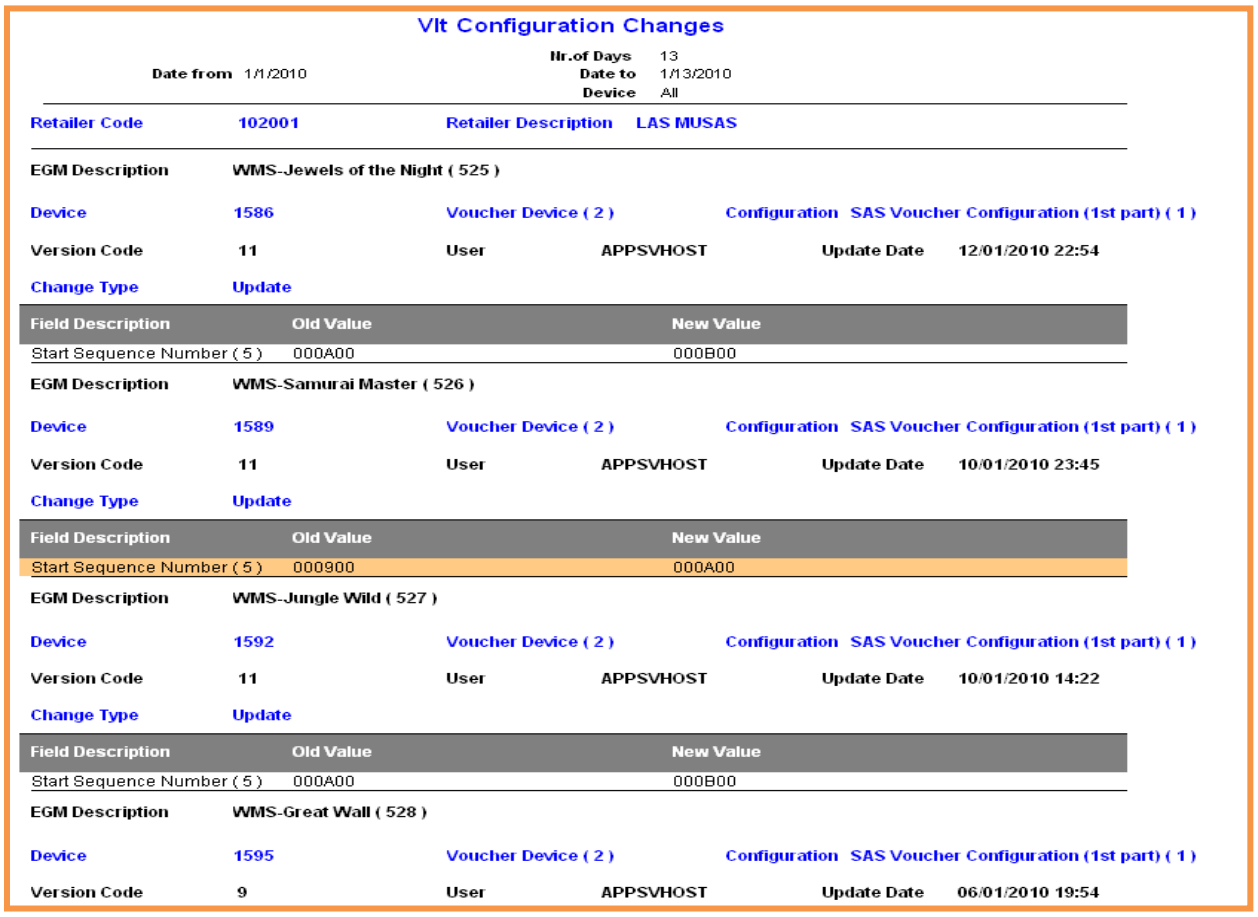
Device (1) **Main Configuration (-1)** **Configuration** **Main Configuration (1)**

Version Code 4 **User** FPAREDES **Update Date** 08/01/2010 14:57

Change Type Update

Field Description	Old Value	New Value
Offline Deactivation time (11)	01/01/0001 00:00:00	01/01/001 00:00:00

Site Controller Configuration Changes



Vlt Configuration Changes

Date from 1/1/2010 | Nr.of Days 13 | Date to 1/13/2010 | Device All

Retailer Code 102001 Retailer Description LAS MUSAS

EGM Description WMS-Jewels of the Night (525)

Device 1586 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 11 User APPSVHOST Update Date 12/01/2010 22:54

Change Type Update

Field Description	Old Value	New Value
Start Sequence Number (5)	000A00	000B00

EGM Description WMS-Samurai Master (526)

Device 1589 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 11 User APPSVHOST Update Date 10/01/2010 23:45

Change Type Update

Field Description	Old Value	New Value
Start Sequence Number (5)	000900	000A00

EGM Description WMS-Jungle Wild (527)

Device 1592 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 11 User APPSVHOST Update Date 10/01/2010 14:22

Change Type Update

Field Description	Old Value	New Value
Start Sequence Number (5)	000A00	000B00

EGM Description WMS-Great Wall (528)

Device 1595 Voucher Device (2) Configuration SAS Voucher Configuration (1st part) (1)

Version Code 9 User APPSVHOST Update Date 06/01/2010 19:54

VLT Configuration Changes

4.1.1.6 The Vendor is required to provide the following to the Lottery for the duration of the Contract:

4.1.1.6.1 All changes necessary to comply with statutory or judicial changes affecting casino and limited video lottery after initial installations are complete. The date such changes are required shall be the effective date of the law change or court order.

INTRALOT will provide any and all changes necessary to comply with statutory or judicial changes affecting casino and limited Video Lottery after initial installations are complete. It is understood that the date such changes are required will be the effective date of the law change or court order.

4.1.1.6.2 Immediate action to bring the CMS into compliance according to a timetable that has been approved by the Lottery in the event an issue of non-compliance is discovered.

INTRALOT will ensure that immediate action is undertaken to bring the CMS into compliance according to a timetable that has been approved by the Lottery in the event an issue of non-compliance is discovered.

4.1.1.6.3 Changes and enhancements to the CMS as requested by the Lottery.

INTRALOT will make changes and enhancements to the CMS as requested by the Lottery.

4.4.1.6.4 A toll-free hotline for telephone response and trouble-shooting regarding any hardware or software issues related to the CMS and its peripherals at any hour of any day. The CMS design includes supporting remote dial-in access by the Vendor and provides monitoring of the remote dial-in activity.

INTRALOT will provide a toll-free hotline from our corporate call center based in Georgia for telephone response and troubleshooting regarding any hardware or software issues related to the CMS and its peripherals. This toll-free hotline and support staff will be available at any hour of any day. INTRALOT's CMS design allows for remote support by our staff using logged VPN access upon approval of the Lottery. This connectivity is monitored along with all activity undertaken by personnel while accessing the CMS.

4.1.1.7 The Lottery and Vendor shall create a support level agreement on the response times, incident reporting, and problem resolution subsequent to contract award. In case of an emergency that the Lottery operations staff is unable to resolve, contact will be made via hotline for immediate contact with a Vendor technical operations support specialist who will coordinate resolution of the issue. The operations support specialist will have immediate access to on-call staff from all technical disciplines relating to the video lottery systems product in order to efficiently address the issue.

INTRALOT understands that it will create a support level agreement with the Lottery on response times, incident reporting, and problem resolution subsequent to contract award. In case of an emergency that the Lottery operations staff is unable to resolve, INTRALOT will provide technical operations support specialists that will be immediately available via the established hotline who will coordinate resolution of the issue. Our technical operations support specialists will have immediate access to all on-call staff for all technical disciplines relating to the Video Lottery systems product in order to efficiently address the issue.

Problem Escalation

One of the primary functions in the escalation process is to determine where problem resolution ownership resides. The key to high-quality support is to ensure that problems are escalated immediately to the on-call owner(s) of the affected area(s). The escalation process concentrates on determining the level of the problem. If the problem is a system-wide problem, it is escalated immediately to the Vice President level.

Once they've been called by the Lottery, the on-call technical specialists own the problem to resolution. Another key to good support is to never let difficult problems linger unresolved. An on-call technical specialist must relinquish ownership of the solution to the headquarters group when time limits expire. The headquarters group also must be ready to refer the issue to the worldwide corporate engineering services group should the problem prove too difficult to resolve in the allotted time.

4.1.1.8 All CMS hardware and software to be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.

INTRALOT will install, support, and maintain all CMS hardware and software to be licensed to the Lottery. It is understood and agreed that hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.

4.1.1.9 The CMS design is to include a time synchronizing mechanism to ensure consistent time recording and reporting for events and transactions. Time is to be synchronized on the primary, secondary, test and back-up systems to ensure all systems have all transaction data. Synchronization will be with an external time standard and be configured for Eastern Standard Time (EST) and Daylight Savings Time (DST). Changes from EST to DST are to be automatic without the loss of transaction data.

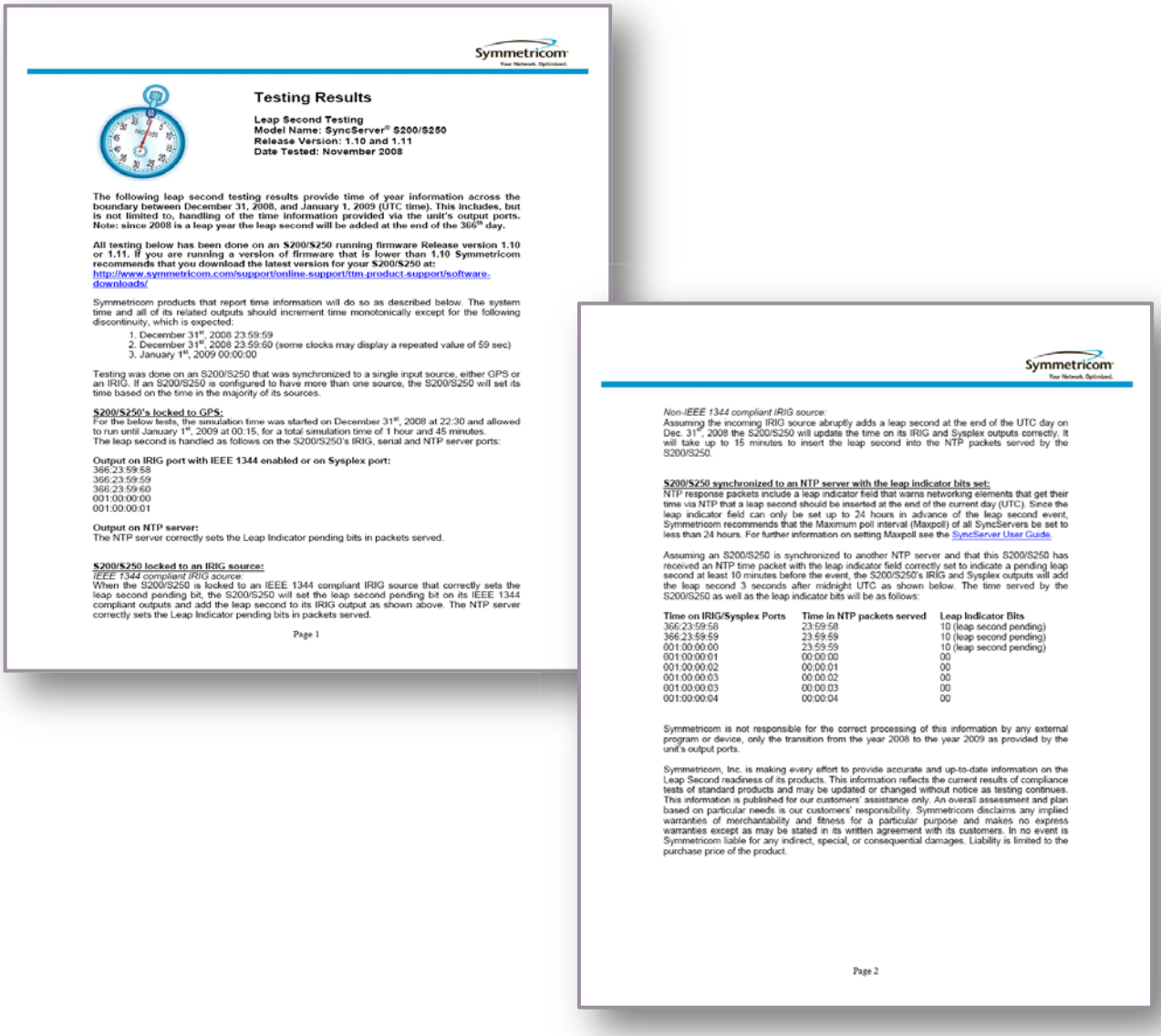
INTRALOT's proposed CMS design includes time synchronization to ensure consistent time recording and reporting for events and transactions. Time will be synchronized on the primary, secondary, test, and back-up systems to ensure all systems have all transaction data. INTRALOT utilizes Network Time Protocol (NTP) synchronization with and external time standard. The CMS will be configured for Eastern Standard Time (EST) and Daylight Savings Time (DST). Changes from EST to DST will be fully automated without any loss of transaction data.

All Central Monitoring Systems deployed by INTRALOT are securely, precisely, and reliably time synchronized using Symmetricom's enterprise level SyncServer S200 GPS NTP (Global Positioning Satellite Network Time Protocol) network time synchronization receivers. Using the GPS NTP Server ensures consistent and nanosecond time accuracy to Universal Time Clock (UTC) time recording protecting the integrity of all transaction processing. The high-speed processor and nanosecond clock assure high bandwidth NTP performance.

The Symmetricom is a Stratum 1 level NTP appliance deriving extremely accurate time from the atomic clocks aboard the GPS satellite system. Reliability is further enhanced via Stratum 2 operation by retrieving time from other user-designated time Servers. The SyncServers can be upgraded to an internal Rubidium atomic oscillator to keep the time Server accurate if the GPS signal is lost. This configuration further enhances time synchronization via a Stratum 2 NTP Server operation.

The designated redundant Symmetricom SyncServers at both the Primary and Back-up Data Centers provide timing distribution in an active-passive relationship. In the event of failure of one of the systems, the other system assumes the Primary role of timing distribution, which provides time synchronization redundancy.

Accurate time synchronization is extremely important, not only for normal operations, but it is critical in the fault isolation process as alerts and logs are compared. Leap Second Testing Results of Symmetricom's SyncServer S200:



Symmetricom

Testing Results

Leap Second Testing
Model Name: SyncServer® S200/S250
Release Version: 1.10 and 1.11
Date Tested: November 2008

The following leap second testing results provide time of year information across the boundary between December 31, 2008, and January 1, 2009 (UTC time). This includes, but is not limited to, handling of the time information provided via the unit's output ports. Note: since 2008 is a leap year the leap second will be added at the end of the 366th day.

All testing below has been done on an S200/S250 running firmware Release version 1.10 or 1.11. If you are running a version of firmware that is lower than 1.10 Symmetricom recommends that you download the latest version for your S200/S250 at:
http://www.symmetricom.com/support/online-support/ttm-product-support/software-downloads/

Symmetricom products that report time information will do so as described below. The system time and all of its related outputs should increment time monotonically except for the following discontinuity, which is expected:

1. December 31st, 2008 23:59:59
2. December 31st, 2008 23:59:60 (some clocks may display a repeated value of 59 sec)
3. January 1st, 2009 00:00:00

Testing was done on an S200/S250 that was synchronized to a single input source, either GPS or an IRIG. If an S200/S250 is configured to have more than one source, the S200/S250 will set its time based on the time in the majority of its sources.

S200/S250's locked to GPS:
For the below tests, the simulation time was started on December 31st, 2008 at 22:30 and allowed to run until January 1st, 2009 at 00:15, for a total simulation time of 1 hour and 45 minutes.
The leap second is handled as follows on the S200/S250's IRIG, serial and NTP server ports:

Output on IRIG port with IEEE 1344 enabled or on Sysplex port:
366:23:59:58
366:23:59:59
366:23:59:60
001:00:00:00
001:00:00:01

Output on NTP server:
The NTP server correctly sets the Leap Indicator pending bits in packets served.

S200/S250 locked to an IRIG source:
IEEE 1344 compliant IRIG source:
When the S200/S250 is locked to an IEEE 1344 compliant IRIG source that correctly sets the leap second pending bit, the S200/S250 will set the leap second pending bit on its IEEE 1344 compliant outputs and add the leap second to its IRIG output as shown above. The NTP server correctly sets the Leap Indicator pending bits in packets served.

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Symmetricom

Non-IEEE 1344 compliant IRIG source:
Assuming the incoming IRIG source abruptly adds a leap second at the end of the UTC day on Dec. 31st, 2008 the S200/S250 will update the time on its IRIG and Sysplex outputs correctly. It will take up to 15 minutes to insert the leap second into the NTP packets served by the S200/S250.

S200/S250 synchronized to an NTP server with the leap indicator bits set:
NTP response packets include a leap indicator field that warns networking elements that get their time via NTP that a leap second should be inserted at the end of the current day (UTC). Since the leap indicator field can only be set up to 24 hours in advance of the leap second event, Symmetricom recommends that the Maximum poll interval (Maxpoll) of all SyncServers be set to less than 24 hours. For further information on setting Maxpoll see the SyncServer User Guide.

Assuming an S200/S250 is synchronized to another NTP server and that this S200/S250 has received an NTP time packet with the leap indicator field correctly set to indicate a pending leap second at least 10 minutes before the event, the S200/S250's IRIG and Sysplex outputs will add the leap second 3 seconds after midnight UTC as shown below. The time served by the S200/S250 as well as the leap indicator bits will be as follows:

Time on IRIG/Sysplex Ports	Time in NTP packets served	Leap Indicator Bits
366:23:59:58	23:59:58	10 (leap second pending)
366:23:59:59	23:59:59	10 (leap second pending)
001:00:00:00	23:59:59	10 (leap second pending)
001:00:00:01	00:00:00	00
001:00:00:02	00:00:01	00
001:00:00:03	00:00:02	00
001:00:00:03	00:00:03	00
001:00:00:04	00:00:04	00

Symmetricom is not responsible for the correct processing of this information by any external program or device, only the transition from the year 2008 to the year 2009 as provided by the unit's output ports.

Symmetricom, Inc. is making every effort to provide accurate and up-to-date information on the Leap Second readiness of its products. This information reflects the current results of compliance tests of standard products and may be updated or changed without notice as testing continues. This information is published for our customers' assistance only. An overall assessment and plan based on particular needs is our customers' responsibility. Symmetricom disclaims any implied warranties of merchantability and fitness for a particular purpose and makes no express warranties except as may be stated in its written agreement with its customers. In no event is Symmetricom liable for any indirect, special, or consequential damages. Liability is limited to the purchase price of the product.

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4.1.1.10 Capacity: The CMS design is to include the capability to support and monitor the operation of a network of 20,000 VLTs and associated controllers during peak transaction activity. The CMS configuration is to be scalable to support 30,000 machines without major redesign or replacement if future need requires increased capacity.

INTRALOT has designed the proposed CMS to include the capability to support and monitor the operation of a network of more than 20,000 VLTs and associated controllers during peak transaction activity. The design of our CMS makes the configuration easily scalable to support over 30,000 machines without major redesign or replacement if future needs require increased capacity.

INTRALOT is offering a CMS that both secures and encourages any future business expandability of gaming machine operation, and meets any gaming machine protocol challenges through inherent system scalability and flexibility. Expandability in capacity allows for very easy increases in the number of gaming venues and terminals combined with optional future activities.

Predictably or not, gaming organizations and markets continuously evolve. This calls for the ability to follow-through and handle change on an on-demand basis. INTRALOT can deliver a system that supports both vertical and horizontal upgradeability. A vertical upgrade constitutes the on-demand enhancement of the existing components of the system. A horizontal upgrade constitutes the on-demand addition of new equipment to the configuration.

The system's capability to expand on-demand ensures that INTRALOT can deploy a solution that not only handles the way business is conducted today, but can keep pace with predictable or unpredictable shifts in the way business will be conducted in the future. At the same time, upgrading to address growing system needs should be a transparent process and, even more important, it should occur without jeopardizing operations. Any equipment upgrades, system software and/or operating system updates in iGEM can be performed without interruption of operations or suspension of sales.

4.1.1.11 The CMS design is to include the capability to support and monitor the operation of a network of approximately 2,000 Venues and five casinos during peak transaction activity. The CMS configuration is to be scalable to support 2,500 Venues and 10 casinos without major redesign or replacement if future need requires increased capacity.

The proposed CMS design includes the capability to support and monitor the operation of a network of over 2,000 Venues and five casinos during peak transaction activity. Our CMS configuration is completely scalable to support over 2,500 Venues and 10 casinos without major redesign or replacement if future needs require increased capacity.

4.1.1.12 The CMS design is to have the capability to support, monitor and invoice the operation of a network of approximately 350 owner/operators (permit holders) with 9,000 permits and five casinos during peak transaction activity. The CMS configuration is to be scalable to support 700 owner/operators (permit holders) and 10 casinos without major redesign or replacement if future need requires increased capacity.

INTRALOT's CMS design has the capability to support, monitor, and invoice the operation of a network of more than 350 owner/operators and with 9,000 permits and five casinos during peak transaction activity. The CMS configuration as designed is easily scalable to support over 700 owner/operators and 10 casinos without major redesign or replacement if future needs require increased capacity.

4.1.1.13 Acceptance Testing: Any modification of configuration, process, or device is required to be submitted for certification to the Lottery's primary independent testing laboratory, pass the Lottery's user acceptance testing on the Lottery's acceptance testing system, and be approved by the Lottery. Errors found during testing are to be corrected by the Vendor and the testing process repeated until approval is granted by the Lottery.

INTRALOT understands that any modification of configuration, process, or device is required to be submitted for certification to the Lottery's primary independent testing laboratory, pass the Lottery's user acceptance testing on the Lottery's acceptance testing system, and be approved by the Lottery. It is also understood that any errors found during testing must be corrected by INTRALOT, and that the testing process be repeated until approval is granted by the Lottery.

QUALITY ASSURANCE AND ACCEPTANCE TESTING

INTRALOT adopts and complies with Quality Policies, Quality Control and Quality Management Procedures, and has a Certified Quality Management System compliant with the rigorous requirements of ISO 9001:2000 standard. Quality planning constitutes a vital activity with respect to process control. Quality plans contain the procedures and standards that will be used for the generation of all project deliverables. The Software Requirements Specifications will conform to software specification standards similar to the IEEE/ANSI 830-993 specification. Quality reviews, both within INTRALOT and with the Lottery will be used to document activities that will assist in ensuring the utmost customer satisfaction.

Unit testing is conducted by software engineers in parallel with software development within each of the responsible departments. The purpose of unit testing is to remove system defects early in the software development life cycle, before these are integrated into larger subsystems.

Integration testing is conducted by executing Test Cases, Test Scripts, and Test Procedures. This procedure verifies and validates the cross-operation capability of the modules and backwards compatibility with system components that are not affected by current release. Each responsible department will deliver the following documentation to Software Quality Assurance Department:

- Test Cases that have been performed to verify that the requested modifications and solution provided are tested and conform to the relevant specification documentation.
- Test Scripts that execute specific test cases to direct testing of specific functionality that is modified or affected.
- Test Procedures that summarize or collect test scripts for a whole system verification procedure.

The first step of the formal process of testing and certifying the system as a whole consists of very high-level tests that determine the stability of the software being released. The output of this procedure is a

PASS/FAIL Boolean test of the system, and determines if the software is ready to proceed to the functional testing phase.

Functional Testing is where the system functionality is tested against specifications. External official administration and agency environments are simulated within INTRALOT's testing environment. These include hardware equipment, software applications, third party software applications, an acceptable number of terminals, environmental conditions, etc. Once the environment is set up, the system is put through exhaustive testing, by running Test Cases, Test Scenarios and Procedures, with the intention of assessing its functionality against the agreed specifications.

Among other tests, the Functional Testing phase includes:

- Security Testing – Testing performed to ensure and verify that the System is secure and prevents intruders and unauthorized personnel from entering and misusing it.
- Compatibility Testing – Testing performed for verifying that the individual hardware equipment and software applications of the proposed solution are compatible and can interface with each other without conflict.

Successful conclusion of Functional Testing will determine the product's suitability for delivery to the Lottery for on-site testing. The infrastructure used to perform functional testing will be a laboratory located at INTRALOT and will represent the production configuration, including a sufficient number of equipment and relevant peripherals in a controlled environment. Access to 3rd party systems will also take place during this phase, if applicable.

Following installation of the software on the INTRALOT QA system, quality assurance testing is conducted. This testing is the final step of INTRALOT's internal testing procedures, and is performed to verify and validate the agreed functionality and correct installation of the current release to the customer environment where it can be tested in real life conditions. During testing the following tests are performed:

- Functional Testing – The final product's functionality is tested against documented test cases. Testing may include additional ad-hoc tests in order to detect any possible defects in the software.
- Script Testing – At this stage, most of the system has gone through the functional testing and most defects have been identified and resolved. The testing elements are very well defined and applied. All inputs are scripted so that there is a determined outcome at the end of the test script.
  Stress Testing – This is the final phase of testing to determine how well the system reacts and performs during abnormal system situations. Failover and switchover tests are also performed during this phase.

More specifically, QA testing may involve the following tests:

- Module testing, to test different modules both individually and when operating together as subsystems.

- System integration testing, to test that all the modules and subsystems are properly integrated and operate on a compatible basis with each other and on a subsystem level.
- Network testing, to ensure that all local area and wide area networks provide the required connectivity.
- Functional testing, to test that each different technical environment making up the system performs the functions that it is intended to perform (as per specifications) either by itself, or with those of the other technical environments with which it is to interact, and with those external systems with which it is to interoperate.
- Validation testing, against INTRALOT Test Scripts.
- Validation testing, against the Lottery's Test Scripts.
- Stress, performance and security testing, to confirm that the system can operate and perform in a manner which meets the agreed Security and Performance Standards.
- Anomaly Testing and Volume Testing.
- Testing of Failover from Host to Host (includes server to server and node to node), and Switchover from Site to Site.
- Migration Testing.
- Back-up and recovery routines.
- Report production.

User Acceptance Testing (UAT) is the final step of the overall system testing and validation process and is performed by the Lottery in order to certify the product. It involves a series of technical, functional, performance, and other tests involving testing of end-to-end processes, testing of business processes, and the conduction of stress, performance, failover, and anomaly testing.

User Acceptance Testing that is performed will be based on the Acceptance Test Plan and a set of agreed test scenarios and test cases. During this testing, a set of issues or non-conformances are reported by the Lottery and evaluated by INTRALOT as either being problems that need to be fixed or the required change requests are generated.

Following discussion and agreement with the Lottery, a subsequent software release may be provided by INTRALOT, which is then re-tested. The overall process is assumed complete when all issues of agreed criticality are resolved, and an agreed implementation plan is provided to the Lottery. Upon successful completion of this testing phase, the system is certified for release into the production environment for operation.

4.1.1.14 The Vendor is to provide 24/7 access and support to test systems at independent testing laboratories and also at the Lottery test lab for the duration of the contract or according to their hours of operation. Costs related to the independent testing laboratories other than initial acceptance testing at the primary testing laboratory are to be excluded from the costs provided in this RFP response.

INTRALOT will provide 24/7 access and support to test systems at the independent testing laboratories in addition to the Lottery test lab for the duration of the contract and according to their hours of operations. INTRALOT understands that costs related to the independent testing laboratories other

than initial acceptance testing at the primary testing laboratory are to be excluded from the costs provided in our RFP response.

4.1.1.15 All CMS hardware, software and configurations, including any changes and updates, has to be certified by the primary independent testing lab approved by the Lottery at the Vendor's expense.

INTRALOT has read and understands that all CMS hardware, software, and configurations, including any changes and updates, must be certified by the primary independent testing lab approved by the Lottery at our expense.

4.1.1.16 Acceptance Test Systems: The acceptance test systems will be at least two separate identical test systems: The first located at the PDC for testing in the Lottery test lab and the second dedicated for testing by an independent testing lab at a non-Lottery site. As the Lottery approves additional testing laboratories, each new test laboratory will be responsible for acquiring a system that can be used for acceptance testing of software for the Lottery at its own expense.

INTRALOT understands that the acceptance test systems will consist of at least two separate identical test systems with the first being located at the PDC for testing in the Lottery test lab, and the second dedicated for testing by an independent testing lab at a non-Lottery site. It is further understood that as the Lottery approves additional testing laboratories, each new test laboratory will be responsible for acquiring a system that can be used for acceptance testing of software for the Lottery at its own expense.

4.1.1.17 The acceptance test systems are to have identical components, processing capacity, architecture, and configuration, except protective redundancy is not required nor will the testing system have the same disk capacity. The test system may have less processor speed than the production system but it is required to have the capacity to complete testing in an efficient manner. The acceptance test systems will mirror any modifications made to operational configurations, processes, or devices at the PDC and BDC. The Vendor is required to make these systems available to any Lottery approved test laboratory and the Vendor will be responsible for ensuring they remain synchronized with any changes implemented in the Lottery CMS.

INTRALOT understands that the acceptance test systems are to have identical components, processing capacity, architecture, and configuration, except that protective redundancy is not required nor will the testing system require the same disk capacity. It is further understood that the test system may have less processor speed than the production system, but is required to have the capacity to complete testing in an efficient manner. INTRALOT will ensure that the acceptance test systems will mirror any modifications made to the operational configurations, processes, or devices at the PDC and BDC. INTRALOT will also make these systems available to any Lottery approved test laboratory, and will be responsible for ensuring that they remain synchronized with any changes implemented in the Lottery CMS.

INTRALOT's test environments are fully functional copies of the production environment. The Quality Assurance and the acceptance testing systems provide the same transactions and reports as the

production systems including management reports, VLT reports, and the ability to research and report transaction history. The hardware for the test systems is identical to the production systems except they have fewer redundant components and the entire system architecture is simplex. The test environments include all the communication options so that the site controllers communicate to the test systems using the same communications modes as set up in the field.

4.1.2 COMMUNICATION PROTOCOLS (SYSTEM DESIGN)

4.1.2.1 VLT Communication Protocols: The CMS design is to support and utilize G2S, "SAS 6.02" and all prior versions, as well as all future SAS or other approved protocol upgrades to facilitate communication and control all VLTs approved in WV. The CMS is to be configured to communicate with, control, and enroll all VLTs approved for use in WV and be able to communicate with, control, and enroll all new VLTs approved during the term of the Contract.

Note: The majority of LVL machines are currently operating on the ICIS protocol which has an end-of-life date of December 31, 2017. Some ICIS protocol machines may be in use at the beginning of the CMS conversion project but shall not be accommodated on the new CMS.

There are no G2S machines on the existing CMS.

INTRALOT's proposed CMS fully supports and utilizes G2S along with SAS v6.02 and all prior versions. It has been designed to support and utilize all future SAS or other approved protocol upgrades to facilitate communications and control all VLTs approved in West Virginia. The CMS will be configured to communicate with, control, and enroll all VLTs approved for use in West Virginia and be able to communicate with, control, and enroll all new VLTs approved during the term of the Contract. We also understand that the majority of LVL machines are currently operating on the ICIS protocol, and that some ICIS protocol machines may be in use at the beginning of the CMS conversion project but will not be accommodated on the new CMS.

iGEM has been designed and built specifically to provide native support for GSA's (Gaming Standards Association) protocols. The Site Controller is a pure G2S Site Controller supporting all necessary G2S Classes while it also provides support to selected S2S functionalities for interfacing to third party systems. At the Central System side, the database and all relevant modules have been adapted to support all requirements of G2S, in terms of configuration, meters, events, transaction types, etc. iGEM has been certified by GLI and GSA for the G2S Host and Security transport. In addition, iGEM has gone through a series of interoperability testing with VLTs from all major manufacturers, including systematic testing at the IGT Interoperability Center in Reno, Nevada.

iGEM, being a truly universal system, also maintains support for other protocols (SAS, VLC, QCOM, x-Series etc.). The communication of the system to the VLTs is achieved via a protocol conversion from any protocol to G2S, which is achieved through the use of INTRALOT's convertor board that is installed within the VLTs.

iGEM has been installed and is operational in various jurisdictions worldwide, providing regulators, operators and control boards with a robust environment for monitoring, controlling, and regulating their gaming markets, and for implementing very strict financial control, accounting, taxation and billing processes. For instance, in Victoria, Australia, the iGEM CMS supports simultaneously the QCOM, VLC version F3, and VLC version ABCD protocols via the VLT protocol converter, and efficiently monitors about 27,000 VLTs. In addition, the Ohio Lottery uses iGEM to monitor all seven racinos and over 10,000 VLTs, while the Georgia Lottery is currently deploying a wide-area monitoring network to cover up to 5,700 retail outlets with over 26,000 VLTs connected to iGEM.

iGEM has been installed in New Zealand where it provides monitoring, control and accounting for 20,500 EGMs that operate in over 1,600 bars, pubs and clubs, along with 1,000 jackpot controllers. This contract in New Zealand also provides for an integrated system (IGP) that takes DIA from a paper-based licensing system to an online, integrated transaction system for licensing and compliance activity. The system gives DIA the ability to integrate with existing systems and the capability to access, analyze, and report on all data from both internal and external stakeholders. IGP is a custom-made solution consisting of several functional modules that support the various business functions within the customer's (DIA) organization. It provides both internal user interfaces (for the DIA employees), and external user interfaces (for the NZ gaming machine operators and other stakeholders) as follows:

- Licensing.
- Compliance.
- Investigations.
- Gaming technology.
- Operational policy.
- Performance assurance.
- Intelligence.
- Gambling, racing, and censorship policy.

An online working environment that allows for the following features and capabilities:

- Secure electronic information exchange to and from third parties.
- Full integration with the electronic monitoring system for exchange of licensing and compliance information for implementation in the field (e.g., EGM activation, following issuance of license, or EGM decommissioning following revocation of license, etc.).
- Consistent and user-friendly search capability across all information stores from a single search interface.
- Interface provision (systems integration).
- Document management system integration.
- Monitoring and alerting for system events, key indicators, and activity thresholds.
- System access by mobile users (e.g., inspectors, auditors, or investigators).
- Community grants monitoring, reporting, and analysis.
- Support for electronic payments.
- Electronic information sharing with specific government services provided by other agencies (e.g., companies office, bankruptcy gazette, etc.).

Work management for all operational processes:

- Independent work management across multiple systems.
- Tracking and allocation of tasks to staff members within "long-running" business processes (i.e., processes that may take multiple days).
- Analysis of the time taken within tasks and delays between tasks.
- Case management of license applications, renewals, and investigations.
- Marking current license records relating to a site with a flag that a specific activity is in progress (e.g., flagging a site if an investigation is occurring).
- Workflow management of key transactional (operational) processes within and across business units.

iGEM is connected with VLTs of practically all VLT manufacturers, irrespective of protocols. In case of proprietary protocols, INTRALOT typically obtains a license to the respective protocol and further develops the protocol at the board level.

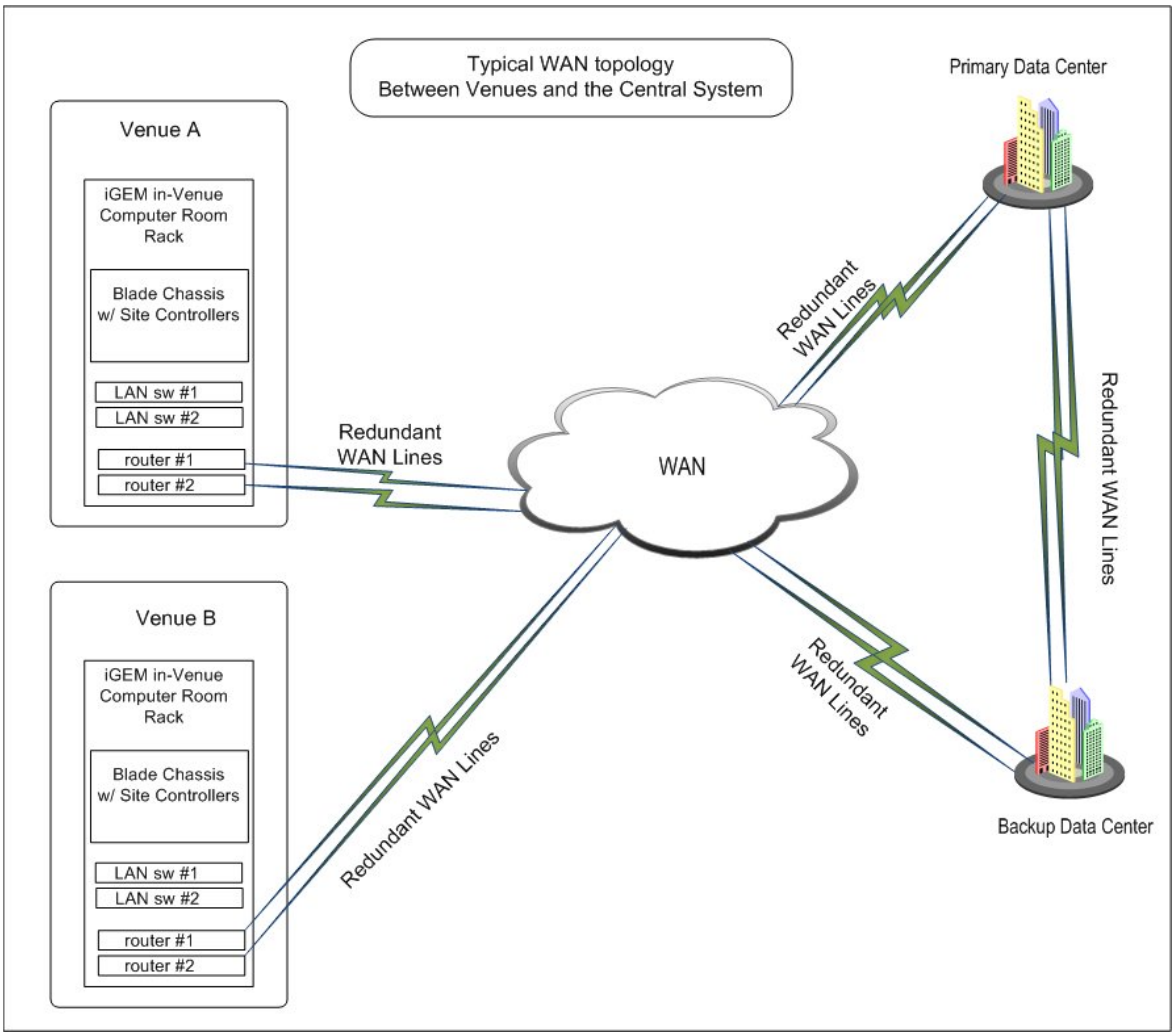
4.1.2.2 Describe how the CMS will communicate with and control the current network of VLTs through the concurrent use of SAS and G2S protocols.

INTRALOT's proposed CMS can simultaneously communicate with and control the current network of VLTs through the concurrent use of SAS and G2S protocols. The WAN topology diagram shows how the Site Controllers located at each facility will be connected to the CMS.

Our CMS and attached Site Controllers communicate natively using the G2S protocol. For communications with VLTs that utilize the SAS protocol, an convertor board is utilized to perform the protocol conversion from SAS to G2S. One protocol converter board is required for each SAS VLT. The convertor board will allow a SAS VLT to connect to the facility LAN, and the convertor board will communicate with Site Controller over G2S.

VLTs should have two SAS communication ports available. One SAS communication port will be used for machine control by the VLT-CMS, and the other SAS port will be used for any in-house slot accounting system and other in-house services.

If a VLT only has one available SAS communication port, Intralot must be informed in advance and supplied with the specific VLT model and the SAS splitter that will be used by the Facility. Intralot and an independent test lab must verify the specific implementation prior to deployment to the facility.



The convertor Board is a compact device with minimum footprint and a special design in order to fit/mount inside the SAS VLT. The board connects to the VLT via a RS232 serial cable, and to the Site Controller via an IP/Ethernet connection.

Each RVL facility will be required to deliver two redundant Ethernet connections from their network to the site controllers server room. These connections will be used to carry all traffic between the VLT facility network and INTRALOT for all current and future services, including the VLT floor and for back office functions.

The implementation of the CMS at each facility is a cooperative process between the facility, INTRALOT and the Lottery. The project team is expected to work together to develop the necessary requirements and implementation plans associated with each facility. Cooperation between all parties will be required during all phases of the project; design, construction, installation, configuration, testing and live operations. The implementation process will start with a kickoff meeting between the RVL facilities, INTRALOT and the Lottery.

The agenda for the kickoff meeting should include the following topics:

- Introduction of all parties.
- Establish contacts and communication channels between all parties.
- Facility plan overview.
- CMS network and facility requirements overview.
- INTRALOT will be available throughout the implementation process to work with all facilities and answer any questions regarding the CMS installation. A facility implementation plan will be updated and customized based on the specific information and implementation of each facility.

INTRALOT will provide Site Controllers and related computer hardware for each facility. Each RVL facility is required to provide a computer room to house the computer hardware. INTRALOT will provide a computer rack to house all necessary computer hardware at the facility. The rack size is 81" tall x 26" wide x 44" deep. The space must be large enough to allow easy access into the front of the rack and the back of the rack without needing to move the rack.

The computer rack must be located in a secure, access controlled area. INTRALOT must have 24/7/365 access to the room that houses the computer rack. For security purposes, INTRALOT will have a camera located in the computer room to monitor the rack of equipment.

The computer rack must be located in an environmentally controlled space. The space must be climate-controlled. Humidity should be between 35-45% and the temperature should maintain 68 degrees Fahrenheit. We estimate that the equipment in the computer rack will require 3 tons of cooling. The space must also have a fire suppression system. FM-200 fire suppression is recommended. The equipment in the computer rack must be connected to a power source with a UPS and generator backup. The UPS must be able to provide 10 – 15 minutes of backup power to allow for the generator to take over. INTRALOT will require 2 X 208V 30AMP (NEMA L6-30R) and 2 X 110V (NEMA L5-15R) connections to connect our equipment. INTRALOT will develop disaster recover procedures for each facility. The disaster recover procedure will cover emergency shut down and startup of site controllers, as well as other critical procedures.

INTRALOT will provide WAN connectivity from the facilities to the CMS data centers. INTRALOT will provide two circuits for RVL facility WAN connectivity. All WAN communications will be encrypted via utilization of industry standard VPN tunnel technologies. Each RVL facility must ensure that there are diverse points of entry into the facility in order to ensure no single point of failure exists.

For LVL facilities, we are proposing our next generation site controller terminal powered by a high-performance PC based logic board and configured with a Giga-Ethernet network card, expanded random access memory, and reliable server-grade 24/7 service and storage. The graphic chipset supports dual displays via a D-Sub (15-pin connector), and an LVDS connector supporting different content on each output. The LVL site controller terminal hardware handles data collection, signature verification, and controls the operational capability of each VLT machine. The site controller receives commands from the central system for procedures such as disabling a machine and executes these instructions locally in each gaming venue.

4.1.3 REDUNDANCY (SYSTEMS DESIGN)

The intent of this RFP is to have systems with no single point of failure; an entire system shall be designed to be able to failover to an alternate data center (the BDC) within 20 minutes. Both the PDC and the BDC are to be designed to have independent communication circuits so that neither site is dependent on the other for hardware/software and communications. The Vendor's response describes its capability to provide alternative failover hardware within a given data center whereby alternative servers could be on active or passive standby.

INTRALOT understands the intent of the RFP and has proposed a system with no single point of failure, and an entire system that is designed to be able to failover to an alternate data center in less than 10 minutes. Our proposal represents a PDC and BDC design with independent and redundant MPLS communications circuits so that neither site is dependent on the other for hardware, software, or communications. INTRALOT's response details our capability to provide alternative failover hardware within a given data center whereby alternative servers are on active or passive standby.

The proposed central monitoring system architectural topology and layout are designed to deliver continuous operational availability. Due to built-in fault tolerance, redundancy features, and high availability, the system can operate uninterrupted 24 hours a day, 7 days a week, and 365 days a year. System components are fully redundant, with no single points of failure, providing high availability and preventing loss or corruption of data. The central system supports operations over geographically dispersed locations by employing real-time data replication and synchronization between remote sites (primary site and backup site recovery). The data alignment between the remote data centers is fully and automatically undertaken by the application.

iGEM™ Central System

- *Fully redundant architecture*
- *Fully redundant LAN switching*
- *Fully redundant SAN*
- *Fully redundant FIBER backbone*
- *Fully redundant multi-homed systems*

The proposed CMS can recover with no service disruption and no loss of game processing capabilities in the event of hardware, network or software problems or failures. The system architecture is built for ease of operation. The switchover scenarios from primary to secondary systems are straightforward. The redundant servers at each site are sized so that each server is capable of handling the entire gaming venue network. The design of the hardware configuration is such that hardware and software problems do not impact the system and, in particular, do not result in disruption of gaming operations, jackpots, web sites or terminal services.

All production systems are clustered for high-availability processing and storage redundancy. Due to the redundant design incorporated into full hardware redundancy and high availability of the central site, a component failure in one of the processing or communication systems does not cause a failure in any of the other systems.

Fault Tolerance with Built-in Redundancy

One of the main characteristics of the iGEM™ central system solution offered by INTRALOT is the system's Risk Mitigation Program that incorporates fault tolerant and redundant infrastructure features. The Risk Mitigation Program characteristics include the following:

- Central communications system server component and O/S redundancy.
- High-availability cluster multi-processing.
- Mirrored sites – primary central system and secondary system sites.
- IBM's systems management.
- Hot-swappable blade servers.
- Redundant power and fan modules.
- Redundant mid-plane connections.
- Redundant modular catalyst and fiber switches.
- Network interface card bonding/teaming redundancy for both Windows and UNIX.
- Redundant RAID storage controllers and all combine to offer record setup time, service, reliability, fault-tolerance characteristics, and hot-plug hard disks.
- Systems clustering on the following servers:
    - Central system transaction servers.
    - ORACLE™ RDMS redundancy (real-time replication).
    - Central site web application servers.
- Redundant network components:
- Production backbone storage area network (SAN) fiber segment:
    - IBM SAN fiber channel switches.
    - SAN storage redundancy (dual controllers & RAID arrays).
    - AIX.

High availability at the LAN segment backbone is supported with the deployment of redundant load-balanced network Catalyst switches.

System Failover

The central system design, which is built on redundant architecture, makes it a highly available and fail-safe solution. Recovery from a failure within a system located at the primary site will occur easily with minimal operator intervention, as the remaining system is available to immediately and transparently assume the load. The "failover" process provides recovery for failures of any modular hardware (i.e., network interface cards, hard drives) or other components, such as a power supply, or other locally contained failure.

Utilization of a redundant system-architecture approach ensures the central system will not experience any downtime, any data loss, or any corruption of information. A recovery plan will be provided that will ensure that, in the event there is a complete loss of processing capability by the primary central site, the system will be returned to full operation using the remote system located at the backup central site. Operators at the central system primary site can issue the scripted commands to transfer the load from the primary or secondary transaction engines to the backup site systems.

The system's health is monitored on a continuous basis by the operating system. The system is programmed and configured to warn about potential failures and is capable of running with multiple component failures. In addition, extra capacity has been added. The proposed central system configuration ensures that a single component failure will never cause the system to ever be inoperative. Operations continue while a failed component is taken off-line, diagnosed, and then repaired, tested and returned to on-line operation without any interruption to on-line operation.

Disk failures that affect operation of the CMS are extremely unlikely since the hard drives are fully redundant and hot swappable. Replacement of a hard drive is done without any interruption to productivity and is fully transparent to overall systems operations.

Gaming venue communication failures can occur in two specific ways:

- Disconnection of the IPLCP (Internet Protocol Communications Processor) from the primary system.
- Disconnection of a site controller from the IPLCP (telecommunications network).

In both cases, all components are automatically configured to connect to another component.

IPLCPs are equipped with high-intelligence gateway network interface cards that provide the capability of individually supporting a practically unlimited number of site controllers, each. To ensure full redundancy, multiple IPLCPs are installed both in the primary and in the secondary sites. IPLCPs are responsible for a set of site controllers. Each site controller will be configured to communicate with primary site IPLCPs and a secondary site set of IPLCPs, depending on which site is active. In case of an IPLCP failure, all site controllers assigned to the failed IPLCP will automatically connect to the redundant IPLCP, ensuring continued, normal operations. Loss of data cannot occur due to redundant, high-availability, backend systems architecture. In addition to the redundant configuration of the IPLCPs, with relation to the site controllers, each IPLCP has a primary and secondary network path to access the central system servers.

All equipment and facilities that serve more than one location are redundant, such as the hubs, and the communications links to both the primary CMS and the remote secondary CMS. Failure of this equipment will not affect the gaming venues.

4.1.4 BACKUP/RESTORES (SYSTEMS DESIGN)

4.1.4.1 Primary and Backup Data Center: The primary system and the backup system are intended to be production systems configured with no shared peripherals and used exclusively to support the CMS. Vendor will provide the same security, hardware, and software for the backup system as the primary system so that the backup system is capable of performing all functions associated with VLTs required by this RFP with no single point of failure.

INTRALOT understands that the primary system and the backup system are intended to be production systems configured with no shared peripherals and used exclusively to support the CMS. We also understand that INTRALOT must provide the same security, hardware, and software for the backup system as the primary system so that the backup system is capable of performing all functions associated with VLTs required by the RFP with no single point of failure. Our proposed CMS meets or exceeds all requirements of this section of the RFP. Please refer to *Section **4.1.3*** and other areas of our proposal for additional detail on the redundancy of the INTRALOT CMS solution for West Virginia.

4.1.4.2 The location of the primary system (the PDC) will be 900 Pennsylvania Avenue, Room 215, Charleston, WV 25302.

INTRALOT acknowledges that the location of the primary system will be at 900 Pennsylvania Avenue, Room 215, Charleston, WV 25302.

4.1.4.3 Local (within PDC) recovery from any system application failure at the PDC occurs immediately while still maintaining current transactions. As indicated in other sections if the failover is to an alternate site, this should take less than 20 minutes. This requirement includes the ability to fully service the communications network supporting the VLTs and management terminals. The Vendor should document staffing and support requirements to transfer control from the PDC to the BDC and vice versa.

Our proposed CMS solution will ensure that local recovery from any system application failure at the PDC will occur immediately while still maintaining current transactions. INTRALOT's CMS will also accomplish failover to an alternate site, such as PDC to BDC or vice versa, in under 10 minutes. The CMS will fully service the communications network supporting the VLTs and management terminals. INTRALOT staffing and support will provide for all requirements to transfer control from the PDC to the BDC and vice versa.

Failover to an alternate site is not complicated and easily achieved by an on-duty CMS Operator through running a script. The script handles all of the commands to make a smooth and transparent transition to the systems at the alternate site. With the INTRALOT CMS, there are no other personnel required outside of normal on-duty operations personnel to accomplish the failover process. This simplicity is key to the iGEM™ system's ability to accomplish alternate site failover as quickly as possible.

4.1.4.4 Remote recovery from a failure at the PDC occurs immediately without loss of any transactions. This includes the ability to fully service the communications network supporting the VLTs and supplying management terminal functions.

Our proposed CMS solution ensures that remote recovery from a failure at the PDC occurs immediately and without the loss of any transactions, while fully servicing the communications network supporting the VLTs and supplying management terminal functions.

4.1.4.5 Middletown Mall Road, White Hall, WV 26554. That location may change based on the Lottery's needs.

INTRALOT understands that the BDC facility on Middletown Mall Road in White Hall, WV 26554 is subject to change based on the Lottery's needs. Should the Lottery decide to move the BDC location, INTRALOT will work closely with the Lottery to ensure the transition to the new facility is accomplished with minimal or no impact to operations.

4.1.4.6 The backup system mirrors the primary system in real-time with a configuration that can take over for the primary system in the event of a failure at the PDC. Data transferred to and recorded at the BDC contains the most recent transactions and transactions within twenty minutes of the point of failover. Note that the current CMS provides this functionality by log shipping with manual intervention required in the event of a failover to ensure that all interim logs since the last synchronization point can be applied to result in a current recovery point.

INTRALOT's proposed backup system mirrors the primary system in real-time with a configuration that can take over for the primary system in the event of a failure at the PDC. Data transferred to and recorded at the BDC will contain the most recent transactions and transactions within twenty minutes of the point of failover.

Our iGEM™ CMS provides the industry's latest technology to ensure synchronization of data unlike older legacy systems. The CMS utilizes a database system running on Oracle and as such, it relies on the use of Oracle synchronization to set up physical standby databases that are always in sync for reporting and recovery. Oracle's physical standby databases approach provides a rock-solid mechanism for high availability and disaster recovery. In a nutshell, the physical standby database is a physical copy of the source (primary) database, and the redo entries from the primary database are applied to the standby databases continuously over the network to keep them in sync. If the primary database fails, the standby databases can be quickly activated—a process known as role reversal —enabling applications to connect to the database that was called the standby before and resume processing without a significant delay.

4.1.4.7 All Lottery and gaming Venue networks and communications systems are to be routed so that all operations required by this RFP can occur at the BDC. The BDC is designed to have a routing mechanism independent of the PDC so that the BDC can be reached without the PDC in service.

All Lottery and Gaming Venue networks and communications systems in the INTRALOT design are routed so that all operations required by the RFP occur at the BDC. The routing mechanism at the BDC is totally independent of the PDC so that the BDC can be reached without the PDC in service. Redundant communications and supporting hardware are utilized at both data centers into the core MPLS network that provides solid redundancy into the Lottery and Gaming Venue networks. Please refer to the CONFIDENTIAL binder under **Tab: *Configuration Diagrams*** for additional detail on our redundant and PDC-independent design for BDC routing to ensure continued connectivity to all Lottery and Gaming Venue networks.

4.1.4.8 Document the procedures for failure situations as part of its RFP response and the Vendor is to support two controlled failover tests per year. The Lottery will execute the failover based on a test plan submitted by Vendor. All remote access to the CMS shall be logged and accessible by the Lottery for auditing. Vendor submits its test plan to the Lottery for approval at least thirty (30) days prior to each failover test.

INTRALOT has documented the procedures for failure situations as part of our response to the RFP. Failure situations are accommodated in our Disaster Recovery and Business Continuity plan along with specific responses required in such situations. A catastrophic incident such as total loss of power or the otherwise rendering of the PDC as non-serviceable would trigger a failover to the BDC. Failover testing is part of our normal test scripts.

INTRALOT understands and will fully support two required controlled failover tests per year, and that the Lottery will execute the failovers based on a test plan we will submit. As noted in **Section 4.1.4.8** of our proposal, all remote access to the CMS will be logged and accessible by the Lottery for auditing. We further understand that it must submit its test plan to the Lottery for approval at least thirty (30) days prior to each failover test.

4.1.4.9 A technical requirement is that the backup system is fully functional by operating in production from the backup system for a minimum of 24 hours per day at least twice a year six months apart. The primary system is to function temporarily as the backup system in this scenario.

INTRALOT understands that the backup system must be fully functional by operating in production from the backup system for a minimum of 24 hours per day at least twice a year six months apart. We further understand that the primary system will function temporarily as the backup system in these scenarios.

4.1.4.10 All results of any test exercises are to be reviewed by the Lottery and the Vendor within two (2) business days of completion date. Vendor is required to correct any deficiencies discovered by audit findings or operational recovery testing within five (5) business days of receiving written notification to do so from the Lottery.

INTRALOT will fully support a joint review with the Lottery of all results of any test exercises within two (2) business days of their completion date. INTRALOT will correct any deficiencies discovered by audit findings or operational recovery testing within five (5) business days of receiving written notification to do so from the Lottery.

4.1.4.11 Data Backup: A technical requirement is for data backup via secure and reliable methods with all backup data to be encrypted and protected from unauthorized access. The backup solution includes a requirement to be fully automated with no daily user intervention. Backup to disk (hard drive array) and tape on a daily basis is required. A minimum of one month of "full system backups" of CMS data has to be stored to disk (hard drive array) and tape. This backup solution is to be scalable, secure, provide data integrity, support disaster recovery, and replicate from the PDC to the BDC and vice versa.

All data backup will be via Lottery-approved secure and reliable methods with all backup data encrypted and protected from unauthorized access. Any backup data and the access to that backup data will be protected from unauthorized access by physical and technical controls.

Our backup solution, as discussed further in ***Section 4.1.4.11.2*** below, will be fully automated and requires no human intervention. The solution will provide both backup to disk and to tape including a minimum of one month of full system backups of CMS data. INTRALOT will work with the Lottery to ensure that the retention period of all backups is adequate. Our NetBackup solution is highly scalable, secure, provides maximum data integrity, fully supports disaster recovery, and replicates from the PDC to BDC and vice versa.

The Data backup solution provides the following:

4.1.4.11.1 Automated monitoring with alert notifications: Alert notifications sent via visual display and SMTP;

INTRALOT will provide automated monitoring of the data backup solution to include alert notifications via visual displays, SMTP, and SMS messaging to all authorized personnel.

4.1.4.11.2 Fast and reliable restorations: The software includes rapid and reliable recovery of data lost because of user error or server hardware failure;

INTRALOT's backup methodology and CMS design will provide rapid and reliable recovery of data lost because of user error or server hardware failure. All backups are HOT which means that the applications do not need to stop or shutdown. The NetBackup servers retrieve all data for the backup and restore operations over the network. The type, frequency, and all other parameters for each backup set are controlled by policies configurable through the NetBackup server. All backups are fully automated by means of these policies.

While the entire system is fully covered from a backup standpoint due to fully redundant equipment at the primary and backup sites, on-going database backup is also performed using NetBackup utilizing both disk arrays and digital linear tape. The backup function is automatic. The only time a system or database would need to be restored from backup would be after a total disaster, as the redundant system and redundant Primary and Backup Sites are maintained in synchronization, or to roll back to a previous state. Any significant restore process will follow procedures in the Disaster Recovery manual.

4.1.4.11.3 Verification of backups; and,

INTRALOT's proposed backup solution is configured to automatically verify backups, this means that after the backup is physically written to the disk array or digital linear tape, it is reread and verified that indeed the backup is valid and may be relied upon. Again, any failure of the backup verification process will be logged and trigger an alert via visual, SMTP, and SMS notifications as required.

4.1.4.11.4 Storage-based data deduplication.

INTRALOT's Symantec NetBackup solution provides *Intelligent Deduplication* for faster and more resource-efficient backups. Our backup configuration provides a proper balance between compression savings and CPU utilization.

4.1.4.12 Data Security Requirements: The system is designed to provide encryption techniques. The network is designed to be secure and designed to protect against disruption of service and corruption of data.

The INTRALOT CMS entails a complete end-to-end design to provide the highest security possible through physical and technical access controls that include encryption. The total network, not just those outside of secured facilities, is designed to be secure and to protect against disruption of service and corruption of data. Throughout *Section **4.1.4.12*** of our proposal we detail our comprehensive approach to data security.

4.1.4.12.1 Comply with all of the Lottery and State Security and Access Policies for Data Security. (See **Appendix** 2 -IT Policies)

INTRALOT will comply with all of the Lottery and State Security and Access Policies for Data Security including those included in *Appendix 2* of the RFP. INTRALOT has been the first international vendor to achieve a WLA SCS / ISO 27001 certification. INTRALOT's Information Security Management System (ISMS) includes detailed audit processes and reviews on an annual basis in order to ensure that security functions and physical security are continuously monitored and improved. This certified ISMS will be deployed for protecting the operation.

4.1.4.12.2 Secure Connections: Capability to connect into the CMS from a non-lottery controlled terminal without Lottery approval cannot be accomplished. Any remote access is to employ stringent security mechanisms. Connections to other remote systems and terminals are to be protected by firewalls, encryption, or other equivalent means. The acceptability of any such security approach will be subject to Lottery approval.

INTRALOT's security implementation precludes any capability to connect to the CMS from a non-Lottery controlled terminal without Lottery approval. Any remote access will employ stringent security mechanisms that meet or exceed Lottery and State requirements. All connections to other remote systems and terminals are fully protected by redundant firewalls, encryption, and other advanced techniques. INTRALOT understands that the acceptability of any security approach will be subject to Lottery approval.

4.1.4.12.3 The Lottery will contract with an independent firm to conduct a network security assessment subsequent to implementation of the CMS. An information technology infrastructure that meets or exceeds generally accepted industry standards is required. Vendor is to specify the certifications and standards that will be followed for this project such as specific ISO standards (for example ISO 27002, or NIST 800-53). Alternatives can be used if the Vendor can demonstrate that it has formally adopted and is following such standards.

INTRALOT understands that the Lottery will contract with an independent firm to conduct a network security assessment subsequent to implementation of the CMS. We will provide an information technology infrastructure that meets or exceeds generally accepted industry standards. Below we have specified the certifications and standards that will be followed for this project.

The system provides a flexible and powerful Role Based Access (RBAC) Security scheme for data access and application access to specific users based on their privileges. Segregation of duties is a fundamental security control according to the certified ISMS, and must be deployed strictly in order to ensure a need-to-access rule based on job descriptions avoiding the granting of superpowers to any role in the system. Rules of least privilege are implemented throughout the iGEM solution.

INTRALOT's iGEM™ gaming central monitoring system has been fully certified by GLI on multiple occasions. As part of the certification process, GLI performs code reviews and checksum review of the software.

In general, security comprises the key element that differentiates a Gaming system from a standard, data-information system, being a critical factor not only for the system but also for the business and the survival of the Gaming organization as a whole. A potential security breach may not only present a significant financial impact on the Gaming operation, but may also damage its image, reputation and credibility.

INTRALOT is officially certified by the British Standards Institution (BSI), accredited by ANSI-ASQ National Accreditation Board (ANAB) for the "ISO/IEC 27001", and the "World Lottery Association (WLA) Security Control Standard" information security standards. BSI conducts regular audits of the company's information security management system (ISMS) and related operations in order to determine whether INTRALOT continues to comply with the WLA Security Control Standard and ISO/IEC 27001:2005.

The certification scope includes all headquarters business processes from management, marketing and finance to the design, development, implementation, and support of INTRALOT products.

INTRALOT's ISMS includes the establishment, implementation, operation, monitoring, and improvement and documentation requirements as specified in ISO 27001. As far as specific controls are concerned, the following sections are included in the basic ISMS documentation:

- Security policy.
- Organization of information security.
- Asset management.

- Human resources security.
- Physical security.
- Communications and operations management.
- Access control.
- Information systems acquisition, development, and maintenance.
- Information security incident management.
- Compliance.
- Business continuity.

In order to make these controls as efficient as possible, and on a per-case basis, INTRALOT considers the organizational, architectural, cultural, human, business-process, technological, and physical aspects of the environment. These aspects are very important in order to be able to create a security system that is efficient, used in practice, and supports the business processes of the customer according to its specific needs.

INTRALOT is an active member of all major International Gaming Associations, including the World Lottery Association (WLA), European Lotteries (EL), the North American Association of State & Provincial Lotteries (NASPL), and the American Gaming Standards Association (GSA). We consider that compliance with industry's best practices, as well as with the international, national, and regional legal regulations that rule Lottery and betting activities, is a mandatory precondition in order to successfully fulfill our mission of providing secure, reliable and successful operations.

4.1.4.12.4 All computer systems provided by the Vendor shall meet or exceed the National Computer Security Center's security standard at the time of implementation.

INTRALOT will ensure that all computer systems it provides will meet or exceed the National Security Center's security standard at the time of implementation. The authentication, authorization and access controls of INTRALOT's Gaming systems and networks have repeatedly received SSAE-16 control audit results of "no findings". INTRALOT implements authentication, authorization, and access controls and Lightweight Directory Access Protocol (LDAP) compliance. The CMS utilizes password and audit-trail protection features and provides access control at the file and application levels, including databases using BOS and ORACLE forms Role Based Access Controls (RBAC) policy rulings. Hierarchical controls, passwords, dual access requirements, and permission-required authority controls all serve to protect critical information, and limit access within INTRALOT's CMS.

INTRALOT follows the SOX/COBIT (Control Objectives for Information and Related Technology) and PCI DSS (Payment Card Industry Data Security Standard) Best Practices Security framework. These measures set the access controls to be consistent with PCI and COBIT compliance industry standards. INTRALOT classifies its sensitive information to be no different to that of Payment Card or ATM bank transactions, hence why AIX's Encrypted File System (EFS), Security Expert, and Active Directory are utilized.

INTRALOT provides logical security in protecting system and data file information, which includes:

- Strong user level encryption controls using AES (256 bit) algorithms.
- Password Control using PAM libraries (UNIX) AIX's Security Expert.

- C2 security specifications on Active Directory complex password controls (Windows).
- IBM AIX's firewall, port-scan protection, and full IP security and VPN functionality.
- Operating System Security (LDAP using encryption, PAM, TCP wrappers, etc.).
- Computer Room restrictions for User Access to Production and Development Servers.
- LOTOS™ O/S enforced authentication for retailers.
- Router isolated LAN and VLANs.

4.1.4.12.5 Data that is determined by the Lottery to be sensitive is to be encrypted using an encryption level no less than 256 bit AES or other comparable method.

INTRALOT universally utilizes 256-bit AES encryption in its jurisdictions. This encryption level will be utilized for any data that is determined to be sensitive by the Lottery. Besides being much more secure than both DES and 3DES, the computational power required to encrypt and decrypt data using 256-bit AES is lower than that of 3DES. By employing 256-bit AES encryption universally across the system, INTRALOT is able to maximize security while increasing efficiency.

4.1.4.12.6 The CMS has the capability to produce system checksums and/or comparable system file audit reports to ensure against inadvertent or unauthorized changes.

The proposed CMS will produce system checksums and/or comparable system file audit reports to ensure against inadvertent or unauthorized changes. In all of our jurisdictions that we operate, data center operators run checksum utilities nightly on both the primary data center systems and the backup data center systems comparing the current checksums with the prior day's checksum. The output of that data is sent to standard distribution lists that include authorized Lottery personnel. The Checksum utility can be ran at any time as well as being fully automated.

4.1.4.12.7 The Vendor is not permitted to modify the software design or databases of the CMS after the CMS has been certified by the independent testing lab without the independent testing lab's recertification of all modifications.

INTRALOT has read and understands that it is not permitted to modify the software design or databases of the CMS after the CMS has been certified by the independent testing lab without the independent testing lab's recertification of all modifications.

4.1.4.12.8 User account data is not permitted to be in plain text format but is to be encrypted. The CMS writes to a log file and reports all successful and unsuccessful sign-on and log-off attempts made on the CMS. The CMS design is to have the following security features:

All user account data on the proposed CMS is encrypted. The CMS also writes log files and reports sign-on and log-off attempts made on the system whether successful or unsuccessful. User accounts are maintained in special authorization files used to validate login requests, and to set up processes for users who are successfully logged in. The User Authorization File (UAF) contains a record for each account and keeps information on Identification, Login restrictions, Priority, Limits, and Privileges. The

system provides two related mechanisms to control user access to System Objects and enforce Least Privileged principles; these are: User Identification Code (UIC) protection, and Access Control List (ACL) protection.

UIC-based protection is useful for denying or granting access to a specified group of users or to all users on the system. The ACL-based protection allows further control over the protection of an object. Access can be granted or denied to individual users, and users can be identified by certain group characteristics, such as whether or not they are interactive, batch, local, or remote. This gives control over and limits per-user access to only those data and/or applications required in the performance of their assigned tasks. This feature also provides alerting and an audit trail for sign-on attempts and successes.

User Management and Access Control

The proposed CMS includes a powerful authentication and user-management tool for operational relationships that manages access to the platform applications and systems and supports the following functions:

- User management and access rights.
- Role management and user groups.
- Access-policy management and implementation.
- Role-based user certification and access authentication.

User Management

Every user granted access to the system is given a unique identity in the context of the authentication tool of the system. This identity is used to grant the user access to various applications and systems within the central monitoring system. Information including name, password, e-mail, etc., is securely stored for every user.

User Categories

A user is an entity representing anyone who exchanges information with the central monitoring system and applications. Main user categories may include, but are not limited, to:

- Venue agents.
- Security administrator/user administrator.
- Architecture manager.
- Customer service representative.
- Application experts & users.
- Lottery & other governmental bodies users.

User Password Management

The system enables the definition and application of a number of policies to support secure password management (i.e., secure password policies). Secure password policies can be applied to individual users, role-based user groups or at directory tree hierarchy level. In the case of the latter, secure password policies apply to all users in the specified directory tree hierarchy level.

Secure password policies minimize the risks associated with easy passwords and require the passwords to be changed either by the user him/herself on the basis of a predefined schedule or the selection of unusual passwords. Moreover, these policies enable locking the user account after a series of failed authentication attempts.

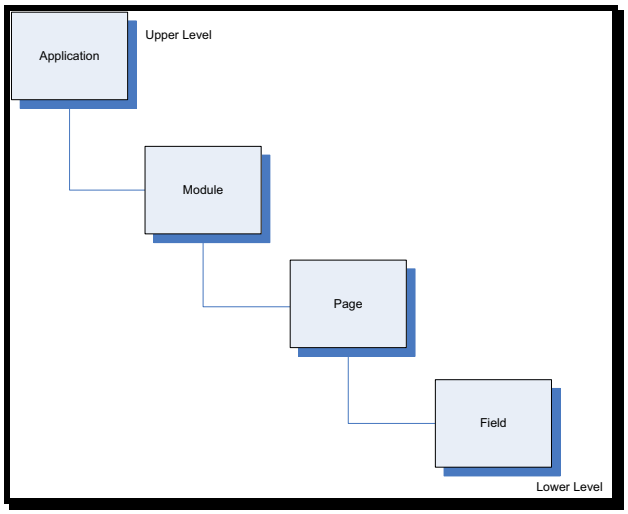
Secure password policies may include, but are not limited to, the following parameters:

- Password change at first connection. Users are required to change their password when their first connection is made or after a password change by the administrator.
- Password expiry. Passwords are associated with a predefined validity period.
- Password expiry warning. Users are notified that their personal password is about to expire.
- Password syntax check. Requires the execution of password syntax checks to ensure password alphanumeric compliance with the requirements.
- Password length. Specifies password minimum length.
- Password minimum age. Restricts users from reusing a password for a specific period of time. Combined with the "Password history" parameter, it prevents users from reusing passwords that have been used in the past.
- Password history. Specifies the maximum number of passwords per user that may be stored in password history.
- Password encryption. Specifies the encryption to be used in storing passwords in the directory tree (e.g., SHA, Salted Secure Hash Algorithm (SSHA), or UNIX CRYPT algorithm).

Access Rights and Policy Management

The system enables user access rights definition and management as follows:

With the authentication tool, the administrator is allowed to grant access rights to users at application, module, page, and field level. When a right is granted at one level it is inherited by all lower levels.



The system supports nominal access rights assigned to each user individually and group access rights grouped by roles that can be assigned to several users. Users may be assigned nominal rights and/or rights inherited through their role. Users may have one or more rights. These rights are graded, while

hierarchy and inheritance rules apply. In the case that additional rights have been granted at any system level (such as module, page, or field), then these rights will overwrite the original role rights assigned to the user.

Pursuant to the rule of inheritance and as illustrated in the figure above, when access rights are assigned to one level, all lower levels inherit this right. For instance, if updated rights are assigned at a module level and it is not restricted at another level, then the user is capable of updating the module, module pages and page fields. However, the user will not have the same rights for the remaining application modules, since the application is higher in the hierarchy and the rights have not been defined at that level. In order to fully control user access, the administrator may assign detailed access rights per user at field level. In addition, the administrator may define procedures to be followed requesting approval by a second administrator in order to assign access rights to a user for a particular field.

Using the authentication tool, the administrator is able to designate the applications in which access is granted to the roles defined. For instance, the "System Administrator" role could be assigned with access rights to all platform applications and systems. Access rights are thus grouped in roles that are then assigned to users. Based on the role assigned to them, users have access to specific data. The system enables the administrator to assign individual users with more rights than those defined in their respective role. Thus, the administrator selects the specific applications, modules, pages or fields and assigns the relevant access rights.

Five types of rights can be assigned at each application level:

- **Insert**: The right to insert information enables the user to enter new information in the system.
- **Read**: The read right enables the user to read information and, consequently, read field information.
- **Update**: The update right enables the user to change information in the system.
- **Delete**: The right to delete enables the user to delete information in the system.
- **Full Access**: The right to full access to the system enables the user to inherit all above access rights.

To ensure system data protection and functionality even further, an additional password may be required to confirm any changes effected on system information by any other user assigned with a different gradation level. Moreover, it is possible to specify that a second user authentication level is required. This way, an extra security measure is at work and can be defined at all application levels, even at field level, ensuring the system's full control. Further monitoring of the processes executed in the system is possible through the Control Event View application.

4.1.4.12.8.1 Capture the user ID, user name, sign-on date, time, and an indicator that signifies a successful or unsuccessful sign-on;

The proposed CMS, at a minimum, will capture the user ID, user name, sign-on date, time, and an indicator that signifies a successful or unsuccessful sign-on.

4.1.4.12.8.2 Log and report all changes to the CMS by all users (including administrators);

INTRALOT's system will log and report ALL changes to the CMS by ALL users regardless of what level of access they are granted.

4.1.4.12.8.3 All security log files are to be directly accessible by the Lottery on a daily basis;

All security log files for the CMS are directly accessible by authorized Lottery users at any time or on any basis.

4.1.4.12.8.4 The CMS is to have the ability to assign users to groups and assign privileges at the menu level to each user or group. The operating system of the CMS is to have multiple security access levels to control and restrict different classes of access; The CMS operating system is to have a password sign on with two level codes comprised of a personal identification code and a special password;

As discussed in multiple sections of our proposal, the INTRALOT CMS has extensive abilities to assign users to groups and assign privileges at the menu level to each individual user or group. The operating systems of the CMS have multiple security access levels and features that will control and restrict different classes of access. INTRALOT will configure the CMS operating system to have a password sign on with two level codes comprised of a personal identification code and a special password.

Definition of Access Rights through Policies

The system enables definition of access policies. Every access policy includes a sum of rules. Every rule encompasses access rights and the conditions under which these rights apply. Access policies may concern individual users, roles, user groups, or even a directory tree hierarchy level.

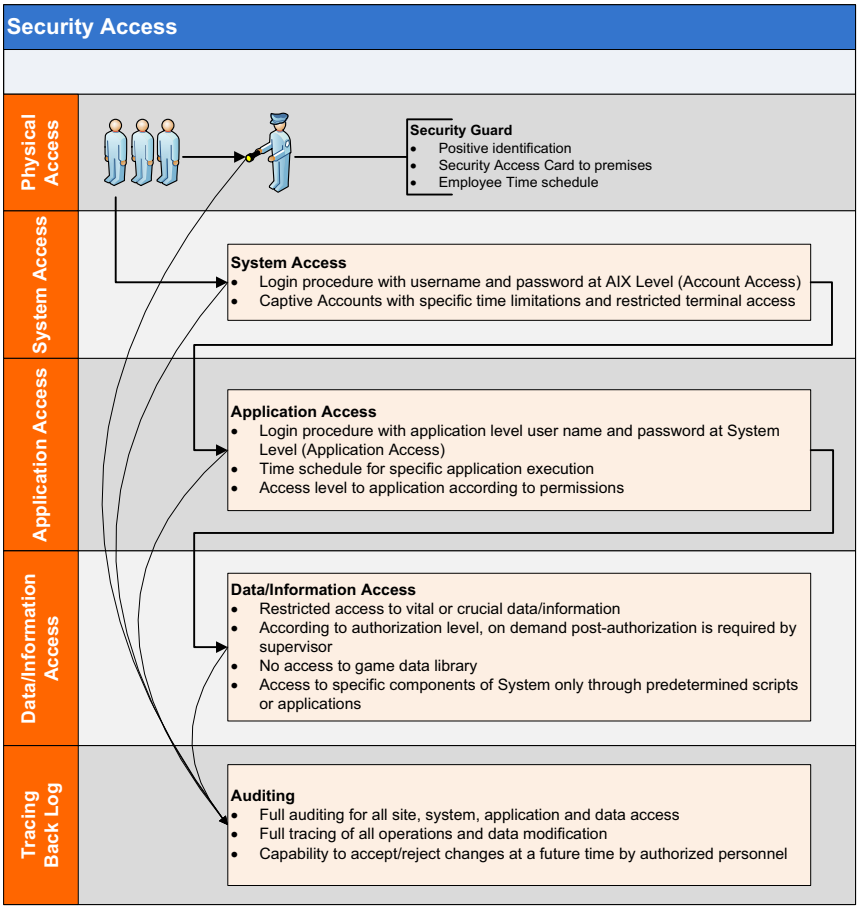
Rules specify the access rights pertaining to central monitoring system functions and applications, and essentially determine whether a particular user's transaction or action is allowed. Every rule also specifies the conditions that must be in place in order for the access rights to apply. These conditions include one or more dynamic elements, such as date, time, channel, authentication form, access device attributes (IP address, communication protocols, etc.), if available, and are evaluated in the form of Boolean expressions.

Additionally, the system allows the exclusion of a user or user group, granting them restricted, or no access to the system and vice versa (i.e., lifting the exclusion of a user or user group, and thus granting them again access to the system). The system also enables exclusion of a game or service that is no longer available to players. Respectively, it is also possible to lift exclusion of a game/service so as to make it available to players again.

System Access Controls

An important element of the system security is the restriction of access to Gaming system processing functions, files and programs to unauthorized users. The system includes logical security features for the protection of the system and data file information, which includes:

- Encryption control.
- Password control.
- Operating system security.
- Restricted user access to production and development servers.



Steps Followed to Grant Physical and Logical Access

Workstations Security

User authorization is performed both for the central monitoring system application users accessing a particular module from a dedicated workstation, as well as for agents accessing the central system through any type of terminal.

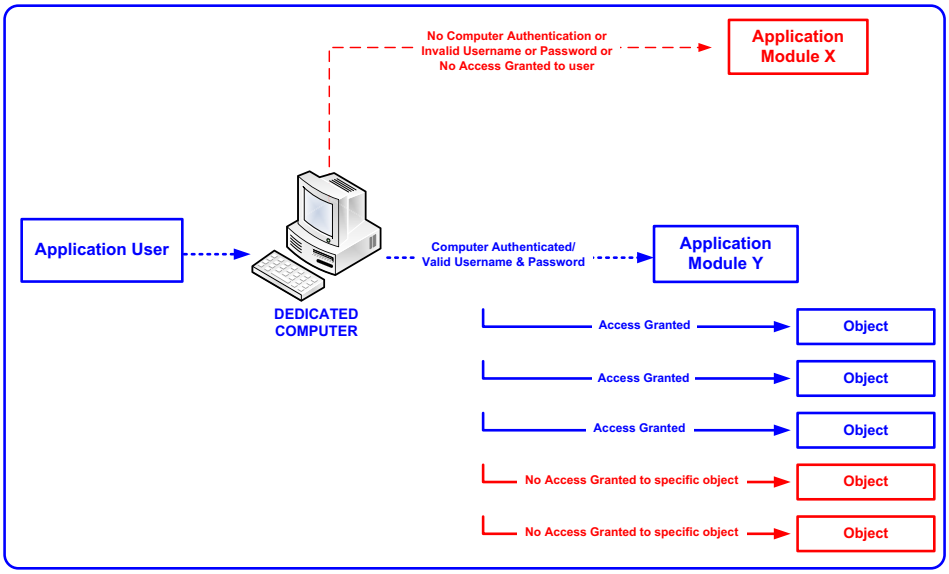
All central system application users can be defined in terms of application module and sub-system access, user roles (administrator, operator, technician, helpdesk operator, venue, etc.), and are assigned user characteristics in terms of system and module operations.

Users can log onto the central monitoring system only from predefined, dedicated computers that are checked and verified every time access to the application modules is requested. Users must, at all times, provide a valid username and password to be granted access to a module. The system assigns roles to all users. This means that user names and passwords grant specific user rights and privileges over system

operations. Authorized personnel can parametrically modify roles. All changes and modifications take effect in real time.

Access granted to users of the application modules ensures protection at two discrete levels: per user account, granting or denying access based on predefined log-in privileges; and per object, allowing the ability to predefine access to specific system objects per user:

- **User Account Level** - All user login requests are automatically checked and validated with regards to user identification, login restrictions, user priority, user access limits, and user privileges. If certain predefined rules are not met, users are denied access to the application.
- **System Object Level** - After a user has been granted access to the application, another level of protection can be deployed. Access can be granted or denied to application users at the application object level (e.g., files, directories, logical name tables, global sections). Application object protection can be specified per individual users or user groups. The system can be configured in such detail so that access can be denied or granted to a specified group of users or an individual user at the level of a given object.

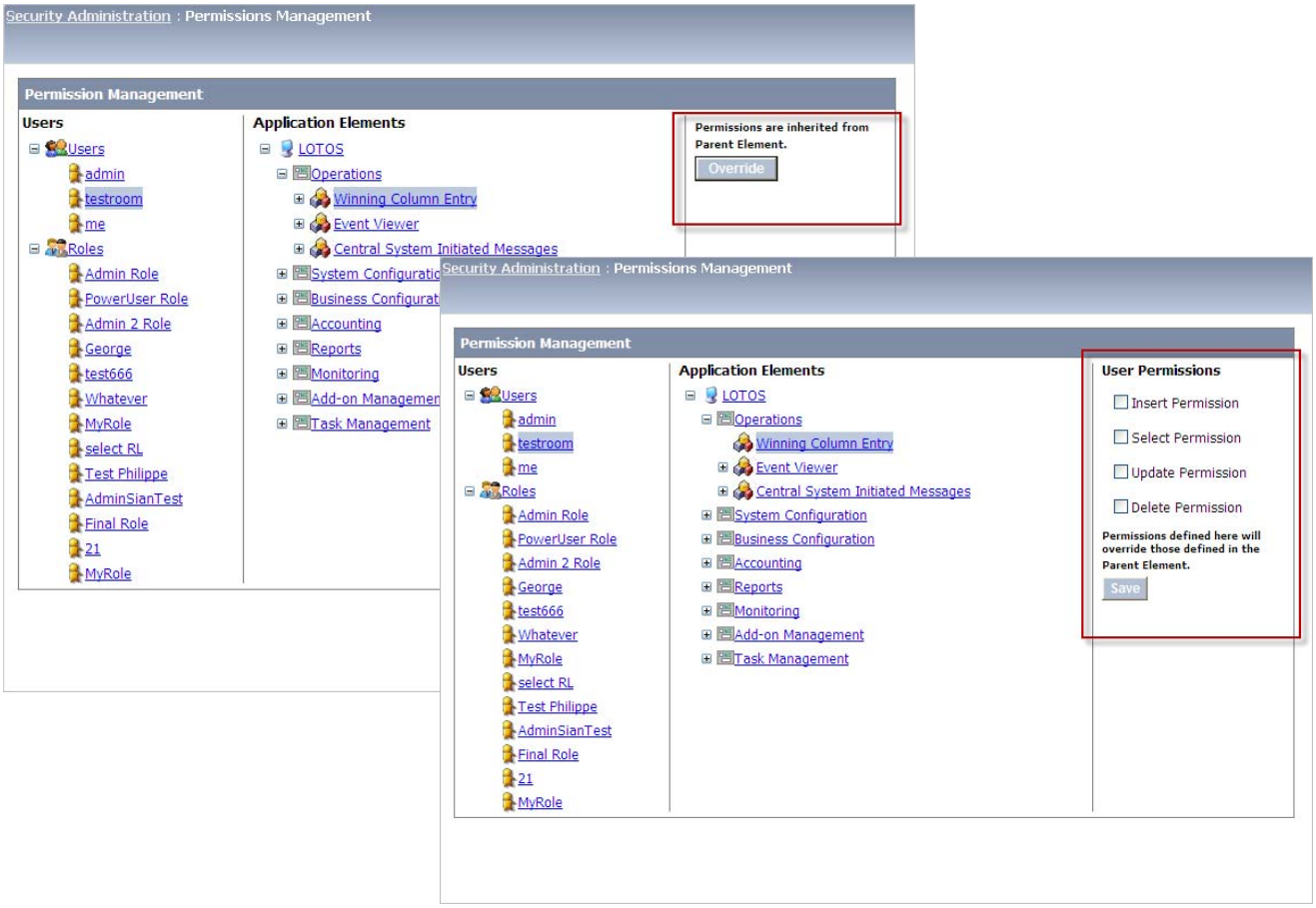


Central System User Access Privileges

Permissions Management Application

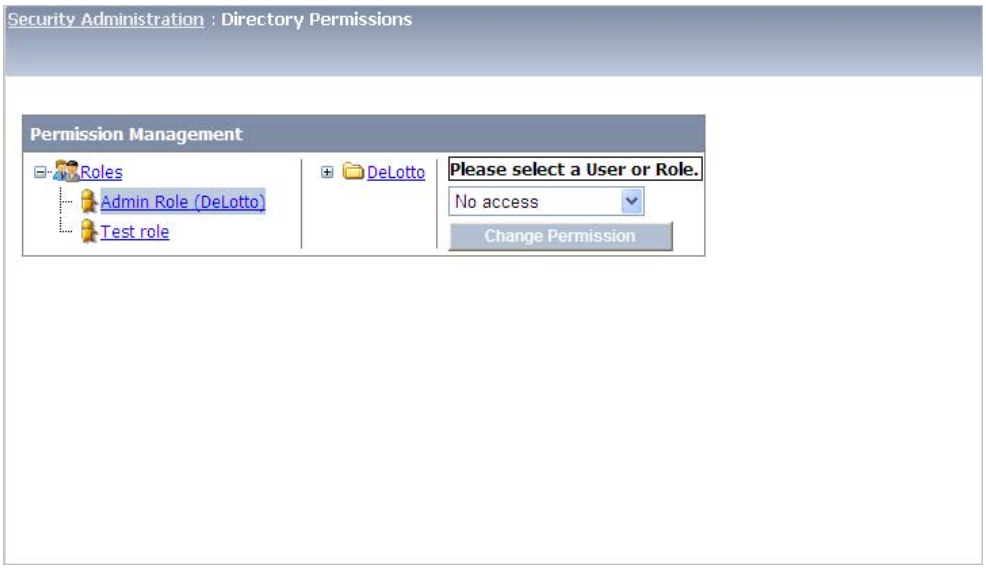
The permissions management application comprises part of the back office system, and enables it to configure permissions associated with application elements per user or role. Permissions define the way an application element can be accessed by a user or role (e.g., a user assigned an administrator role may be permitted to perform adding, editing and deletions of users, whereas a user assigned an operator role may be prohibited from performing deletions.).

The permissions management application is divided into three sections: users, application elements, and permissions management.



Directory Permissions Applications

The directory permissions application also comprises part of the back-office system and enables the definition of permissions per role regarding the file manager sub-application, meaning the definition of the upload, download, write, read, and other relevant rights of the users.



Directory Permissions

4.1.4.12.8.5 CMS access accounts are to be unique when assigned to the authorized user; and,

All CMS access accounts are unique when assigned to the authorized user.

4.1.4.12.8.6 The storage of passwords is to be accomplished in an encrypted, non-reversible form.

The CMS will store passwords in an encrypted and non-reversible form.

4.1.4.12.8.6.1 Each individual user will be assigned one unique password which will allow authorized access to the CMS; users may manually change their own CMS passwords; only persons authorized by the Lottery may access:

- Sensitive or confidential data;
- software programs and CMS documentation;
- disk, tape, and other media (DVD, CD), libraries and vaults; and
- any other area deemed by the Lottery to warrant such authorization.

INTRALOT will ensure that each individual user is assigned one unique password that will allow authorized access to the CMS, and that users may manually change their own CMS passwords. Only Lottery-authorized personnel will be allowed to access sensitive or confidential data, software programs and CMS documentation, disks, tapes, other media, libraries, vaults, and any other area deemed by the Lottery to warrant such authorization.

The system is configured to require complex passwords and periodic password changes, as specified by the Lottery. iGEM™ does not allow passwords to be reused within a period specified by Lottery. All applications and servers requiring authentication in the iGEM system currently support the ability to enforce complex passwords, minimum life of password, maximum life of password, and minimum iterations of passwords.

4.1.4.13 System Security Administration: The Vendor design includes a system in place to monitor access to the CMS system and a mechanism in place to report any security breaches to the Lottery with timeframes and escalation levels appropriate for the type of incident.

INTRALOT's proposed CMS design includes a system to monitor all access to the system and mechanisms to report any security breaches to the Lottery. The design includes timeframes and escalation levels appropriate for the type of incident.

CMS Security & Recording

The security and control features inherent in the CMS are capable of providing maximum protection against security breaches and/or violations, maintaining the integrity of all data.

The system is configured so that all system transactions are logged onto multiple, non-volatile media, as they are created. All data is simultaneously recorded on multiple, different physical disk media, maximizing database integrity by providing separate and distinct copies of all system activity and transactions.

Data will be recorded in the primary site's hard disks in mirrored, RAID-configured disk arrays. At the same time, all data will be simultaneously stored in the RAID hard disks at the backup site. This will provide for redundant, separate and readily available, distinct copies of all system activity and transactions.

Furthermore, backup storage media can be used for storing the data in non-volatile, permanent media in both sites. Therefore, transactions and other business data will be available at two different physical facilities at all times.

4.1.4.14 Remote Backup Data Center: Vendor is invited (Invited Option) to propose an option, including additional costs or savings, that will result from being able to provide, outfit, and operate a remote back-up data center where transactions related to VLT gaming are logged and processed.

The back-up data center shall be located within the forty-eight (48) contiguous States, but not located within fifty (50) miles of the primary data center, unless an alternate site is approved by the Lottery in writing. All other functionality defined for the BDC, as defined in this RFP, shall be required for an alternate location that is not under the direct control of the Lottery. With prior approval by the Lottery, the BDC may be located at a shared site with other venues supported by the Vendor subject to it being a separate secured video monitored area with live signal feed to the Lottery headquarters.

The Lottery will make arrangements for a hardware refresh in years six (6) and eleven (11) of the contract, such costs are to be excluded from this cost proposal and will be the responsibility of the Lottery when the option is exercised. The Vendor is to provide any necessary software upgrades, including the CMS application and operating system software, and will provide the required hardware specifications for each refresh period. The Lottery currently has three discrete systems at its BDC-traditional games that include instant and online, video operations, and in-house systems. In the event the Lottery exercises the Invited Option proposed by the Vendor, to utilize an alternate location, the Vendor design provides for communications between that site and the BDC housing the in-house systems, primarily related to batch file transfers. Costs related to communications between the outsourced BDC and remaining Lottery systems will be defined in this option.

INTRALOT welcomes the Lottery's Invited Option to propose a remote backup data center where transactions related to VLT gaming are logged and processed. INTRALOT understands that this invited option includes procurement, outfitting, and operation of the remote backup data center, and that it must not be located within fifty (50) miles of the primary data center while being located within the forty-eight (48) contiguous States unless the alternate site is approved by the Lottery in writing.

INTRALOT's design, configuration, and functionality for the remote backup data center option adheres to the functionality requirements as defined for the BDC in the RFP as required. It is also noted that, with prior approval of the Lottery, the remote backup data center may be located in a shared site with other venues INTRALOT supports subject to it being a separate secured video monitored area with live signal feed to the Lottery's headquarters.

INTRALOT further understands that the Lottery will make arrangements for a hardware refresh in years six (6) and eleven (11) of the contract. Per Lottery guidance, INTRALOT has excluded such costs from our cost proposal. INTRALOT will provide any necessary software upgrades, including the CMS application and operating system software, and will provide the required hardware specifications for each refresh period. If the Lottery exercises this Invited Option proposal to utilize an alternate location, our design provides for all communications required between this site and the BDC housing the in-house systems.

INTRALOT proposes to provide a remote backup data center (RBDC) from our shared data center facility at our corporate offices in Duluth, Georgia, with all other functionality defined for the backup data center as required by the RFP. The RBDC systems will have the exact same configuration, capacity, and capability required to operate the project in the event of a data center failure thereby providing risk mitigation in the configuration, and alleviating any probability of interrupted operations or data loss.

Data transferred to and recorded at the RBDC will always contain the most recent transactions, allowing for a transparent fail-over and maintenance of business continuity. The RBDC with have redundant, independent and diverse entry communications capabilities as required and proposed for the other data centers. All games administration functions will be available on the RBDC systems for the Lottery and venues. INTRALOT will demonstrate that the RBDC is fully functional by operating production from that site either on a scheduled basis or upon request by the Lottery. Operations staff will be present at the RBDC on a 24/7/365 basis, and be capable of assuming primary operational control at any moment if the need arises.

INTRALOT's RBDC computer equipment room is protected by automatic fire extinguishing systems, which are based on FM-200 suppressant. The system is installed and maintained as specified by applicable National Fire Protection Association (NFPA) guidelines and any applicable local and/or state code. When triggered, the automatic fire extinguishing system would be equipped with alarms that sound locally and at configurable designated locations. INTRALOT has installed NFPA compliant FM-200 systems in all of our facilities located in the United States.

INTRALOT will ensure that any construction is supported by fire safety as noted in NFPA guidelines as well as all applicable state and local fire codes. INTRALOT assures the Lottery that the physical area for our facilities complies with all state and local building codes, laws, and rules for facilities of its type. All of our computer room(s) with mission critical equipment are separated from other areas by non-combustible materials having at least a one-hour fire resistance rating. Other design criteria incorporated into the build out including, but not limited to:

- INTRALOT's computer room walls extend from the structural floor to the structural ceiling above. A water impermeable membrane covers the top of the computer room structural ceiling.
- Fire doors are provided on all entrances into the computer room with a fire resistance rating at least equal to the wall in which the door is located.
- All penetrations through the computer room floor, walls or ceiling are tightly sealed with material equivalent to existing floor, walls or ceiling construction to prevent passage of heat, smoke and water.
- Fire and smoke dampers are in ducts that pass through the computer room walls, floor and ceiling.

Redundant air conditioning systems each with sufficient capacity to maintain a stable environment within original computer equipment manufacturer specifications are installed. An air conditioning failure detection feature automatically notifies the data center operators of AC failures. The air conditioning systems are interlocked to shut down upon activation of the fire extinguishing system or

the automatic system will compensate for loss of extinguishing agent through operation of the air conditioning systems. The current air conditioning systems in our proposed RBDC facility have been sized to support at least 150% of all anticipated future system loads. INTRALOT ensures the HVAC Systems in our facilities are maintained according to the manufacturer's specifications.

INTRALOT's state of the art facility includes appropriate safety, security, and environmental controls equipment for a computer facility.

All access doors are self-closing and self-locking and are monitored by video cameras (CCTV) at all access points throughout the facility. Electronic access and security devices are used to protect and monitor the doors, all entrance points, and other openings.

Authorized access to the premises, as well as limited access to high-security areas, is controlled through a card access system, which is monitored at the security station. Access is only gained through a specifically assigned access card combined with a user-specific pass codes.

A personnel access list will be authorized by the Lottery. Access will be restricted to only authorized personnel. Access controls prevent any unauthorized personnel from entering the premises. Locks or access codes will be updated on a regular basis as required by SSAE16 audit best practices, and the frequency of the changes will be dictated by the Lottery for the Lottery's specific area.

A two-factor electronic access system is installed at entrances to the computer room(s), media library, external doors, and other secure areas.

INTRALOT has installed and administers its WaveReader digital CCTV monitoring and access control system described below. We will ensure that the WaveReader system is installed with enough cameras and communications capacity to monitor the CMS and sensitive areas of the facility. The pan, tilt, zoom (PTZ) capability will be provided on cameras where needed.

All camera footage is recorded on digital video recorders (DVR). The DVR will record any activity or motion with each of the cameras views. The DVR will have the capability to accommodate a minimum of 30 days of image storage. With the software client provided to the Lottery, there is a graphical user interface that allows authorized users to remotely access security digital recorders via the network.

This access includes remote viewing, menu adjustment, camera control and downloading of images for later use. Below is a short list of software highlights:

- Full or multi-screen live viewing and playback modes.
- Searches.
- Find video by time/date range, camera, event, and transaction text.
- Motion search filter searches recorded video for motion in a user-defined area.
- View video on a PC while recording.
- User security rights enable authorized users to customize access and control privileges.
- Exportable and printable search results screen.

WaveReader software can also be used to remotely control PTZ cameras through the network connection. When connected to a unit, it's easy to switch from viewing live images to playing recorded images. Search filters enable users to go to a specific date and time to begin playback. Additional searches can be conducted using the following variables:

- Specific date/time range.
- Camera (all or some).
- Alarm inputs (all or some).
- Events (motion/alarm linked to event, and transaction text).
- Combinations of time/date, camera, and event.

Our software offers controls that mirror a VCR, including play, reverse play, fast forward play, and fast reverse play, frame advance (forward and reverse), pause, and stop. The program also offers screen display modes. The user can quickly move forward in the video file by moving the playback position slider bar. A separate playback speed slider bar permits the user to slow down playback from the normal real-time speed for better observation.

All visitors will be required to present identification, signed in and out, issued a temporary visitor badge, and escorted, at all times, throughout the facility. In addition to access control the system monitors and records:

- All doors.
- Card access for all doors for authorized access times and doors held open too long, blocked, forced open, etc.
- Status of all intrusion alarms.

- Log of all access granted.
- Log of all denied access occurrences by the card access system.
- Alarm conditions of monitored environmental controls.
- Life safety devices.

The INTRALOT access control system allows for the logging of all visitors entering the CMS area. The log is available in real time by secure network access.

4.1.5 SECURITY (SYSTEMS DESIGN)

4.1.5.1 VLT software image files and VLT authentication: Describe how the software on each VLT connected to the CMS will be authenticated when compared to the VLT software image file.

INTRALOT herein describes how software on each VLT connected to the CMS will be authenticated when compared to the VLT software image file. The iGEM™ CMS supports software integrity checks for all kinds of facility gaming equipment, including Site Controllers (SCs), cashier terminals (if used), and the game software residing in each VLT. This integrity check is performed on a daily basis, as a minimum, and every time a VLT is restarted and needs to log on to the CMS server. Ad-hoc integrity checks can also be initiated for specific terminal IDs or ranges of terminals, game versions, or manufacturers.

In case the integrity check fails, the CMS will not allow the respective device to connect and will disable its functionality. The device will remain disabled and "disconnected" until it has successfully passed the signature verification process. All integrity check failures are recorded in the transaction log files and create system alarms, which will be sent to designated system users according to pre-defined rules.

The method used for software integrity checks is based on seed and signature verification that is performed on the software image file (binary file). The iGEM™ CMS can support several methods and schedules for this checking based on specific needs.

Seeds and Signature Production

The GSV (game signature verification) has the following capabilities:

- Manages all VLT models and their software sets.
- Stores the actual VLT software components (necessary for the software verification.).
- It produces all VLT signatures based on VLT software images and algorithms (which have already been provided by the VLT manufacturers or certified test labs), kept in the appropriate central system database schema.
- Manages the daily seeds and signatures for all registered VLT software sets.
- Stores the daily seeds and signatures for all registered VLT software sets.
- Delivers to the Site Controller the corresponding set of seeds and VLT software signatures. Alternatively: Imports VLT software signatures from third-party sites.
- Allows manual seed input and computation by authorized users.

There are two possible modes of operation related to GSV. More specifically:

1. **Import mode**: It imports all VLT signatures from third-party systems.

2. **Autonomous mode**: It produces all VLT signatures based on software images and algorithms (which have already been provided by the VLT manufacturers), kept in the appropriate central system database schema.

The iGEM central system can force a gaming machine/game to lock down (disable), for security and integrity reasons. The most common disable events are:

1. If the software authentication of the Site Controller or the VLT fails, the Site Controller or the respective VLT is locked down.
2. If the authentication fails during the site controller sign-in procedure, the site controller application is locked down.
3. When the site controller fails to communicate with the host for more than a certain (configurable) number of days / hours, it will disable all VLTs connected to it.
4. When a VLT sends a cash-out voucher with invalid validation ID, it is automatically disabled by the host system until the issue is resolved.
5. Every time the site controller - VLT communication is restored, (i.e. at a system startup) or at a certain daily checkpoint, the VLT and game configuration is checked for validity. If this check fails, the VLT/game is automatically disabled by the host system.
6. VLT and game software authentication. At a predefined daily checkpoint and after the Site Controller - VLT communication is restored, the site controller will request (with a specific seed) from the VLTs connected to it to transmit the signature of their software image. If the signature is wrong, the VLT is automatically disabled by the host system.
7. VLT and game license verification. At a predefined daily checkpoint and after the SC - VLT communication is restored; the site controller will request from the central system the license information of all VLTs/games connected to it or of that particular VLT/game. If the license information is expired the VLT/game is automatically disabled by the host system. For invalid license information or verification, the VLT/game can either be disabled, or an alarm can be recorded and the VLT/game is marked and reported as "not licensed".

Any VLT or game with a "disable" status in the central system database cannot operate and will remain disabled while connected to the site controller. Only if the status in the CMS database is changed to "enabled" will the CMS send the proper "enable" command and activate the game/device.

Manual Terminal Enabling / Disabling

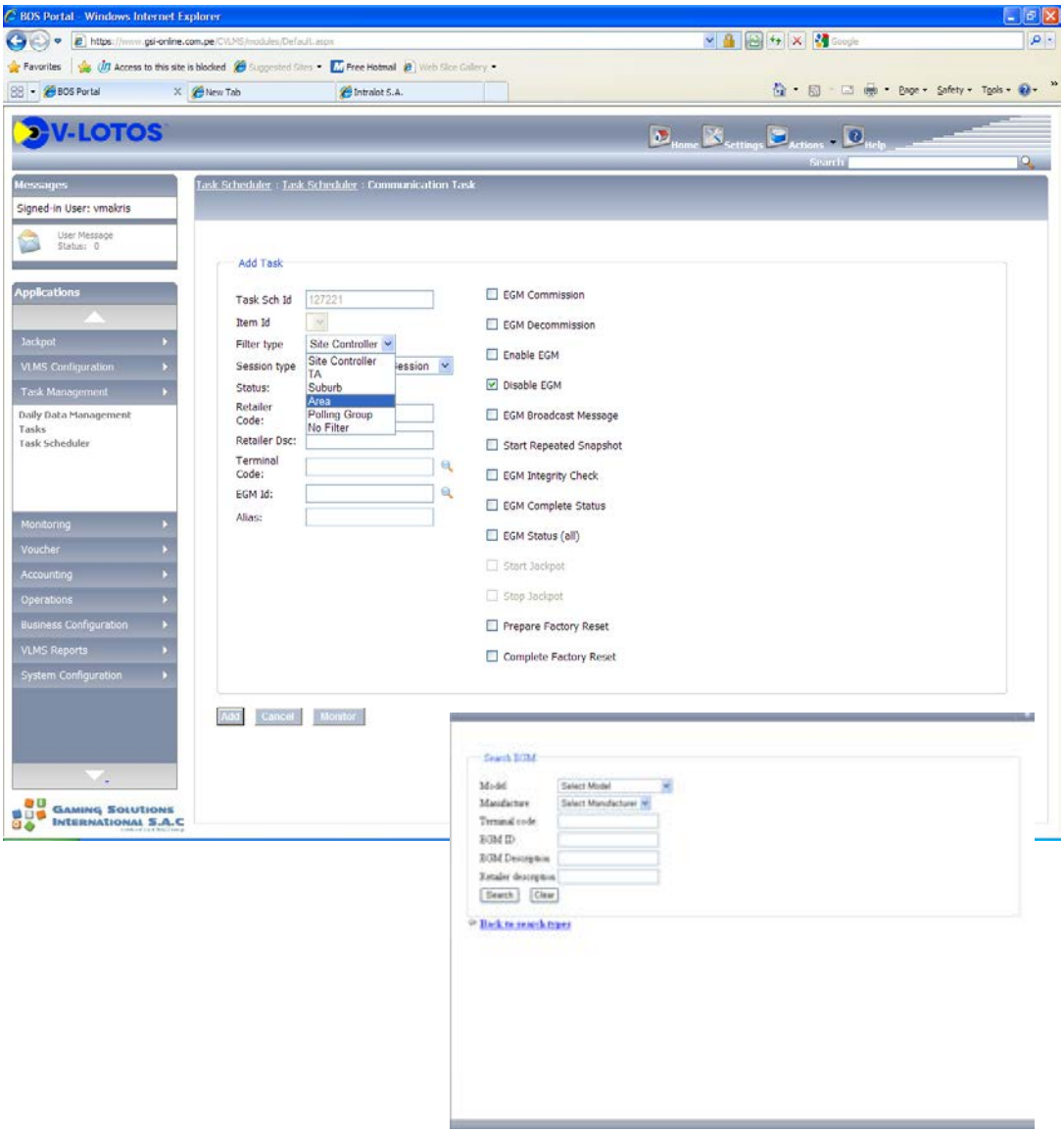
The central system controlling application can enable or disable VLTs and games by:

- Manufacturer.
- Operator.
- Software version.
- Location (site).
- Area.
- Statewide.
- Software image.
- Game name.
- Game ID.
- License number.

The central system can disable a site controller or a cashier terminal (if used) by:

- Operator.
- Software version.
- Location.
- ID.
- License number.

All terminals and games with the status "disabled" in the iGEM CMS database cannot operate and will remain disabled while connected to the iGEM CMS network. When the status in the iGEM CMS database is changed to "enabled" the iGEM CMS will send the proper "enable" command.



Disable VLT Screen Samples with Various Selection Criteria

4.1.5.1.1 The CMS will be designed to use the VLT software authentication method defined in the SAS protocol specifications and any other methods chosen by the Lottery. It cannot be possible to enable any VLT into normal gaming mode that fails the software authentication until the VLT satisfies the software authentication.

INTRALOT's flexible CMS will be designed to use the VLT software authentication method defined in the SAS protocol specifications and any other methods chosen by the Lottery. The CMS will ensure that any VLT that fails software authentication cannot be enabled into normal gaming mode, and only once software authentication is satisfied will the VLT be enabled.

4.1.5.1.2 The software image files provided by the VLT manufacturers are to be utilized for authentication of all VLTs connected to the CMS. The files used in the authentication of the VLT software may be comprised of multiple image files which are concatenated into a single image file (i.e., the concatenated VLT image may contain an image file for each jurisdiction, main, personality and any other software program that controls communication and affects game outcome in each VLT).

INTRALOT understands that the software image files provided by the VLT manufacturers must be utilized for authentication of all VLTs connected to its CMS. We also understand that the files used in the authentication of the VLT software may be comprised of multiple image files that are concatenated into a single image file.

iGEM™ fully supports software image signature verification for all kinds of venue gaming equipment, including VLT, site controllers, and the game software residing in each VLT as discussed in *Section 4.1.5.1* above. Our proposed CMS will easily accommodate authentication using manufacturer-supplied image files.

4.1.5.1.3 The CMS design includes the ability to initiate a VLT software authentication on any VLT connected to the CMS at times determined by the Lottery. The CMS is to autonomously perform a software authentication on a VLT upon detection as follows:

1. VLT logic door open event;
2. VLT logic door closed event;
3. VLT offline event or communication loss with Site Controller; and,
4. Enrollment or enabling of a VLT.

INTRALOT's CMS design includes the ability to initiate a VLT software authentication on any VLT connected to the CMS at any time the Lottery so desires. The CMS will autonomously perform a software authentication on a VLT upon detection of any of the events or statuses identified by the Lottery in this section of the RFP.

Events produced by the VLTs are continuously monitored and collected by the site controllers. They are then transmitted to the iGEM CMS based on the event severity. The event severity is totally configurable. All events are categorized in the system into four categories:

- Critical (severity 1).
- Serious (severity 2).
- Important (severity 3).
- Trivial (severity 4).

Critical events create system alarms in real-time and require immediate attention, while trivial will never be stored in the database. Events of severity 2 and 3 will be handled according to policies that may be established by the Lottery.

The events produced by the VLTs and other devices may differ according to the communications protocol versions and manufacturer. Examples events are presented in the following table:

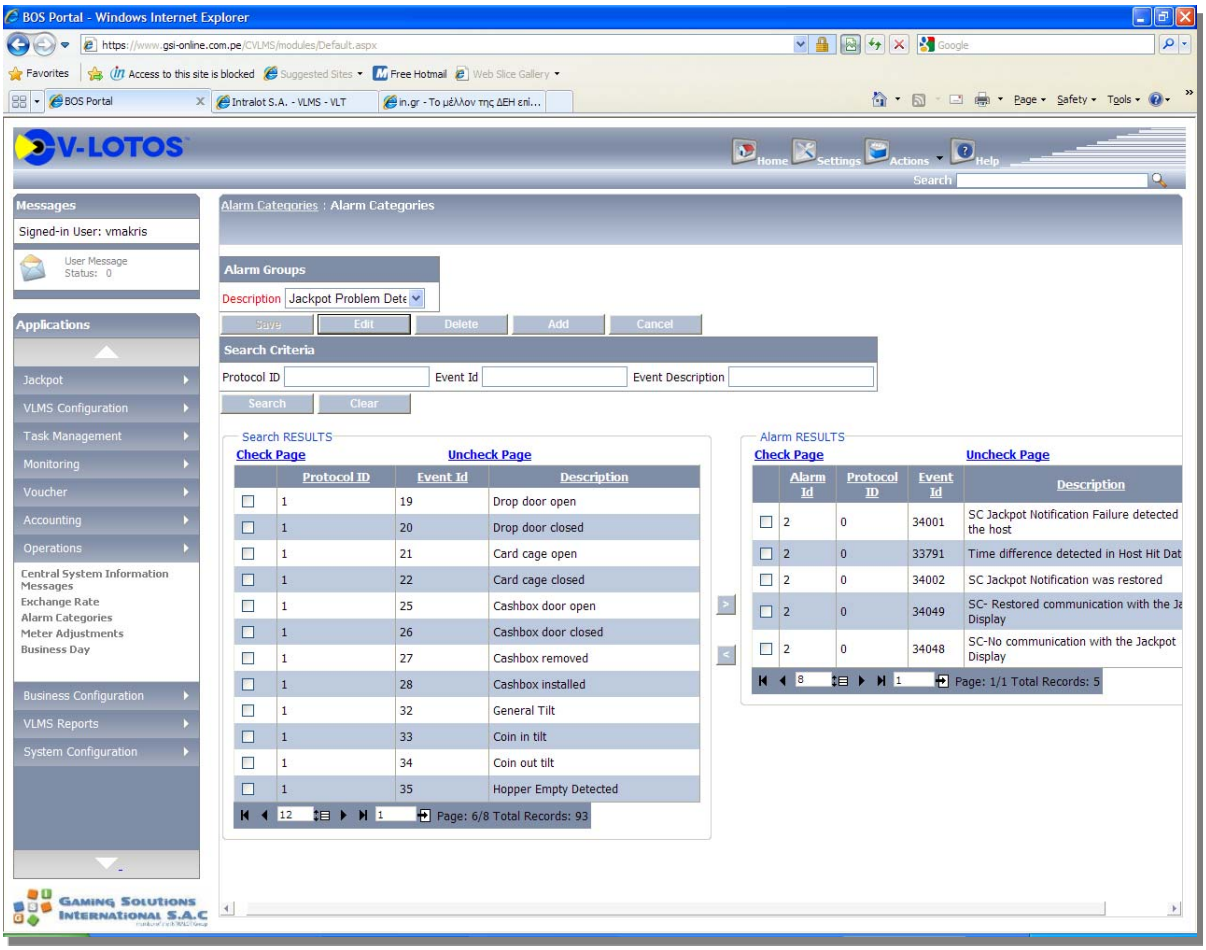
Critical Events	Serious Events	Important Events	Trivial Events
Memory error Main door open/close Logic door open/close Hand pay Memory error Printer error Memory reset Bill validator error Signature Verification Communications	Technician menu Printer out of paper Jackpot hit Reset period meters	Cash box removed Bill rejected Coin rejected Operator menu Belly door opened Drop box opened Player cashed out Cashout ticket printed Player card entered	Play button pressed Game enters bonus round Enter help screen Bill accepted Coin accepted

Each event is stored together with the following attributes:

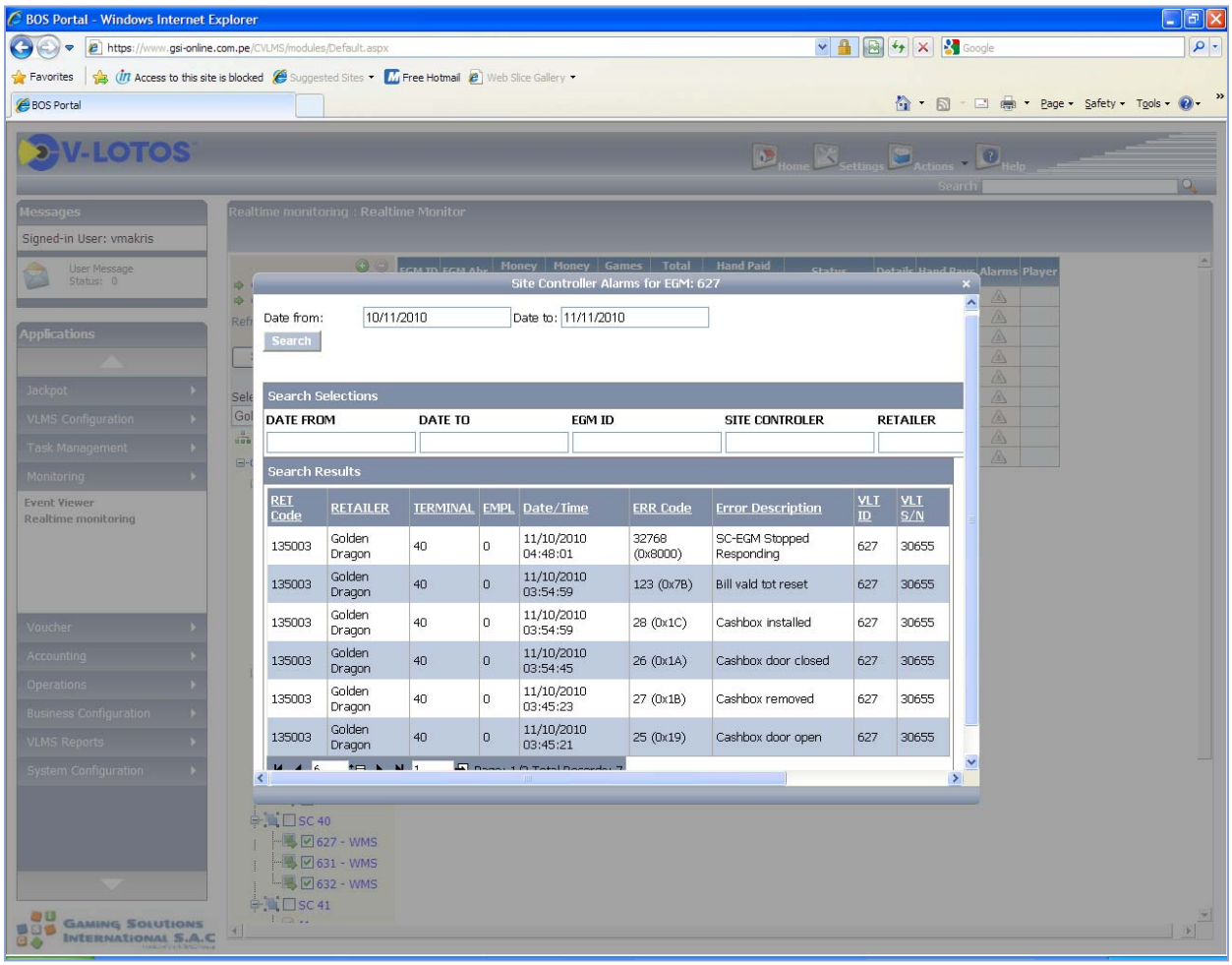
- The VLT/device that has triggered the event.
- Event code and description.
- Date/time of event.
- Severity level (each event code has a severity number).

Critical events (alarms) will stop the game play in the VLT (lock down), until an action takes place (VLT repair, RAM or error clear), and the central system re-enables the VLT only after successfully completing re-authentication. The events and criteria that will trigger authentication are easily configurable according to Lottery specifications.

The iGEM Back Office System (BOS) portal allows easy parameter driven configuration of events and alarms:



iGEM Event/Alarm Configuration Screen



IGEM™ Real Time VLT and SC Event Viewer

4.1.5.1.4 The CMS design allows for manual entry of the seed value used to calculate the signature result of each VLT software image file. Manual entry of the software authentication seed value is to be available to the Lottery through the use of a GUI or other user interface.

The frequency (i.e. static, per request, daily, monthly, and yearly) at which the software authentication seed value is changed is to be a configurable parameter on the CMS.

As detailed above, the CMS design allows for the manual entry of the seed value used to calculate the signature result of each VLT software image file. Manual entry of the seed value will be available to authorized Lottery users through the use of the back office system web interface. The frequency at which the software authentication seed value is changed is an easily configurable parameter on the CMS.

By default, iGEM has an automatic generation of secure random seeds to avoid seed manipulation. These random seeds can be imported from an external source. On an exception basis, a manual change

of the authentication can be allowed only for specific authorized users. iGEM does allow signature calculation of specific VLT images using a manually entered seed.

4.1.5.1.5 The CMS design includes the ability to generate a daily report to users determined by the Lottery that details VLTs that passed and failed the VLT image file authentication, including the seed and the signature value of the ROM binary image, and the result returned by the VLT.

INTRALOT's standard CMS design includes the generation of reports on VLT authentication in addition to the real-time viewer. Reports can be pulled at any time or scheduled for a particular time of day. Qualifiers can be set to show just the VLTs that have failed image file authentication or those that have passed. Authorized users or an Administrator can set up automation of any report to include various qualifiers, frequency, time, etc. These can be automatically distributed via SMTP to a single individual or a group of individuals. The Real-Time viewer can be configured as real-time Invalid Signature Alert Viewer

RET Code	RETAILER	TERMINAL	EMPL	Date/Time	ERR Code	Error Description	EGM ID	EGM S/N	TYPE	LOAD_DT
4001	BEAUMARIS EX-SERVICES CLUB	400110	0	17/07/2013 18:19:48	32771 (0x8003)	SC-EGM Invalid Program Signature	308485	ATI_B0342235	TYPE 4	17/07/2013 18:21:00
1481	SEAFORD RSL	148110	0	17/07/2013 13:27:41	32771 (0x8003)	SC-EGM Invalid Program Signature	306238	ATI_B0315328	TYPE 4	17/07/2013 13:27:47
2521	WARRNAMBOOL RSL	252110	0	17/07/2013 12:07:30	32771 (0x8003)	SC-EGM Invalid Program Signature	152815	IGT_T01052815	TYPE 4	17/07/2013 12:07:44
2521	WARRNAMBOOL RSL	252110	0	17/07/2013 12:03:50	32771 (0x8003)	SC-EGM Invalid Program Signature	152815	IGT_T01052815	TYPE 4	17/07/2013 12:04:04
4001	BEAUMARIS EX-SERVICES CLUB	400110	0	17/07/2013 09:44:00	32771 (0x8003)	SC-EGM Invalid Program Signature	308485	ATI_B0342235	TYPE 4	17/07/2013 09:45:08
7802	Club Laverton	780210	0	17/07/2013 09:10:53	32771 (0x8003)	SC-EGM Invalid Program Signature	212746	ATI_B0315294	TYPE 4	17/07/2013 09:11:10

6 1 Page: 1/16 Total Records: 91

IGEM™ Invalid Signature Alert Viewer

When a VLT Invalid Signature response is detected by iGEM SCs, a relevant event is recorded in iGEM along with the wrong signature that the VLT responded back. These events along with the wrong signature can be found in the following iGEM report.

INTRALOT will modify reports to include any information the Lottery desires including the seed and signature of the ROM binary image along with the results returned by the VLT

iGEM™ Gaming Enhanced Management System

EGM Events Report

intralot

Schema Data Warehouse
Venue ID 3040389
Date from 17/7/2013
Operator Selection All
Nr.of Days 1
Date to 17/7/2013
Egm Category All

Venue Code 1481
Business Date 17/07/2013 (1994)
EGM ID 306238
Venue Name SEAFORD RSL
Report Business Date 17/07/2013 (1994)
EGM Description (Game-[P-D-S]) ATI-Lucky 88 F177 $2 [10 - 3034013074 - 306238]

Event ID	Hex Event ID	SC Code	Event Description	Additional Data	Occured Date
32771	8003	148110	SC-EGM Invalid Program Signature()	1E70	17/07/2013 13:27:41
32771	8003	148110	SC-EGM Invalid Program Signature()	0CB0	17/07/2013 06:44:09

Total for the Day — Number of Events: 2

Venue Totals — Number of Events: 2

Venue Code 2521
Business Date 17/07/2013 (1994)
EGM ID 152815
Venue Name WARRNAMBOOL RSL
Report Business Date 17/07/2013 (1994)
EGM Description (Game-[P-D-S]) IGT-DANGEROUS BEAUTY 2 F120 $137 [9 - 306405029

Event ID	Hex Event ID	SC Code	Event Description	Additional Data	Occured Date
32771	8003	252110	SC-EGM Invalid Program Signature()	22A71FD3549AE7576 17F8F6E02D93EC9	17/07/2013 12:07:30
32771	8003	252110	SC-EGM Invalid Program Signature()	091BAB894BB5B87F1 A3B1B857C1C77F1	17/07/2013 12:03:50

Total for the Day — Number of Events: 2

Venue Totals — Number of Events: 2

Venue Code 4001
Business Date 17/07/2013 (1994)
EGM ID 308485
Venue Name BEAUMARIS EX-SERVICES CLUB
Report Business Date 17/07/2013 (1994)
EGM Description (Game-[P-D-S]) ATI-Tiki Torch MK6HL [0 - 3034033341 - 308485]

Event ID	Hex Event ID	SC Code	Event Description	Additional Data	Occured Date
32771	8003	400110	SC-EGM Invalid Program Signature()	1090	17/07/2013 18:19:48
32771	8003	400110	SC-EGM Invalid Program Signature()	1E40	17/07/2013 09:44:00

Total for the Day — Number of Events: 2

Venue Totals — Number of Events: 2

4.1.5.1.6 The CMS design includes a requirement for a means of identifying and reporting on revoked software images.

As detailed in Section 4.1.5.1.3, INTRALOT's CMS includes a means of identifying and reporting on revoked software images and many other events. The severity level of each event can be configured as required by the Lottery, as well as the action taken automatically by the CMS such as disabling of the affected VLT. Automated visual, SMTP, and SMS alerts can also be configured to inform designated personnel.

4.1.5.2 **Site Controller Software Authentication:** The Vendor Response is to document the methodology used to authenticate the Site Controller software. The CMS communicates with and authenticates the software of each Site Controller connected to the CMS. It cannot be possible to enroll any Site

Controller that fails software authentication into operation until the device satisfies the authentication process.

The IGEM™ CMS authenticates Site Controllers attempting to connect to the system in the same manner that individual VLTs are authenticated. The methodology used to communicate and authenticate Site Controllers for connection to the CMS is through software integrity checks. This integrity check is performed on a daily basis, at a minimum, and at any time a Lottery-specified event takes place. Ad-hoc integrity checks can also be initiated for specific Site Controllers by the Lottery at any time.

In case the integrity check fails, the CMS will not allow the respective Site Controller to connect and will disable it. The Site Controller will remain disabled and "disconnected" until it has successfully passed the signature verification process. All integrity check failures are recorded in the log files and create system alarms, which will be sent to the designated system users according to pre-defined rules.

Whenever a Site Controller receives new software, an EAR file, it calculates the MD5 checksum of the file and sends the checksum to the CMS where it is securely stored in the table. When the Site Controller requires authentication, it again calculates the MD5 checksum of its software load and sends that to the CMS. The CMS compares the checksum received from the Site Controller requesting authentication against the checksum stored for that particular Site Controller. If the checksums match, the requesting Site Controller is authenticated. The INTRALOT CMS will not allow connection or operation of any Site Controller(s) that fail software authentication until the device successfully completes the authentication process.

4.1.5.2.1 The CMS is to be configured to perform a software authentication on any Site Controller at any time upon Lottery request. The CMS design provides for functions to autonomously trigger software authentication on a Site Controller upon detection as follows:

1. Control device offline event;
2. Communication loss with the CMS; and,
3. Control device enrollment.

As configured for VLT software authentication, discussed in *Section 4.1.5.1.3* of our proposal, the CMS can perform a software authentication on any Site Controller at any time upon Lottery request. The CMS also provides functions to autonomously and automatically trigger software authentication on a Site Controller upon detection of any related event. INTRALOT will provide, at a minimum, autonomous triggers for Site Controller device offline events, any communications loss with the CMS, and Site Controller enrollment.

4.1.5.2.2 The CMS is to generate a daily report for Site Controllers that passed and failed the software authentication including the seed and the signature value of the software image and the result returned by the device.

The CMS will generate a daily report for Site Controllers that have passed and failed the software authentication process. The report will include the seed and the signature value of the software image

along with the result returned from the Site Controller. Any additional details the Lottery may desire can be included in the report. As with all of our reports, these reports can be configured to run automatically and be distributed to designated personnel via SMTP.

4.1.5.3 VLT Image File Storage: The CMS design includes storing all VLT image files on the PDC and provide no less than two (2) terabytes of hard disk space for image files. The hard disk containing the VLT image files is to be located within the same hardware enclosure of the PDC and scalable to increase storage capacity as needed at no additional cost. The VLT image files are to be accessible through a remote network connection to the CMS via the Lottery's administrative LAN.

INTRALOT will provide no less than three (3) terabytes of hard disk space for the storing of all VLT image files on both the PDC and BDC SAN storage arrays. The storage capacity is easily expanded with no impact to the systems continued operation. Should storage expansion for image files be required, INTRALOT will provide this increased storage capacity at no additional cost. INTRALOT will work with the Lottery to ensure the VLT image files are accessible through a remote network connection to the CMS via the Lottery's Administrative LAN.

4.1.5.3.1 The VLT image files are to be backed up on a daily basis consistent with the requirements previously provided in "Data Backup Requirements", section 4.7.ll of this RFP.

INTRALOT will configure automated backup of the VLT image files on a daily basis that is consistent with the requirements provided in ***Section 4.7.11*** of the RFP.

4.1.5.3.2 The VLT image files are data files that have appropriate security as defined in "Data Security Requirements", section 4.1.4.12 of this RFP. Access to such data requires prior authentication of an individual user by password and privilege level.

INTRALOT understands that the VLT image files are data files that have appropriate security as defined in Section 4.1.4.12 of the RFP, and that access to such data requires prior authentication of an individual user by password and privilege level. INTRALOT will work with the Lottery to ensure that the security of and access to VLT image files meets or exceeds all requirements.

4.1.6 ARCHIVING (SYSTEMS DESIGN)

4.1.6.1 Archiving and Purging of Data: It is a technical requirement to include archiving as a process that runs every business day on the production system to move data from the production database(s) to an archival schema on the Data Warehouse (DW).

INTRALOT's CMS includes an archiving process that runs every business day on the production systems that move data from the production databases to an archival schema on the data warehouse. This is a standard daily process utilized on each of our CMS systems and part of the workflow as discussed in ***Section 4.1.1.1*** of our proposal.

iGEM™ Daily Process Cycle A daily process cycle is the most important and fundamental process in monitoring of VLTs. A typical daily operational procedure of iGEM™ includes the following phases (in order of execution):

1. Facility Data Collection.
2. Database Processing.
3. Data Warehouse Synchronization.
4. Daily Accounting and Report Generation.
5. Export and Interfacing to 3rd party systems.
6. Archiving.

4.1.6.2 Purging of data is to be a function performed on the production database according to retention schedules set by the Lottery. As an example, financial data related to data meters will be retained for ninety (90) days while event logs and other log files will be retained for thirty (30) days. Purging shall be a function processed daily on the DW with a retention schedule of thirty six (36) months. Detailed retention schedules will be developed subsequent to Contract award.

The purging of aged data from the production database is a standard function INTRALOT undertakes on all of its gaming systems – VLT CMS, Lottery, sports betting, etc. INTRALOT understands that aged data such as financial or log files have various retention periods. The purging function will be a daily process undertaken on the data warehouse with a retention schedule of thirty six (36) months, and can be easily modified should the Lottery desire this at a later date. INTRALOT will work with the Lottery to develop detailed retention schedules subsequent to Contract award.

4.1.7 HARDWARE AND SOFTWARE SPECIFICATIONS (SYSTEMS DESIGN)

4.1.7.1 All CMS hardware and software components include the following features:

4.1.7.1.1 Standardized fault tolerant and redundant with no single point of failure. All components to be configured/setup by the Vendor;

All of the hardware and software components of the INTRALOT-proposed CMS are designed with extensive fault tolerance and redundancy features containing no single points of failure that will impact continued non-stop operation of the system. INTRALOT will configure and setup all components in such a manner to meet or exceed all Lottery requirements.

4.1.7.1.2 Tested by the independent testing lab before installed. Vendor will configure, support, and maintain CMS for the life of the contract;

INTRALOT understands that all hardware and software components of the CMS are to be tested by the independent testing lab prior to being installed. INTRALOT will configure, support, and maintain the CMS to the Lottery's satisfaction for the life of the Contract.

4.1.7.1.3 CMS hardware will be replaced by new equipment of then-current model or version every five (5) years, or as specified during the business requirements process with those costs being the responsibility of the Lottery; and,

INTRALOT understands that the CMS hardware will be replaced by new equipment of then-current model or version every five (5) years, or as specified during the business requirements process with these costs being the responsibility of the Lottery. INTRALOT will assist the Lottery as needed in any replacement evaluation process of the equipment to maximize value effectiveness for the State.

4.1.7.1.4 Fully supported by respective manufacturer or supplier at all times during the contract through maintenance agreements acquired and maintained by the Vendor subject to Lottery approval. All maintenance agreements require a twenty-four hour on-site response time from all manufacturers.

INTRALOT, as in our other jurisdictions, will ensure that maintenance agreements for hardware and software are acquired and maintained at all times during the contract to ensure that all CMS items are fully supported. The maintenance agreements will be made with the respective manufacturer or supplier and be subject to Lottery approval. All maintenance agreements will require twenty-four (24) hour on-site response time or less from all manufacturers and suppliers.

4.1.7.1.4.1 If support for any hardware module, component, or software is discontinued by the manufacturer or supplier then the Vendor is to replace the respective hardware modules, component, or software modules at its own cost prior to the support being discontinued. Vendor is to immediately inform the Lottery of any support discontinuation.

INTRALOT understands that if support for any hardware module, component, or software is discontinued by the manufacturer or supplier, INTRALOT will replace the respective hardware modules, components, or software modules at its own cost prior to support being discontinued. INTRALOT will immediately inform the Lottery of any such support discontinuation.

4.1.7.1.4.2 If any hardware module, component or software is declared 'end of life' by the manufacturer the Vendor is to immediately inform the Lottery and a mutually agreeable schedule for replacement will be developed.

If any hardware module, component or software is declared *End of Life* (EoL) by the manufacturer, INTRALOT will immediately inform the Lottery and understands that a mutually agreeable schedule for replacement will be developed with the Lottery.

4.1.7.1.4.3 The Lottery expects the Vendor to be the sole contact and responsible party for any third party hardware/software solution utilized by the Vendor during problem determination and remediation.

INTRALOT will be the sole contact and responsible party during problem determination and remediation for any third party hardware/software solution it utilizes. INTRALOT personnel will take any corrective action

needed and if needed, contact the solution provider in case INTRALOT staff alone cannot provide the appropriate remediation. All equipment and associated software is fully redundant with no single point of failure in INTRALOT's iGEM CMS design, therefore continued operation of the CMS is assured during the remediation process.

4.1.7.2 The Vendor shall obtain prior written approval from the Lottery before making any enhancement or modification to the hardware or software configuration and procedures.

INTRALOT understands that it will obtain prior written approval from the Lottery before making any enhancements or modifications to the hardware or software configuration and procedures.

4.1.8 MANAGEMENT TERMINALS

Vendor is not required to furnish the casino management terminals but is required to provide any special application software required for their operation. Vendor is responsible for providing software and hardware specifications for optimum performance at casinos utilizing management terminals.

INTRALOT understands that it will not be required to furnish casino management terminals but will be required to provide any special application software required for their operation. INTRALOT agrees to be responsible for providing software and hardware specifications for optimum performance at casinos utilizing management terminals if needed.

4.1.8.1 Web Portals: The Vendor design includes providing a web portal to be able to access the functionality provided by a management terminal at the casinos as well as LVL locations, including the same operational functions, printing capabilities, and security requirements. The Web Portal shall operate under industry standard web browsers, including Internet Explorer Version 8 and higher, Firefox, and Safari among others. The Vendor is to identify any functions known to cause compatibility issues with specific versions.

INTRALOT's iGEM™ CMS provides a highly secure web portal for casinos as well as LVL locations that includes extensive functionality with the same operational features, printing capabilities, security requirements, data export, and report scheduling as that of a dedicated management terminal. The web portal operates under industry standard web browsers including Internet Explorer version 8 or newer, Firefox, and Safari. INTRALOT knows of no functions that cause compatibility issues with specific versions of the web browsers identified.

The iGEM™ web portal provides extensive reporting capabilities for authorized users that can efficiently cover the entire scope of facility gaming operations for any kind of operational model, being either large-destination venues or small venues with only a few machines. The reporting system will include all the reports identified by the Lottery as required, such as accounting reports, inventory and licensing reports, statistical reports for the VLTs performance, venue performance, and VLT performance. Furthermore, it provides for filters to allow reporting for different time frames, games, VLT types and models, and other attributes. The final number and content of the iGEM™ reports can be mutually

defined. In general, the Lottery is expected to have access to a broad range of iGEM™ reports, while the venues will have access to specific reports that are required for the venue operation under iGEM.

Reports will be made available from the web services of the iGEM™ system through the system's web sites or remotely, subject to Lottery specifications, approvals, and final network configuration. Specific users/groups can have access to reports according to their user rights and operational needs including the restriction of accessing only their own venues information. Facilities will have no access to any other facility's information. All reports can be accessed through a regular PCs browser via secure Internet connection and valid login and password. INTRALOT will provide reports for the Lottery as required and users may auto schedule their own reports.

Based on Lottery-defined accounting schemes, entities and organizations, the system can provide Periodic Financial Clearance and Reconciliation reports among all parties that participate or are conducting gaming i.e. VLTs Contractors, Progressive Game Operators, facilities, between facilities, etc.

All the financial and accounting needs of a facility and/or Operator can be managed by the Cash Management and Accounting Reports that are generated by iGEM, and are customized to satisfy specific regulations and needs. The reports of iGEM cover all the financial activity (money played, won, inserted, prizes paid, jackpot wins, balance, commissions, taxation, floats, balances, etc.) per VLT, VLT Group and facility per accounting period, for all accounting periods and grand totals.

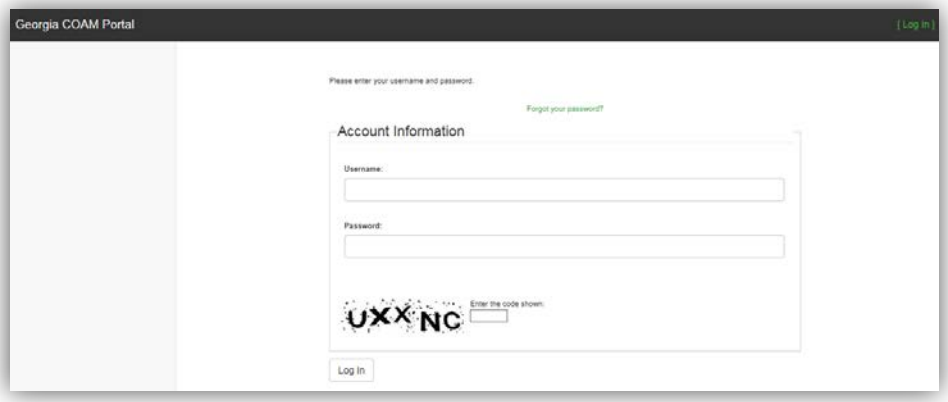
The Cash Management and Accounting Reports categories that can be generated by iGEM are:

- Accounting Meters, Commissions and Taxation produced on a Daily/Weekly/ Monthly period per VLT group that includes Turnover, Win, Inserted, Cashed Out, Cancelled, Jackpot Wins, Gross Profit, Commissions, and Taxation.
- The same summary report without the VLT details.
- VLT Daily Results.
- Reconciliation between VLT soft meters and Soft Count (Cash/Ticket Collections).
- VLT Financial Transactions.
- Retailers Daily/Period Accounting.
- Retailers Period Accounting and Balance.
- Invoices.

All iGEM reports, based on the defined access rights, can be made available to facilities and other stakeholders, via any secure Internet connection and be displayed on the venue terminal screens. iGEM provides the functionality to generate financial and accounting reports for different time periods, including at a minimum: financial year to date, previously completed financial year, month, week and day. Actually, the selection of Period fields for all system reports have no limits, meaning that reports can be generated for any period of time, any day, week, month, year and any day for as long as there is monitoring data in the system's databases.

For illustrative purposes regarding the web portal that INTRALOT will provide for the WVL venues, the following approximately 12 pages are excerpts taken directly from the venue locations user manual on accessing the web reporting portal in the Georgia project. The term COAM (Coin Opearated Amusement Machine) may be substituted with VLT to be applicable for West Virginia.

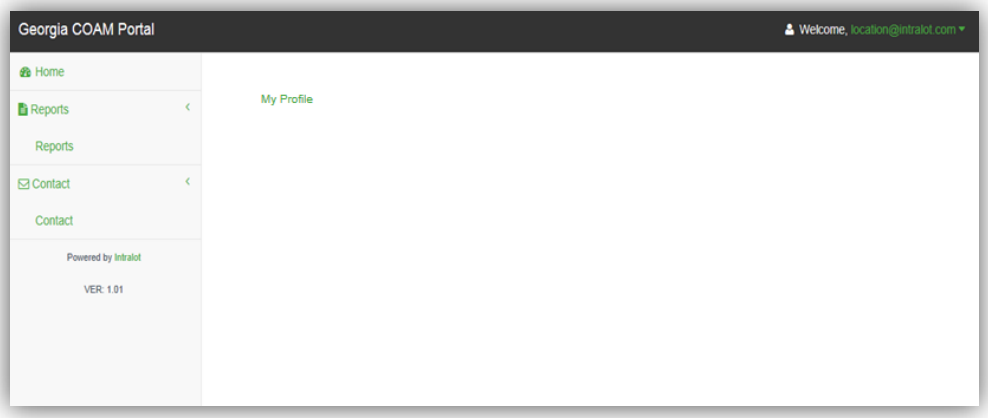
ACCESSING WEB REPORTING PORTAL



To access the Portal application:

1. Enter the Login screen where you must complete the following fields:
   - ***Username:*** The unique name you enter to access the application.
   - ***Password:*** The password you enter to access the application.
   - ***Code:*** Enter the code displayed on the screen into the input box.

After the above parameters have been specified, click the **Login** button. The procedure of validating your login credentials and providing you access to the Portal initiates. When a successful login has been achieved, you will be redirected to the main screen of the Portal Application. This is where the system management is initialized.



APPLICATIONS

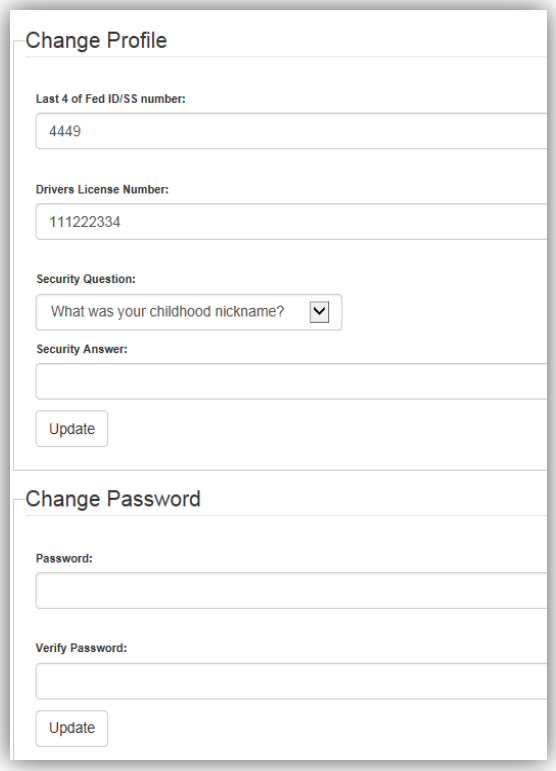
The Portal applications are located on the left hand side of the screen :

- **Home:** Returns user to the home screen.
- **Reports:** Directs you to all the available reports.
- **Contact:** Contact for support.
- **Profile:** Allows user to edit profile e.g. change password.

Note: For support, please click on the **Contact** link listed with the applications on the left hand side of the **Home** screen. This will provide the 24 hour Intralot Hotline number for any questions or concerns about reports, user management, and the Portal web application in its entirety.

PROFILE

Select the username drop down and select **Profile** to edit your profile (e.g. change password). To do so, proceed to click on the **Profile** link and edit the appropriate information and click **Update:**

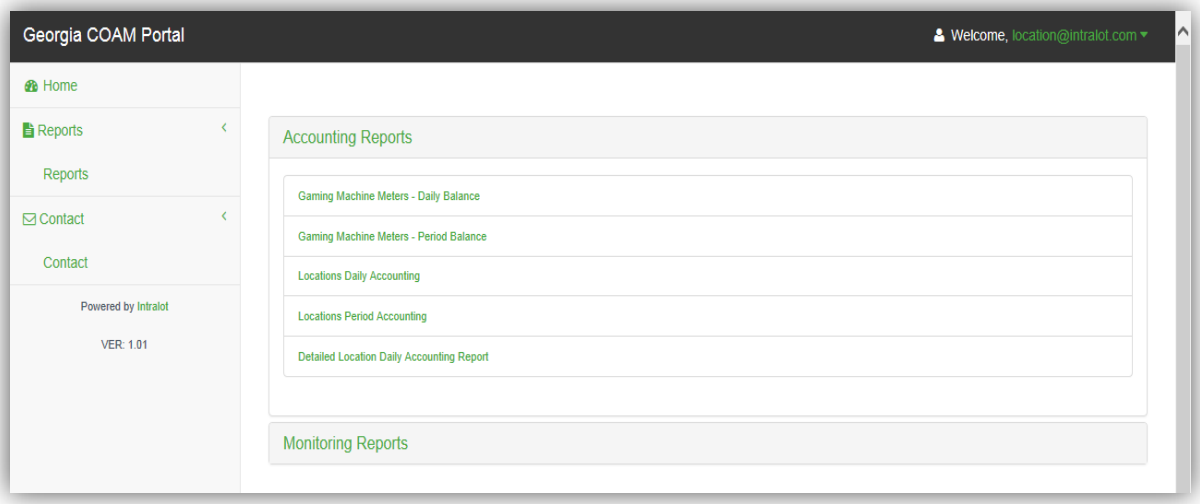


ACCOUNTING REPORTS

Accounting Reports provides you with financial information based on derivative meter data. For a COAM, this includes Total Money In, Total Money Won, etc. For a Location, consolidated values for all COAMs are presented.

To access the Accounting Reports application element:

1. Click the **Reports** application hyperlink at the Portal main screen.



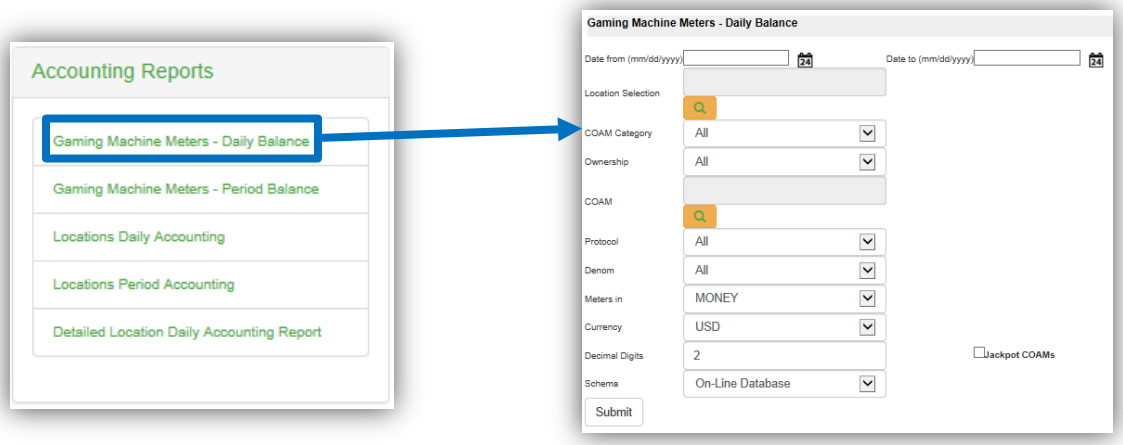
The **Accounting Reports** list will appear:

2. The screen that appears provides you with access to the following accounting reports:

- **Gaming Machine Meters – Daily** Balance
- **Gaming Machine Meters – Period Balance**
- **Location Daily Accounting**
- **Location Period Accounting**
- **Detailed Location Daily Accounting Report**

GAMING MACHINE METERS – DAILY BALANCE

The Gaming Machine Meters – Daily Balance report presents all meter information that has been recorded in the end-of-day meter files and transferred to the monitoring system.

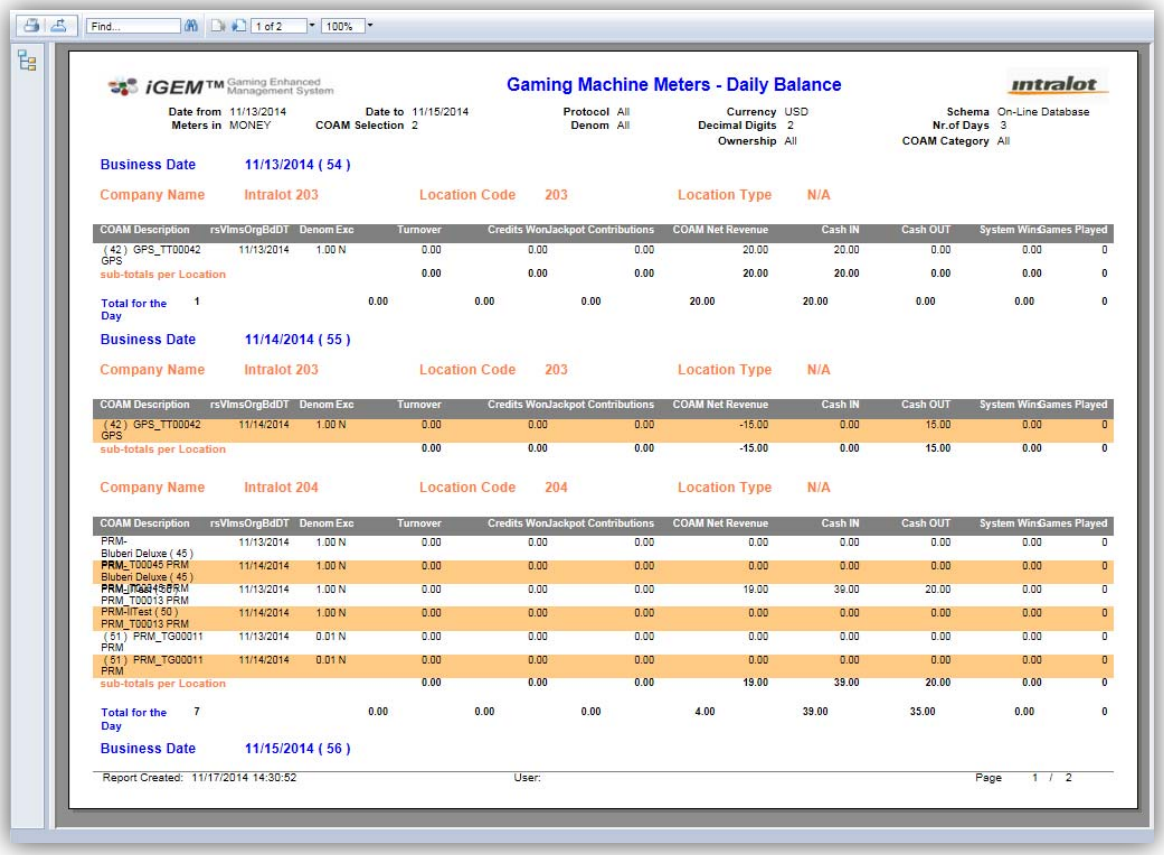


To retrieve the report:

1. Select the **Gaming Machine Meters – Daily Balance** application element.
2. At the criteria screen, provide the following information for the report:
   - ***Date From/To***: The range of dates for which the report will be presented. Use the calendar icon to enter the date.
   - ***Location Selection***: Select the Location from the list by selecting the search icon .
   - ***COAM Category***: Select COAM Category from the dropdown list. Available categories are:
     - Single Game
     - Single Game (No Protocol)
   - **COAM**: Select the Master from the list by selecting the search icon .
   - ***Protocol***: The following protocols are available for selection:
     - *All*
     - *SAS*
     - *G2S*
     - *SAS – Transitional*
   - ***Denom***: Select the denomination from the dropdown list.
   - ***Meters in***: The report can be viewed in one format: *Money*.
   - ***Currency:*** The currency is in US Dollars (USD).
   - ***Decimal Digits:*** Decimal points of the values. Default is 2.
   - ***Schema***: Two available options can be found under the Schema.

- *"On-Line database"* is used for data within the last 90 days.
- *"Data Warehouse"* is used for data older than the last 90 days.

To view, print, export the report:



iGEM™ Gaming Enhanced Management System — Gaming Machine Meters - Daily Balance — intralot

Date from 11/13/2014 Date to 11/15/2014 Protocol All Currency USD Schema On-Line Database
Meters in MONEY COAM Selection 2 Denom All Decimal Digits 2 Nr.of Days 3
Ownership All COAM Category All

Business Date 11/13/2014 (54)

Company Name Intralot 203 Location Code 203 Location Type N/A

COAM Description	rsVlmsOrgBdDT	Denom	Exc	Turnover	Credits Won	Jackpot Contributions	COAM Net Revenue	Cash IN	Cash OUT	System Wins	Games Played
(42) GPS_TT00042 GPS	11/13/2014	1.00	N	0.00	0.00	0.00	20.00	20.00	0.00	0.00	0
sub-totals per Location				0.00	0.00	0.00	20.00	20.00	0.00	0.00	0
Total for the Day 1				0.00	0.00	0.00	20.00	20.00	0.00	0.00	0

Business Date 11/14/2014 (55)

Company Name Intralot 203 Location Code 203 Location Type N/A

COAM Description	rsVlmsOrgBdDT	Denom	Exc	Turnover	Credits Won	Jackpot Contributions	COAM Net Revenue	Cash IN	Cash OUT	System Wins	Games Played
(42) GPS_TT00042 GPS	11/14/2014	1.00	N	0.00	0.00	0.00	-15.00	0.00	15.00	0.00	0
sub-totals per Location				0.00	0.00	0.00	-15.00	0.00	15.00	0.00	0

Company Name Intralot 204 Location Code 204 Location Type N/A

COAM Description	rsVlmsOrgBdDT	Denom	Exc	Turnover	Credits Won	Jackpot Contributions	COAM Net Revenue	Cash IN	Cash OUT	System Wins	Games Played
PRM-Bluberi Deluxe (45)	11/13/2014	1.00	N	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
PRM_T00045 PRM Bluberi Deluxe (45)	11/14/2014	1.00	N	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
PRM_T00013 PRM PRM-Test (50)	11/13/2014	1.00	N	0.00	0.00	0.00	19.00	39.00	20.00	0.00	0
PRM_T00013 PRM	11/14/2014	1.00	N	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
(51) PRM_TG00011 PRM	11/13/2014	0.01	N	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
(51) PRM_TG00011 PRM	11/14/2014	0.01	N	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
sub-totals per Location				0.00	0.00	0.00	19.00	39.00	20.00	0.00	0
Total for the Day 7				0.00	0.00	0.00	4.00	39.00	35.00	0.00	0

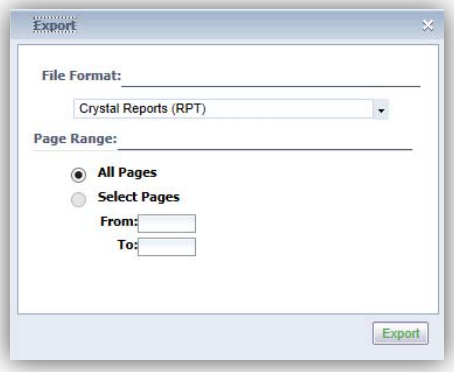
Business Date 11/15/2014 (56)

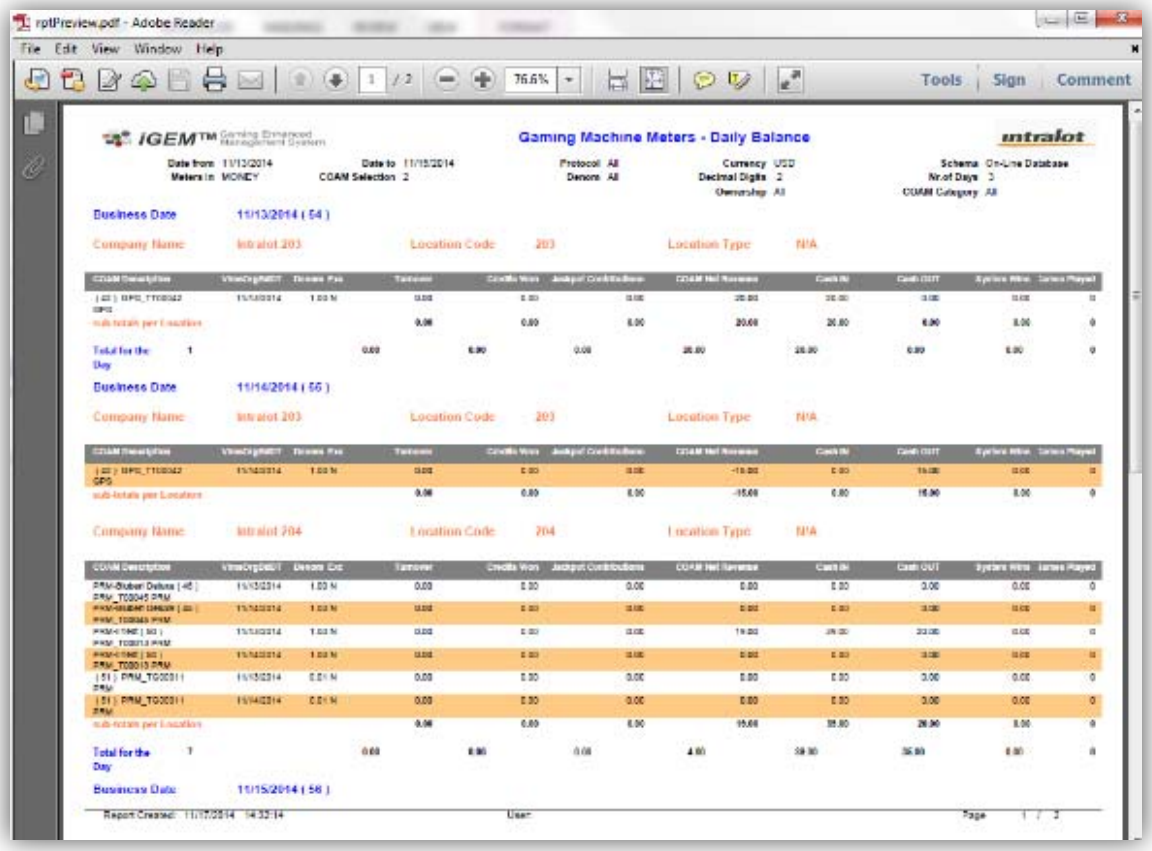
Report Created: 11/17/2014 14:30:52 User: Page 1 / 2

Click the **Submit** button to display the report.

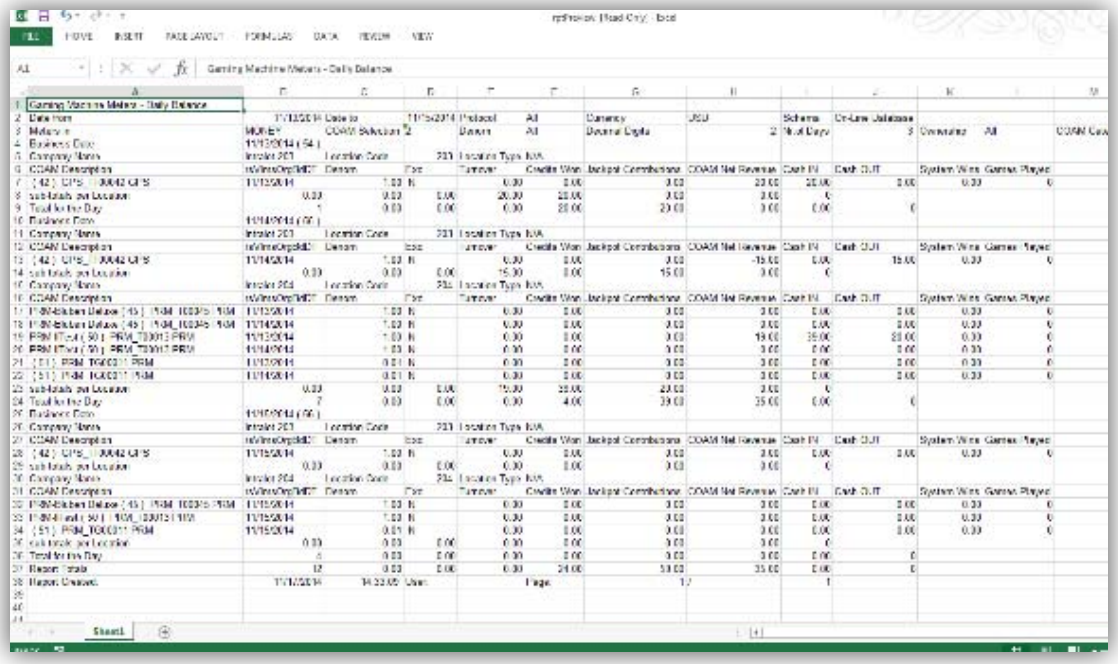
1. Click on the print icon  to print the report.
2. Click on the export icon  to export the report.
   a. The **Export** screen will populate. Select the **File Format** from the drop down menu (e.g. PDF file, Excel spreadsheet, etc.).
   b. Select pages to be exported:
      i. **All Pages**
      ii. **Select Pages**

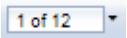
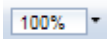
c. Click **Export.**





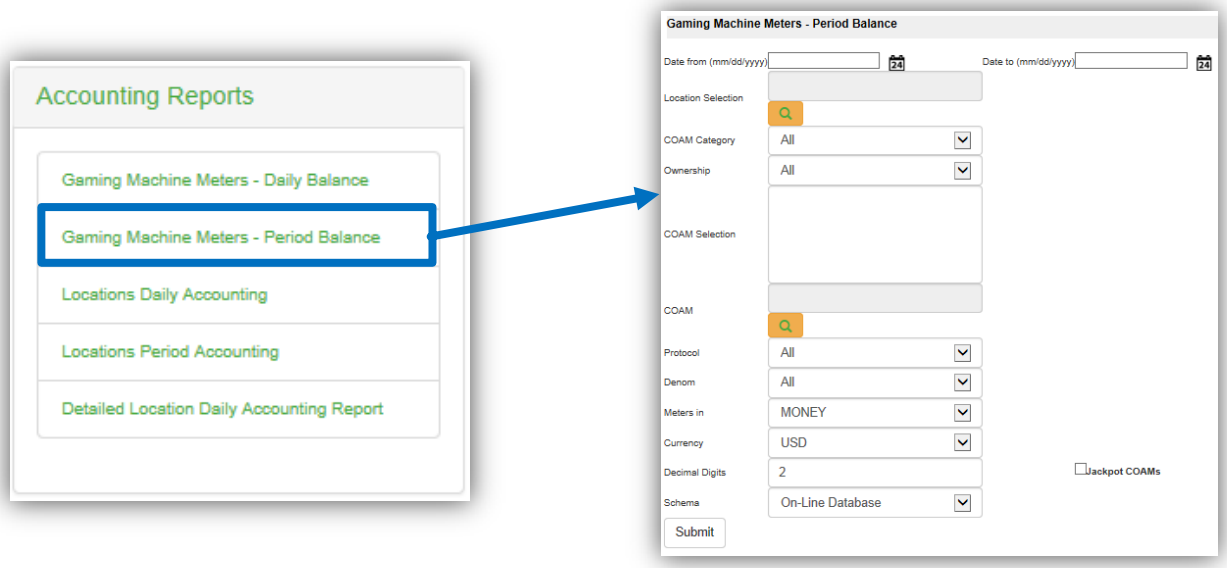
3. To export the file into an **Adobe PDF** format:
    a. Select **PDF** and click **Export.** Then select **Open** to view the report:
4. To export the file into an **Excel spreadsheet** format:
    a. Select **Microsoft Excel Workbook Data-only** and click **Export.** Then select **Open** to view the report:



5. To search for a particular section of the report:
    a. Click the field  to enter in the criteria to search, then click the binoculars icon  .
6. To navigate between pages use the  icons or use the  field to select the page number. The drop down can also be used to skip to the first or last pages. The  field can be used to zoom in & out on the current page.

GAMING MACHINE METERS – PERIOD BALANCE

The Gaming Machine Meters – Period Balance report shows the profit of the selected COAMs per business day.



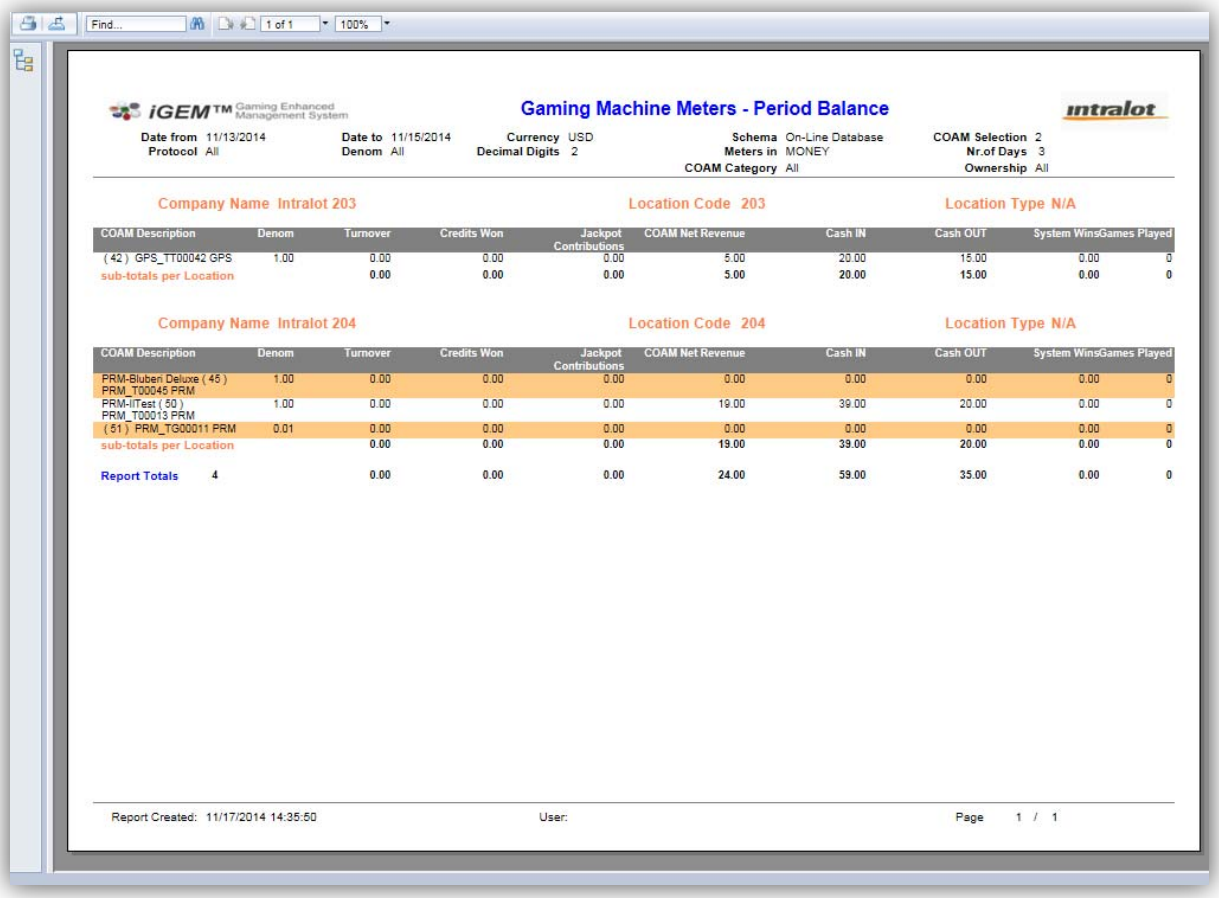
To retrieve the report:

1. Select the **Gaming Machine Meters – Period Balance** application element.
2. At the criteria screen, provide the following information for the report:
   - ***Date From/To***: The range of dates for which the report will be presented. Use the calendar icon to enter the date.
   - ***Location Selection***: Select the Location from the list by selecting the search icon .
   - ***COAM Category***: Select COAM Category from the dropdown list. Available categories are:
     - Single Game
     - Single Game (No Protocol)
   - ***Ownership***: Select the ownership from the dropdown list.
   - **COAM**: Select the Master from the list by pressing the search icon .
   - ***Protocol***: The following protocols are available for selection:
     - *All*
     - *G2S*
     - *SAS*
     - *SAS – Transitional*
   - ***Denom***: Select the denomination from the dropdown list.

- ***Meters in***: The report can be viewed in one format: *Money*.
- ***Currency:*** The currency is in US Dollars (USD).
- ***Decimal Digits:*** Decimal points of the values. Default is 2.
- ***Schema***: Two available options can be found under the Schema.
  - *"On-Line database"* is used for data within the last 90 days.
  - *"Data Warehouse"* is used for data older than 90 days.

To view, print, export the report:

1. Click the **Submit** button to display the report.



iGEM™ Gaming Enhanced Management System

Gaming Machine Meters - Period Balance

intralot

Date from 11/13/2014 Date to 11/15/2014 Currency USD Schema On-Line Database COAM Selection 2
Protocol All Denom All Decimal Digits 2 Meters in MONEY Nr.of Days 3
COAM Category All Ownership All

Company Name Intralot 203 Location Code 203 Location Type N/A

COAM Description	Denom	Turnover	Credits Won	Jackpot Contributions	COAM Net Revenue	Cash IN	Cash OUT	System Wins	Games Played
(42) GPS_TT00042 GPS	1.00	0.00	0.00	0.00	5.00	20.00	15.00	0.00	0
sub-totals per Location		0.00	0.00	0.00	5.00	20.00	15.00	0.00	0

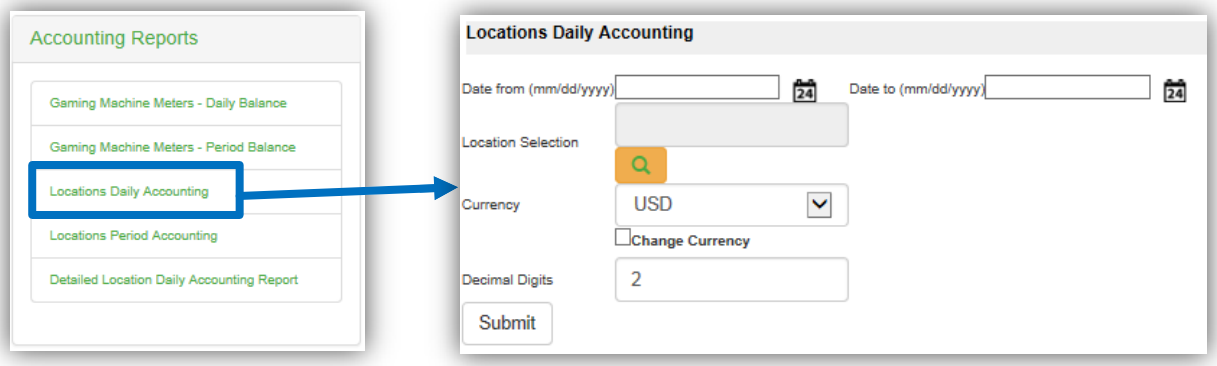
Company Name Intralot 204 Location Code 204 Location Type N/A

COAM Description	Denom	Turnover	Credits Won	Jackpot Contributions	COAM Net Revenue	Cash IN	Cash OUT	System Wins	Games Played
PRM-Bluberi Deluxe (45) PRM_T00045 PRM	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
PRM-ITest (50) PRM_T00013 PRM	1.00	0.00	0.00	0.00	19.00	39.00	20.00	0.00	0
(51) PRM_TG00011 PRM	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
sub-totals per Location		0.00	0.00	0.00	19.00	39.00	20.00	0.00	0
Report Totals 4		0.00	0.00	0.00	24.00	59.00	35.00	0.00	0

Report Created: 11/17/2014 14:35:50 User: Page 1 / 1

LOCATIONS DAILY ACCOUNTING

The Locations Daily Accounting report displays daily COAM financial information for a specific location.

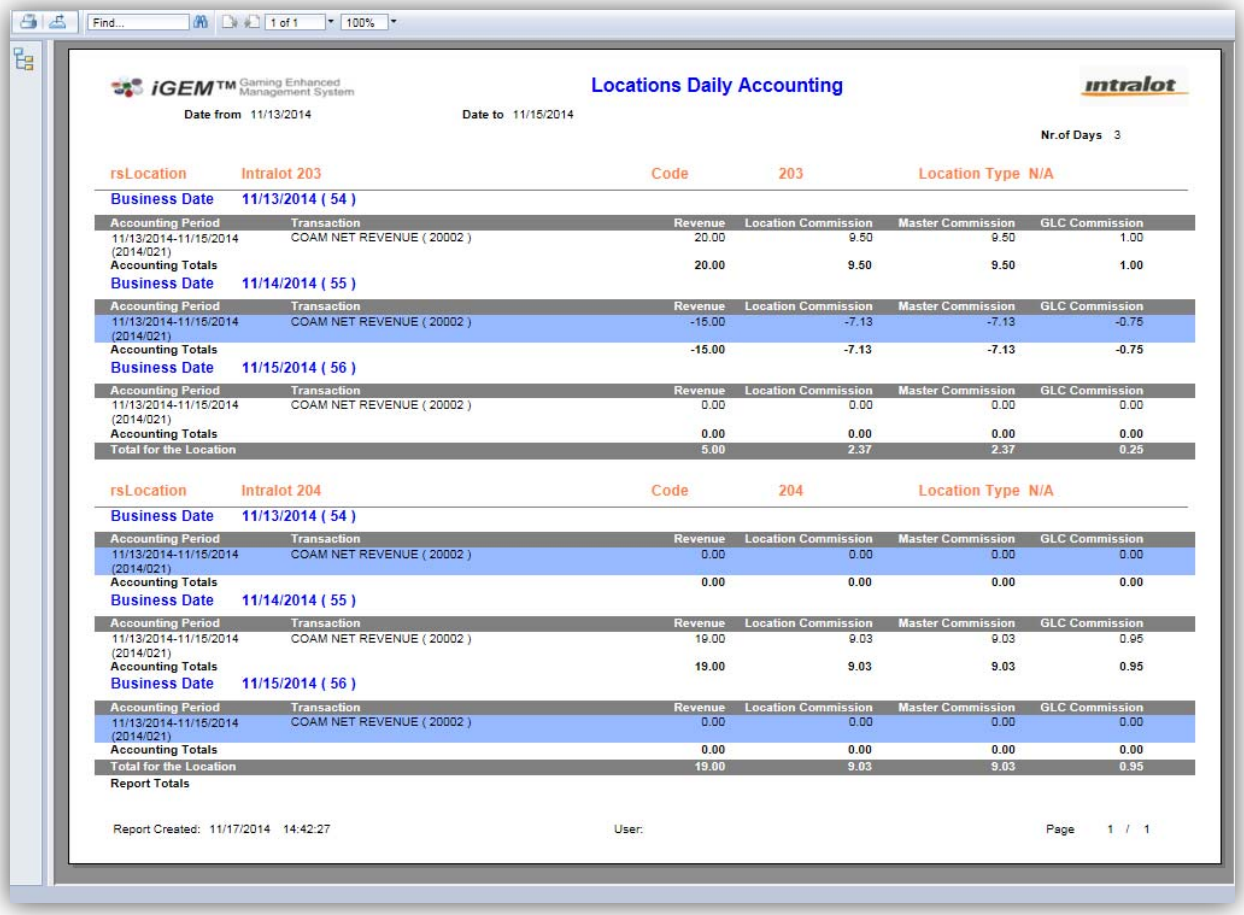


To retrieve the report:

1. Select the **Locations Daily Accounting** application element.
2. At the criteria screen, provide the following information for the report:
   - ***Date From/To***: The range of dates for which the report will be presented. Use the calendar icon to enter the date.
   - ***Location Selection***: Select the Location from the list by pressing the search icon.
   - ***Currency:*** The currency in which the report will be presented. The default is US Dollars (USD).
   - ***Change Currency*** (checkbox): Tick this box to display data in another currency than the default.
   - ***Decimal Digits:*** Decimal points of the values. Default is 2.

To view, print, export the report:

1. Click the **Submit** button to display the report.



Locations Daily Accounting

Date from 11/13/2014 Date to 11/15/2014 Nr.of Days 3

rsLocation Intralot 203 Code 203 Location Type N/A

Business Date 11/13/2014 (54)

Accounting Period	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
11/13/2014-11/15/2014 (2014/021)	COAM NET REVENUE (20002)	20.00	9.50	9.50	1.00
Accounting Totals		20.00	9.50	9.50	1.00

Business Date 11/14/2014 (55)

Accounting Period	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
11/13/2014-11/15/2014 (2014/021)	COAM NET REVENUE (20002)	-15.00	-7.13	-7.13	-0.75
Accounting Totals		-15.00	-7.13	-7.13	-0.75

Business Date 11/15/2014 (56)

Accounting Period	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
11/13/2014-11/15/2014 (2014/021)	COAM NET REVENUE (20002)	0.00	0.00	0.00	0.00
Accounting Totals		0.00	0.00	0.00	0.00
Total for the Location		5.00	2.37	2.37	0.25

rsLocation Intralot 204 Code 204 Location Type N/A

Business Date 11/13/2014 (54)

Accounting Period	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
11/13/2014-11/15/2014 (2014/021)	COAM NET REVENUE (20002)	0.00	0.00	0.00	0.00
Accounting Totals		0.00	0.00	0.00	0.00

Business Date 11/14/2014 (55)

Accounting Period	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
11/13/2014-11/15/2014 (2014/021)	COAM NET REVENUE (20002)	19.00	9.03	9.03	0.95
Accounting Totals		19.00	9.03	9.03	0.95

Business Date 11/15/2014 (56)

Accounting Period	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
11/13/2014-11/15/2014 (2014/021)	COAM NET REVENUE (20002)	0.00	0.00	0.00	0.00
Accounting Totals		0.00	0.00	0.00	0.00
Total for the Location		19.00	9.03	9.03	0.95

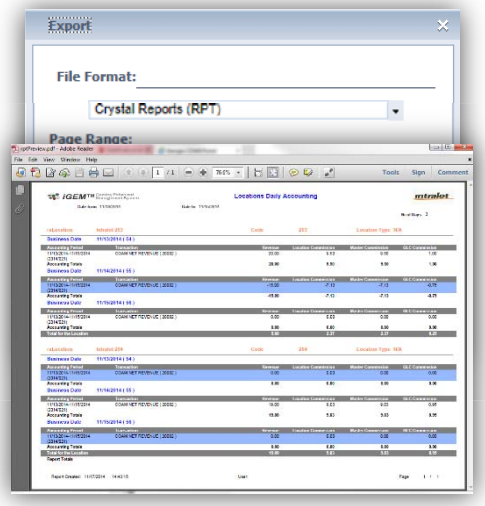
Report Totals

Report Created: 11/17/2014 14:42:27 User: Page 1 / 1

2. Click on the print icon  to print the report.
3. Click on the export icon  to export the report.
    a. The **Export** screen will populate. Select the **File Format** from the drop down menu (e.g. PDF file, Excel spreadsheet, etc.).
    b. Select pages to be exported:
        i. **All Pages**
        ii. **Select Pages**

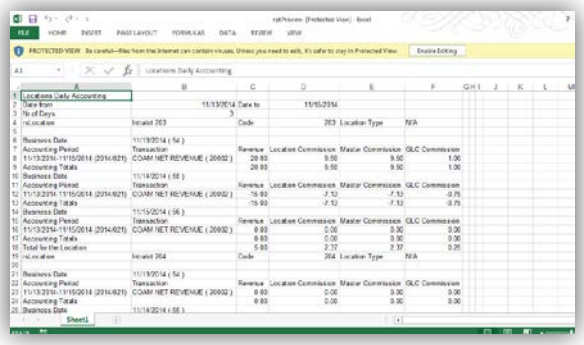
c. Click **Export.**

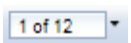
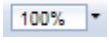
4. To export the file into an **Adobe PDF** format:



a. Select **PDF** and click **Export.** Then select **Open** to view the report:

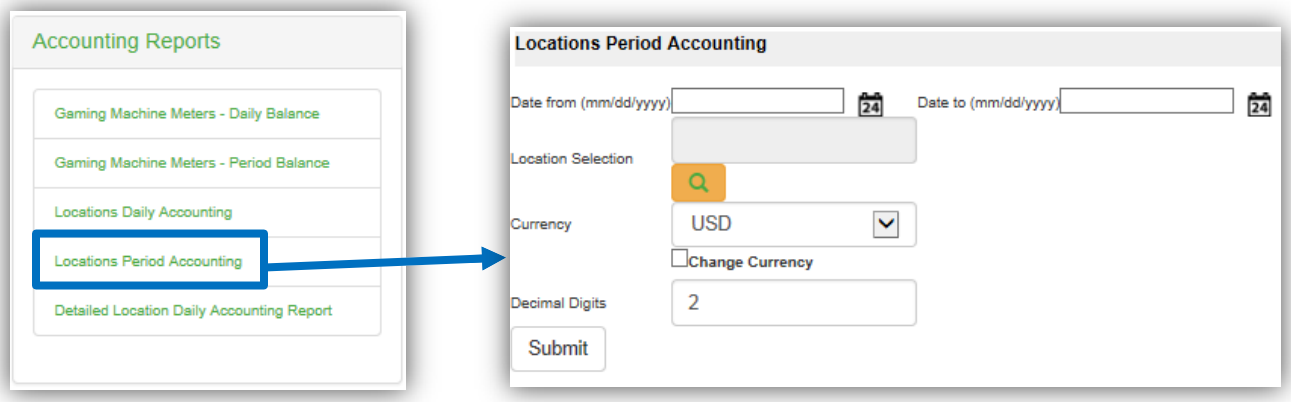
5. To export the file into an **Excel spreadsheet** format:
   a. Select **Microsoft Excel Workbook Data-only** and click **Export.** Then select **Open** to view the report:



6. To search for a particular section of the report:
   a. Click the field  to enter in the criteria to search, then click the binoculars icon  .
7. To navigate between pages use the  icons or use the  field to select the page number. The drop down can also be used to skip to the first or last pages. The  field can be used to zoom in & out on the current page.

LOCATIONS PERIOD ACCOUNTING

The Locations Period Accounting report displays COAM financial information for a specific location for single or multiple accounting periods.

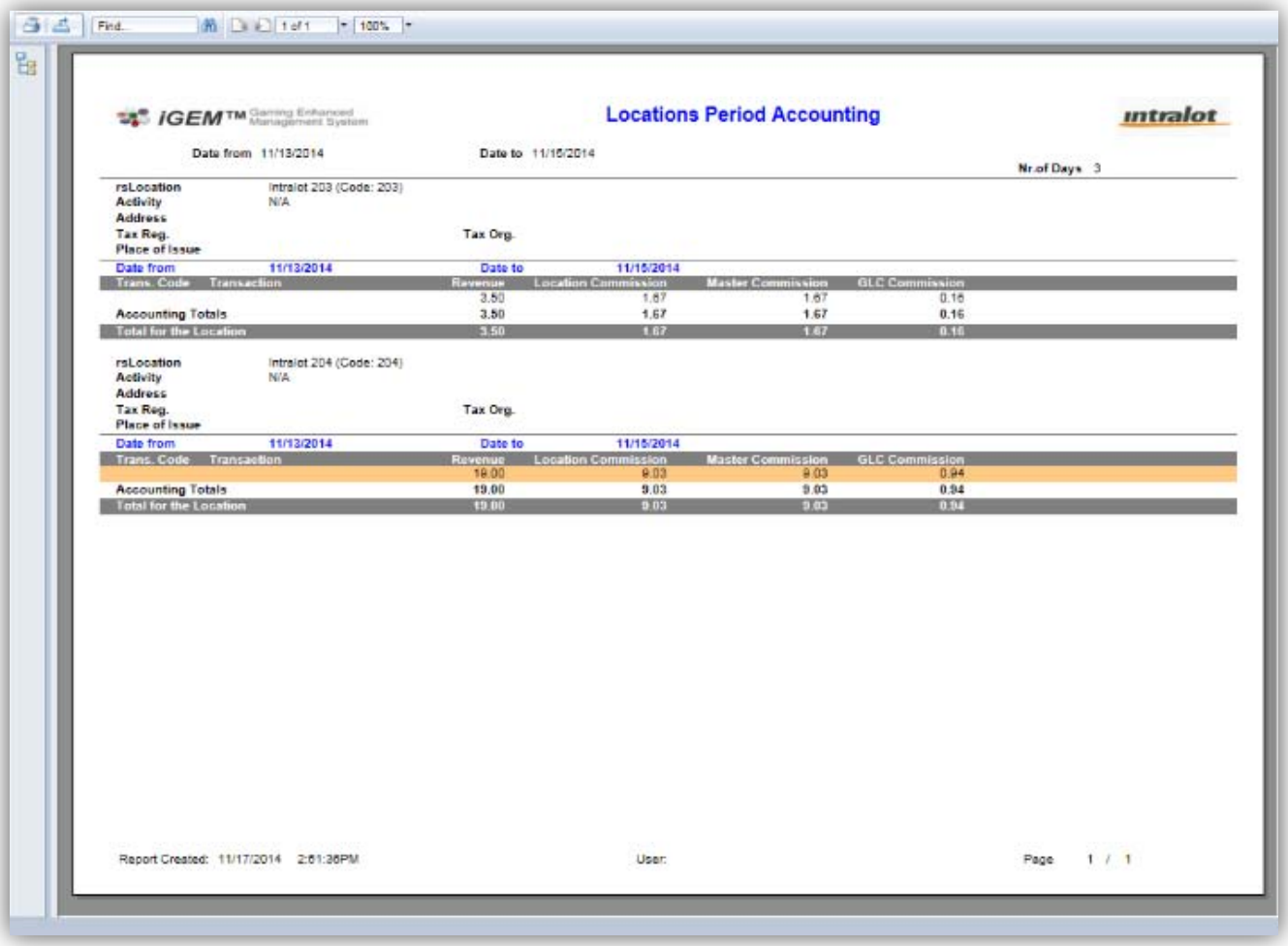


To retrieve the report:

1. Select the **Locations Period Accounting** application element.
2. At the criteria screen, provide the following information for the report:
   - ***Date From/To***: The range of dates for which the report will be presented. Use the calendar icon to enter the date.
   - ***Location Selection***: Select the Location from the list by pressing the search **icon** .
   - ***Currency:*** The currency in which the report will be presented. The default is US Dollars (USD).
   - ***Change Currency*** (checkbox): Tick this box to display data in another currency than the default.
   - ***Decimal Digits:*** Decimal points of the values. Default is 2.

To view, print, export the report:

1. Click the **Submit** button to display the report.



iGEM™ Gaming Enhanced Management System

Locations Period Accounting

intralot

Date from 11/13/2014 Date to 11/15/2014 Nr.of Days 3

rsLocation Intralot 203 (Code: 203)
Activity N/A
Address
Tax Reg. Tax Org.
Place of Issue

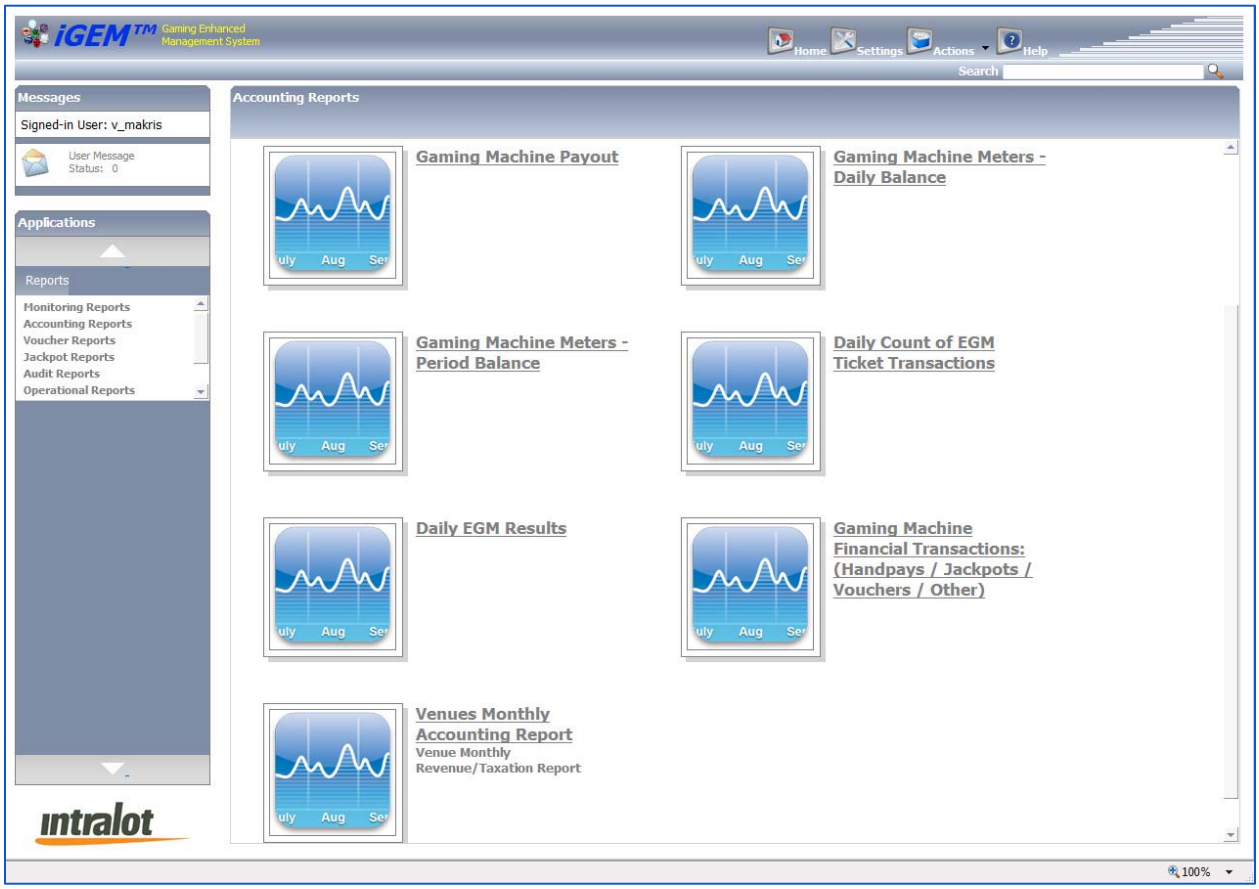
Date from	11/13/2014	Date to	11/15/2014		
Trans. Code	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
		3.50	1.67	1.67	0.16
Accounting Totals		3.50	1.67	1.67	0.16
Total for the Location		3.50	1.67	1.67	0.16

rsLocation Intralot 204 (Code: 204)
Activity N/A
Address
Tax Reg. Tax Org.
Place of Issue

Date from	11/13/2014	Date to	11/15/2014		
Trans. Code	Transaction	Revenue	Location Commission	Master Commission	GLC Commission
		19.00	9.03	9.03	0.94
Accounting Totals		19.00	9.03	9.03	0.94
Total for the Location		19.00	9.03	9.03	0.94

Report Created: 11/17/2014 2:61:36PM User: Page 1 / 1

In every iGEM™ installation, it is the standard practice of INTRALOT to customize reports and the web portal, etc. to meet specific customer needs. More examples of INTRALOT reporting are continued on the following pages.



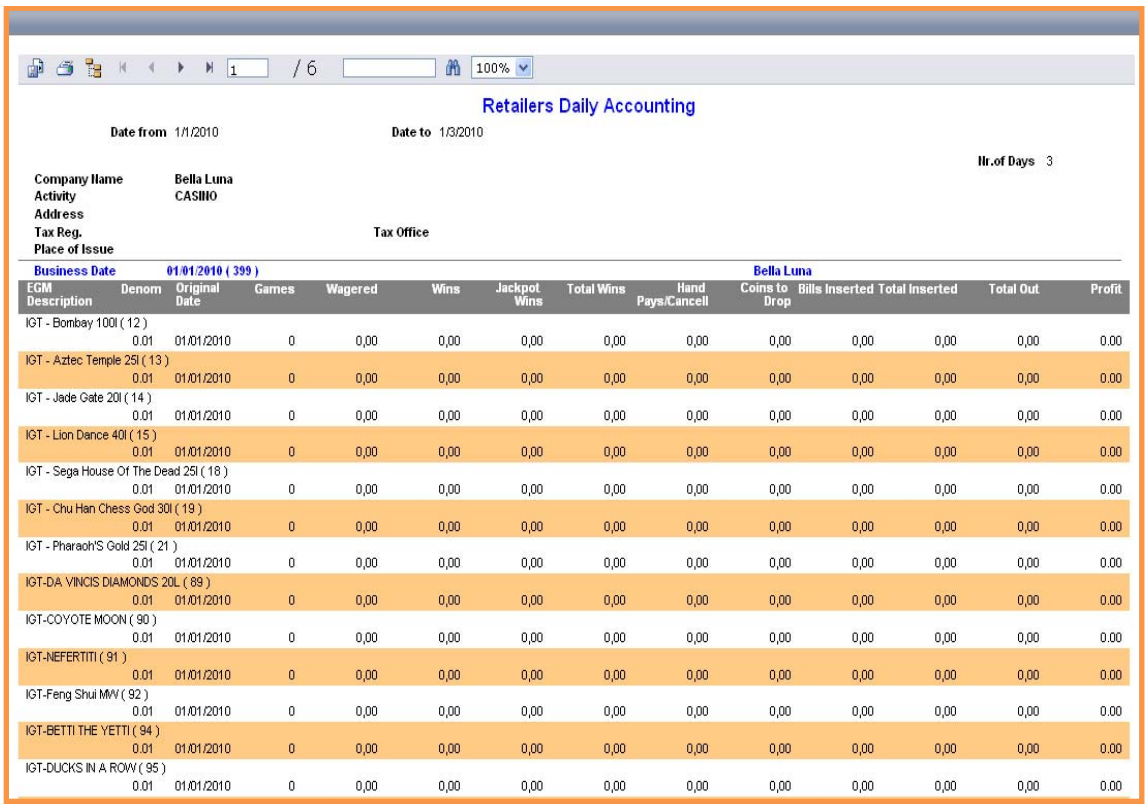
iGEM Report Selection Screen

The following examples of accounting reports are indicative of the reports implemented in the iGEM central system:

- Venue daily accounting.
- Venue period accounting.
- Venue period accounting & balance.
- VLT financial transactions (manual pays / jackpots / vouchers / other).
- Daily VLT results.
- Daily derivative meters & adjustments report, meter adjustments.
- VLT payout.
- Daily count of VLT ticket transactions.
- VLT meters – daily balance.
- VLT meters – period balance.

- Theoretical versus actual hold per game.

The following pages provide examples of the numerous views of operational data required for monitoring and managing a distributed gaming machine network:



Retailers Daily Accounting

Date from 1/1/2010 Date to 1/3/2010

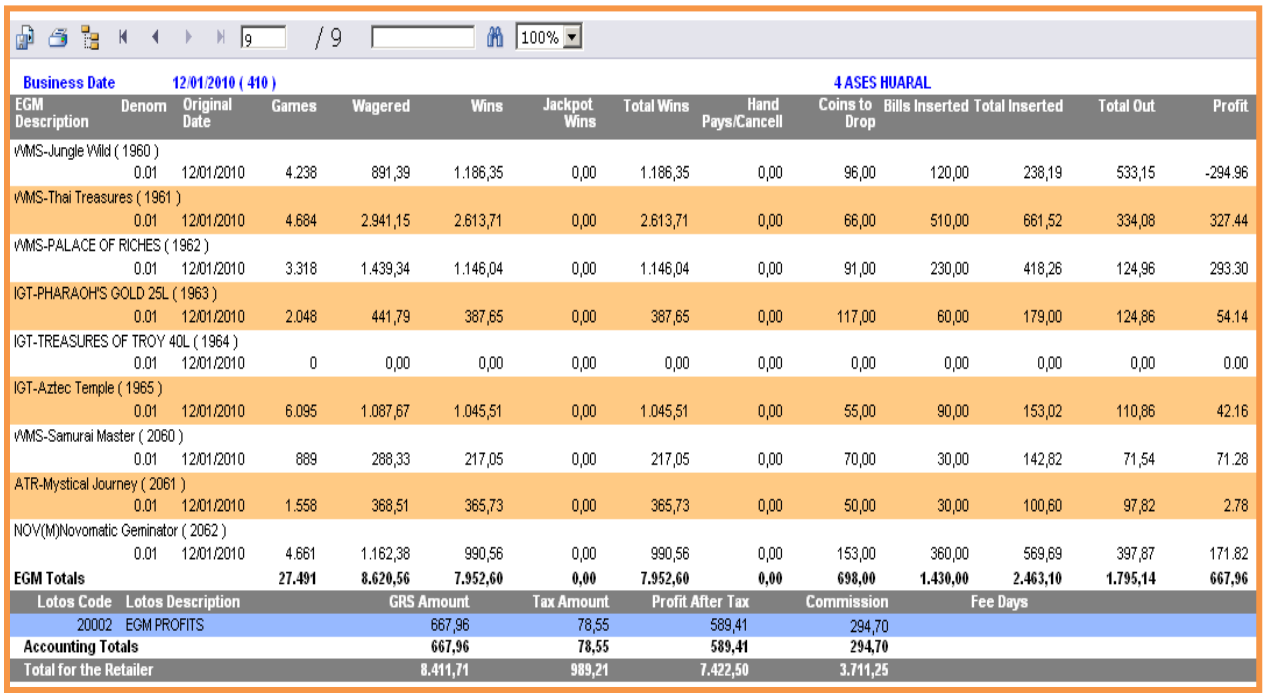
Nr.of Days 3

Company Name Bella Luna
Activity CASINO
Address
Tax Reg. Tax Office
Place of Issue

Business Date 01/01/2010 (399) Bella Luna

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
IGT - Bombay 100l (12)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Aztec Temple 25l (13)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Jade Gate 20l (14)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Lion Dance 40l (15)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Sega House Of The Dead 25l (18)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Chu Han Chess God 30l (19)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Pharaoh'S Gold 25l (21)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DA VINCIS DIAMONDS 20L (89)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-COYOTE MOON (90)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-NEFERTITI (91)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Feng Shui MW (92)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-BETTI THE YETTI (94)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DUCKS IN A ROW (95)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00

Venue Daily Accounting



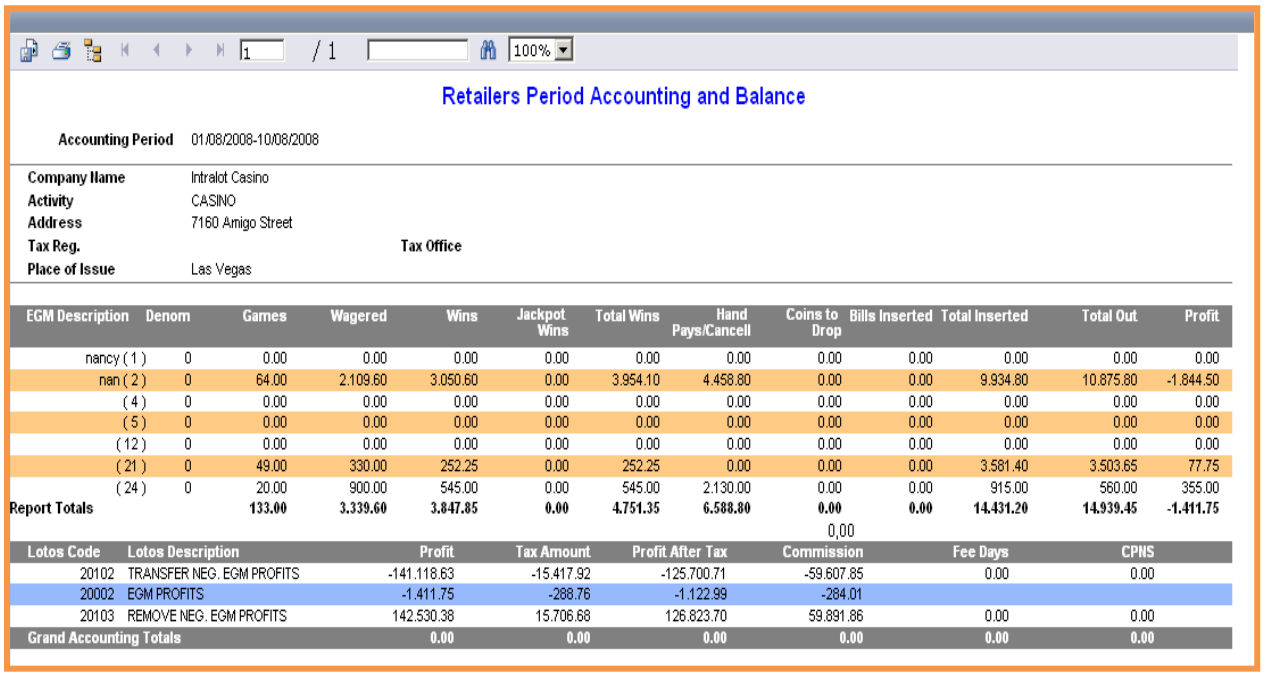
9 / 9 100%

Business Date 12/01/2010 (410) **4 ASES HUARAL**

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
VMS-Jungle Wild (1960)													
	0.01	12/01/2010	4.238	891,39	1.186,35	0,00	1.186,35	0,00	96,00	120,00	238,19	533,15	-294.96
VMS-Thai Treasures (1961)													
	0.01	12/01/2010	4.684	2.941,15	2.613,71	0,00	2.613,71	0,00	66,00	510,00	661,52	334,08	327.44
VMS-PALACE OF RICHES (1962)													
	0.01	12/01/2010	3.318	1.439,34	1.146,04	0,00	1.146,04	0,00	91,00	230,00	418,26	124,96	293.30
IGT-PHARAOH'S GOLD 25L (1963)													
	0.01	12/01/2010	2.048	441,79	387,65	0,00	387,65	0,00	117,00	60,00	179,00	124,86	54.14
IGT-TREASURES OF TROY 40L (1964)													
	0.01	12/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Aztec Temple (1965)													
	0.01	12/01/2010	6.095	1.087,67	1.045,51	0,00	1.045,51	0,00	55,00	90,00	153,02	110,86	42.16
VMS-Samurai Master (2060)													
	0.01	12/01/2010	889	288,33	217,05	0,00	217,05	0,00	70,00	30,00	142,82	71,54	71.28
ATR-Mystical Journey (2061)													
	0.01	12/01/2010	1.558	368,51	365,73	0,00	365,73	0,00	50,00	30,00	100,60	97,82	2.78
NOV(M)Novomatic Geminator (2062)													
	0.01	12/01/2010	4.661	1.162,38	990,56	0,00	990,56	0,00	153,00	360,00	569,69	397,87	171.82
EGM Totals			**27.491**	**8.620,56**	**7.952,60**	**0,00**	**7.952,60**	**0,00**	**698,00**	**1.430,00**	**2.463,10**	**1.795,14**	**667,96**

Lotos Code	Lotos Description	GRS Amount	Tax Amount	Profit After Tax	Commission	Fee Days
20002	EGM PROFITS	667,96	78,55	589,41	294,70	
Accounting Totals		**667,96**	**78,55**	**589,41**	**294,70**	
Total for the Retailer		**8.411,71**	**989,21**	**7.422,50**	**3.711,25**	

Venue Period Accounting



1 / 1 100%

Retailers Period Accounting and Balance

Accounting Period 01/08/2008-10/08/2008

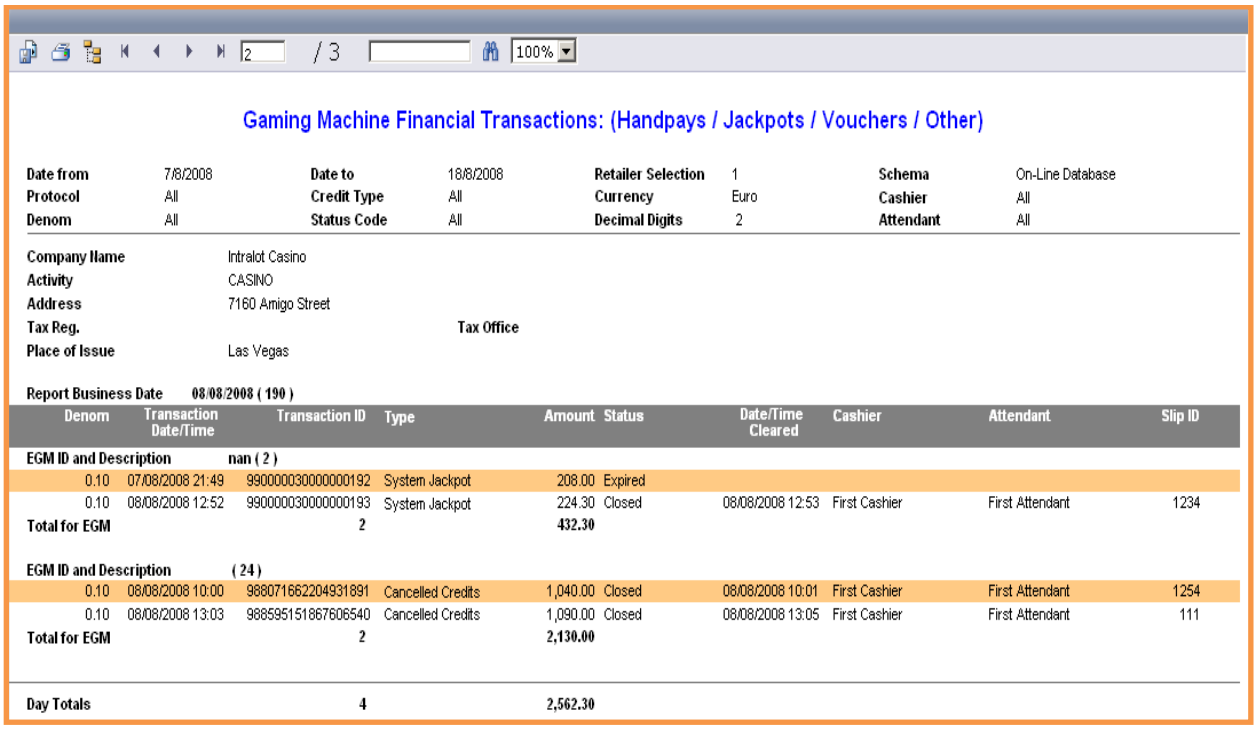
Company Name	Intralot Casino		
Activity	CASINO		
Address	7160 Amigo Street		
Tax Reg.		**Tax Office**	
Place of Issue	Las Vegas		

EGM Description	Denom	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
nancy (1)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
nan (2)	0	64.00	2.109.60	3.050.60	0.00	3.954.10	4.458.80	0.00	0.00	9.934.80	10.875.80	-1.844.50
(4)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(5)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(12)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(21)	0	49.00	330.00	252.25	0.00	252.25	0.00	0.00	0.00	3.581.40	3.503.65	77.75
(24)	0	20.00	900.00	545.00	0.00	545.00	2.130.00	0.00	0.00	915.00	560.00	355.00
Report Totals		**133.00**	**3.339.60**	**3.847.85**	**0.00**	**4.751.35**	**6.588.80**	**0.00**	**0.00**	**14.431.20**	**14.939.45**	**-1.411.75**

0,00

Lotos Code	Lotos Description	Profit	Tax Amount	Profit After Tax	Commission	Fee Days	CPNS
20102	TRANSFER NEG. EGM PROFITS	-141.118.63	-15.417.92	-125.700.71	-59.607.85	0.00	0.00
20002	EGM PROFITS	-1.411.75	-288.76	-1.122.99	-284.01		
20103	REMOVE NEG. EGM PROFITS	142.530.38	15.706.68	126.823.70	59.891.86	0.00	0.00
Grand Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Venue Period Accounting & Balance



Gaming Machine Financial Transactions: (Handpays / Jackpots / Vouchers / Other)

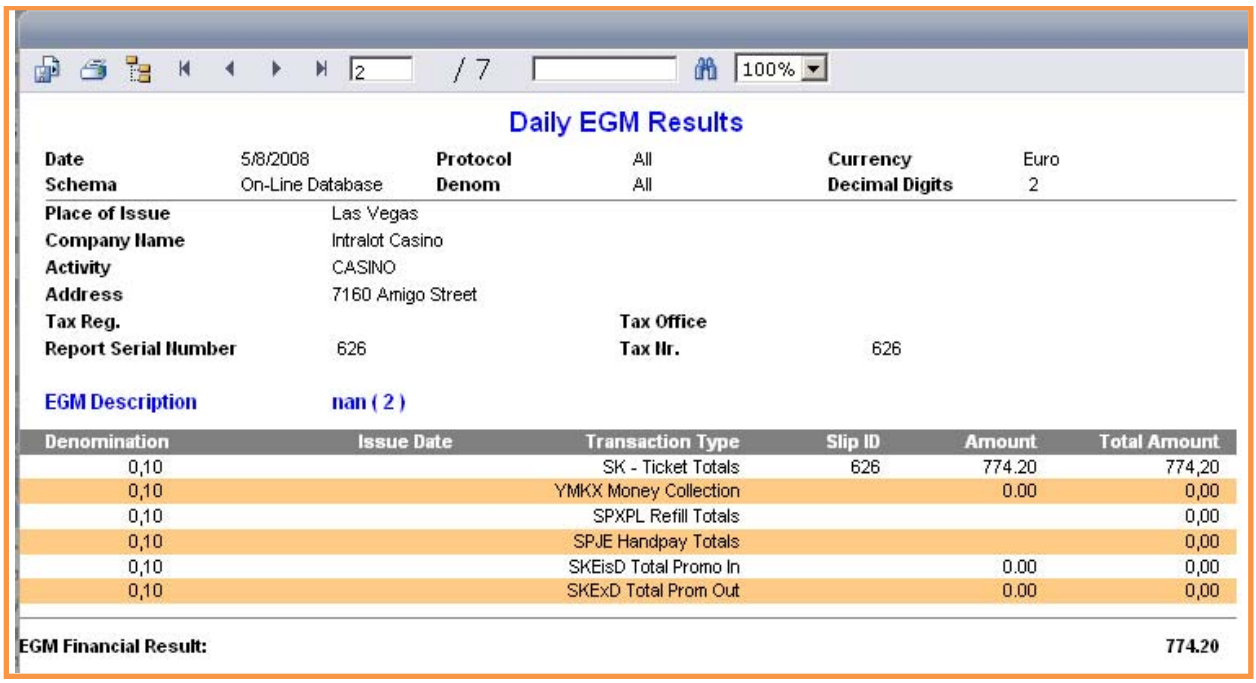
Date from	7/8/2008	Date to	18/8/2008	Retailer Selection	1	Schema	On-Line Database
Protocol	All	Credit Type	All	Currency	Euro	Cashier	All
Denom	All	Status Code	All	Decimal Digits	2	Attendant	All

Company Name	Intralot Casino
Activity	CASINO
Address	7160 Amigo Street
Tax Reg.	Tax Office
Place of Issue	Las Vegas

Report Business Date 08/08/2008 (190)

Denom	Transaction Date/Time	Transaction ID	Type	Amount	Status	Date/Time Cleared	Cashier	Attendant	Slip ID
EGM ID and Description		nan (2)							
0.10	07/08/2008 21:49	990000030000000192	System Jackpot	208.00	Expired				
0.10	08/08/2008 12:52	990000030000000193	System Jackpot	224.30	Closed	08/08/2008 12:53	First Cashier	First Attendant	1234
Total for EGM		2		432.30					
EGM ID and Description		(24)							
0.10	08/08/2008 10:00	988071662204931891	Cancelled Credits	1,040.00	Closed	08/08/2008 10:01	First Cashier	First Attendant	1254
0.10	08/08/2008 13:03	988595151867606540	Cancelled Credits	1,090.00	Closed	08/08/2008 13:05	First Cashier	First Attendant	111
Total for EGM		2		2,130.00					
Day Totals		4		2,562.30					

VLT Hand Pays / Jackpots / Vouchers / Other Financial Transactions



Daily EGM Results

Date	5/8/2008	Protocol	All	Currency	Euro
Schema	On-Line Database	Denom	All	Decimal Digits	2

Place of Issue	Las Vegas		
Company Name	Intralot Casino		
Activity	CASINO		
Address	7160 Amigo Street		
Tax Reg.		Tax Office	
Report Serial Number	626	Tax Nr.	626

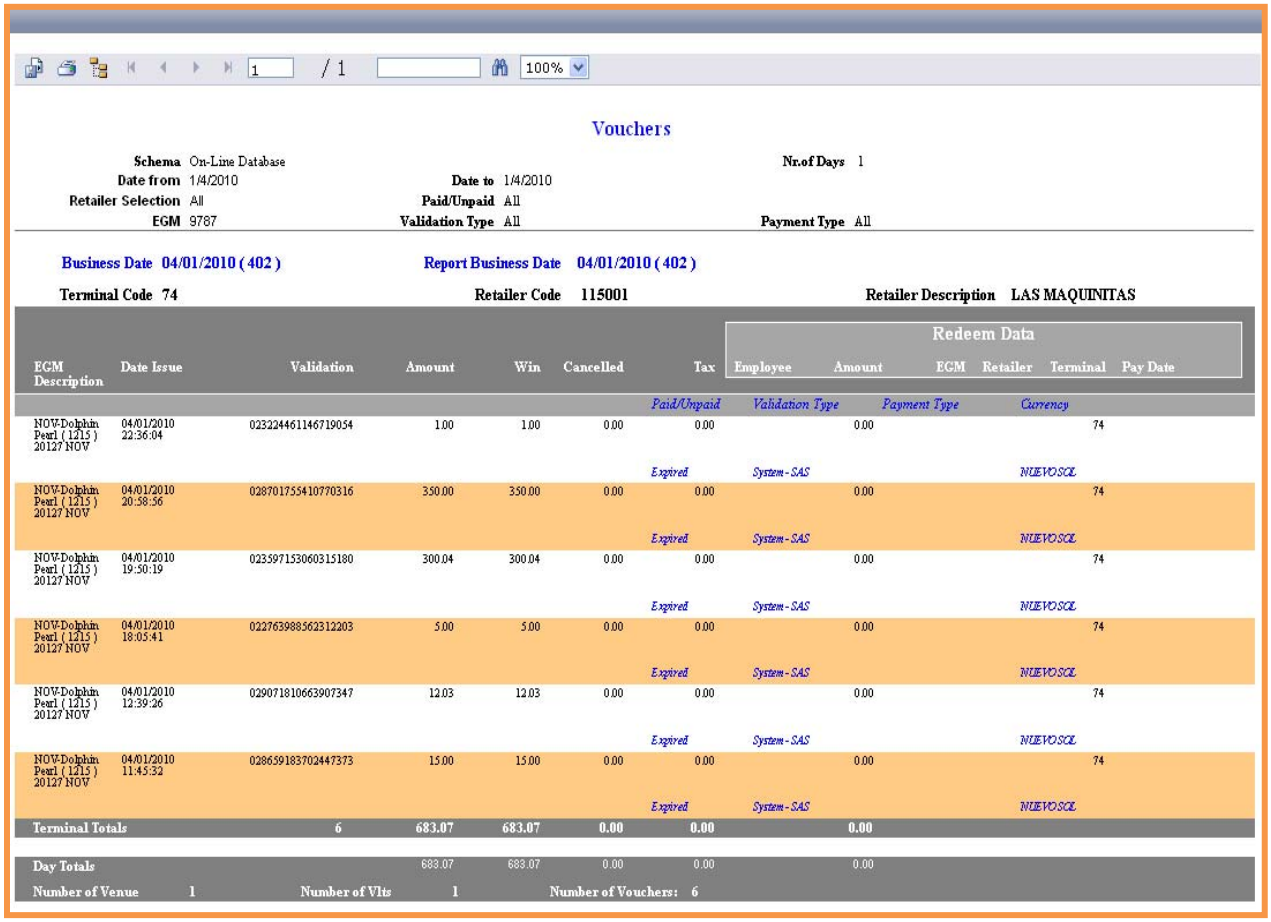
EGM Description nan (2)

Denomination	Issue Date	Transaction Type	Slip ID	Amount	Total Amount
0,10		SK - Ticket Totals	626	774.20	774,20
0,10		YMKX Money Collection		0.00	0,00
0,10		SPXPL Refill Totals			0,00
0,10		SPJE Handpay Totals			0,00
0,10		SKEisD Total Promo In		0.00	0,00
0,10		SKExD Total Prom Out		0.00	0,00
EGM Financial Result:					774.20

Daily VLT Results

The following examples of voucher reports are indicative of those implemented in the iGEM central system:

- Vouchers.
- Manual pay report by type.
- Manual pay report by attendant.
- Voucher audit report.
- Cashiers vouchers.



Vouchers

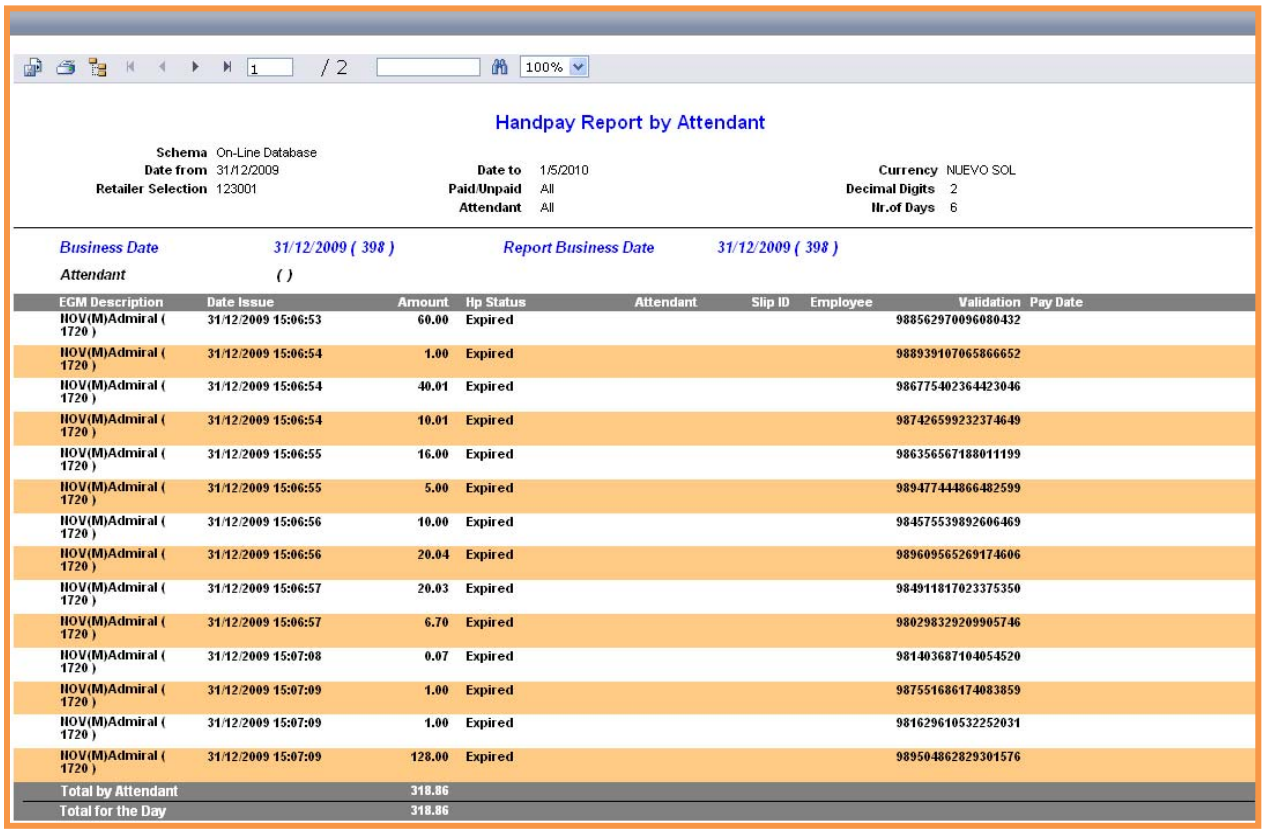
Schema On-Line Database | Nr.of Days 1
Date from 1/4/2010 | Date to 1/4/2010
Retailer Selection All | Paid/Unpaid All
EGM 9787 | Validation Type All | Payment Type All

Business Date 04/01/2010 (402) | Report Business Date 04/01/2010 (402)
Terminal Code 74 | Retailer Code 115001 | Retailer Description LAS MAQUINITAS

EGM Description	Date Issue	Validation	Amount	Win	Cancelled	Tax	Redeem Data: Employee	Amount	EGM	Retailer	Terminal	Pay Date
						Paid/Unpaid	Validation Type		Payment Type		Currency	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 22:36:04	023224461146719054	1.00	1.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 20:58:56	0287017554107703 16	350.00	350.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 19:50:19	023597153060315180	300.04	300.04	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 18:05:41	022763988562312203	5.00	5.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 12:39:26	029071810663907347	12.03	12.03	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 11:45:32	028659183702447373	15.00	15.00	0.00	0.00		0.00			74	
						Expired	System - SAS				NUEVO SOL	
Terminal Totals		6	683.07	683.07	0.00	0.00		0.00				
Day Totals			683.07	683.07	0.00	0.00		0.00				

Number of Venue 1 | Number of Vlts 1 | Number of Vouchers: 6

Vouchers



Handpay Report by Attendant

Schema On-Line Database
Date from 31/12/2009
Retailer Selection 123001
Date to 1/5/2010
Paid/Unpaid All
Attendant All
Currency NUEVO SOL
Decimal Digits 2
Nr.of Days 6

Business Date *31/12/2009 (398)* *Report Business Date* *31/12/2009 (398)*

Attendant *( )*

EGM Description	Date Issue	Amount	Hp Status	Attendant	Slip ID	Employee	Validation	Pay Date
NOV(M)Admiral (1720)	31/12/2009 15:06:53	60.00	Expired				98856297009608O432	
NOV(M)Admiral (1720)	31/12/2009 15:06:54	1.00	Expired				98893907065866652	
NOV(M)Admiral (1720)	31/12/2009 15:06:54	40.01	Expired				98677540236442304O	
NOV(M)Admiral (1720)	31/12/2009 15:06:54	10.01	Expired				98742659923237464O	
NOV(M)Admiral (1720)	31/12/2009 15:06:55	16.00	Expired				98635656718801119O	
NOV(M)Admiral (1720)	31/12/2009 15:06:55	5.00	Expired				98947744486648259O	
NOV(M)Admiral (1720)	31/12/2009 15:06:56	10.00	Expired				98457553989260646O	
NOV(M)Admiral (1720)	31/12/2009 15:06:56	20.04	Expired				98960956526917460O	
NOV(M)Admiral (1720)	31/12/2009 15:06:57	20.03	Expired				98491181702337535O	
NOV(M)Admiral (1720)	31/12/2009 15:06:57	6.70	Expired				98029832920990574O	
NOV(M)Admiral (1720)	31/12/2009 15:07:08	0.07	Expired				98140368710405452O	
NOV(M)Admiral (1720)	31/12/2009 15:07:09	1.00	Expired				98755168617408385O	
NOV(M)Admiral (1720)	31/12/2009 15:07:09	1.00	Expired				98162961053225203O	
NOV(M)Admiral (1720)	31/12/2009 15:07:09	128.00	Expired				98950486282930157O	
Total by Attendant		318.86						
Total for the Day		318.86						

Manual (or Hand) Pay Report by Attendant

Cashiers Vouchers

Schema On-Line Database
Date from 1/1/2010 **Date to** 1/13/2010 **Currency** NUEVO SOL
Retailer Selection All **Employee** All **Decimal Digits** 2
Validation Type All **Nr.of Days** 13

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399)
Employee 102 **Employee Description** Cashier 1 PRO
Retailer Code 103004 **Retailer Description** Pro

EGM Description	Date Issue	Validation	Amount	Win	Cancelled	Tax	Validation Type	Currency	Terminal	Pay Date
ATR-MIGHTY MINER (268)	01/01/2010 13:35:21	023151803210193790	50.00	50.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 13:41:11
ATR-XANADA - CITY OF LUCK (269)	01/01/2010 13:28:37	020111192550824264	97.09	97.09	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 13:36:29
ATR-XANADA - CITY OF LUCK (269)	02/01/2010 01:13:01	022540626342910401	210.00	210.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	02/01/2010 01:14:24
ATR-XANADA - CITY OF LUCK (269)	02/01/2010 02:14:15	026994942688564079	110.00	110.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	02/01/2010 03:37:08
IGT-SAN KING 20L (262)	01/01/2010 13:04:38	025546212185215416	22.04	22.04	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:06:22
NOW(M)Admiral (271)	01/01/2010 12:50:16	029387778864286094	75.00	75.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 13:04:39
NOW(M)Admiral (271)	01/01/2010 16:11:50	021241816276713776	340.00	340.00	0.00	0.00	System - SAS	NUEVO SOL	17.00	01/01/2010 16:14:26
WMS-Egypt (249)	01/01/2010 11:21:56	021645698104171660	131.00	131.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 11:29:10
WMS-Egypt (249)	01/01/2010 13:57:20	029327722032228105	110.00	110.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:59:45
WMS-Egypt (249)	01/01/2010 23:10:54	021443537806717653	70.00	70.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 23:14:10
WMS-Game of Dragons (252)	01/01/2010 14:04:20	029113607504360822	390.03	390.03	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 14:05:54
WMS-Game of Dragons (252)	02/01/2010 00:35:24	026662567172011139	110.00	110.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	02/01/2010 00:37:20
WMS-Luxu Loot (248)	01/01/2010 13:09:13	020229259109574717	60.00	60.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:19:43
WMS-Neptune Kingdom II (247)	01/01/2010 16:04:36	020775537693707132	130.02	130.02	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 16:07:21
WMS-Neptune Kingdom II (247)	01/01/2010 17:02:43	024858330088377298	85.00	85.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 17:04:02
WMS-Royal Treasures (255)	01/01/2010 11:28:16	024613933281335318	50.00	50.00	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 12:50:03
WMS-Samurai Master (272)	01/01/2010 11:02:25	022392372035313099	40.01	40.01	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 12:50:20
WMS-Samurai Master (272)	01/01/2010 13:04:12	020298345471583122	90.01	90.01	0.00	0.00	System - SAS	NUEVO SOL	15.00	01/01/2010 13:05:54
Employee Totals:		1	2,170.20	2,170.20	0.00	0.00				

Employee 103 **Employee Description** Cashier 1 Megatragamonedas

Report Created: 13/01/2010 5:37:35AM User: devteam Page 1 / 1,268

Cashiers Vouchers

EGM Description WMS-Wild Waves (2039)

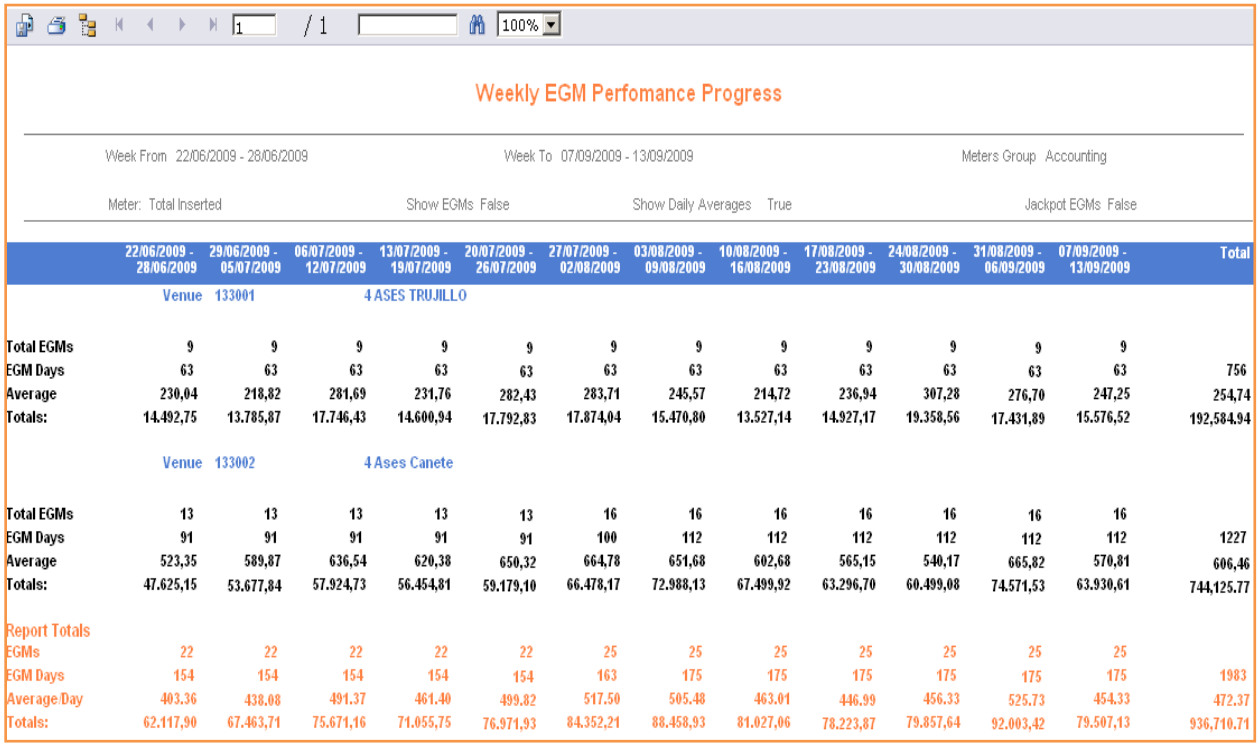
Validation	Date Issue	Redeem Amount	Pay Date
023335199049578003	06/01/2010 19:29:40	40.00	06/01/2010 19:30:27
023005799021028500	07/01/2010 19:33:56	181.87	07/01/2010 19:34:16
026605049982389183	07/01/2010 19:37:44	203.76	07/01/2010 19:38:03
022569605554628303	07/01/2010 23:50:32	90.25	07/01/2010 23:51:00
029135431687720549	07/01/2010 23:32:09	43.68	07/01/2010 23:32:30
024099016287042169	04/01/2010 12:47:56	10.08	04/01/2010 12:48:43
028358179164056062	04/01/2010 17:45:31	10.02	04/01/2010 17:49:23
028103996131339824	06/01/2010 21:08:57	11.00	06/01/2010 21:10:04
027364740340155317	06/01/2010 13:22:39	10.01	06/01/2010 13:23:00
026147725756531047	04/01/2010 22:01:19	1.90	04/01/2010 22:01:38
027068831626392826	05/01/2010 15:16:41	2.80	05/01/2010 15:18:06
021367201515267955	07/01/2010 18:13:42	61.56	07/01/2010 18:13:54
025357243247333876	07/01/2010 19:41:18	214.12	07/01/2010 19:41:35
022110430208125694	07/01/2010 01:37:09	13.00	07/01/2010 01:37:27
024189606729974787	07/01/2010 23:35:16	23.73	07/01/2010 23:35:33
020797784807196935	07/01/2010 10:38:42	120.03	07/01/2010 10:39:22
021611837888707359	05/01/2010 21:29:04	1.00	05/01/2010 21:31:53
022071890606495817	04/01/2010 21:00:47	10.01	04/01/2010 21:02:51
021455548852268094	07/01/2010 17:34:21	0.30	07/01/2010 17:34:41
022402576221774976	07/01/2010 20:55:27	8.00	07/01/2010 21:01:43
023336686808446747	07/01/2010 19:46:39	213.88	07/01/2010 19:46:50
025078854971257787	05/01/2010 16:16:43	9.00	05/01/2010 16:16:54
026678290600990237	04/01/2010 17:55:13	10.00	04/01/2010 17:55:27
020902762969357040	06/01/2010 19:50:29	14.97	06/01/2010 19:50:54
027375361211381439	05/01/2010 18:35:16	3.00	05/01/2010 18:35:27
028975853709957253	06/01/2010 16:58:38	10.00	06/01/2010 16:58:56
021071980454977919	07/01/2010 18:11:39	62.06	07/01/2010 18:12:08
021449427466092231	05/01/2010 21:19:28	2.05	05/01/2010 21:23:38
024353988187675630	07/01/2010 18:14:25	62.17	07/01/2010 18:15:01
021580830004688469	07/01/2010 02:25:15	43.33	07/01/2010 02:26:07
Total Ticket In		1,295.47	
Total Redeem Amount		1,487.58	

Voucher Audit Report

The following figures illustrate indicative examples of performance reports implemented in the iGEM central system:

- Weekly VLT performance progress.
- Monthly VLT performance progress.
- Venue performance.
- VLT performance.
- Facility/VLT hourly performance graph.
- Monthly venue comparison graph.

VLT performance per denomination within a venue:



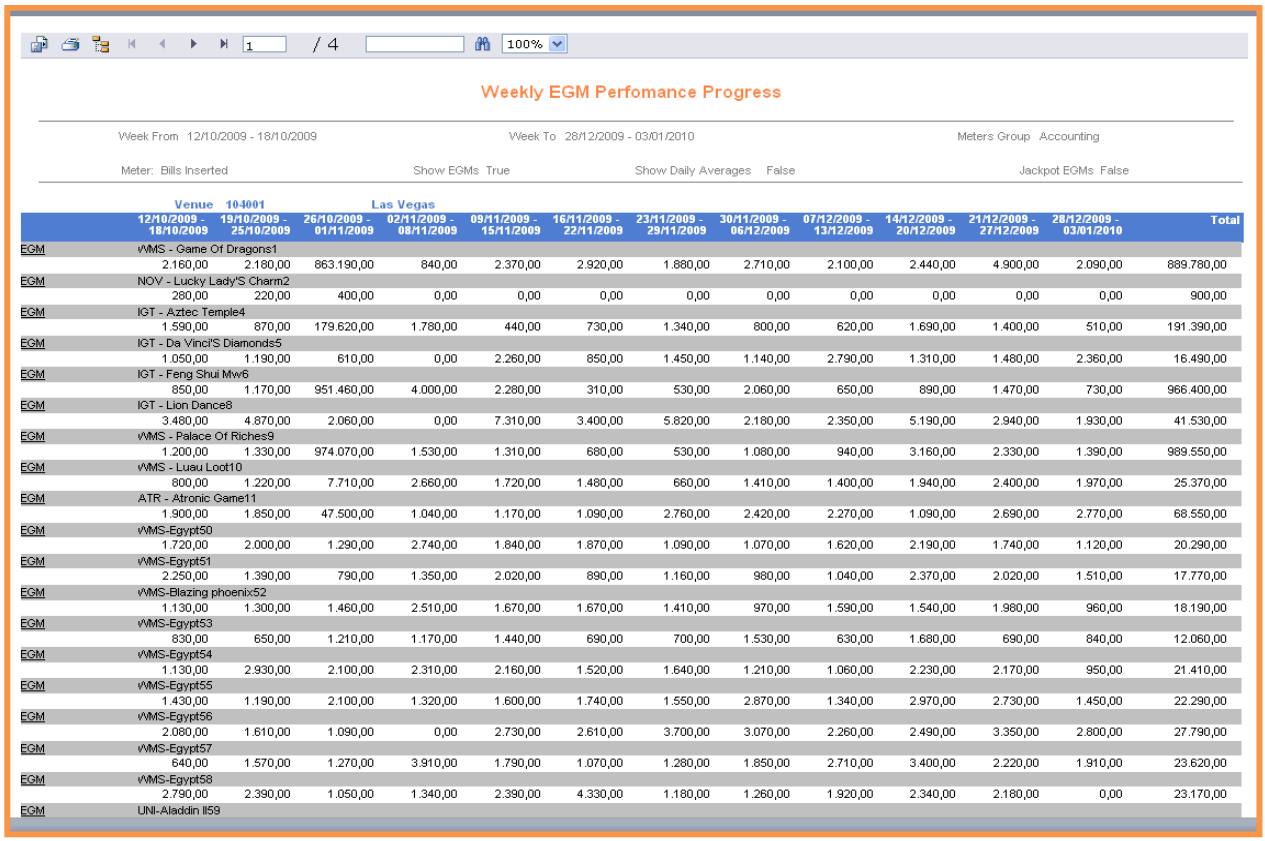
Weekly EGM Perfomance Progress

Week From 22/06/2009 - 28/06/2009 Week To 07/09/2009 - 13/09/2009 Meters Group Accounting

Meter: Total Inserted Show EGMs False Show Daily Averages True Jackpot EGMs False

	22/06/2009 - 28/06/2009	29/06/2009 - 05/07/2009	06/07/2009 - 12/07/2009	13/07/2009 - 19/07/2009	20/07/2009 - 26/07/2009	27/07/2009 - 02/08/2009	03/08/2009 - 09/08/2009	10/08/2009 - 16/08/2009	17/08/2009 - 23/08/2009	24/08/2009 - 30/08/2009	31/08/2009 - 06/09/2009	07/09/2009 - 13/09/2009	Total
	Venue 133001			4 ASES TRUJILLO									
Total EGMs	9	9	9	9	9	9	9	9	9	9	9	9	
EGM Days	63	63	63	63	63	63	63	63	63	63	63	63	756
Average	230,04	218,82	281,69	231,76	282,43	283,71	245,57	214,72	236,94	307,28	276,70	247,25	254,74
Totals:	14.492,75	13.785,87	17.746,43	14.600,94	17.792,83	17.874,04	15.470,80	13.527,14	14.927,17	19.358,56	17.431,89	15.576,52	192,584.94
	Venue 133002			4 Ases Canete									
Total EGMs	13	13	13	13	13	16	16	16	16	16	16	16	
EGM Days	91	91	91	91	91	100	112	112	112	112	112	112	1227
Average	523,35	589,87	636,54	620,38	650,32	664,78	651,68	602,68	565,15	540,17	665,82	570,81	606,46
Totals:	47.625,15	53.677,84	57.924,73	56.454,81	59.179,10	66.478,17	72.988,13	67.499,92	63.296,70	60.499,08	74.571,53	63.930,61	744,125.77
Report Totals													
EGMs	22	22	22	22	22	25	25	25	25	25	25	25	
EGM Days	154	154	154	154	154	163	175	175	175	175	175	175	1983
Average/Day	403.36	438.08	491.37	461.40	499.82	517.50	505.48	463.01	446.99	456.33	525.73	454.33	472.37
Totals:	62.117,90	67.463,71	75.671,16	71.055,75	76.971,93	84.352,21	88.458,93	81.027,06	78.223,87	79.857,64	92.003,42	79.507,13	936,710.71

Weekly Performance Summary Report Showing Total Inserted Meter



Weekly EGM Perfomance Progress

Week From 12/10/2009 - 18/10/2009 Week To 28/12/2009 - 03/01/2010 Meters Group Accounting

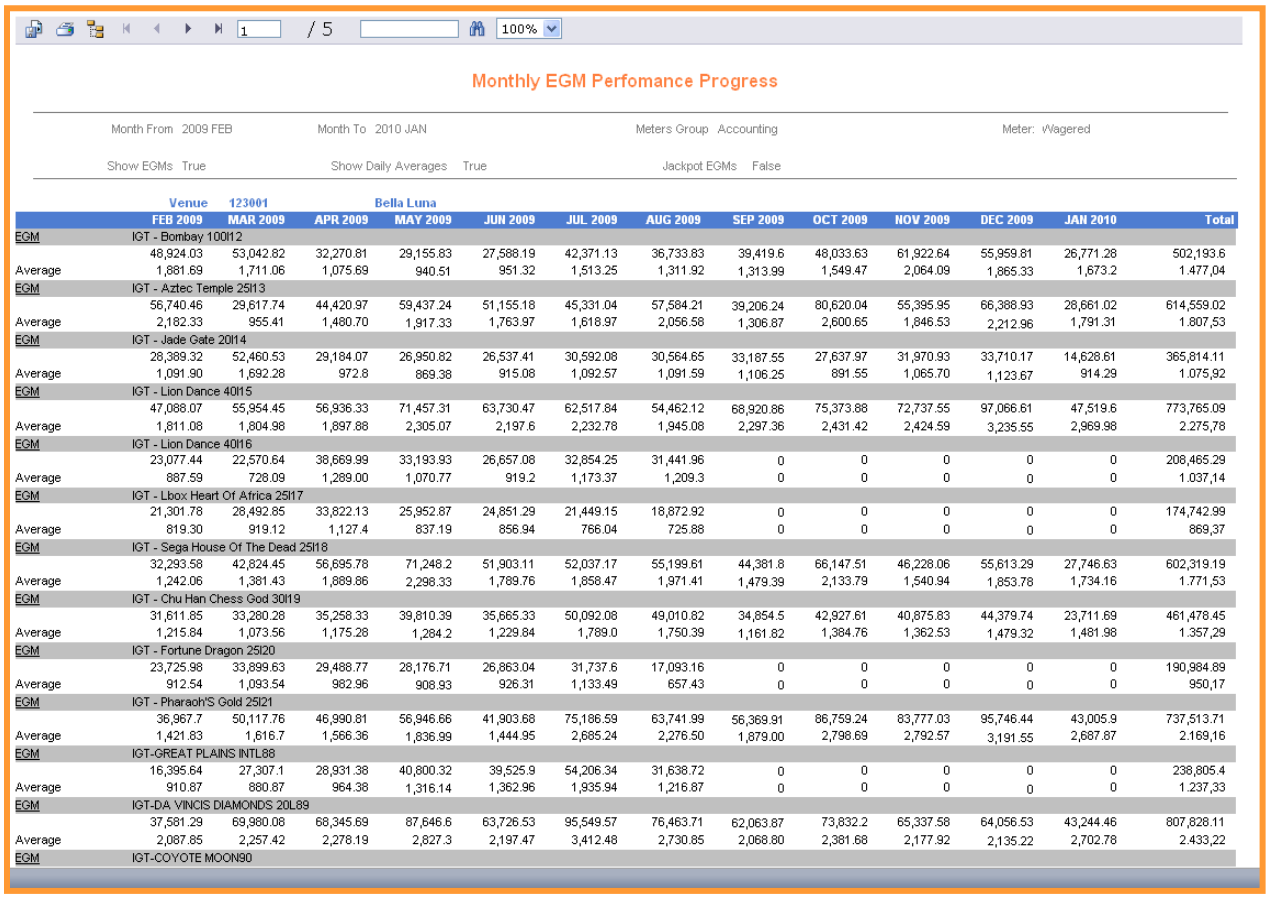
Meter: Bills Inserted Show EGMs True Show Daily Averages False Jackpot EGMs False

Venue 104001 Las Vegas

		12/10/2009 - 18/10/2009	19/10/2009 - 25/10/2009	26/10/2009 - 01/11/2009	02/11/2009 - 08/11/2009	09/11/2009 - 15/11/2009	16/11/2009 - 22/11/2009	23/11/2009 - 29/11/2009	30/11/2009 - 06/12/2009	07/12/2009 - 13/12/2009	14/12/2009 - 20/12/2009	21/12/2009 - 27/12/2009	28/12/2009 - 03/01/2010	Total
EGM	vMS - Game Of Dragons1	2.160,00	2.180,00	863.190,00	840,00	2.370,00	2.920,00	1.880,00	2.710,00	2.100,00	2.440,00	4.900,00	2.090,00	889.780,00
EGM	NOV - Lucky Lady'S Charm2	280,00	220,00	400,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	900,00
EGM	IGT - Aztec Temple4	1.590,00	870,00	179.620,00	1.780,00	440,00	730,00	1.340,00	800,00	620,00	1.690,00	1.400,00	510,00	191.390,00
EGM	IGT - Da Vinci'S Diamonds5	1.050,00	1.190,00	610,00	0,00	2.260,00	850,00	1.450,00	1.140,00	2.790,00	1.310,00	1.480,00	2.360,00	16.490,00
EGM	IGT - Feng Shui Mw6	850,00	1.170,00	951.460,00	4.000,00	2.280,00	310,00	530,00	2.060,00	650,00	890,00	1.470,00	730,00	966.400,00
EGM	IGT - Lion Dance8	3.480,00	4.870,00	2.060,00	0,00	7.310,00	3.400,00	5.820,00	2.180,00	2.350,00	5.190,00	2.940,00	1.930,00	41.530,00
EGM	vMS - Palace Of Riches9	1.200,00	1.330,00	974.070,00	1.530,00	1.310,00	680,00	530,00	1.080,00	940,00	3.160,00	2.330,00	1.390,00	989.550,00
EGM	vMS - Luau Loot10	800,00	1.220,00	7.710,00	2.660,00	1.720,00	1.480,00	660,00	1.410,00	1.400,00	1.940,00	2.400,00	1.970,00	25.370,00
EGM	ATR - Atronic Game11	1.900,00	1.850,00	47.500,00	1.040,00	1.170,00	1.090,00	2.760,00	2.420,00	2.270,00	1.090,00	2.690,00	2.770,00	68.550,00
EGM	vMS-Egypt50	1.720,00	2.000,00	1.290,00	2.740,00	1.840,00	1.870,00	1.090,00	1.070,00	1.620,00	2.190,00	1.740,00	1.120,00	20.290,00
EGM	vMS-Egypt51	2.250,00	1.390,00	790,00	1.350,00	2.020,00	890,00	1.160,00	980,00	1.040,00	2.370,00	2.020,00	1.510,00	17.770,00
EGM	vMS-Blazing phoenix52	1.130,00	1.300,00	1.460,00	2.510,00	1.670,00	1.670,00	1.410,00	970,00	1.590,00	1.540,00	1.980,00	960,00	18.190,00
EGM	vMS-Egypt53	830,00	650,00	1.210,00	1.170,00	1.440,00	690,00	700,00	1.530,00	630,00	1.680,00	690,00	840,00	12.060,00
EGM	vMS-Egypt54	1.130,00	2.930,00	2.100,00	2.310,00	2.160,00	1.520,00	1.640,00	1.210,00	1.060,00	2.230,00	2.170,00	950,00	21.410,00
EGM	vMS-Egypt55	1.430,00	1.190,00	2.100,00	1.320,00	1.600,00	1.740,00	1.550,00	2.870,00	1.340,00	2.970,00	2.730,00	1.450,00	22.290,00
EGM	vMS-Egypt56	2.080,00	1.610,00	1.090,00	0,00	2.730,00	2.610,00	3.700,00	3.070,00	2.260,00	2.490,00	3.350,00	2.800,00	27.790,00
EGM	vMS-Egypt57	640,00	1.570,00	1.270,00	3.910,00	1.790,00	1.070,00	1.280,00	1.850,00	2.710,00	3.400,00	2.220,00	1.910,00	23.620,00
EGM	vMS-Egypt58	2.790,00	2.390,00	1.050,00	1.340,00	2.390,00	4.330,00	1.180,00	1.260,00	1.920,00	2.340,00	2.180,00	0,00	23.170,00
EGM	UNI-Aladdin II59													

Weekly Performance Report Showing VLT Detail and Bills Inserted Meter

Monthly Performance Progress Report



1 / 5 100%

Monthly EGM Perfomance Progress

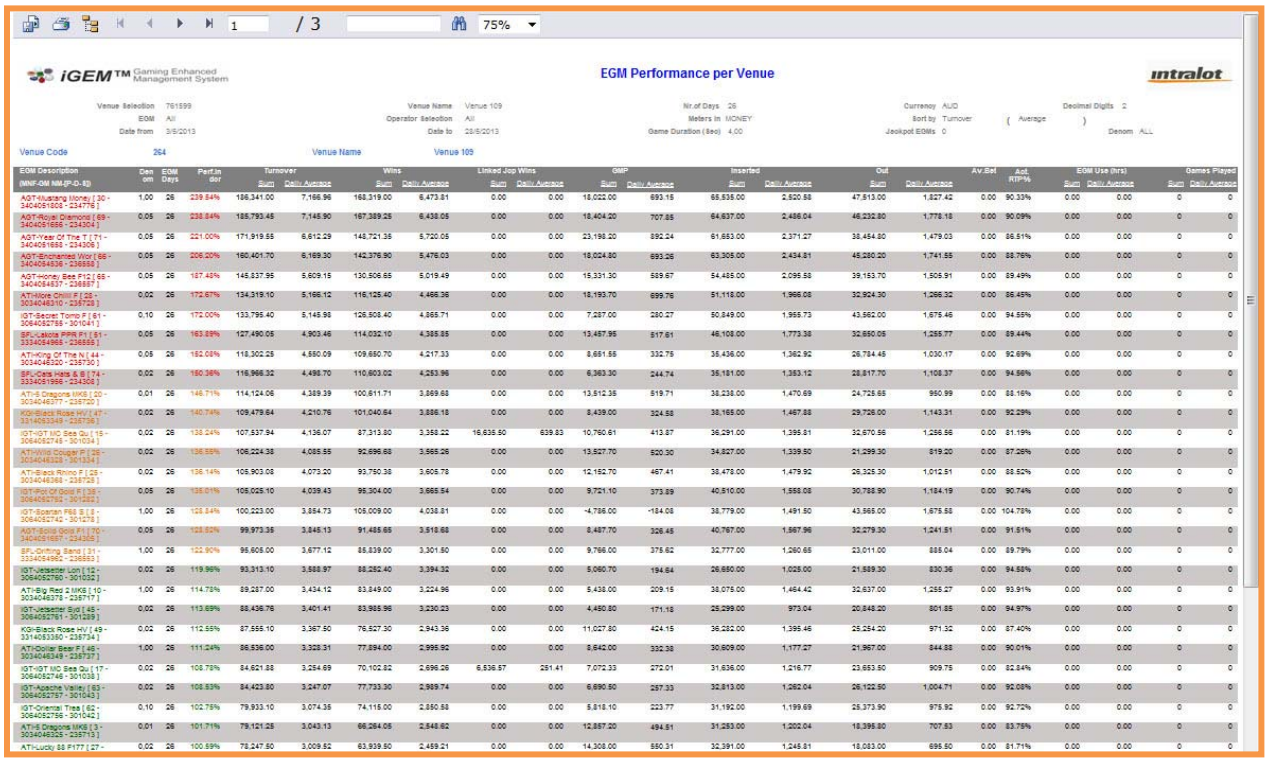
Month From 2009 FEB Month To 2010 JAN Meters Group Accounting Meter: Wagered

Show EGMs True Show Daily Averages True Jackpot EGMs False

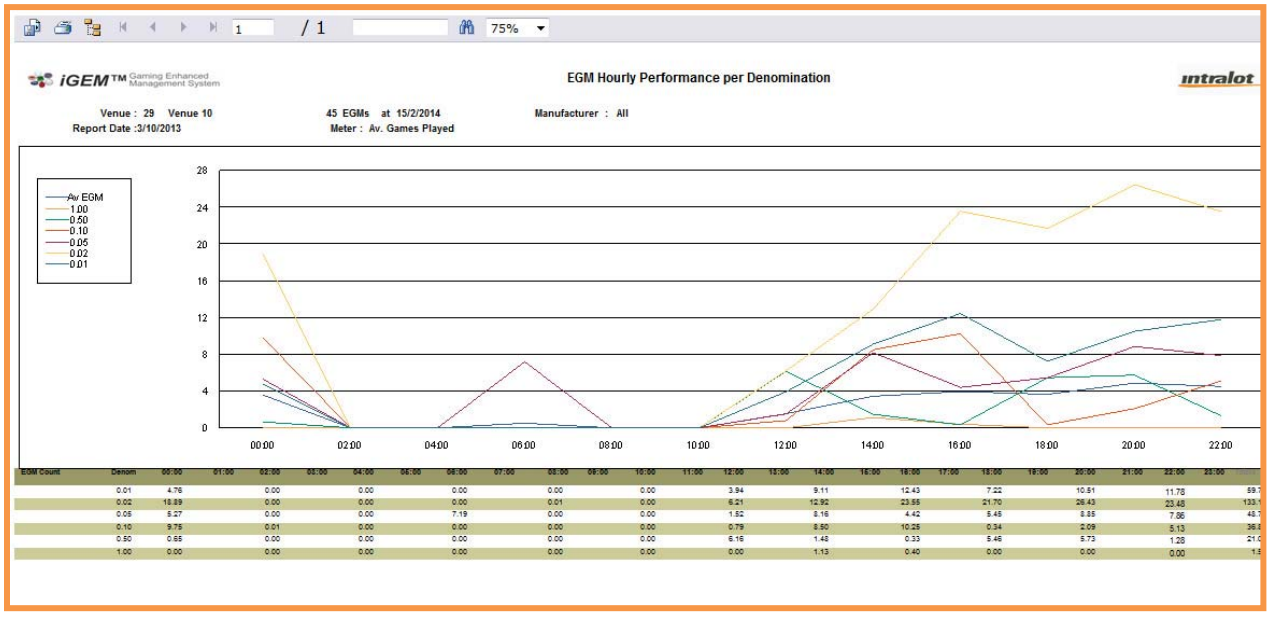
Venue 123001 Bella Luna

	FEB 2009	MAR 2009	APR 2009	MAY 2009	JUN 2009	JUL 2009	AUG 2009	SEP 2009	OCT 2009	NOV 2009	DEC 2009	JAN 2010	Total
EGM	IGT - Bombay 10012												
	48,924.03	53,042.82	32,270.81	29,155.83	27,588.19	42,371.13	36,733.83	39,419.6	48,033.63	61,922.64	55,959.81	26,771.28	502,193.6
Average	1,881.69	1,711.06	1,075.69	940.51	951.32	1,513.25	1,311.92	1,313.99	1,549.47	2,064.09	1,865.33	1,673.2	1.477,04
EGM	IGT - Aztec Temple 25113												
	56,740.46	29,617.74	44,420.97	59,437.24	51,155.18	45,331.04	57,584.21	39,206.24	80,620.04	55,395.95	66,388.93	28,661.02	614,559.02
Average	2,182.33	955.41	1,480.70	1,917.33	1,763.97	1,618.97	2,056.58	1,306.87	2,600.65	1,846.53	2,212.96	1,791.31	1.807,53
EGM	IGT - Jade Gate 20114												
	28,389.32	52,460.53	29,184.07	26,950.82	26,537.41	30,592.08	30,564.65	33,187.55	27,637.97	31,970.93	33,710.17	14,628.61	365,814.11
Average	1,091.90	1,692.28	972.8	869.38	915.08	1,092.57	1,091.59	1,106.25	891.55	1,065.70	1,123.67	914.29	1.075,92
EGM	IGT - Lion Dance 40115												
	47,088.07	55,954.45	56,936.33	71,457.31	63,730.47	62,517.84	54,462.12	68,920.86	75,373.88	72,737.55	97,066.61	47,519.6	773,765.09
Average	1,811.08	1,804.98	1,897.88	2,305.07	2,197.6	2,232.78	1,945.08	2,297.36	2,431.42	2,424.59	3,235.55	2,969.98	2.275,78
EGM	IGT - Lion Dance 40116												
	23,077.44	22,570.64	38,669.99	33,193.93	26,657.08	32,854.25	31,441.96	0	0	0	0	0	208,465.29
Average	887.59	728.09	1,289.00	1,070.77	919.2	1,173.37	1,209.3	0	0	0	0	0	1.037,14
EGM	IGT - Lbox Heart Of Africa 25117												
	21,301.78	28,492.85	33,822.13	25,952.87	24,851.29	21,449.15	18,872.92	0	0	0	0	0	174,742.99
Average	819.30	919.12	1,127.4	837.19	856.94	766.04	725.88	0	0	0	0	0	869,37
EGM	IGT - Sega House Of The Dead 25118												
	32,293.58	42,824.45	56,695.78	71,248.2	51,903.11	52,037.17	55,199.61	44,381.8	66,147.51	46,228.06	55,613.29	27,746.63	602,319.19
Average	1,242.06	1,381.43	1,889.86	2,298.33	1,789.76	1,858.47	1,971.41	1,479.39	2,133.79	1,540.94	1,853.78	1,734.16	1.771,53
EGM	IGT - Chu Han Chess God 30119												
	31,611.85	33,280.28	35,258.33	39,810.39	35,665.33	50,092.08	49,010.82	34,854.5	42,927.61	40,875.83	44,379.74	23,711.69	461,478.45
Average	1,215.84	1,073.56	1,175.28	1,284.2	1,229.84	1,789.0	1,750.39	1,161.82	1,384.76	1,362.53	1,479.32	1,481.98	1.357,29
EGM	IGT - Fortune Dragon 25120												
	23,725.98	33,899.63	29,488.77	28,176.71	26,863.04	31,737.6	17,093.16	0	0	0	0	0	190,984.89
Average	912.54	1,093.54	982.96	908.93	926.31	1,133.49	657.43	0	0	0	0	0	950,17
EGM	IGT - Pharaoh'S Gold 25121												
	36,967.7	50,117.76	46,990.81	56,946.66	41,903.68	75,186.59	63,741.99	56,369.91	86,759.24	83,777.03	95,746.44	43,005.9	737,513.71
Average	1,421.83	1,616.7	1,566.36	1,836.99	1,444.95	2,685.24	2,276.50	1,879.00	2,798.69	2,792.57	3,191.55	2,687.87	2.169,16
EGM	IGT-GREAT PLAINS INTL88												
	16,395.64	27,307.1	28,931.38	40,800.32	39,525.9	54,206.34	31,638.72	0	0	0	0	0	238,805.4
Average	910.87	880.87	964.38	1,316.14	1,362.96	1,935.94	1,216.87	0	0	0	0	0	1.237,33
EGM	IGT-DA VINCIS DIAMONDS 20L89												
	37,581.29	69,980.08	68,345.69	87,646.6	63,726.53	95,549.57	76,463.71	62,063.87	73,832.2	65,337.58	64,056.53	43,244.46	807,828.11
Average	2,087.85	2,257.42	2,278.19	2,827.3	2,197.47	3,412.48	2,730.85	2,068.80	2,381.68	2,177.92	2,135.22	2,702.78	2.433,22
EGM	IGT-COYOTE MOON90												

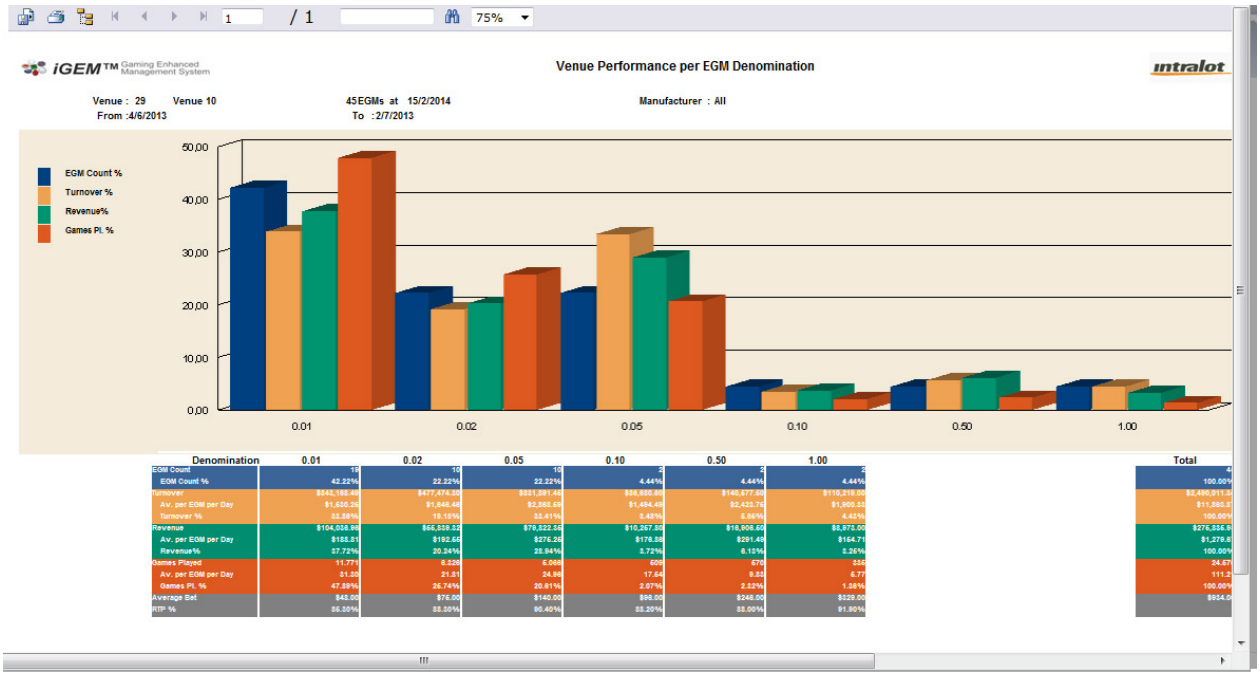
Monthly Performance Report Showing VLT Detail and Dollars Wagered Meter



VLT Performance with Color Coding Based on Selected KPI



VLT Hourly Performance in a Specific Day



Performance per VLT Denomination within a Venue

4.1.8.2 Report Security: Users shall have the capability to access and print reports for the VLTs unique to each Venue but not have the capability to view reports for the VLTs in other Venues. Operators and Chains shall have the capability to access and print reports for the Venues unique to each operator, but cannot have the capability to view reports for the Venues with other operators.

INTRALOT's CMS will provide users the capability to access and print reports for the VLT's unique to each Venue, but will prevent the user from having the capability to view reports for the VLT's in any other Venue. The CMS also provides the capability for Operators and Chains to access and print reports for the Venues unique to each operator, but will likewise prevent the Operator or Chain from having the capability to view reports for the Venues with other operators. This is a standard reporting system security feature we utilize in all of our jurisdictions. Operators and Chains will have access to reports for each Venue under their control, as well as roll up summary reports for all Venues under their control.

4.1.8.3 Encryption: Each casino and LVL Venue are to have secure, encrypted, remote, read- only access to the CMS so that financial information, VLT inventory, and Venue network status for the VLTs at each respective Venue is obtainable.

INTRALOT will ensure that each casino and LVL Venue has a secure, encrypted, remote, read-only access to the CMS so that financial information, VLT inventory, and Venue network status for the VLTs at each

respective Venue which is obtainable both using a secure web based portal which INTRALOT will provide or by accessing the information directly from the touch screen of the site controller.

4.1.8.4 Document that Web Portal access conforms to the "Data Security Requirements" as previously provided in section 4.1.4.12 of this RFP.

INTRALOT's proposed CMS Web Portal access conforms to the Data Security Requirements as previously provided in ***Section 4.1.4.12*** of our response. The INTRALOT CMS entails a complete end-to-end design to provide the highest security possible through physical and technical access controls that include encryption. The total system, not just the Web Portal, is designed to be secure and to protect against disruption of service and corruption of data.

INTRALOT has been the first international vendor to achieve a WLA SCS / ISO 27001 certification. INTRALOT's Information Security Management System (ISMS) includes detailed audit processes and reviews on an annual basis in order to ensure that security functions and physical security are continuously monitored and improved. This certified ISMS approach will be deployed for protecting the CMS operation.

All remote access employs stringent security mechanisms that will meet or exceed Lottery and State requirements. All connections to other remote systems and terminals are fully protected by redundant firewalls, encryption, and other advanced techniques. We will provide an information technology infrastructure that meets or exceeds generally accepted industry standards.

INTRALOT's iGEM™ gaming central monitoring system has been fully certified by GLI on multiple occasions. As part of the certification process, GLI performs code reviews and checksum review of the software.

INTRALOT is officially certified by the British Standards Institution (BSI), accredited by ANSI-ASQ National Accreditation Board (ANAB) for the "ISO/IEC 27001" and the "World Lottery Association (WLA) Security Control Standard" information security standards. BSI conducts regular audits of the company's information security management system (ISMS) and related operations in order to determine whether INTRALOT continues to comply with the WLA Security Control Standard and ISO/IEC 27001:2005.

INTRALOT is an active member of all major International Gaming Associations, including the World Lottery Association (WLA), European Lotteries (EL), the North American Association of State & Provincial Lotteries (NASPL), and the American Gaming Standards Association (GSA). We consider that compliance with industry's best practices, as well as with the international, national and regional legal regulations that rule lottery and betting activities, is a mandatory precondition in order to successfully fulfill our mission of providing secure, reliable, and successful operations.

All user account data on the proposed CMS, including that for Web Portal access, is encrypted. The CMS also writes log files and reports sign-on and log-off attempts made on the portal whether successful or unsuccessful. User accounts are maintained in special authorization files used to validate login requests, and to set up processes for users who are successfully logged in. The User Authorization File (UAF)

contains a record for each account and keeps information on Identification, Login restrictions, Priority, Limits, and Privileges.

Every user granted access to the system is given a unique identity in the context of the authentication tool of the system. This identity is used to grant the user access to various applications within the CMS such as the Web Portal. Information including name, password, e-mail, etc., is securely stored for every user.

The system enables the definition and application of a number of policies to support secure password management (i.e., secure password policies). Secure password policies can be applied to individual users. Secure password policies minimize the risks associated with easy passwords and require the passwords to be changed either by the user him/herself on the basis of a predefined schedule or the selection of unusual passwords. Moreover, these policies enable locking the user account after a series of failed authentication attempts.

Secure password policies may include, but are not limited to, the following parameters:

- Password change at first connection. Users are required to change their password when their first connection is made or after a password change by the administrator.
- Password expiry. Passwords are associated with a predefined validity period.
- Password expiry warning. Users are notified that their personal password is about to expire.
- Password syntax check. Requires the execution of password syntax checks to ensure password alphanumeric compliance with the requirements.
- Password length. Specifies password minimum length.
- Password minimum age. Restricts users from reusing a password for a specific period of time. Combined with the "Password history" parameter, it prevents users from reusing passwords that have been used in the past.
- Password history. Specifies the maximum number of passwords per user that may be stored in password history.
- Password encryption.

The system supports nominal access rights assigned to each user individually and group access rights grouped by roles that can be assigned to several users. Users may be assigned nominal rights and/or rights inherited through their role. Users may have one or more rights. These rights are graded, while hierarchy and inheritance rules apply.

4.2 SITE CONTROLLERS (SITE CONTROLLERS)

Vendor is to provide Site Controllers to all casino and LVL Venues for the life of the Contract. The Lottery uses the term Site Controllers to refer to the hardware/software systems that interfaces between VLTs and the CMS.

At the LVL Venues these Site Controllers are a PC with four primary functions:

(1) a touch screen monitor;
(2) the chassis (PC);
(3) a scanner which is to be able to process winning tickets by scanning a barcode, displaying the results on the monitor and storing the data for ultimate processing by the CMS during the daily polling process which gathers information from all site controllers; and,
(4) a printer.

At the casinos, these are generally rack mounted network implemented components with controllers, modems, and related software supplied and installed by the Vendor and do not include monitors, scanners and printers.

By selecting INTRALOT, the West Virginia Lottery will receive our iGEM™ Gaming Central Monitoring System which will provide G2S compliant central monitoring and the capability to support G2S VLTs natively, in addition to all legacy protocols, from the start of the project. At the venue level, INTRALOT will provide Site Controllers to all racinos, casinos and LVL Venues for the life of the Contract to interface VLTs to the CMS.

INTRALOT will design, implement, and operate the communications network and communication interface elements connecting all VLTs to INTRALOT site controllers, and all site controllers to the iGEM primary and backup site central monitoring systems. Please note that INTRALOT's iGEM central system, and site controllers are G2S certified by the GSA. Please reference the CONFIDENTIAL BINDER under the Tab: ***Certifications*** for copies of the certification documents.

4.2.1 LVL SITE CONTROLLERS (SITE CONTROLLERS)

For LVL sites, controllers are to be purchased or leased from the Vendor and are the responsibility of the LVL permit holder; all costs shall be directly billed to the respective LVL permit holder. Each LVL permit holder shall be responsible for entering into a sales or lease agreement with the Vendor for the installation, cost, and maintenance of Site Controllers. The cost of initial installation of Site Controllers should be calculated and included as part of the purchase cost or annual lease fee. Permit holders that elect to lease Site Controllers shall be directly billed on a quarterly basis so that the annual lease fee is paid in four (4) installments. The Vendor is to provide cost projections for communications, software and hardware in its response to this RFP as discussed below.

INTRALOT has read and will comply with the requirements. The LVL Site Controller architecture and HW Description is presented below. The costs for Site Controller hardware, software and communications, along with their installation and maintenance are presented in section 4.2.1.1.

LVL SITE CONTROLLER ARCHITECTURE

There will be one site controller per LVL location which can connect to all VLTs in that location. The site controller will be dual protocol in function, in that it will use the G2S protocol to communicate with any G2S machines located in the LVL which may be introduced in the future, and will also use the SAS protocol to communicate to each machine's main logic board using a serial to Fiber Optic (FO) converter. It is expected that the new site controller will utilize the existing FO converters and will have the capability to connect to the existing fiber optic cabling, so there will be no need for replacement FO converters and recabling. If any single venue cannot use the existing FO cabling, then INTRALOT will make arrangements and costing on an individual venue basis working together with the owners as needed to cover any infrastructure items and installation efforts required.

The site controllers will use cellular communications (with external antennas, if needed) to establish a continuous connection to the primary and backup data centers. In the case where cellular cannot be used, INTRALOT will install DSL or VSAT or MPLS, as necessary, in order to provide always on and reliable connectivity.

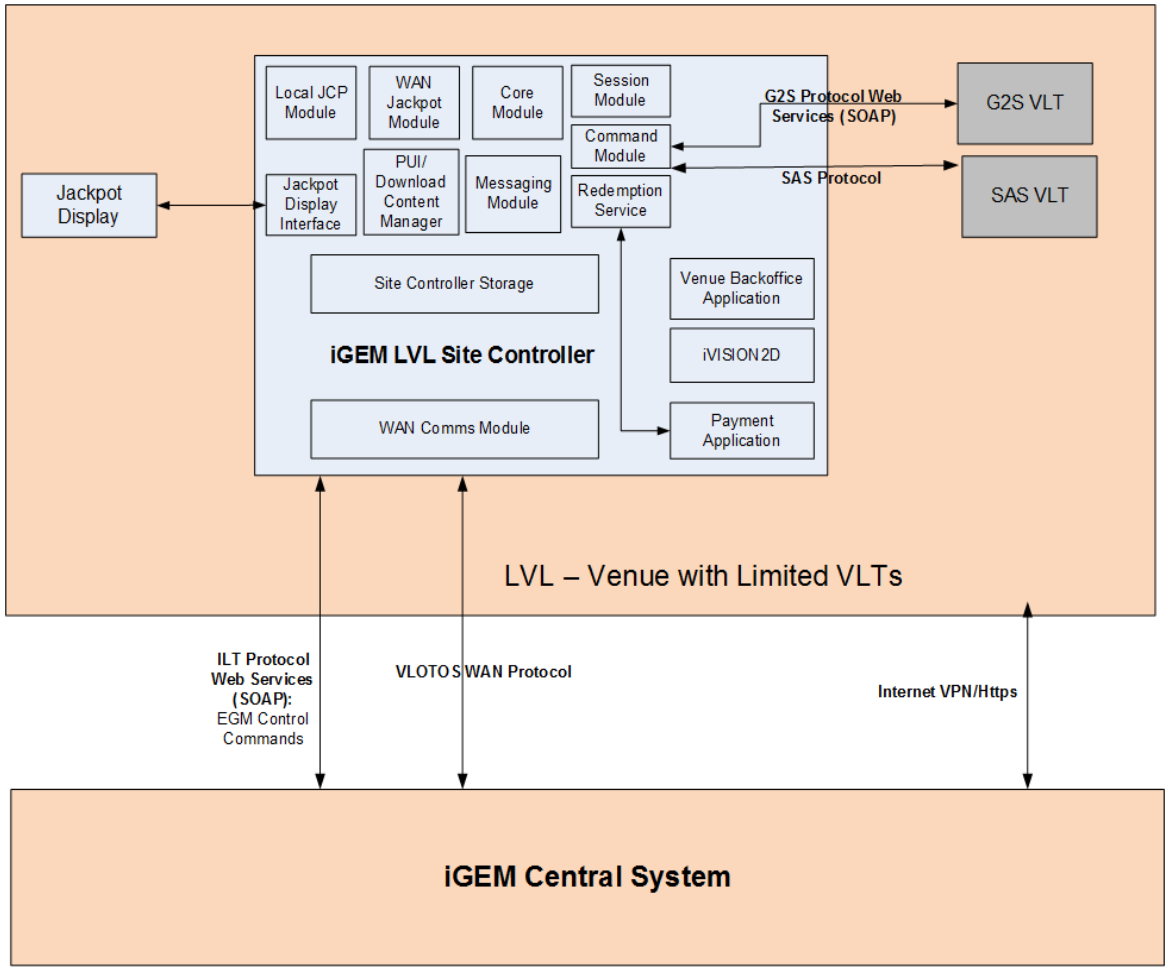
The Site controller consists of the following applications:

a. G2S Main Controller, 2D BCR, 15" Touch Screen, and high speed thermal printer.
b. Payment Application
c. Real-Time Monitoring Application (iVISION like)
d. Venue Back-office applications. This suite of applications includes:
    i. Real-Time Monitoring Application that uses the Site Controller's local storage.
    ii. Reporting applications which will use the WAN private network to connect to the iGEM Back Office Servers.
e. Multi-SAS to G2S Converter: It consists of the following modules:
    i. The SAS module that handles the SAS Serial communication with all VLTs.
    ii. The G2S Client module that converts the SAS to G2S supporting multiple instances of G2S clients (one per SAS VLT). These instances communicate internally with the G2S Main Controller.

The LVL Site Controller typically communicates with the VLTs using any of the following methods:

- Directly through Ethernet (TCP/IP) for native G2S VLTs, using the G2S protocol.
- Through a SAS to G2S converter board that will be connected to the SAS VLTs. The board converts the VLT native SAS serial protocol to the G2S protocol. The SC communicates with the convertor board through Ethernet using the G2S protocol.
- Through the SC's "Multi-SAS Converter" that communicates with the VLTs
    - via serial cables using SAS protocol. The specific method is used for SCs that can be in 40 to 55 feet or less in distance from the VLTs.
    - via fibre optic loop, using SAS protocol, this method is preferable for large distances between the SC and the VLTs. This specific method is used for LVLs, where there is already a fibre optic infrastructure for the VLT communication.

A high level SC functional architecture within the Venue is depicted in the following diagram:



The Site Controller is made up of various logical components serving different functionalities. Following is a brief description of the main components:

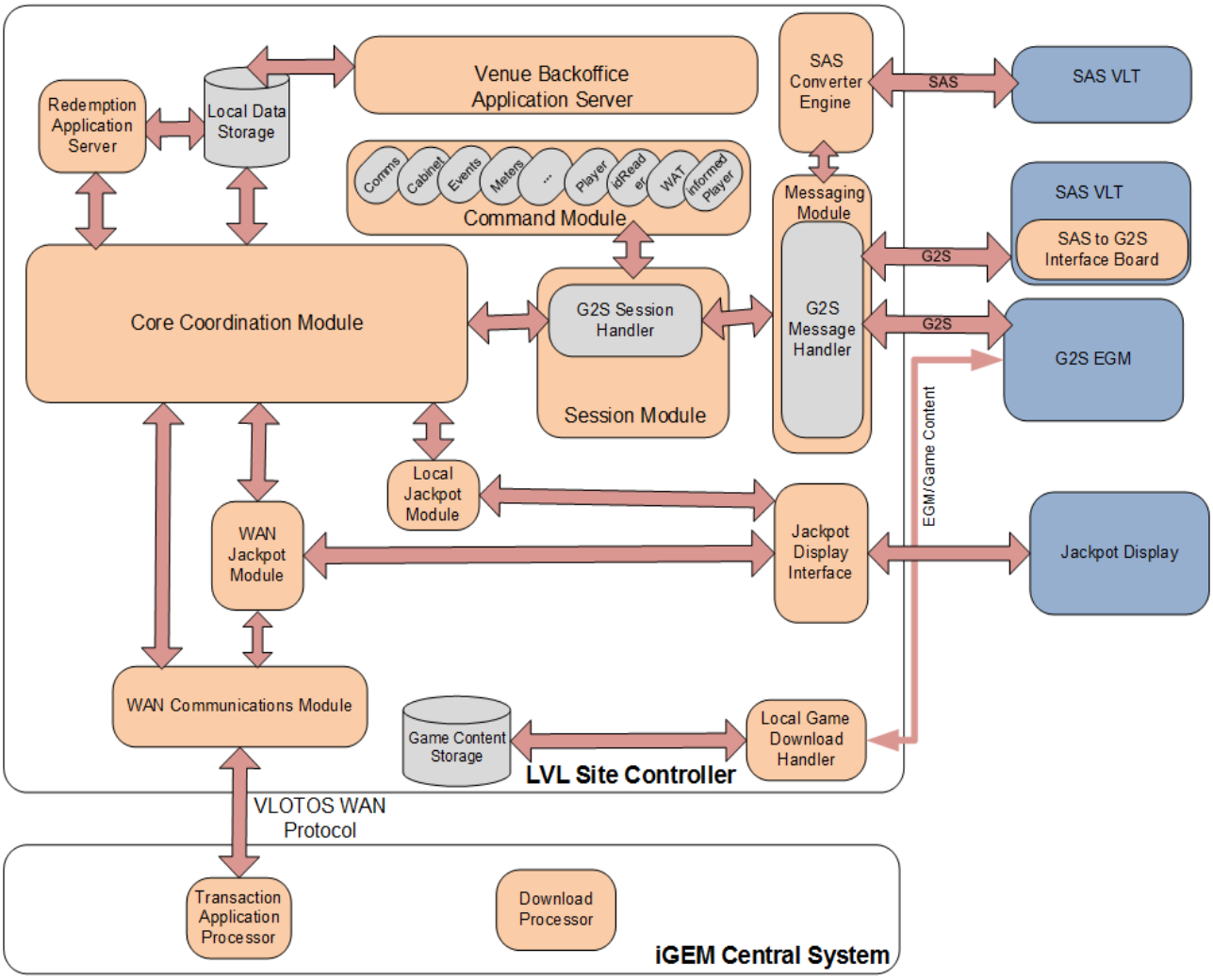
- **Core Coordination Module**: This is the module that controls and integrates all Site Controller's components. It maintains the data flow between the various modules of the Site controller and provides an interface to the Local Database.
- **G2S Command Module**: This module is the actual implementer of all necessary G2S classes and their methods.
- **Messaging Module**: This module handles the communication with the VLTs and other venue devices. It consists of the following instances:
  - G2S Messaging Handler: Handles local G2S communication (Ethernet) with the VLTs (either native or through the SAS to G2S converter board)
- **Session Handler**: It handles all G2S Sessions with the VLTs, and the SAS to G2S converter board engine.
- **SAS Converter Engine**: It communicates (through SAS protocol) directly to the SAS VLTs using the multi-serial card or the fiber optic interface of the SC. The SAS is converted to G2S and communicates internally with the G2S Messaging module.
- **WAN Communication Module**: This module is responsible for the secure data communication handling with the iGEM Game Management System, through the iGEM WAN protocol.
- **WAN Jackpot Module**: It is responsible for the following:
  - Gather in real-time the Jackpot Contributions and forwarding them to the Central System through the WAN Communication module
  - Handling the Jackpot wins
- **Local Jackpot Module**: It maintains the local jackpot engines, handles local jackpot related communications
- **Jackpot Display Interface**: It handles and forwards appropriate Jackpot data to the Venue Jackpot Display (s) using the HORIZON System.
- **Local Game Download Handler**: It receives the VLT Software packages from the HORIZON Server and the VLT configuration from the iGEM Download Transaction processor. It is responsible for the following:
  - Download Game Content (or OS/Peripheral SW) (only for G2S) to the VLT using the corresponding G2S classes (download, GAT).
  - Downloading new game/device configuration to the VLT, using the optionConfig class of G2S protocol
- **Local Data Storage**: Keeps all necessary configuration (VLT, Jackpot, Tickets, etc.), acts as temporary database for daily data (meters, events, vouchers, jackpot wins etc.)
- **Game Content Storage**: This is the temporary storage of the Game and other VLT Software

components that have to be downloaded to the VLTs.

- **Redemption Application Server**: It supports the following functionalities:
  - Ticket Redemption transactions
  - Payment Receipts/Claim Receipts for jackpot or big wins
  - Peripheral Handling (BCR, Printer).
- **Venue Back-office Application Server**: It includes the following:
  - Venue Reports
  - Cash Clearance
  - Meter Adjustments (see response in item 3.21), if it is required by OPAP SA
  - **iVISION** - Real Time Gaming Multilayer Viewer

The Site Controller block diagram architecture is depicted in the following diagram.

Site Controller Architecture



LVL SITE CONTROLLER TECHNICAL SPECIFICATIONS (DELL)

Chassis:

- Small form factor (SFF) chassis
- Physical Dimensions (H x W x D) Inches/(cm): 11.4 x 3.7 x 12.3 /(29.0 x 9.3 x 31.2)
- PSU : 315W, 90 – 264Vac autoscale, up to 90% Efficient

Motherboard:

- M/B: High performance industrial mainboard
- CPU: Intel® 4th generation Core™ i5 Quad Core I5-4570S
- Chipset: Intel® Q87 Express Chipset
- Memory: 8GB (2x4GB) 1600MHz DDR3 Non-ECC
- Storage: 2 x Serial ATA III1 x Serial ATA II
- I/O Ports: 4 External USB 3.0 ports (2 front, 2 rear) and 6 External USB 2.0 ports (2 front, 4 rear) 1 RJ-45;1 Serial; 1 VGA; 2 DisplayPort;
- Expansions: 2x half height PCIe expansion ports (1 half height PCIe x16 1 half height PCI ex4). Note: one is free. The second is reserved for the Additional I/O Serial Card with 2 ports.
- Audio: 2 Line-in (stereo/microphone), 2 Line-out (headphone/speaker).

Storage Spec:

- HDD: 2x 500GB (5,400 Rpm) 2.5 inch Solid State Hybrid Drive with 16GB Flash (24/7 operation)
- DVD: 8X Max Slimline DVD+/-RW

Extra Features:

- Supports dual display 1xVGA/2xDisplayPorts
- High definition audio
- Operation temperature: up to 45^{o} C
- Chassis security switch
- Environmental, Ergonomic, & Regulatory Standards: ENERGY STAR 5.2 qualified, EPEAT Registered10, CEC/CECP, EU RoHS.

LVL SITE CONTROLLER HW DESCRIPTION

For the LVLs, to keep cost down, to have flexibility in interchanging peripherals in the future, to efficiently perform maintenance, and to upgrade only the components needed over the next 15 years, the INTRALOT configuration is multi component. INTRALOT will provide site controllers for the LVL venues including the required peripheral devices. In addition to the main PC and CPU chassis, site controllers utilize a 15" touch screen, a 2D barcode scanner connected via USB and a high speed large roll thermal printer connected via USB.

For the base Site Controller, INTRALOT recommends proven hardware deployed and ready for implementation.

The site controller is the communication terminal that provides the capability to connect a VLT supporting the SAS or G2S protocol to the iGEM central monitoring and controlling system.

We are proposing our next generation site controller logic unit powered by a high-performance Dell PC based computer system. The Logic unit includes the computer along with the operating system and software for the main application and communication between logic unit and all necessary peripheral devices. The Site Controller system is equipped with an x86/x64 logic board SMALL FORM FACTOR COMPUTER (SFF) unit that controls all its functions and supports the latest 4th generation Intel® Core processor. It also includes a Giga-Ethernet Network card, expanded random access memory and reliable server-grade 24/7 solid state dual hard disk drives. The graphic card supports Dual display with connectors VGA & Display Ports and can set up to show different content on each output.

Site Controller Motherboard

The motherboard is a high performance embedded series mainboard for demanding applications which supports dual channel DDR3 1600Mhz memory, Gigabit Ethernet, two expansions PCI-Express slots. Built in Intel® Q87 Express chipset takes advantage of Intel® Dual Core/Quad Core processor in FCLGA1150 package.

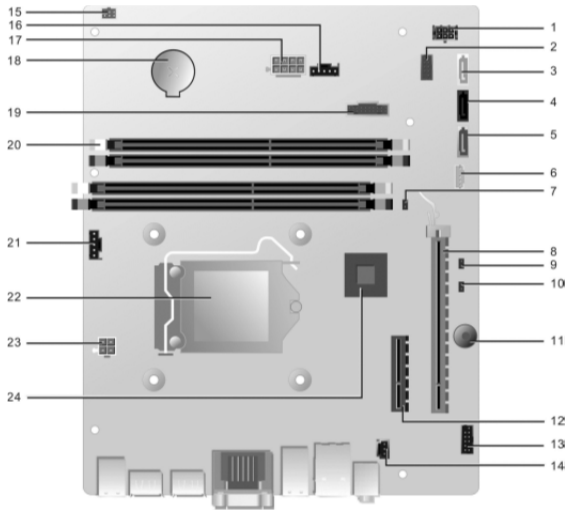
The Intel Q87 Express chipset is Intel's high performance chipsets for commercial and also for embedded applications requiring high-performance in a small thermal envelope. The chipset provides

a) Up to 4 DIMM slots; Non-ECC dual-channel 1600MHz DDR3 SDRAM, supports up to 32GB.
b) 3 SATA interfaces (2x SATA 3.0 1x SATA 2.0)

c) 2x half height PCIe expansion ports. Only 1 is available. The second is reserved for the Additional I/O Serial Card with 2 ports.

d) I/O Ports: 4 External USB 3.0 ports (2 front, 2 rear) and 6 External USB 2.0 ports (2 front, 4 rear) 1 RJ-45;1 Serial; 1 VGA; 2 DisplayPort;

The chipset also supports some of the exciting new technologies such as Intel Active Management Technology and Intel Virtualization Technology. The board supports Intel® 4th generation Core™ i7/i5 Quad Core, and Core™ i3 Dual Core.



Number	Name	Number	Name
1	HDD_ODD_Power Cable Connector (HDD_ODD_POWER)	13	Front Audio Connector (FRONT_AUDIO)
2	Front IO Connector (FRONTPANEL)	14	Intrusion Switch Connector (INTRUDER)
3	SATA 2 Connector (White color)	15	Power Switch Connector (PWR_SW)
4	SATA 1 Connector (Black color)	16	System Fan Connector (FAN_SYS)
5	SATA 0 Connector (Blue color)	17	P1 Power Connector (POWER)
6	Internal Speaker Connector (INT_SPKR)	18	Battery Connector (BATTERY)
7	RTCRST Jumper (RTCRST)	19	Front USB3.0 Connector (USB3_FRONT)
8	PCI-e x16 Connector (SLOT2)	20	Memory Connectors(DIMM1, DIMM2, DIMM3, DIMM4)
9	PSWD Jumper (PSWD)	21	CPU fan Connector (FAN_CPU)
10	SERVICE_MODE Jumper (SERVICE_MODE)	22	Processor Socket (N/A)
11	Buzzer (BEEP)	23	P2 Power Connector (12V_PWRCONN)
12	PCI-e x4 Connector (SLOT1)	24	PCH chip (N/A)

Site Controller CPU and graphics

The Intel 4th generation Core i5-4570S processor is based on the new 22nm Haswell Microarchitecture for improved CPU performance. Advanced power management innovations help keep power consumption very low New compute instructions ensure enhanced performance per cycle. Improved Intel integrated graphics enable discrete-level graphics

performance. The new Microarchitecture (code name Haswell) has a fully integrated voltage regulator (FIVR) for simplified motherboard design. It delivers improved CPU performance and enhanced overclocking over its previous generation Microarchitecture.

Haswell core-based processors come with Intel Advanced Vector Extensions 2 (Intel AVX2). Intel AVX2 expands integer data to 256-bit SIMD to increase the performance of integer operations. It also offers new capabilities such as Gather and FMA (Fused Multiply-Add). Additional new instructions accelerate key algorithms, including parallel extract/deposit, bit manipulation operations and new rotates/multiplies/shift. The AES-NI performance is also improved.

Haswell core-based processors offer improved integrated graphics. The integrated graphics supports DirectX 11.1 for optimized graphics performance and OpenGL 3.2 and OpenCL 1.2 for enhanced general-purpose computing in GPGPU-supported applications. It also features digital display repartition, where digital display ports are wired directly to the CPU, and analog displays are handled by a Random Access Memory Digital-to-Analog Converter (RAMDAC) located in the Platform Controller Hub (PCH).

Haswell core-based processors offer advanced power management. It has 20x better improvement from prior generations and it is 23% more energy efficient than the Core i5-4570

More intelligent, energy-efficient, and dynamic than previous generations, Intel Turbo Boost Technology 2.0 gives you accelerating performance when is needed. It delivers an even greater automatic speed increase by allowing processor cores to run faster than the base operating frequency for demanding applications, if the processor is operating below power, current, and temperature specification limits.

The Intel HD Graphics 4600 is an integrated embedded graphics card in the Haswell codenamed desktop processors. It is the successor of the Intel HD Graphics 4000 and performs between the old HD 4000 and new 5000 GPU. Intel states a 10 to 15% higher performance compared to the old Ivy Bridge based HD Graphics 2000.

This integration provides incredible visual quality, faster graphics performance and flexible display options without the need for a separate graphics card. Another feature is the support for up to 3 independent displays. Additionally the power consumption is relatively low due to the 22nm 3D Tri-Gate production process.

Hard Disk Drive (HDD) Special Features (Speed, Extended Temp, Reliability)

The unit includes 2x SATA III HDDs. Both will be configured in a high availability RAID1 disk array. The HDDs are 2.5 inch Solid State Hybrid Drives with a capacity of 500GB and a 16GB Flash running at 5,400 RPM . This combination provides very-fast performance in demanding server and storage applications. Technologically advanced acoustics minimize noise, cool drive operation and enhanced reliability features help to protect the drive and the data stored on it.

Power Supply Specifications (Power, Fan less, Input-Output)

If there is any one component that is absolutely vital to the operation of a computer, it is the power supply. The power supply is included inside the chassis and it is auto-rated from 90 – 264Vac.The PSU is rated @315W and has up to 90% Efficient PSU (80 PLUS Gold), Active PFC.

Chassis Specifications

The small form factor (SFF) chassis, is optimized for constrained workspaces. It has a durable design with effective ventilation for tough environments. Its robust design and the durable fan enables a high temperature tolerance, up to 45° C ambient, so it can easily be deployed even in hot areas.

Additional dual RS232-Serial Card

An additional 2 PORT SERIAL PCIE add-in Card will be installed. The multi-serial card will permit the addition of 2 serial ports to the site controller based on the RS232 electrical interface using a free PCI slot. This brings the total number of serial ports to three for one site controller.

Fiber Optic Communication Advantages

The Fiber to RS232 Converters will be used to connect the fiber optic linked Video Lottery Terminals to the SC's RS232 interface port. While RS232 is a versatile communication standard, conversion to a fiber optic communication standard also allows data transmission that is no longer susceptible to electrostatic or electromagnetic fields. Additionally, the ports of the connected terminals are protected from damage by potential differences (ground variations) that often exist between them.

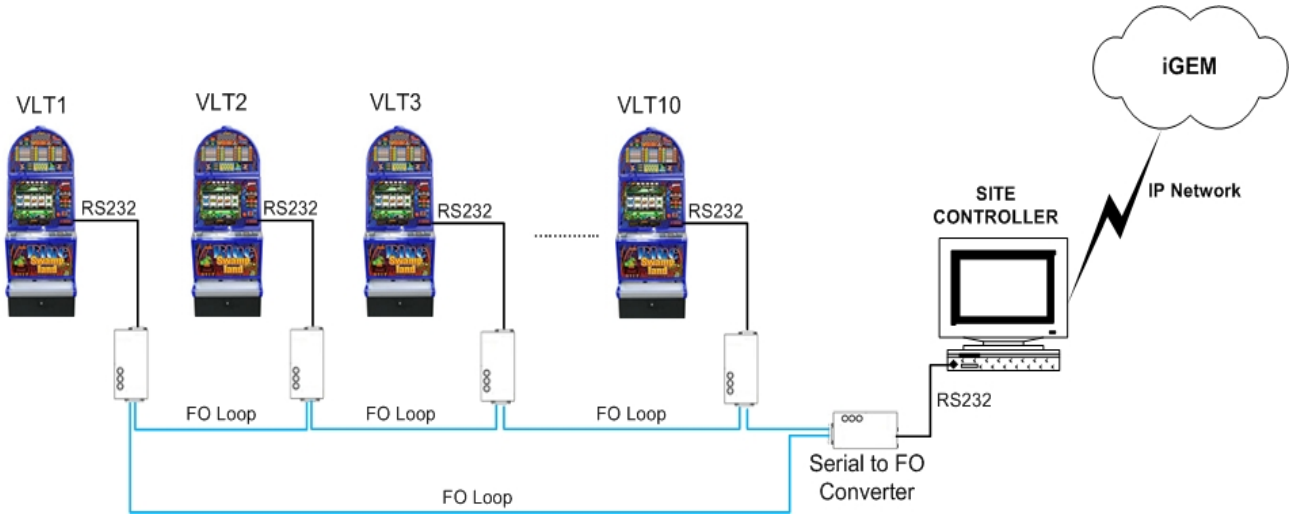
- Easy Application: Simple to install. Plug an FO-RS232 transceiver into a standard 9-pin serial connector (DB-9). No special mounting is required.
- Improved Safety: Fiber-optic products provide isolation from induced voltages resulting from ground potential rise (GPR) and electromagnetic induction commonly caused by control cables.
- Full duplex connection between two devices having RS232 ports.
    - Data transfer rate up to 120 Kbps (enhanced RS232).
    - Fiber connections via two standard Versatile Link connectors.
    - Maximum Link distance: greater than 500 meters (1640 feet) with 2.00 mm Hard Clad Silicon fiber cable.

LVL VENUE TOPOLOGY DESCRIPTION

The proposed LVL venue topology is to use the established Fiber Optic (FO) loop "cabling" architecture which has important advantages and is proven both in functionality and robustness.

Legacy protocols like SAS use the serial connection to transmit data in a Point-to-Point configuration. This is straightforward but suffers from limited cable distances as well as complex floor cable layouts. The adoption of differential signal interface standards, like RS422/485, has provided a solution to both the distance and complexity problems but still is susceptible to noise and floor routing limitations.

To resolve these issues the Fiber Optic Loop interconnection using Plastic Optical Fiber (POF) "cabling" is a widely adopted method which is both electrically robust as well as field tested and proven.



LVL venue VLT inter-connection topology

This topology involves the conversion of the electrical signals at the VLT side, which are following the SAS communication standard interface, ie RS232, to the Fiber Optic interface standard. The conversion occurs at both the VLT side and the Site Controller side. While RS232 is a versatile communication standard, conversion to a fiber optic communication standard also allows data transmission that is no longer susceptible to electrostatic or electromagnetic fields. Additionally, the ports of the connected terminals are protected from damage by potential differences (ground variations) that often exist between them.

Benefits:

- Provides full galvanic isolation (no metallic connection) between connected devices.
- Full duplex connection between two devices having RS232 ports.
- Allows the interference-free fiber optical transfer of data to be utilized by the device having an RS232 interface.

Specifically to the topology Serial-to-Fiber Optic converters are used to connect fiber optic linked Video Lottery Terminals to a controller having an RS232 interface port. At the Video Lottery Terminal side one Serial-to-Fiber Optic converter is used per each VLT while one more converter is used on the Site Controller side to convert the optic signal back to RS232. Plastic Optic Fiber jumper cables are used to interconnect all VLTs between them. A POF jumper cable is used to close the fiber optic loop by connecting the last VLT on the loop to the FO converter at the Site Controller side.

TOUCHSCREEN DISPLAY

15" Color TFT LCD Touchscreen Display

The 15" Touchscreen Display is an extra bright 15-inch TFT-LCD display that supports 16.1 million colors and offers high-resolution for a clear display of easy-to-read fonts, detailed icons and graphics. Most importantly, it does so clearly and reliably in the wide range of light conditions found in most retail locations. The display is CE, FCC and UL certified and configured with a 5-wire resistive touch screen that provides simple navigation and quick access to all terminal functions.

The touchscreen display can either be placed on its stand or mounted on a telescoping pole. The pole length is adjustable so that the height of the display can range from about 10 inches from the surface up to 20 inches. A universal joint at the top of the display allows the monitor to tilt horizontally, while the pole allows the display to rotate around its vertical axis.

2D BARCODE READER

2D Barcode readers will be provided for ticket/voucher based payment. A typical ticket/voucher based payment method is TITO ("Ticket In – Ticket Out"), which is supported by the iGEM™system.

For automated scanning of ticket/vouchers for payment purposes, INTRALOT suggests the Honeywell Xenon 1900 1D/2D reader with a presentation stand that provides a stable, adjustable base for presentation scanning while also enabling the scanner to be picked up for remote use. The Xenon 1900 provides high-performance presentation scanning of linear barcodes, making it ideal for fast-paced scanning applications. In addition, its ability to read all 2D barcodes, plus capture digital images, enables new applications – all with one device.

Powered by Adaptus® Imaging Technology 6.0, Xenon 1900 delivers superior bar code scanning and digital image capture. Xenon 1900 incorporates a revolutionary decoding architecture that combines Adaptus Imaging Technology 5.5 and Omniplanar's SwiftDecoder™ software along with a custom sensor, enabling extended depth of field, faster reading, and improved scanning performance on poor quality bar codes. From high density linear to 2D bar codes found directly on the screen of a mobile device, Xenon 1900 decodes virtually all bar codes with ease.

The specifications of the Xenon 1900 barcode reader are as follows:

Scan Performance	
Scan Pattern	Scan Pattern Area Image (838 x 640 pixel array)
Motion Tolerance	Up to 610 cm/s (240 in/s) for 13 mil UPC at optimal focus
Scan Angle HD Focus:	Horizontal 41.4°; Vertical: 32.2°
Scan Angle SR Focus:	Horizontal: 42.4°; Vertical: 33°
Scan Angle ER Focus:	Horizontal: 31.6°; Vertical: 24.4°
Symbol Contrast	20% minimum reflectance difference
Pitch, Skew	45°, 65°
Decode Capability	Reads standard 1D, PDF, 2D, Postal and OCR symbologies
	*Note: Decode capabilities dependent on kit configuration

HIGH SPEED THERMAL PRINTER

INTRALOT's Thermal printer included with the site controller configuration is a compact peripheral device. The printer offers the best performance, largest roll size, modular placement, and fastest printing speed in each class in the industry. The printer includes a low paper sensor and end of roll paper sensor.

The printer is equipped with advanced thermal technology, contained in a compact package with an easy paper loading design. The Site Controller printer is a full-featured, durable, user-friendly device that supports multi-lingual text and graphics. It is capable of holding a 3.9-inch diameter roll of ticket stock. The printer prints at 200mm/second at a resolution of 203 dots per inch (dpi). The clamshell design acts as a spill cover that protects the inner mechanism from dust, cigarette ashes, coffee, and other liquids or debris that could accidentally cause harm to the printer. The printer uses standard 3.25 inches wide paper rolls. The printer is a compact device with dimensions of 5.9"w x 8.75"d x 6.15"h. Because it is a separate peripheral it can be located on a shelf or in another location that is convenient for the venue and it can easily be replaced when service is needed thus ensuring long term usability and reliable performance.

4.2.1.1 Although the LVL Site Controllers are not components of the CMS purchased by the Lottery, it is integral to the video lottery program for the Lottery to consider costs borne by licensees and ensure a certain level of maintenance is provided to Venues in order to protect video lottery revenues. Therefore, Vendor's response shall include an estimated annual lease cost and estimated purchase cost per LVL Site Controller for the life of the Contract (years 1- 10 and optional renewal years). Additionally, Vendor is to provide a proposed maintenance plan with response times to handle service calls made by Venues as will be developed during business requirements. The Vendor is to document that costs related to LVL and RVL site controllers are not included in the Cost Section of the RFP including the costs discussed in this section.

INTRALOT has read and will comply with all requirements. INTRALOT has NOT included costs for LVL and RVL site controllers in the Cost Section of the RFP response. The LVL Site Controller costs are included in this section below. The Site Controller fees are NOT scheduled to be increased over the contract period.

In the spirit of full transparency, INTRALOT has provided a detail breakdown by component for LVL site controller costs based on the following schedule.

	Description	One Time Price to LVLs	Monthly Recurring to LVLs
Site Controller Hardware (one time)			
	Dell PC main unit, with RAID	$787	
	Xenon 1902 2D Barcode reader	$292	
	TSP700 series Thermal Printer	$277	
	PAD 15inch touchscreen	$306	
	Subtotal Site Controller Hardware Cost	**$1,662**	
	Sales Tax at 7%	$116	
	Total	**$1,778**	
	Shipping	$43	
	Installation Site Controller and Communications	$240	
Software License (one time)			
	Site Controller Software License	$500	
Communications Equipment (one time)			
	Cellular or DSL Router & Modem	$420	
	External Antenna (for cellular if needed)	$60	
	VSAT Dish & Installation (if no cellular available)	$1,440	
Communications (monthly recurring)			
	Cellular (primary method assumed) or		$27
	DSL (if celluar cannot be used) or		$68
	VSAT (if cellular or DSL cannot be used) or		$23
	MPLS (price to be determined based on distance, etc)		tbd
Maintenance			
	Annual Maintenance for Parts, Labor, and Service, Includes 4 hour or less repair response time during business hours		$25

Cost for Communications will be based on the method of communication used and, in virtually all cases we expect to connect a cellular modem. Please refer to ***Section 4.3 Communications*** for specifications of the communication equipment proposed.

For subsequent periods of the contract such as years 11 to 15, INTRALOT anticipates providing a hardware refresh for the site controller and peripherals to include only those items which need to be replaced based on analysis and discussion with the Lottery. Any hardware items determined to require replacement will be at or below the above stated costs as technology costs should be lower. In the event that costs are lower, technology is better and savings can be achieved, INTRALOT will pass this savings on to the LVLs at that time.

PROPOSED MAINTENANCE PLAN

Monthly maintenance fees for the Site Controller and peripherals includes any replacement parts, labor, and service calls required to repair or replace failed equipment over the contract term. INTRALOT will staff a call center help desk and the venues will be given a toll free number to call for service and assistance.

For onsite maintenance, INTRALOT will provide onsite repairs in all venues and service within 4 hours of notification from the venue requesting assistance during regular business hours. In case a site controller stops operating (or has other issues) because of operator or venue fault, INTRALOT will charge $75 trip charge and $75 per hour.

Venue equipment support and maintenance services

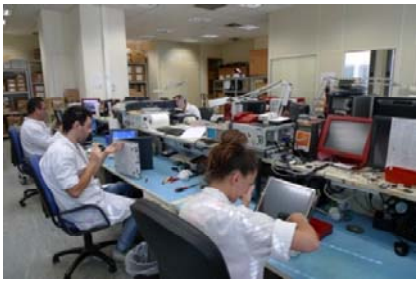
For many years now, INTRALOT has provided integrated technical support services to numerous well-respected Lottery and VLT Licensed Operators worldwide. INTRALOT's successful past performance in rectifying problems in the shortest possible time ensures that the venues will enjoy first class support services.

Our years of experience in supporting respective equipment in more than 65 countries and 12 States around the globe with a great track record, provides assurance for the highest level of service. The following resources will be available to fully cover the needs of West Virginia Lottery as per the contractual terms:

Help Desk: The first level of support is the help desk. The experienced staff provides phone support to the venues, helping to overcome most of the usual issues.

More complex issues are escalated by the help desk staff to the next level of field support which involves the on-site technicians. The help desk team coordinates and constantly monitors the status of each open issue and the progress made on resolving it, while providing useful information for problem solving to the involved parties.

Field support technicians: Highly trained and experienced field support technicians undertake preventive maintenance procedures and repairs of any fault that may arise in the venue equipment, in the shortest possible time. For minimizing response times, technicians are dynamically allocated to specific "zones" taking into account the number and density of VLTs in each geographical area. INTRALOT will station field service technicians throughout the state in order to provide four hour or less onsite response time.



Repair lab: Central repair lab facilities staffed with trained and experienced bench technicians will undertake repairs of the faulty equipment.

Preventive maintenance

Intralot will undertake regular preventive maintenance of all offered equipment to be installed within the scope of this project at WVL Venues. Preventive maintenance minimizes the failure rate and guarantees high availability for the Venue equipment and services.

Preventive maintenance ensures:

- High availability for the Venues equipment and services
- Frequent and continuous training of the Venue personnel for the correct operation of the Venue equipment
- Direct contact between Venue personnel and field technician for technical recommendation and answers to technical issues.

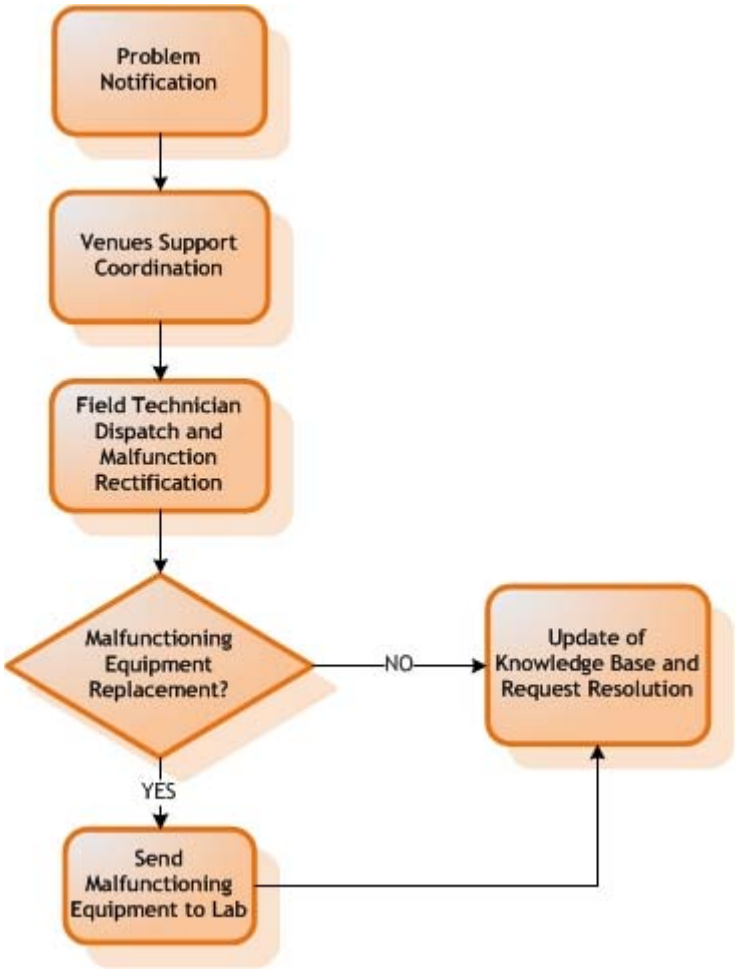
Corrective maintenance

INTRALOT will provide corrective maintenance with a direct visit at the specific point (Venue) where the failure occurred, for the resolution of any kind of failure (hardware or software) that may happen to the offered equipment.

In order to maximize the offered equipment and services availability in every venue the resolution of the failure will take place not later than four hours from the problem notification to the help desk support center. INTRALOT guarantees that the aforementioned operational response time shall be meet or exceeded for at least 98% of the total annual service events, where an event is considered to be any malfunction of venue equipment which requires corrective maintenance intervention (either for failure or malfunction or restoration of operation).

Methodology and Procedures for Corrective and Preventive maintenance

INTRALOT's field service staff will undertake the role of coordination for all preventive and corrective maintenance activities. The Help Desk will receive the calls from the Venue operators and provide telephone support so as to immediately resolve any kind of Venue's equipment technical problem. In case that a technician visit is required at the Venue, INTRALOT's Help Desk Support Center will redirect the call to the responsible field service dispatch coordinator who will assign the call to the most appropriate field technician. The field technician mission is to resolve the problem and ensure that all the Venue equipment are fully operational. In case of equipment or module replacement, the field technician will collect the old/replaced equipment or parts and send it to central Repair center.



Corrective Maintenance Flow Chart

Field Corrective Maintenance steps are:

- Fault Detection

Field technician is already informed from the field coordinator for the cause of the fault and is prepared for prompt fault detection right after arrival at the Venue. This information is comprised of:

- The results of the 1st level support from the help desk.
- The history of fault records for the specific Venue.

Additionally the field technician will take advantage of specific diagnostic applications installed in Venue equipment.

- Replacement of faulty terminal or module

In case that a part or module needs to be replaced the field technician will provide this service in the Venue, using the required spare part from his stock. The replaced part will be sent by the field technician to the repair Lab for repair or replacement.

INTRALOT will provide all required spare parts for all offered Venue equipment; this will cover any fault or deterioration due to equipment physical wear. Failures due to vandalism, natural disasters, improper use, use of improper consumables, etc. are excluded and these costs will be billed back to the venue.

- Resolution reporting

Right after Venue equipment restoration, the field technician reports back to INTRALOT's help desk reporting all resolution actions that took place including module replacement. All resolution actions are recorded in the Seibel Help Desk data base to be used for Venue historical record and to assist in future corrective maintenance activities.

- Management & utilization of corrective maintenance events

INTRALOT's help desk manages all Venue corrective maintenance activities and will record with specific time stamp every resolution action that takes place. The collected data are analyzed monthly in order to validate the sufficient support service methodology and to provide improvements in Venue equipment operation.

- Repair Center Methodology

INTRALOT Repair Center will carry out all repair actions for the replaced equipment down to component level. Every unit serial number is recoded from the time of its delivery as well as the history repair actions up to the unit's final repair. The Repair Center will manage spare part stock according to Venue equipment repair needs so as to provide uninterrupted repairs and service.

- Quality assurance

All services provided by INTRALOT related to Venue equipment support, are fully documented and comply with standards of ISO 9001:2008, WLA and ISO 27001. They are frequently updated and audited from quality assurance authorized personnel for both their completeness and efficiency.

Experience in maintenance and repair of items that will be offered as Venue Equipment

Intralot has global experience in the implementation and support of VLT monitoring systems and specifically in the maintenance and support of the venue equipment. INTRALOT is providing repair and maintenance for site controllers and venue equipment in nine countries and two US States and the offered INTRALOT solution is G2S certified by GSA.

Installation and relocation of equipment

INTRALOT will provide transportation, installation, testing and set in operation services for any equipment provided in case of a new Venue set up and for Venue relocation.

Field Service and Support Tools

Field technician vehicles are equipped with the following tools for Venue support.

- **GPS navigation system:** Support the field technician for fastest navigation to Venues avoiding traffic jams.
- **Smart phone with voice & internet connection.** Used for communication and direct feedback to Support Center trouble ticketing tool.
- **Venue equipment, spare part and modules:** Includes all spare parts, modules and complete terminals of Venue equipment (like Site controllers, Venue Peripherals, etc.)
- **Set of tools for the installation & maintenance needs:** Includes all tools that needed for the maintenance of Venue equipment (like laptop, millimeter, set of screwdrivers, fuses, set of cables, spray for electronic components, usb memory stick with appropriate s/w etc.

Maintenance Plan Conclusion

INTRALOT offers West Virginia Lottery integrated support services and mechanisms for coping with any technical problem that may arise in a fast and efficient way. INTRALOT also offers a complete set of preventive maintenance services, as well as installation/reinstallation services for new and current venues.

West Virginia Lottery and its network will enjoy the best possible support, while also having the benefit of direct contact and communication with a company already supporting an installation base in 12 US states, for dynamically adapting procedures to changing needs, where needed, as well as for faster implementation of future services.

4.2.1.2 Responses shall be evaluated based on initial estimated fees, margin of increase in estimated fees over the life of the Contract, and proposed response times for Site Controller maintenance requests. Note that costs related to Site Controllers and other communication costs are only included in the technical section of this RFP and are not to be part of the cost to the Lottery and will not be included in the cost proposal section. Vendors will be scored on their Site Controller and communications costs as part of the technical scoring.

INTRALOT has read and understands that responses will be evaluated based on initial estimated fees, margin of increase in estimated fees over the life of the Contract, and proposed response times for Site Controller maintenance requests. Note that costs related to Site Controllers and other communication costs are only included in the technical section of this RFP and are not included in the cost to the Lottery and are not included in the INTRALOT cost proposal section. INTRALOT understands that vendors will be scored on their Site Controller and communications costs as part of the technical scoring.

4.2.2 CASINO SITE CONTROLLERS (SITE CONTROLLERS):

4.2.2.1 The Vendor will be responsible for providing equipment or specifications to the casino and will be supporting casino Site Controllers. Casino Site Controllers may be acquired from other vendors at the casino's option, providing the other vendors meet specifications provided by the Vendor. That equipment will be the responsibility of the casino to acquire and implement.

INTRALOT has read and will comply with the requirements. INTRALOT offers its iGEM G2S-compliant Gaming Central Monitoring System, matched with the operational expertise of the company. With the INTRALOT system, the Lottery will be able to run state of the art gaming for at least the next 15 years, without any shortcomings in technology and innovation.

INTRALOT will design, implement, and operate the communications network and communication interface elements connecting all casino sites (RVLs) to INTRALOT site controllers located within each venue, and all site controllers from each of the venues to the iGEM primary and backup site central monitoring systems.

INTRALOT will cooperate with RVL owners and operators for the purchase, installation, and maintenance of Casino Site Controllers. INTRALOT will provide recommended specifications so that at the Casino's option they may acquire and implement equipment from other vendors, providing the other vendors meet specifications provided by INTRALOT. INTRALOT also offers to provide site controllers hardware and equipment to RVLs which they may purchase or lease from INTRALOT. INTRALOT understands that equipment will be the responsibility of the casino to acquire and implement.

G2S Site Controllers

By selecting INTRALOT, the WVL will receive our iGEM™ Gaming Central Monitoring System which will provide G2S compliant central monitoring and the capability to support G2S VLTs natively, in addition to all legacy protocols, from the start of the project.

INTRALOT has developed full G2S capability in large-scale destination environments such as race tracks, casino, racinos and large gaming halls, as well as small venues. This capability is expressed by the inclusion of the majority of G2S classes into a G2S application server, which is fully integrated with our standard iGEM™ central system, and also into a G2S site controller/local server that is applicable to any type of gaming venue location and network.

INTRALOT's iGEM system is a G2S system that has been tested and certified for compatibility with G2S VLTs of virtually all different manufacturers, to secure interoperability.

The G2S application server is the standard in iGEM and is being utilized in all new monitoring projects of the company. In order to communicate with legacy protocol VLTs, SAS to G2S converters are utilized to convert all legacy protocols which may be encountered in projects

(SAS, VLC, ICIS, DXS, QCOM, F3 etc.) to G2S. This allows the standardization of the floor infrastructure (standard structured CAT6 Ethernet cabling). It also allows an inexpensive and seamless expansion of the system to offer additional services.

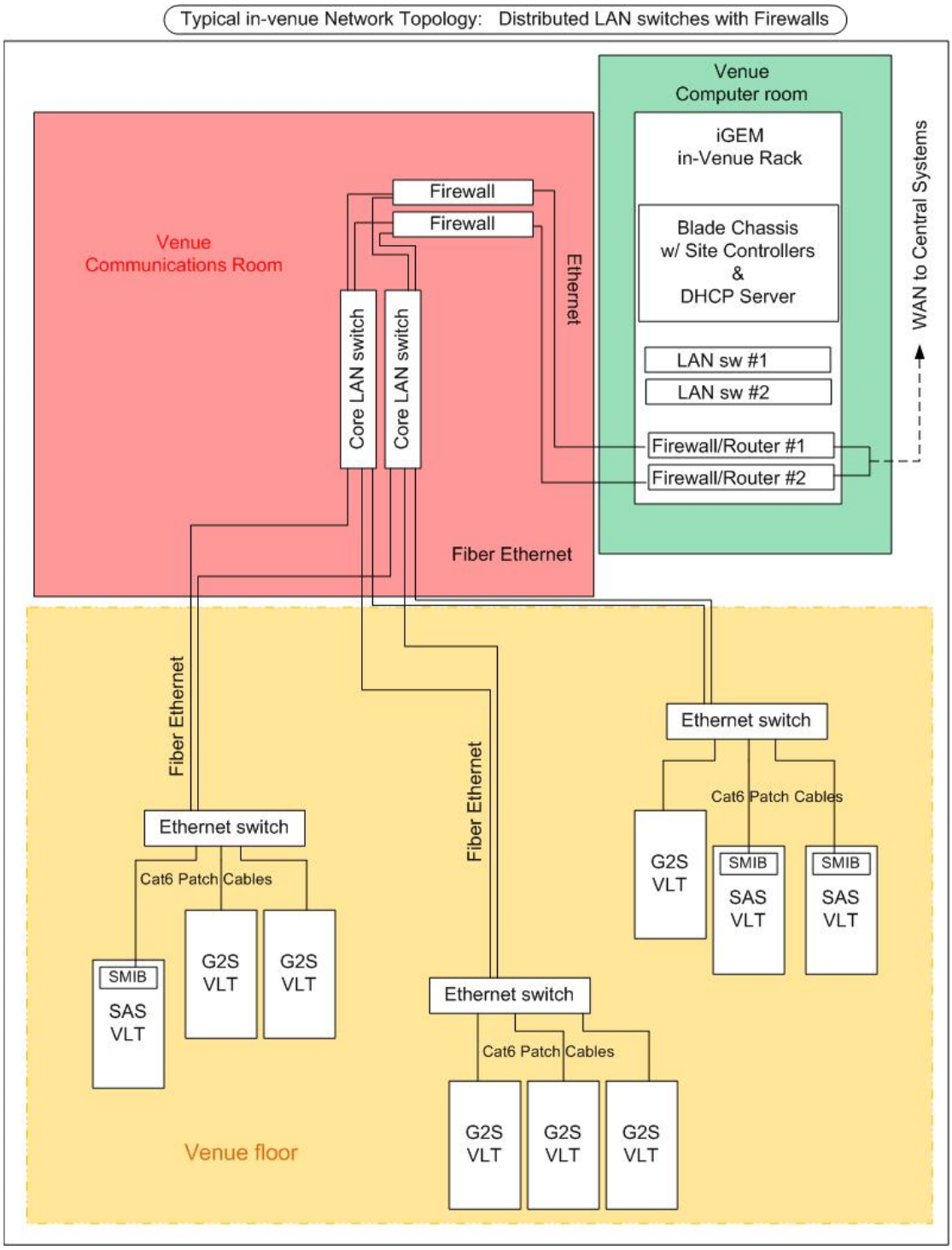
For casino environments INTRALOT utilizes virtualized Site Controllers running on IBM Blade servers. This configuration takes management of Site Controllers to the next level and prepares the venue for any type of VLT or electronic gaming that may come in the future. INTRALOT's configuration replaces old technology fiber optic runs and unreliable fiber to serial converters. The configuration is based on using CAT6 and modern network switches and equipment.

As is probably the case in WV, and in many other states gaming venues have already started updating their infrastructure cabling to accommodate G2S, new player management systems, new casino accounting and player loyalty management systems.

The INTRALOT G2S solution utilizes the same wiring and configuration of current technology, which operates over TCP/IP. The INTRALOT solution is the next step for not only removing any reliance on old protocols but also for updating the infrastructure for digital content. Using INTRALOTs approach, G2S capable machines will communicate directly over TCP/IP with the virtualized Site Controllers running in a secure computer room environment. Older machines running SAS simply use a small SAS to G2S converter. This configuration will accommodate all new equipment and all old equipment. With this solution, G2S capability is ready from the startup of the project.

Site Controllers (SC) for the casinos will consist of multiple rack-mount IBM servers. As the number of VLTs grows, we add additional programmatically virtualized Site Controllers. Each Site Controller is acting as a local server/concentrator hub supporting multiple operations inside the gaming venue to:

- Monitor and control the operation of the VLTs, collect meters, events and statuses, and verify the signature of the VLT software.
- Download and verify VLT and Game configuration.
- Control the linked Jackpots that are centrally handled (wide area), and, in the case of local jackpots, run the complete jackpot engine. It also acts as the server for the Jackpot Display system (LOTOS Horizon).


Typical in-venue Network Topology: Distributed LAN switches with Firewalls
Venue
Computer room
iGEM
in-Venue Rack
Blade Chassis
w/ Site Controllers
&
DHCP Server
LAN sw #1
LAN sw #2
Firewall/Router #1
Firewall/Router #2
WAN to Central Systems
Venue
Communications Room
Firewall
Firewall
Ethernet
Core LAN switch
Core LAN switch
Fiber Ethernet
Fiber Ethernet
Fiber Ethernet
Ethernet switch
Cat6 Patch Cables
G2S
VLT
SMIB
SAS
VLT
SMIB
SAS
VLT
Ethernet switch
Cat6 Patch Cables
G2S
VLT
G2S
VLT
SMIB
SAS
VLT
Ethernet switch
Cat6 Patch Cables
G2S
VLT
G2S
VLT
G2S
VLT
Venue floor

The IBM rack mount Site Controller offered is a powerful and reliable server; an Intel Xeon, PC-based system with extended capabilities. It is designed to run on a 24/7 basis and is equipped with redundant disks and redundant power supplies. The Site Controllers fully support and provide the G2S protocol and will connect to each VLT via an Ethernet LAN network. INTRALOT's GSA-standards Site Controller hardware and software application provide full, future-proof compatibility with any VLT supporting the G2S protocol and all legacy protocols such as SAS.

INTRALOT chose the following configuration for RVL Site Controllers, which are durable with server grade technology and parts, utilizing standard components and operating system to secure long operational life and an easy supply of replacement parts.

IBM SYSTEM X3530 M4 (E5-2400)

The IBM® System x3530 M4 server delivers dual-socket performance in a 1U compact footprint. Featuring the Intel Romley EN platform, the x3530 M4 is a flexible rack server positioned as a good investment value, while considering total cost of ownership (TCO) and IBM commitment. It is designed to provide more affordable value and increased flexibility with performance and quality to match. Designed with redundancy, flexible subsystems, and a wider range of configuration options, the x3530 M4 also offers an innovative Feature on Demand (FoD) design for an easier upgrade path.

Suggested use: Business infrastructure, light databases, entry virtualization, enterprise applications, web serving, small HPC, and cloud applications.

The following figure shows the IBM System x3530 M4.

IBM System x3530 M4

The x3530 M4 offers a flexible and scalable design and a simple upgrade path to eight HDDs plus an optical drive at the same time. The flexible onboard Ethernet solution provides two standard integrated Gigabit Ethernet ports and two additional integrated Gigabit Ethernet ports with an optional software feature for an on-demand upgrade without needing to buy additional hardware. Comprehensive systems management tools with the next-generation Integrated Management Module II (IMM2) make it easy to deploy, integrate, service, and manage.

Please note, a detailed Bill of Materials with manufacturer, model, and quantities for the site controller equipment to be placed at RVL locations is provided in the CONFIDENTIAL BINDER under the ***Tab: Bill of Materials.***

The System x3530 M4 single-socket 1U rack server is designed for businesses and server buyers looking for a solution to improve business efficiency. It delivers several IBM® innovative features in a compact 1U form factor with a competitive price. The IBM System x3530 M4 provides next-generation performance in an innovative and compact design with flexible configuration options, built-in security, and systems management capabilities. This server is designed for infrastructure applications such as firewall, security, disaster recovery, name server, authentication, credit-card processing, e-mail, domain controller, and more. It leverages the next-generation dual-core and quad-core Intel Xeon processor technology.

Redundant Hardware and Software

There will be four x3530 servers per RVL/casino location. The x3530 servers run the INTRALOT G2S site controller using virtualized sessions. By operating the G2S Site Controller functionality using virtualization, it is easy to allocate and load balance the work load. By using four of the x3530 servers together, we have engineered, in both hardware and software, full redundancy. Any two of the four physical severs can fail while the other two will continue to handle the processing required. These servers also use redundant power supplies, and are connected to the redundantly configured SAN storage and network.

The RVL Site Controllers are dual function in that they will use the G2S protocol to communicate with any G2S machines located in the RVL which may be introduced in the future and will also use the SAS protocol to communicate over TCP/IP to each machine running that protocol. INTRALOT will place a SAS to G2S converter within each machine's cabinet connected using serial to each SAS machine's main logic board and connected using Cat6 and TCP/IP to the network switch in each bank.

SAS to G2S Converter Board

In case there are legacy communication protocols implemented in the VLTs, INTRALOT typically uses an converter board, which is securely installed inside the VLT. It performs the translation of the VLTs native communication protocol from SAS, QCOM, VLC, or any other legacy protocol to the G2S communication protocol, which is based on GSA standards.

SAS to G2S Converter Board

The converter board is the logic unit, which handles connecting the VLT to the iGEM™ site controller. The converter board is a compact easy to install microcontroller system that interconnects internally to the VLT's serial protocol port for the purpose of converting the legacy protocol to the modern G2S Ethernet based protocol so that meters and events are communicated to the Site Controller terminal and eventually to the iGEM Central Management System. The converter board is an embedded high performance ARM core based microcomputer which is running the embedded Linux operating system.

In most cases, the board connects to the VLT via an RS232/422 serial port in the case of serial protocols (e.g., SAS). Other connection options can be also provided on-board (e.g., Versatile Link Fiber Optic port). The Interface Board connects to iGEM™ Site Controller via IP/Ethernet connection and the G2S protocol.

Software

The Board runs a variant of the Embedded Linux operating system. The Interface Board application is able to handle the real time demanding protocol conversion function for converting the serial VLT protocols (SAS) to the modern G2S protocol.

For the purposes of Linux OS and application program it takes advantage of up-to-date technology for secure and fast memory storage. For that purpose 512 MB of DDR3 RAM and up to 32 GB of expansion Flash memory is supported via the SD card connector which can accept the widely available SD memory cards. Flash type of memory acts as a Solid State Disk and does not need any type of battery and can safely retain data for a period surpassing the life of the product.

Additionally, as secondary storage, a battery supported NVRAM is installed for securely storing critical data. Optionally and in addition some security measures can be included for tamper detection logging during operation.

Diagnostics

The Board is designed as a user-friendly system that supports communication diagnostics for Ethernet and Serial communications. For serial communications, the status is provided by means of LEDs, which support indication for the two-way communication.

Mechanical (Optional)

- Metallic case
- Wall mount brackets
- "Case open" Tamper detection via electronic switch and event logging for transmission to Central System
- "Tamper seal" usage

Certifications

The Board is certified with CE, UL and CB certifications.

Benefits of the Approach

This approach eliminates patch panels, eliminates fiber to serial converters, upgrades the venues cabling to current technical standards, eliminates multiple machines being affected by one down machine, etc. This way, the entire RVL can accommodate both G2S and SAS machines concurrently from the start of the conversion and further setting the stage for the use of new technology in the RVL venues.

Infrastructure upgrades and technology updates are painful and costly; INTRALOT will provide a solution that will last for 15 years or more by eliminating the old technology. We want to do it once and make it last. Many venues already have updated cabling in order to host in-house accounting systems and player loyalty and tracking terminals located in each of the VLTs.

The virtualized G2S Site Controllers will communicate using TCP/IP to network switches located throughout the venue floor area. Each VLT in each bank will be connected via TCP/IP to the network switch located in its area. This configuration eliminates loops and serial wiring, thus any one failing VLT does not affect any other VLT. INTRALOT is committed to this design as it is superior for service, reliability, it future proofs the technology, and offers the ability to change and configure the VLT equipment while allowing both SAS and G2S machines to live together.

Redundant communications at Low Cost

For the RVL, to keep communication costs down while maintaining redundant connectivity, the Site Controllers will use Cisco routers and a primary MPLS circuit to connect to the CMS. Each RVL will have both a land based MPLS circuit and a high-speed cellular communications network connecting it to the Primary and Backup data center's MPLS networks. The cellular service is always on and traffic is automatically routed in the event the primary MPLS link is down. MPLS

land-based and cellular wireless diversity provides a redundant and fault tolerant continuous link to the primary and backup data centers. INTRALOT is using this combination of land-based MPLS circuit together with a cellular secondary network connection very successfully in Ohio and we have provided greater than 99.999% uptime for the seven racinos located there. This approach provides full last-mile redundancy at a great cost savings. Instead of two land-based circuits, for example two T1 lines costing $1200 each, it only takes one T1 circuit and a very low cost cellular connection.

4.2.2.2 Vendor response includes provisions for updating, maintenance, and necessary replacements of Site Controller hardware and software as necessary for seamless operation of remote monitoring of all video lottery gaming as specified in this RFP. Furthermore, the Vendor is to provide a proposed maintenance plan that includes response times for service calls at the Venues as will be developed during business requirements.

INTRALOT has read and will comply with all requirements. INTRALOT will provide all resources required for updating, maintenance, and necessary replacements of Site Controller hardware and software as necessary for seamless operation of remote monitoring of all video lottery gaming as specified in the RFP.

INTRALOT's specifications for RVL based Site Controller equipment include the purchase of manufacturers service and maintenance agreements to cover all Site Controller hardware.

INTRALOT will staff a call center help desk and RVL venues will be given a toll-free number to call for service and assistance. INTRALOT will provide onsite repairs and service in RVL venues within 4 hours of notification from the venue requesting assistance.

4.2.2.3 Site Controllers are to be configured to have a daily report of in, out, validated, net income, and ticket validation with a forty-five (45) day available history and also be able to receive and display informational messages from the CMS.

INTRALOT has read and will comply with all requirements. Site Controller software and reporting capability, including the ability to display informational messages from the CMS will be provided according the specifications and requirements of the West Virginia Lottery that are to be defined during the Software Requirements Specification phase of the project. At a minimum, they will provide a daily report of in, out, validated, net income, and ticket validation.

INTRALOT will customize any reports and or reporting capability, historical reporting, and informational messages required by the Venues and by the Lottery. The number of days for available history is configurable. INTRALOT will provide 45 days history, at a minimum, and most likely will provide substantially more days of history, to be decided together with the Lottery. The CMS is based on Oracle and the functionality requested is already present in the iGEM system.

4.3 OVERALL NETWORK AND COMMUNICATIONS

4.3.1 NETWORK AND COMMUNICATIONS (NETWORK & COMMUNICATIONS)

4.3.1.1 Communications Network and Network Monitoring: Vendor is responsible to install, operate, and monitor the Communications Network(s) for all VLTs for the life of the Contract.

INTRALOT will design, install, operate, and monitor the Communications Networks for all VLTs for the life of the Contract including any extensions. Regardless of venue size, INTRALOT will ensure that all venue equipment and communications are properly sized so as not to impose any negative impact to play, and this includes any expansions or upgrades needed over the course of the contract to account for increases in the number of venues or the number of VLTs at those venues.

Fold out block diagrams of the central system and network have been provided in the CONFIDENTIAL Binder under the **Tab: *Configuration Diagrams***, and the **Tab: *Network Diagram***.

NETWORK CONNECTIVITY & PERFORMANCE

INTRALOT's central monitoring system natively operates with any IP-based data communications network. INTRALOT will develop, test, and implement those IP-based technologies that are available, or mature, over the course of the contract and are jointly deemed acceptable and desirable to enhance network efficiency.

The Lottery will have final approval for all communication decisions. Our Field Service personnel are extensively trained to perform communications equipment installations and repair. This allows INTRALOT to effectively and efficiently install and or restore service to the venues. A single visit to the site resolves the issue with minimal impact to the venue, and no finger pointing with the core and LVL venue communications providers; INTRALOT takes full responsibility to correct the problem.

Fully redundant communications circuits will be installed to each data center from all points of aggregation to ensure continuous non-stop processing of transactions. The all-IP design of our solution provides complete transparency of operation, faster response times, and automatic network failover when any communication link inevitably fails. All of these solutions are pro-actively monitored with our network management tool-set.

INTER-SITE CONNECTIONS

INTRALOT provides the Lottery with true redundancy throughout the monitoring systems and communications networks with:

- Redundant dual-homed gaming systems Primary data center (PDC) and Backup data centers (BDC).
- Redundant local area networks (LAN) at PDC and BDC.
- Redundant firewalls and security devices (IDS \ IPS) at PDC and BDC.
- Redundant communications equipment – inter-site and venue at PDC and BDC.
- Redundant communications links with load balancing– inter-site and venue at PDC and BDC.
- Redundant and diverse links into redundant aggregation points at PDC and BDC.
- Redundant geographically diverse satellite hubs with load balancing, Chicago & Marietta.
- Non-preemptive satellite space segments with backup transponders.
- Cellular connectivity with four vendors (ATT, Verizon, Sprint, and T-Mobile) and redundant backhauls PDC and BDC.
- Redundant backhaul entry/exit points to the network fabric PDC and BDC.

The hardware used in INTRALOT's communications solution is enterprise business class and not consumer grade; please note this is an important distinction for INTRALOT. The design of our private network solution, our cellular private APN with multiple frequencies and multiple cellular vendors, and the satellite networks we have in place with non-preemptive transponders and INTRALOT owned VSAT hub equipment, make the INTRALOT communication solution a true enterprise-class design.

FULLY REDUNDANT

INTRALOT will deliver a fully redundant and diverse IP-based wide area network (WAN) backbone that will automatically reroute traffic and recover from any communications link failure within the backbone itself. The connections between the primary data center, back-up data center, Lottery, and venue network consist of redundant and diverse inter-site links. These redundant links ensure that transactions are logged at both data centers on a real-time basis, and provide for game control and data flow to ensure synchronization.

We prefer the use of enhanced multi-protocol label switching (MPLS) communications for the casinos and any other non-LVL venue network. MPLS has been implemented in all of our recent projects, capitalizing on the numerous benefits it provides. INTRALOT has evaluated the communications market and the rapid evolution that is taking place within it. All major carriers have made the move to MPLS on their networking core, as well as service to their edge networks within the last three years.

Routing between the primary data center and the back-up data center is dynamic and automatic, allowing for real-time logging of transactions. The redundant connections between data centers are terminated by Cisco Systems routers, and secured by Cisco adaptive security appliances or firewalls with each being physically redundant. This true physical redundancy of data center hardware is the only correct way to ensure continuous inter-site control and data flow.

At the **primary data center** these links, at a minimum, are provisioned as follows:

- Two access links, with redundancy and resiliency to the back-up data center. These links transport transaction data and inter-processor information to the secondary facility.
- Access links, with redundant and diverse points of aggregation to the core MPLS network.

- Access links, with redundant and diverse points of aggregation to each of the cellular service providers.
- Access links, with redundancy and resiliency to each of the VSAT hub facilities. These links transport transaction data to the required uplink for transmission to the venues.
- Access links, with redundancy and resiliency to the aggregation points for any other venue communications types.
- Links, with back-ups, to other required interfaces as determined.

At the **back-up data center**, the following links are provisioned in support of this location's role as the back-up data center:

- Two access links, redundancy and resiliency to the primary data center. These links transport transaction data and inter-processor information to the primary facility.
- Access links, with redundant and diverse points of aggregation to the core MPLS network.
- Access links, with redundant and diverse points of aggregation to each of the cellular service providers.
- Access links, redundancy and resiliency to each of the VSAT hub facilities. These links transport transaction data to the required uplink for transmission to the venues.
- Access links, redundancy and resiliency to the aggregation points for the other venue communications types.
- Links, with back-ups, to other required interfaces as determined.

ALL CONNECTIONS REQUIRED

INTRALOT's design fully accommodates all connections required by the Lottery, including but not limited to administration by the Lottery and our staff, redundant connections from the primary and backup data centers including testing locations, Cisco routers, and security and firewall appliances to ensure non-stop fault tolerant redundant connectivity. In addition, access to the network and systems is tightly controlled by routing and firewall rule sets and a hierarchal security authentication scheme within the iGEM system. This will ensure that only fully authorized users can access the system and only from permitted workstations. All communications are encrypted using AES IPSEC encryption.

DATA CENTER LOCAL AREA NETWORKS

The connections within the primary data center, back-up data center, other Lottery locations, INTRALOT, and venue network consist of redundant and diverse links including multiple redundant LAN connections. These links will ensure that all connectivity to the data centers will remain in case of a link failure. In the event of a circuit failure, the redundant diverse circuit will seamlessly take over and self-heal. At this point, a notification will be triggered and proper action to get the failed circuit back online will take place.

VENUE INSTALLATION

INTRALOT will provide the installation of the site controllers, the communication equipment, and the connection of each VLT to the site controllers. We will be responsible for the ongoing maintenance, monitoring, and service of all venue equipment supplied.

SECURITY

The security and control features inherent in the proposed iGEM central monitoring system are capable of providing maximum protection against security breaches and/or violations, maintaining the integrity of all data. Concerning transactions conveyed through the incorporated telecommunication network, INTRALOT security levels are organized as follows:

- **Communication Protocol Security Level**. The communication process is based upon protocols performing encryption and decryption of transmitted data, ensuring data confidentiality and integrity.
- **Equipment-Based Security Level**. Using firewalls and other security equipment, this process assures integrity, confidentiality and availability of data transactions between the central system and site controllers.

MONITORING AND REPAIR

INTRALOT will provide an extensive set of monitoring tools that will give full visibility for the core central systems out to each venue including communications links. While they are valuable tools for use in a reactive mode, our tools provide pro-active monitoring and alerting. Thresholds can be set to alert personnel of system or communications degradation prior to complete loss. These alerts are visible, audible, and include email and SMS alerts to individuals or groups.

4.3.1.2 Communications Network Costs: Casinos and LVL operators or independent retailers are responsible for the equipment and communication costs from their locations to the PDC and BDC. Note that by WV Code (§29-22B-703), the permit holder is responsible for the purchase or lease of any site controllers and associated communications network costs at their end of the network.

INTRALOT has read and understands that Casinos and LVL operators or independent retailers are responsible for the equipment and communications costs from their locations to the PDC and BDC. We further understand that by West Virginia Code, the permit holder is responsible for the purchase or lease of any site controllers and associated communications network costs at their end of the network.

4.3.1.3 Site Controller Communication Loss: Communication loss between the CMS and the Site Controller cannot interrupt gaming or stop communication between the Site Controller and the VLTs. The Site Controller is designed to have the capability of operating VLTs for at least thirty six (36) hours without connection to the CMS. During loss of communications with the CMS, the Site Controller needs to buffer all VLT meter, event, and transaction data and be capable of relaying the buffered

data back to the CMS upon restoration of communications. This aforementioned time span is to be configurable at the CMS by the Lottery.

INTRALOT's proposed system will not interrupt gaming or stop communications between the Site Controller and the VLTs in the event of a communications loss between the CMS and the Site Controller. The design of our Site Controller allows for a configurable time period upon loss of communications that the attached VLTs will be shut down. Authorized Lottery users can configure the exact time period through the system interface.

Off Line Operation

During any loss of communications with the CMS, the Site Controllers will buffer all VLT meter, event, and transaction data. Upon restoration of communications with the CMS, the Site Controller will relay the buffered data to the CMS.

The proposed site controllers can sustain gaming in all connected gaming machines for several days while the link between the gaming venue and the central system is down. The off-line operation period is configurable by the Lottery. When communication is restored, all gaming data, end-of-day data, and VLT alarms will be immediately transmitted to the central system.

Communication between Site Controller and the Central System:

The application layer allows the central system to exchange data with a venue site controller, by establishing a logical communications channel. Communication can either be initiated by the central system or by the site controller.

Central system initiated transactions usually trigger a series of message exchanges between the central system and the site controller. These message exchanges are called message sessions and can be of the following type:

- Daily polling session.
- On-request polling session.
- On-request site controller command session.
- On-request VLT command session.
- On-request VLT game command session.

Site controller initiated messages can be either stand-alone transactions, or transactions which are part of a message session. Such transactions consist of two messages:

- The request that the site controller sends to the central system.
- The reply that the central system sends back to the site controller.

Each message session always contains the following transactions:

- The session notification transaction (central system initiated), which is the first transaction of the session.
- The "End of Session" Transaction (Site Controller Initiated), which is the last transaction of the session. The Site Controller informs the Central System through this transaction that all indicated actions, such as commands, uploads, or downloads have been completed with success or with any failure. In this way, the Central System is able to determine if the session has been completed successfully or has failed and updates the status in the database.

All remaining transactions within a message session are "site controller initiated" transactions.

The information between central system and venue site controllers is exchanged through transaction messages that consist of:

- Transaction header prefix.
- Transaction data.

Transaction data may consist of:

- Configuration transactions such as software version report, communication data or other operational data.
- Informative transactions, informing the central system about the status in the venue and sending of alarm notifications whenever exceptions occur.
- File transactions that do the actual transfer to the central system. These files are events, meters, vouchers, and configuration data.

Communication between Site Controller and Gaming Machine:

Depending on the underlying gaming machine protocol the site controller adjusts the interface of the gaming machine handler and enables the corresponding communication classes.

The site controller permanently retains its role of initialization of the gaming machines, monitoring, supervising, verifying, updating, or revoking supervised gaming machines. The site controller's main activity within the SAS protocol is:

- Obtain gaming machine meters during the pre-configured polling interval or poll on required occasions.
- Handle gaming machine events and take actions based on significant events.
- Control the gaming machine's operation.
- Verify the gaming machine's software.
- Process ticket data and enable ticket payment.
- Process hand pays.
- Exchange jackpot winning notifications or winning amounts with the gaming machine and the central system.

4.3.1.4 LVL (WAN) Communications Network Administration: Vendor is responsible to design, implement, manage, support, maintain and monitor the most efficient solution for the limited video lottery WAN. Vendor shall install all communications equipment and troubleshoot and repair communication outages. The Lottery will identify all new connections and any changes in the location of video lottery terminals.

INTRALOT will be responsible to design, implement, manage, support, maintain, and monitor the most efficient solution for the LVL wide area network (WAN). We will install all communications equipment and troubleshoot and repair all communications outages. It is understood that the Lottery will identify all new connections, and any changes in the location of Video Lottery terminals.

4.3.1.5 Vendor provides the following communications network and administrative services for the life of the Contract:

INTRALOT will provide all required communications network and administrative services required and as needed for the project for the life of the contract including any extensions.

4.3.1.5.1 Configuration management: maintain an inventory of network resources and their operating parameters;

INTRALOT understands and agrees that it will provide configuration management to maintain an inventory of network resources and their operating parameters. Configuration changes and asset records are maintained in our configuration management database (CMDB). INTRALOT will perform these configuration management functions over the entire length of the contract. Accurate configuration information will be maintained and available for review at all times providing full accounting for all major assets and configurations. This CMDB includes an on-line inventory of the gaming system and network resources, and their operating procedures and parameters. Our design includes change management control procedures and tools such as security management software that provides drill down monitoring of the gaming system and attached devices for any changes in configuration. All devices and their operating parameters, including network resources, are housed within an on-line database allowing full inventory, change, and configuration file management.

Network component configurations are stored and archived on centralized severs using the Trivial File Transfer Protocol (TFTP), and configuration changes are managed via SNMP. This ensures that proper configurations are available should a unit fail and need to be rebuilt, or a complete configuration is required by a new device. INTRALOT enacts change management and inventory control procedures as part of our normal operations plan.

4.3.1.5.2 Fault management: detection, isolation, and correction of faults in the network;

INTRALOT understands and agrees that it will provide fault management to detect, isolate, and correct all faults in the network. The proposed central monitoring system architectural topology and layout are designed to deliver continuous operational availability. Due to built-in fault tolerance, redundancy

features, and high availability, the system can operate uninterrupted 24 hours a day, 7 days a week, and 365 days a year.

Our design ensures the utmost in redundancy and diversity that contains no single point of failure capable of removing service from the LVL network. The use of central office and provider backbone diversity further aids in the elimination of single points of failure within the network. The all-IP design, redundancy, and Cisco routing solutions proposed by INTRALOT provide for automatic fail-over and recovery across the entire core LAN/WAN infrastructure. It is through our attention to detail in the design of the network, established processes, and monitoring tools that we can guarantee the Lottery the level of service that we have. Some key points are:

INTRALOT ADVANCED NETWORK DESIGN FEATURE	SIGNIFICANCE TO THE LOTTERY
True physical diversity and duplicity in routers, firewalls, and LANs	NO single point of failure in hardware
Redundant and diverse communications circuits for all critical links	NO single point of failure in communications circuits
Extensive pro-active network management tools	Problems resolved before impacting operations
Real-time monitoring capabilities supplied to the Lottery	Internal real-time status and oversight capabilities
Automated alerting for any degraded or failure conditions	Eliminates delays in notification and escalation process
Established and proven fault resolution procedures	Absolute minimum impact on operations
Extensive logging for trending, reporting, and review	Provides full audit capabilities and highlights degraded conditions

Our intention is to use cellular for the majority if not all LVL venues and, in the rare case where cellular cannot be used, we will install VSAT. For any VSAT connected venues, the communication circuits from the primary data center and backup center, and equipment at the primary uplink and the backup uplink are redundant. For cellular connected locations, we have redundant links to all major cellular carriers, and venues communicating via cellular are often able to receive service from multiple cell towers.

Note that with the INTRALOT network design, a failure at one venue only affects that particular location. Communications from the data centers to each venue network, as well as within the backbone network itself, are fully redundant. Please refer to ***Section 4.3.2 Monitoring*** for information on our network management tools utilized for fault management.

4.3.1.5.3 Performance management: monitor utilization and manage resources to maximize capacity and assist the Lottery with performance management of the CMS;

INTRALOT understands and agrees that it will provide performance management to monitor utilization and manage resources to maximize capacity and assist the Lottery with performance management of the CMS. INTRALOT has assembled a formidable set of integrated network monitoring tools that are partially responsible for the proven *industry-leading uptime percentages* that our customers have come to expect. These tools allow complete end-to-end proactive performance monitoring of:

- Systems.
- Processes and applications.
- Network devices.
- Network status/health.
- Local area and wide area networks.
- Communications circuits.
- LVL locations and VLTs.

With automated alerting as soon as a degraded condition arises, these tools allow for granular fault isolation that results in minimized, if not the elimination of impact to operations.

Our communications test and monitor capabilities will be available at both the primary and remote backup data center sites. These network monitoring tools will monitor performance, interface and analyze protocols, view transaction data for analysis, and automatically create visual and audible alarms to provide warning of problems. Able to detect and pinpoint troubles, our tools easily allow for the determination of whether a failure has occurred at any point in the network including:

- Central or remote backup site.
- Local area networks.
- Wide area networks.
- Communications circuits.
- Venues.

INTRALOT incorporates many state of the art monitoring and diagnostic tools. All of the tools have the ability to automatically alert administrators of performance degradation via screen indication, sound, email, Short Message Service (SMS), fax and others without any human intervention.

INTRALOT provides applications from an arsenal of network management, fault isolation, and alerting tools such as:

- HP OpenView.
- Etherpeek NX.
- T-Berd 310.
- Avcom PSA45D Spectrum Analyzer.
- Fluke DSP-4000.
- Fluke Microscanner Pro.
- Nagios (See below).
- iGEM™ Monitor.
- VSAT NMS.

Detailed information on our monitoring tools is contained within ***Section 4.3.2*** of our proposal.

4.3.1.5.4 Interface with the communication providers, LVL retailers, LVL operators, and the Lottery to maximize uptime and provide information on which decisions and actions can be based; and,

INTRALOT understands and agrees that it will interface with the communications providers, LVL retailers, LVL operators, and the Lottery to maximize uptime and provide information on which decisions and actions can be based. INTRALOT will provide a centralized Help Desk to service the registration, referral, and resolution of all reported incidents of gaming-equipment related faults and queries in regard to the central monitoring system and related monitoring equipment.

The Help Desk personnel will make every effort to resolve issues at the time of each service call, log all calls, and assign priorities for all requests not resolved at the time of the call according to the priority descriptions and maximum response-time parameters that will be agreed to with the Lottery.

The service level provided by the Help Desk will be based on the priority of the reported fault or query.

The Help Desk will:

- Provide a single point of contact for other activities, such as for operational change and interfacing with communications providers.
- Management - management of performance standards, configuration management, availability management, and business-continuity management.
- Operate as a centralized support and monitoring agency during the rollout and CMS operational period.
- Provide reports to the Lottery that will contain the number of reported incidents categorized by a status, incidents assigned and not assigned for resolution, and the mean time for acknowledgement, response, resolution, restoration of service, and closure of reported incidents.

Following is the analysis of the features and basic functionality of the Help Desk.

USABILITY

The Help Desk application will be very easy to use in order to provide speed and efficiency. Help Desk User Interface is a very intuitive and user-friendly User Interface, thus enabling users to efficiently and effectively manage all their tasks.

SECURITY

The Help Desk application provides strict security and access control policies. Access control elements include the following:

- Application-level access control.
- View-level access control.
- Record-level access control.
- Data.
- Access control mechanisms.

THE HELP DESK SYSTEM

The Help Desk will be facilitated by the CRM – Help Desk system, which is based on Oracle's Siebel platform. The basic components of the Help Desk system include:

- The telephone switchboard (PBX), which receives, logs, and manages all telephone calls from the various users.
- The Help Desk application (CRM), which is used for logging, monitoring, classifying, escalating, and reporting all end-user cases and incidents reported to the Help Desk.
- The web server of the CMS Host, which is used to receive web/e-mail calls and initiate remote polls to the venue site controllers.

The telephone exchange system is used for managing the incoming and outgoing telephone calls. It physically connects the Help Desk telephones to the public-switched telephone network (PSTN), and routes and manages the queues of the incoming calls according to the availability of the Help Desk operators.

It supports the following services:

- Central telephone number for receipt of all voice-initiated requests.
- Logging and categorizing of all calls.
- Pre-recorded messages for the calls in queue.
- Automatic answering after a certain number of rings.
- Queuing and prioritizing the incoming calls.
- Reporting of individual operators' activities.
- Reporting of call statistics.

- Integration with the proposed CRM system.
- Power failure operation.

The PBX supports the following features:

- Call waiting tone.
- Call forwarding from the extension.
- Calling line identification presentation (CLIP). The caller's directory number is transmitted to the called party. This enables the Help Line operator to identify the caller and open his/her status account screen on the CRM application.
- Conference (internal/external).
- Line seizure (automatic).
- Music or recorded message on hold.
- External music source (optional).
- Night/day service.
- Call-back on busy and no answer.
- Call forwarding – no answer after timeout.
- Lock telephone (individual code lock).
- Telephone book.
- Transferring a call (internal/external).
- Recall.

The Help Desk call center phone systems that will be used to support the requirements of the Lottery are sized for multiple large-scale projects, and have all of the features and capacity to cover the additional requirements that are needed to support the project for the life of the contract.

HELP DESK APPLICATION (CRM)

The Help Desk CRM application is used to record, monitor, and manage the incoming calls/incidents/service requests. The proposed platform provides end-to-end tracking for all field customer service activity from first contact with the call center through field service repair.

The Help Desk application supports the following functions:

- Entry and monitoring of calls, incidents, problems and requests for service, including calls for the site controller and the CMS website notified in a database dedicated for that purpose, including the following information:
    - The data and time the incident, problem or request for service was raised.
    - The details of who raised or provided the notification.
    - The designation of a unique reference number.
    - A description of the incident, problem or request for service.
    - Status of the relevant incident, problem or request for service.
    - The date and time the incident, problem or request for service was closed together with details of who closed the same.

  - Incident classification in a severity level and grouping (per type and per customer).
- Predefined incident lists.
- Call/incident escalation and assignments.
- Open call lists, globally and per operator.
- Call/incident resolution monitoring. Updating and keeping a history of the incident resolution process and status.
- Reporting, including:
  - Statistics per operator.
  - Incident lists by status (open or closed, per operator)
  - Statistics against the service-level agreement (SLA) times.
  - Fault notification types.
  - Fault notification status.
  - Abandoned notifications.
  - Closed notifications.
  - Open notifications, as at the end of the relevant reporting period.
  - Average time to respond to fault notifications.
  - Fault notification success rates on initial contact.
  - Fault notification success rates on escalation to level-two or level-three support tiers.
  - Average round time for fault resolution (by notification type).
  - Notifications that exceeded escalation times for the notification type.
  - Identification of venues generating high levels of fault notifications.
  - Other fault-notification performance measures.

All calls, e-mails, and faxes will be logged into the Help Desk application, which records all the details of the issue, including venue or operator making the call, priority and remedial actions undertaken, and the outcome of the call. The Help Desk application also tracks the time and date of calls to ensure SLAs are met. The Help Desk application sends warning messages to all Help Desk agents and the operations manager when an issue approaches its next notification time or maximum resolution time.

INCIDENT/SERVICE REQUESTS CAPTURE AND MONITORING

For every reported incident, the following attributes are captured and monitored:

- Date/time.
- Incident ID.
- Client ID.
- Incident type.
- Status (open, closed, escalated, on hold).
- Date/time of status change.
- Assigned to (staff member responsible for incident resolution. Covers also escalation to second-level or third-level support).
- Description.

- Configuration ID (CMS component/area affected).
- Due date.
- Severity.
- Resolution (details on the steps taken to close the incident).

Each level has an increased technical response by a more specialized team of experts.

SUPPORT

A three-tier support structure will be implemented.

LEVEL 1 SUPPORT

The Help Desk operators provide first-level support in relation to CMS operations and end-user problems or incidents with any of the components of the CMS environment.

The Help Desk will be supported with a specific knowledge base regarding the CMS environment, and will capture incidents to provide FAQ and user education.

Incidents or problems that require further diagnosis and analysis for resolution are escalated to the Level 2 support team by raising a service request through the Help Desk management system.

LEVEL 2 SUPPORT TIER

When necessary, incidents and problems will be referred to level 2 support organizations as outlined below:

CMS Application Support, which includes:

- CMS applications.
- File transfers and third party interfaces.
- CMS website.
- Mail exchange servers.
- Site controller application support.
- Payment terminal application support.
- Database support.

Hardware and Infrastructure Support

- Data centers (LAN, CMS servers, firewalls, switches and routers).
- Telecommunications and WAN.
- Site controller (field service support).
- Interface boards.
- Payment terminals.

Infrastructure support will be responsible for resolving infrastructure-related problems.

LEVEL 3 SUPPORT TIER

The third tier of support includes:

- The contracted support and maintenance provided by the CMS software and hardware vendors/manufacturers (e.g., Telecom Services, IBM, Microsoft, Oracle, Cisco, INTRALOT Global, etc.).
- The product issues management, product patches and bundles, product advice and upgrades.
- The bench repair lab.

The bench repair lab will be responsible to repair any incoming faulty equipment with experienced personnel using professional tools and premises. Spare parts will be provided by INTRALOT, and the spare-part list will be replenished upon request from Repair Lab Supervisor.

Repair actions that will be conducted are:

- Restoration of operating system using re-imaging techniques.
- Motherboard replacements.
- Payment terminal monitor and printer part.

KNOWLEDGE BASE

The Help Desk CRM provides an interactive knowledge base, which is updated from all previously solved incidents. This knowledge base records all steps taken to resolve every incident, grouped by type, severity and configuration ID (CMS component/area affected). This database is also updated with historical information based on the global experience of INTRALOT in similar projects.

This dynamic tool provides query facility to the Help Desk operators, at all levels, which may search the knowledge base for similar incidents (per CMS component, type, severity) and find what actions and steps had been taken for their resolution, thus advising the client accordingly or taking similar actions for the new incident.

RECEIPT OF SERVICE REQUESTS

The CMS website will be used to receive service requests from CMS users via e-mail. Through a special link on the CMS website, all registered users will be able to send requests for service and general comments to a dedicated e-mail address, which will be monitored by the CMS Help Desk. The user will also need to fill in his/her contact details so that the Help Desk will be able to reply to the request within the proposed timeframes.

END-TO-END DIAGNOSTICS

For the end-to-end connection, verification, and correct operation of each site controller, the Help Desk operators will be able to perform ad-hoc polling to specific site controllers and verify the success or failure of the connection.

For more complicated connection and site controller, remote check of the network termination unit at the venue, remote diagnostics of site controller application and peripherals, IPLCP and CMS Server diagnostics), the Help Desk will escalate to Level 2 support, where more specialized CMS personnel will perform such tests and verify the results back to the Help Desk operators.

In any case, all diagnostic tests and their result will be recorded in the Help Desk incident database.

RESPONDING TO FAX AND E-MAIL CALLS

Communication will also be received by non-call communication (i.e., faxes and e-mails). When these non-call communications are received, the CMS Help Desk will enter the Incident information into the Help Desk CRM application. The incident is then assigned a unique identifier, enabling tracking of the incident/problem. The Help Desk operator will acknowledge receipt of the non-call communication via the communication medium that was used initially unless otherwise requested. The acknowledgement will include a unique identifier reference.

To assist with fax and e-mail identification, once the Help Desk operator has reviewed the information contained in the fax or e-mail, he/she will:

- Check the source of e-mail/fax.
- And will either:
- Log an incident in the CRM application and continue with incident/problem management.
- Log an incident in the CRM and inform the venue that they must contact the service provider to have the issue/fault resolved, as it is not within the scope of the Help Desk.
- Prior to closing the call, ask if we can assist in any other way.
- End call.
- All paperwork will be filed for reference.

HELP DESK REPORTING

The Help Desk CRM application will provide a set of reports, which will include information regarding the history of incidents/problems and statistics in reference to the performance of the Help Desk. For more details, refer to the "CRM Help Desk" document.

HELP DESK PERSONNEL

The Help Desk personnel are highly competent technical experts who complement each other in terms of relevant experience and knowledge, and are well trained in the proposed gaming equipment. This

ensures that the service desk agent has the greatest chance of diagnosing and fixing the issue at first point of contact. The Help Desk operators will work in rotating shifts, with more operators on staff to be available during peak periods.

CALL CENTER MANAGER

- Manage the manning of the Help Desk to provide a level of service delivery that meets or exceeds the SLA requirements.
- Provide leadership, training and mentoring for the Help Desk team so each member is technically competent to perform at the level expected.
- Continuously refine and improve procedures for handling calls from venues and technicians to meet changing patterns of demand and call frequency.
- Monitor performance standards and respond with urgency to any short-term fall in standards.
- Attend customer and service provider meetings as the role requires.
- Manage activity so that field service call-out levels are within contracted limits.
- Monitor and report on any long-term trends emerging via the Help Desk and propose any actions that may be required to respond to those trends.
- Produce the daily operations update.
- Maintain accurate and timely reporting of operations support statistics via the Weekly Operational Performance Report.
- Produce Monthly Monitoring System Performance Report within three working days of month end.

HELP DESK SUPERVISOR/OPERATORS

- Provides a single point of contact (SPOC) for venue.
- Responsible to register and classify received incidents and to undertake an immediate effort in order to restore a failed IT service as quickly as possible.
- Facilitates the restoration of normal operational service.
- Provide 1st Level support and, if no ad-hoc solution can be achieved, they will transfer the Incident to the technical experts team (Level II support).
- Processes service requests and keeps users informed about their incident's status at agreed intervals.

FIELD SERVICE MANAGER

- Securing the uninterrupted operation of monitoring system equipment in venues throughout the contract duration.
- Oversees all venue installation activities.
- Tests correct functioning of site controllers.
- Escalates problems to the operations manager as needed.
- Conducts site survey to evaluate venue readiness and needs.

- Undertakes venue preparation (cabling, power supply, telecom connections, etc.) in liaison with the venue Installations and Maintenance team.

One of INTRALOT's strong advantages is after-sales service support. Our support team has a long combined experience servicing commercial and industrial equipment used in Gaming and Lotteries. We maintain a complete inventory of commonly used parts in all of our operational centers at all times. We sustain a reputation for quick response time and effective resolution on all required repair work.

We research the design and equipment configuration for any system that we offer. We take into account many factors, such as how the equipment will be used, where it will reside, the type of transaction volume that may be expected, and the nature of the applications that will be used. With this and other information, we can make accurate predictions as to system requirements for continued operation without unscheduled downtime.

Each venues related operation will be fully supported by the Help Desk – Service Center support operational function.

4.3.1.5.5 Placement of the necessary equipment as well as the inside wiring from the point of demarcation if cellular, satellite or other technology communications are utilized.

INTRALOT understands and agrees that it will provide the placement of the necessary equipment, as well as the inside wiring from the point of demarcation if cellular, satellite or other technology communications are utilized.

4.3.1.6 LVL Communications Network: Vendor to design a communications network that connects each LVL retail location to the CMS. Vendor response documents similar installations to show that this proposed connectivity solution is actually installed and works successfully in another jurisdiction and describe how its designed telecommunication network is economical, reliable, secure, and robust.

INTRALOT's proposed communications network design will connect each LVL retailer location to the CMS. Our response documents similar installations that show our proposed connectivity solution is installed and works successfully in Ohio, Georgia, Victoria and New Zealand. We have also described how our telecommunication network design is economical, reliable, secure, and robust.

PROPOSED LVL VENUE LOCATIONS COMMUNICATION MAKEUP:

CELLULAR 98% OR MORE, SATELLITE 2% OR LESS

We will not know the exact final mix of communication methods until we actually perform the individual location site surveys. Based on the coverage map and direct analysis of the location base in West Virginia by AT&T and Verizon, INTRALOT proposes always on cellular with external antennas when needed, and anticipates that 98% or more of the locations will qualify. For all locations who do not qualify for cellular (projected to be less than 2%) INTRALOT will install VSAT.

With cellular as the primary communication method, the locations and the Lottery will receive the highest uptime for the LVL network. Cellular advantages include an indifference to weather (snow or rain), it doesn't take up and add weight to the roof, it doesn't require line of sight, it provides easy installation and removal, and it's encrypted and secure. It also generally provides full redundancy to every venue with access to two or more towers, especially in cities where many of the transactions will occur, for these reasons we find cellular to be the superior choice.

INTRALOT has agreements for cellular from AT&T, Verizon, Sprint and T-Mobile ready and available for use. In the unlikely event that cellular or satellite cannot be used, INTRALOT will implement a wire line service such as DSL, Frame Relay, or MPLS in order to service every location. INTRALOT has reviewed cellular coverage with both AT&T and Verizon and we are confident we will meet or exceed this commitment.

OPTIMAL SOLUTION WITH FULL REDUNDANCY:

The INTRALOT proposed network design is the optimal solution for West Virginia because it eliminates single points of failure and communication limitations that can affect venue locations. All inter-site links between the required central system locations are redundant for ultimate survivability, and this design extends into the core location wide area network by using cellular communications for virtually all locations. By using externally mounted cellular antennas to boost signal strength, even low population areas with sparse coverage will provide service as needed, many with service from two or more cell towers.

INTRALOT will implement industry standard network security measures that meet or exceed specifications. INTRALOT will install a network device at each location. INTRALOT's network performance is second to none worldwide, and our experience in adverse conditions in many countries has given us the expertise to design, deploy, and operate secure reliable and resilient high-speed networks anywhere. INTRALOT communications networks, currently operational for 12 Lotteries in North America, are delivering higher than 99.99% uptime over Cellular, DSL, VSAT and broadband cable.

The proposed network is optimized to communicate with VLTs via site controllers, and to connect all network devices redundantly. INTRALOT will provide all communications required to support data communications to the VLT locations. The chart below identifies various INTRALOT projects along with the communications types and quantities utilized to operate those projects.

PROJECT	VSAT	CELLULAR	DSL/ CABLE/ MPLS	DUAL COMMS	TOTALS (Project)
Arkansas	1,624	372			1,996
District of Columbia		359	128		487
Georgia COAM		5,700			5,700
Idaho	1,060				1,060
Louisiana	2,770	212			2,982
Montana	883				883
New Hampshire	92	394	751		1,237
New Mexico	1,136	10			1,146
Ohio Online/VLT	9,480	300	317	185	10,282
South Carolina	3,726	161			3,887
Vermont	59	118	596		773
Wyoming	383	11			394
Italy			110		110
Jamaica			8		8
New Zealand			1,470		1,470
Victoria			488		488
TOTALS (TYPE)	21,213	7,637	3,868	185	32,903

COMMUNICATION TYPES AND QUANTITIES

INTRALOT has identified, by manufacturer and model number, all network items to be provided. All network communication equipment is NEW and UNUSED and included as part of our systems equipment configuration enclosed in the CONFIDENTIAL binder under the **Tab: *Bill of Materials*.**

Cellular is the preferred transport network technology recommended by INTRALOT for LVL venues. The site controller's will utilize cellular modems and in many cases connect with more than one cell tower, effectively eliminating the last mile single point of failure. Features and benefits of INTRALOT's cellular solution include:

- **Flexibility**: The cellular antennas and modems will be mounted whenever needed and there is acceptable cellular signal coverage. Cellular provides a reliable solution. This service is immediately deployable.
- **Weather**: Cellular is not affected by rain, fog and snow.
- **Physically Secure & Visually Monitored**: INTRALOT installs cellular modems securely in back rooms where other secured network equipment is located, or in viewing range of in-store surveillance cameras.

- **Manageability**: The venue-based elements of the cellular network are completely under INTRALOT's control. This will enable INTRALOT to effectively monitor and manage the network as well as to control access to the system.
- **Bandwidth**: Cellular service data speeds exceed the data requirements of the network and position the network for game expansion.
- **Venue & Installation Friendly**: No need for obtrusive equipment and the permits needed.
- **Reliability**: The network availability is very reliable, and we use dual band modem equipment that ensures service from any tower within the coverage area on any of the available frequencies.
- **Maintainability**: The network is modular, enabling service technicians to bring the access link back on-line quickly in the event of a failure.
- **Security**: INTRALOT's network solution includes private access point name (APN) that authenticates the venue's devices and segregates traffic from the regular traffic within the carrier network. This provides increased security and, by adding encryption to an already private circuit, it creates highly secured communications.

Some areas may not have adequate cellular coverage. For remote retailers with little to no cellular signal, INTRALOT will install VSAT. INTRALOT is using Spacenet satellite services spread across a network of different satellites. We use four redundant uplink hub configurations located in Chicago and Atlanta for additional geographical separation and diversity. We watch the weather forecast and when heavy rain is forecasted for Marietta, we switch to the hubs in Chicago and vice versa.

INTRALOT is committed to employ updated communications enhancements and changes to the mix of communications solutions, and to provide the highest levels of service to the venues. Cellular, with its high bandwidth and low latency response time, is currently one of the best value long term solutions which provides redundant connectivity to the locations with multiple tower signal and high reliability communications which are unaffected by harsh weather conditions.

LVL VENUE COMMUNICATIONS EQUIPMENT PROPOSED

Sixnet

INDUSTRIAL WIRELESS

DATASHEET

IndustrialPro™ 6000 Router
Industrial Cellular Connectivity

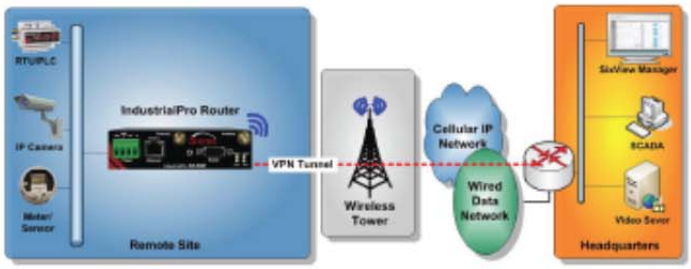
PRODUCT HIGHLIGHTS

- Remote site access lowers total cost of ownership
- Simplified deployment and configuration provides ease of use
- Web-based monitoring and management simplifies deployment
- Facilitate connectivity in space-constrained locations
- Built-in security provides infrastructure protection
- Rugged, reliable design supports the toughest applications
- Need for separate Modbus gateway is eliminated
- Secure Modbus polling
- Software Development Kit (SDK) for a wide variety of markets

FLEXIBLE. RELIABLE. SECURE.

Sixnet's IndustrialPro™ 6000 cellular router provides secure, cost-effective wireless connectivity to remote locations and assets. As reliable primary WAN connections or backup to existing network links, the IndustrialPro cellular routers are ideally suited for harsh industrial environments where space may be limited and wired connectivity is not feasible.

With Ethernet and Serial interfaces, our rugged industrial cellular routers connect RTUs, meters, sensors and other remote devices to a central site or a central SCADA server. Integrated Modbus support brings cellular connectivity to virtually any installed Modbus capable RTU, PLC or controller. Managed by the SixView Manager, the IndustrialPro provides user-friendly, web-based management alongside comprehensive remote configuration and control.



FEATURES & BENEFITS

Ubiquitous Cellular Connectivity
- **Costs less per month than traditional landlines**
- **Provides comprehensive coverage without dedicated infrastructure**
  - 2G/2.5G (GSM GPRS/EDGE and CDMA 1XRTT)
  - 3G (GSM WCDMA/HSDPA/HSUPA or EVDO Rev A)

Built-In Security & Routing
- **Protects against unwanted intrusion**
- **Provides ultra-reliable modbus enabled cellular connectivity**
  - Secure modbus data using IPSec VPN tunnels
  - VPN tunnel: IP SEC, SSL
  - Port forwarding
  - Stateful Firewall
  - Packet Filtering
  - Access Control List (ACL)

Powerful Web-Based Management
- **Simplifies deployment and configuration**
- **Provides remote monitoring and control**
  - Mass activation and device upgrades
  - Remote diagnostics and troubleshooting
  - Reporting of key metrics

Rugged, Compact Design
- **Deploys easily in space-constrained locations**
- **Requires less cabling and power supplies**
  - -40 to +85°C operating temperature
  - DIN-rail mounting
  - Power over Ethernet (PoE) options

Total Cost of Ownership Advantages
- **Eliminates visits to remote sites**
- **Reduces infrastructure complexity**
  - Connect multiple devices to single WAN link
  - Remote TCP/IP based capabilities
  - Integrated switching/routing capabilities
  - Serial to IP conversion
  - Access IP and serial devices simultaneously

cradlepoint

CradlePoint COR IBR600/IBR650

INTEGRATED BROADBAND ROUTERS

IBR600 Series - Hardened for Machine-to-Machine

COR IBR600

The CradlePoint COR Series is built for your M2M network. It's an affordable, highly-featured, compact router with embedded modem module designed for critical business and enterprise applications that require 24/7 connectivity.

With its compact size, sleek metal case, mounting bracket, external mobile broadband and WiFi antennas (IBR600 only), CradlePoint COR is ideal for use in high-availability portable or fixed applications like ATMs, kiosks, surveillance, vehicles, etc.

CradlePoint COR provides instant network connectivity with a built-in modem – just add a mobile broadband plan or insert an activated SIM and go. It also supports traditional wired data networks like DSL, Cable or T1 for maximum network flexibility.

Increase your Internet availability and ensure maximum uptime with business continuity features like failover/failback standard in CradlePoint COR. When configured for failover, the router detects network failures and seamlessly switches over to another active connected network(s) - keeping your network online.

Additionally, CradlePoint COR is ideal for deployment as a primary connection solution, even when a wired Internet is not available.

CradlePoint COR also provides VPN endpoint functionality, VLAN support, multiple remote management methods, modem data usage management and alerts, GPIO support, USB-to-serial console pass-through support for out-of-band management of connected devices and the ability to be part of a PCI-DSS compliant solution. It allows for secure access to company networks for enterprise applications and provides a secure way to transmit sensitive data to and from a remote site.

THE HEART OF YOUR M2M NETWORK

- For use in business-critical, high-availability installations such as ATMs, kiosks, surveillance, vehicles, etc. that require 24/7 connectivity
- WiFi* (IBR600) and no-WiFi (IBR650) options available
- Wireless 2x2 MIMO "N" WiFi (802.11 b/g/n)*
- Increase your network availability with WiPipe™-powered automatic failover and failback
- Supports both wireless and wired Internet connections (two Ethernet ports for either LAN/LAN or WAN/LAN)
- Several models available with 3G and/or 4G support on US and international carriers
- IPsec VPN termination (tunnel, NAT-T, and transport) with GRE support
- VLAN support to isolate, segment and secure network traffic
- Create a customized Hotspot with our captive portal feature (include ToS, Ads, etc.)*
- GPS support on most models

POWER / RESET / LAN / WAN / MICRO USB
COR IBR650

SIM SLOT/ON-OFF / LEDs / SIGNAL STRENGTH
COR IBR600

*NOTE: WIFI is only supported on IBR600 models. IBR650 models have no WIFI radio.

cradlepoint.com/cor

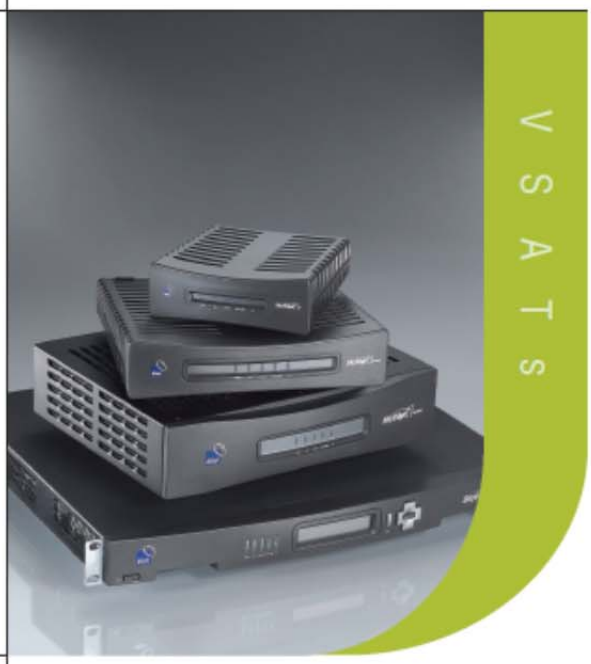
SPACENET SKYEDGE INDOOR UNIT PROPOSED

SkyEdge II System
One System. A Universe of Possibilities.

Gilat

Benefits

- High performance, >6Mbps inbound channels and >135Mbps outbound
- Low Total Cost of Ownership with excellent space segment efficiency
- High adaptivity for higher availability and lower bandwidth utilization
- QoS support for converged services with data, voice and video on the same hub
- End-to-end solutions and application-specific optimization
- Mesh and embedded voice ports
- Standards based: DVB-S2 and RCS with enhanced functionality



SkyEdge II creates new opportunities for operators and service providers with its higher performance and additional capabilities. Incorporating the latest technologies such as DVB-S2 and adaptive RCS based inbound, the total cost of ownership (TCO) is reduced. SkyEdge II VSATs provide more throughput enabling more applications and a better user experience for the end-user.

Incorporating high modulation, advanced error correction as well as highly adaptive inbound and outbound channels, lower space segment costs are achieved. Together, these make higher data rates affordable creating new opportunities for VSAT technology.

SkyEdge II delivers all the communications services that enterprises, carriers, service providers and governments require. It is a true multi-services platform for voice, video and data services. The SkyEdge II Access and Pro VSATs allow in-the-field addition of expansion cards supporting mesh and embedded voice ports.

SkyEdge II goes beyond the standards and adds application-specific support based on Gilat's 20 year experience in the enterprise market.
SkyEdge II meets present and future business objectives, providing the option to deploy communications applications in all market segments.

4.3.1.7 Vendor calculates the periodic cost of telecommunications connectivity so that each location may be charged a standard periodic fee payable to the Vendor by each permit holder for each installed retail location that is sufficient to cover Vendor's expenses for design, installation and maintenance of the communications network. This cost will be the expense of each permit holder and will be billed directly by the Vendor.

INTRALOT will calculate the periodic cost of telecommunications connectivity so that each location can be charged a standard periodic fee that will be payable to INTRALOT by each permit holder for each installed retail location. The amount will be sufficient to cover INTRALOT's expenses for the design, installation, and maintenance of the communications network over the contract period including any extensions. It is understood that this cost will be the expense of each permit holder and will be billed directly by INTRALOT.

4.3.1.8 Casino Communications Network: All casinos are responsible for communication lines and cabling to ensure transaction activity with the Lottery CMS. Installation of all communications equipment, troubleshooting and repairing communication outages is to be performed by the relevant Telco Provider. CMS is to be designed to handle state of the art communications-wireless CDMA, GSM, broadband, Tl, fiber optics. Preferred methods include SES inter-state communications and point-to-point connections.

INTRALOT understands that all casinos are responsible for communications lines and cabling to ensure transaction activity with the Lottery CMS. Also, that the installation of all communications equipment, troubleshooting, and repairing communications outages are to be performed by the relevant Telco Provider. The CMS will be designed to handle state of the art communications including CDMA, GSM, broadband, T1, and fiber optics. INTRALOT also understands that the preferred methods include SES inter-state communications and point-to-point connections.

As stated in ***Section 4.3.1.1***, INTRALOTs preference for casino communications is to utilize MPLS as the solution for its robust core, guaranteed latency, and in-order packet delivery. This methodology is utilized in our other projects, such as Ohio, to service large venues where reliable communications with the CMS is critical. In addition to utilizing an MPLS circuit as primary for large-venue communications in Ohio, we have also provided a redundant secondary communications path via high-speed cellular communications.

As an ***Offered Option***, INTRALOT will provide an MPLS primary connection for each casino along with a redundant communications connection via high-speed cellular data. Like with LVL venues, INTRALOT would calculate the periodic cost of providing this connectivity so that each casino could be charged a standard periodic fee payable to INTRALOT. INTRALOT would also provide direct invoicing for this service to each casino sufficient to cover our expenses for the design, installation, and ongoing maintenance of their connectivity.

An advantage of this ***Offered Option*** is that it removes third parties (Casinos and their Telco Providers) from the venue Site Controller-to-CMS communications equation. All connectivity from the VLTs to the

CMS would then be under the INTRALOT umbrella. It equates to faster troubleshooting response, quicker restoral of communications, and totally eliminates any chance of finger pointing – end equipment versus communications link – between Casinos, their designated Telco Providers, and INTRALOT.

4.3.1.9 Vendor is to provide the following communications network and administrative services to each casino for the life of the contract:

INTRALOT will provide all communications network and administrative services required by the RFP to each casino for the life of the contract, including any extensions.

4.3.1.9.1 Configuration management, with an inventory of network resources and their operating parameters;

INTRALOT understands and agrees that it will provide configuration management with an inventory of network resources and their operating parameters.

As in ***Section 4.3.1.5.1*** of our response, configuration changes and asset records are maintained in our configuration management database (CMDB). INTRALOT will perform these configuration management functions over the entire length of the contract. Accurate configuration information will be maintained and be available for review at all times providing full accounting for all major assets and configurations. This CMDB includes an on-line inventory of the gaming system and network resources and their operating procedures and parameters. Our design includes change management control procedures and tools such as security management software that provides drill down monitoring of the gaming system and attached devices for any changes in configuration. All devices and their operating parameters, including network resources, are housed within an on-line database allowing full inventory, change, and configuration file management.

Network component configurations are stored and archived on centralized severs using the Trivial File Transfer Protocol (TFTP), and configuration changes are managed via SNMP. This ensures that proper configurations are available should a unit fail and need to be rebuilt or a complete configuration is required by a new device. INTRALOT enacts change management and inventory control procedures as part of our normal operations plan.

4.3.1.9.2 Fault management, consisting of actions toward detection, isolation, and correction of faults in the network;

INTRALOT understands and agrees that it will provide fault management actions to detect, isolate, and correct all faults in the network. The proposed central monitoring system architectural topology and layout are designed to deliver continuous operational availability. Due to built-in fault tolerance, redundancy features and high availability, the system can operate uninterrupted 24 hours a day, 7 days a week, and 365 days a year.

Our design ensures the utmost in redundancy and diversity of the equipment and communications we supply, and contains no single point of failure capable of removing service from the casino network. The use of central office and provider backbone diversity further aids in the elimination of single points of failure within the supplied network. The all-IP design, redundancy, and Cisco routing solutions to be provided by INTRALOT ensure automatic fail-over and recovery across the entire LAN/WAN infrastructure. It is through our attention to detail in the design of the network, established processes, and monitoring tools that we can guarantee the Lottery the level of service that we have. As described in ***Section 4.3.1.5.2***, some key points of the INTRALOT-provided network are:

INTRALOT ADVANCED NETWORK DESIGN FEATURE	SIGNIFICANCE TO THE LOTTERY
True physical diversity and duplicity in routers, firewalls, and LANs	NO single point of failure in hardware
Redundant and diverse communications circuits for all critical links	NO single point of failure in communications circuits
Extensive pro-active network management tools	Problems resolved before impacting operations
Real-time monitoring capabilities supplied to the Lottery	Internal real-time status and oversight capabilities
Automated alerting for any degraded or failure conditions	Eliminates delays in notification and escalation process
Established and proven fault resolution procedures	Absolute minimum impact on operations
Extensive logging for trending, reporting, and review	Provides full audit capabilities and highlights degraded conditions

Note that with the INTRALOT network design, a failure at one venue only affects that particular location. INTRALOT will work with casino personnel and their communications providers to design, install, configure, and maintain their chosen communications methodologies. Please refer to ***Section 4.3.2 Monitoring*** for information on our network management tools utilized for fault management.

4.3.1.9.3 Assist the Lottery with performance management, monitoring utilization and managing resources to maximize capacity;

INTRALOT understands and agrees that it will assist the Lottery in all ways possible with performance management, monitoring of utilization, and the managing of resources to maximize capacity of the CMS.

As proposed in ***Section 4.3.1.5.3***, INTRALOT has assembled a formidable set of integrated network monitoring tools that are partially responsible for the proven *industry-leading uptime percentages* that our customers have come to expect. These tools allow complete end-to-end proactive performance monitoring of:

- Systems.
- Processes and applications.
- Network devices.
- Network status/health.
- Local area and wide area networks.
- Communications circuits.
- Casinos and VLTs.

With automated alerting as soon as a degraded condition arises, these tools allow for granular fault isolation that results in minimized; if not the elimination of, impact to operations.

Our communications test and monitor capabilities will be available at both the primary and remote backup data center sites. These network monitoring tools will monitor performance, interface and analyze protocols, view transaction data for analysis, and automatically create visual and audible alarms to provide warning of problems. Able to detect and pinpoint troubles, our tools easily allow for the determination of whether a failure has occurred at any point in the network including:

- Central or remote backup site.
- Local area networks.
- Wide area networks.
- Communications circuits.
- Venues.

INTRALOT incorporates many state of the art monitoring and diagnostic tools. All of the tools have the ability to automatically alert administrators of performance degradation via screen indication, sound, email, Short Message Service (SMS), fax and others without any human intervention. INTRALOT provides applications from an arsenal of network management, fault isolation, and alerting tools such as:

- HP OpenView.
- Etherpeek NX .
- T-Berd 310.
- Avcom PSA45D Spectrum Analyzer.

- Fluke DSP-4000.
- Fluke Microscanner Pro.
- Nagios (See below).
- iGEM™ Monitor.

Detailed information on our monitoring tools is contained within ***Section 4.3.2*** of our proposal.

4.3.1.9.4 Interface with the communication providers, the casinos, and the Lottery to maximize uptime and provide information on which decisions and actions can be based; and,

INTRALOT understands and agrees that it will interface with the communications providers, the casinos, and the Lottery to maximize uptime and provide information on which decisions and actions can be based. INTRALOT will provide a centralized Help Desk to service the registration, referral, and resolution of all reported incidents of gaming-equipment related faults and queries in regard to the central monitoring system and related monitoring equipment.

The Help Desk personnel will make every effort to resolve issues at the time of each service call, log all calls, and assign priorities for all requests not resolved at the time of the call according to the priority descriptions and maximum response-time parameters that will be agreed to with the Lottery. For detail of our Help Desk services, processes, and management approach that will maximize uptime as well as provide information for decisions and actions, please refer to ***Section 4.3.1.5.4*** of our proposal.

4.3.1.9.5 Implementation, maintenance, and assistance with resolution of outages on the Communications infrastructure which links the VLTs and Venues to the CMS.

INTRALOT will provide communications network and administrative services for each casino to implement, maintain, and assist with the resolution of outages on the Communications infrastructure that links the VLTs and Venues to the CMS.

4.3.1.10 Advanced Communications Technologies: Vendor is invited **(Invited Option)** to identify advanced telecommunications options that may further improve the reliability and/or performance of the network, beyond the baseline design. This option could be relative to retailer last mile connections, backbone communications, and/or gaming network to Agency communications. Each Vendor is encouraged to propose a range of technologies that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to retailers. Any proposed advanced technology will address key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance and cost.

INTRALOT welcomes the Lottery's invitation to identify advanced telecommunications options that may further improve the reliability and/or performance of the network. However, we feel certain that our communications proposal to the Lottery represents the best network to effectively service its venues in a robust and cost-effective manner within the requirements of the RFP. All of the solutions proposed will allow the CMS to scale and thereby permit the Lottery to handle unforeseen volume, and to

incorporate additional venues. Our base proposal to the Lottery represents the most advanced communications technologies available while ensuring the maximized level of service with minimal risk.

In responding to your RFP, INTRALOT took notice of your many references to:

- Fault Tolerance.
- Redundancy.
- Security.
- Maintainability.

INTRALOT has substantial experience internationally in the design, supply, and maintenance of communications networks serving traditional Lotteries, sports betting, VLT, and other gaming. We therefore have offered the Lottery the best mix of technology while guaranteeing the best service levels.

One thing is for certain; INTRALOT is continuously exploring new and more effective ways of servicing the communications needs of the industry. We, as your partner, would be delighted to sit with you and discuss our latest research endeavors, throughout the contract period, in both a scheduled and impromptu manner. Likewise, should the Lottery come across or have interest in communications technologies they would like to have considered, INTRALOT will welcome the chance to investigate using our corporate resources and report back our findings.

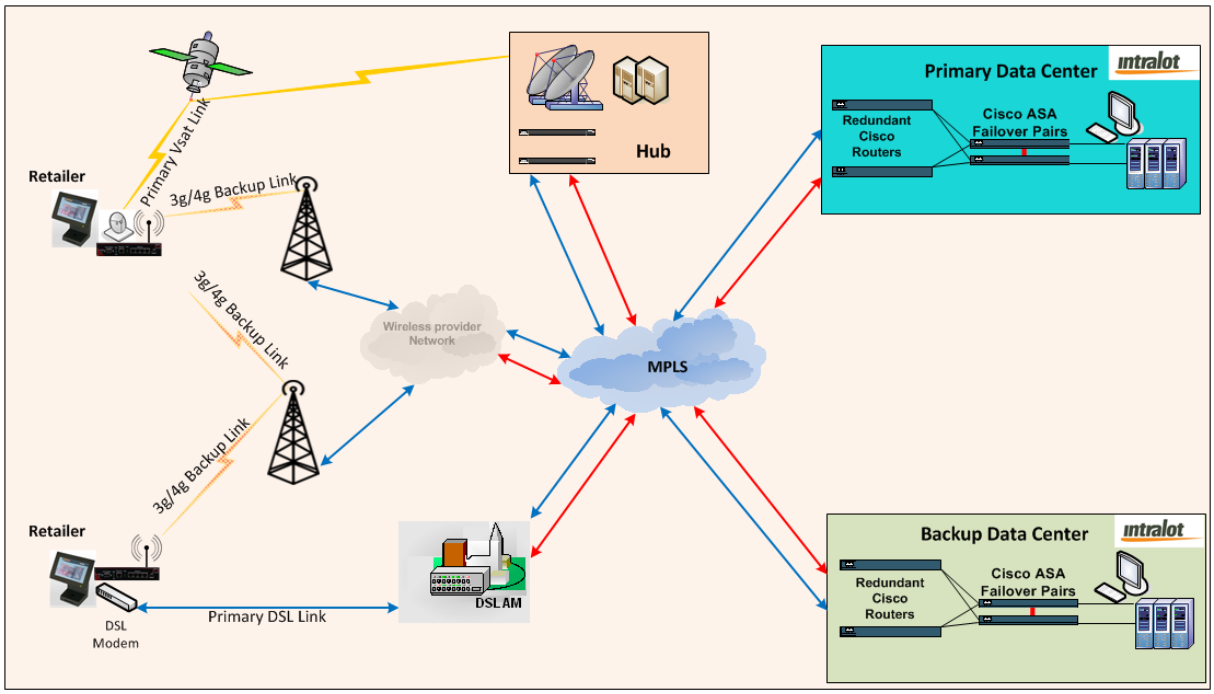
As an invited Option, INTRALOT proposes our proven Multi-Method (MM) dual communications solution for high-volume LVL locations. Multi-Method provides the capability of multiple types of communication to be paired together, meaning the ability for the combination of any two types (i.e. DSL paired with either high-speed cellular or VSAT, high-speed cellular paired with either VSAT or Frame, VSAT paired with either Frame or MPLS, Verizon cellular paired with ATT cellular, etc.) in order to provide fault tolerant communications with the central system.

The INTRALOT solution allows each configured MM retailer to operate on one type of communication as its primary path while maintaining a secondary path through an alternate type of communication. An example would be a retailer running in DSL as primary communication with a secondary path through a high-speed cellular connection. The secondary path automatically becomes the active path after a loss of primary path communications with the central system.

Detection and switch over from the primary method to the secondary method is virtually instantaneous and virtually undetectable by the retailer. The switch over process is automatic with no down time to the retailer. For example, if a DSL problem were due to a provider issue such as a fiber cut, the active communication would remain cellular until the provider fixes the issue.

Once the issue with the DSL is repaired and the path is restored, then the active path would be changed automatically to operate through DSL. This solution is currently working in our Ohio project to provide high-volume locations with dual communications redundancy at an attractive cost.

Exceeding the industry standard, INTRALOT's MM dual communications possibilities are superior in the industry because our solution is provider agnostic and may be integrated with multiple types of communications.



Dual Communications Multi Method (MM) Overview

To decide on a final dual communication solution mix, a site survey for each location that would like to receive dual forms of last mile communication will be performed by INTRALOT. The findings will be presented to the venue and the Lottery, and then the final determination of the methods to be deployed will be agreed to working together with the venue. The cost of this service will be billed directly to the LVL venue by INTRALOT following the same process as detailed in Section 4.3.1.7 of our proposal.

4.3.2 MONITORING (NETWORK & COMMUNICATIONS)

INTRALOT is keenly aware of the importance of network and communications monitoring. With operations in 65 countries and 12 states, we gain much valuable experience on a daily basis. We continuously adjust our processes and tools based on this day-in and day-out experience to provide even better service to our customers. INTRALOT initially evolved from INTRACOM, one of our sister companies, over 20 years ago, to specifically serve the unique needs of the Greek Lottery. INTRACOM has decades of experience providing communications hardware and software to the global telecommunications environment. As such, we are very well connected and heavily vested as a corporation in the telecommunications industry on a global scale. Conklin Data Service Units (DSU), designed and built by INTRACOM, have been employed to service tens of thousands of Lottery retailer

installations worldwide over the last 30 years by all three of the major Lottery vendors. We know communications!

4.3.2.1 WAN AND LAN Network Monitoring: Vendor is to provide a separate industry standard network monitoring system which can be directly accessible in real time by the Lottery that monitors connection with all Venues. The network management component of this CMS provides a single pane display of the status of all WAN and LAN equipment on the network. Communications testing and monitoring capability are to be available at both the PDC and BDC. Network monitoring tools are be able to interface and analyze all communication protocols used to communicate with all VLTs or system data to the CMS, view transaction data for performance and capacity analysis, and create visual and/or audible alarms to provide notification of problems. The monitoring software is to be capable of alerts, visual, and audible notifications. The alerts are to be reported via the application GUI (Graphical User interface) and Simple Mail Transport Protocol (SMTP-email). The following are examples of alerts: hardware, software, network, database, resources, virus alerts, intrusion alerts, and any alerts as deemed necessary by the Lottery.

INTRALOT understands that it is to provide a separate industry standard network monitoring system that can be directly accessible in real time by the Lottery that monitors connections with all Venues. Our provided network management tools provide a single pane display of the status of all WAN and LAN equipment on the network, and include communications testing and monitoring capability that is available at both the PDC and BDC. Our network monitoring tools interface and analyze all communications protocols used to communicate with all VLTs or system data to the CMS, view transaction data for performance and capacity analysis, and create visual and/or audible alarms to provide notification of problems. They also provide visual (GUI), audible, SMS, and SMTP/email notifications of alerts. Completely configurable trigger levels can be specified for alerts covering hardware, software, network, database, resources, viruses, intrusion detection, and any alerts deemed necessary by the Lottery.

INTRALOT has assembled a formidable set of integrated network monitoring tools that are partially responsible for the proven industry-leading uptime percentages that our customers have come to expect. These tools allow complete end-to-end integrated proactive monitoring of:

- Systems.
- Processes and applications.
- Network devices.
- Network status/health.
- Local area and wide area networks.
- Communications circuits.
- Venue equipment.
- VLTs.

With automated alerting as soon as a degraded condition arises, these tools allow for granular fault isolation that results in minimized; if not the elimination of, impact to operations.

Our communications test and monitor capabilities will be available at both the primary and remote backup data center sites. These network monitoring tools will interface and analyze protocols, view transaction data for analysis, and automatically create visual and audible alarms to provide warning of problems. Able to detect and pinpoint troubles, our tools easily allow for the determination of whether a failure has occurred at any point in the network including:

- Central or remote backup site.
- Local area networks.
- Wide area networks.
- Communications circuits.
- Site Controllers.
- VLTs.

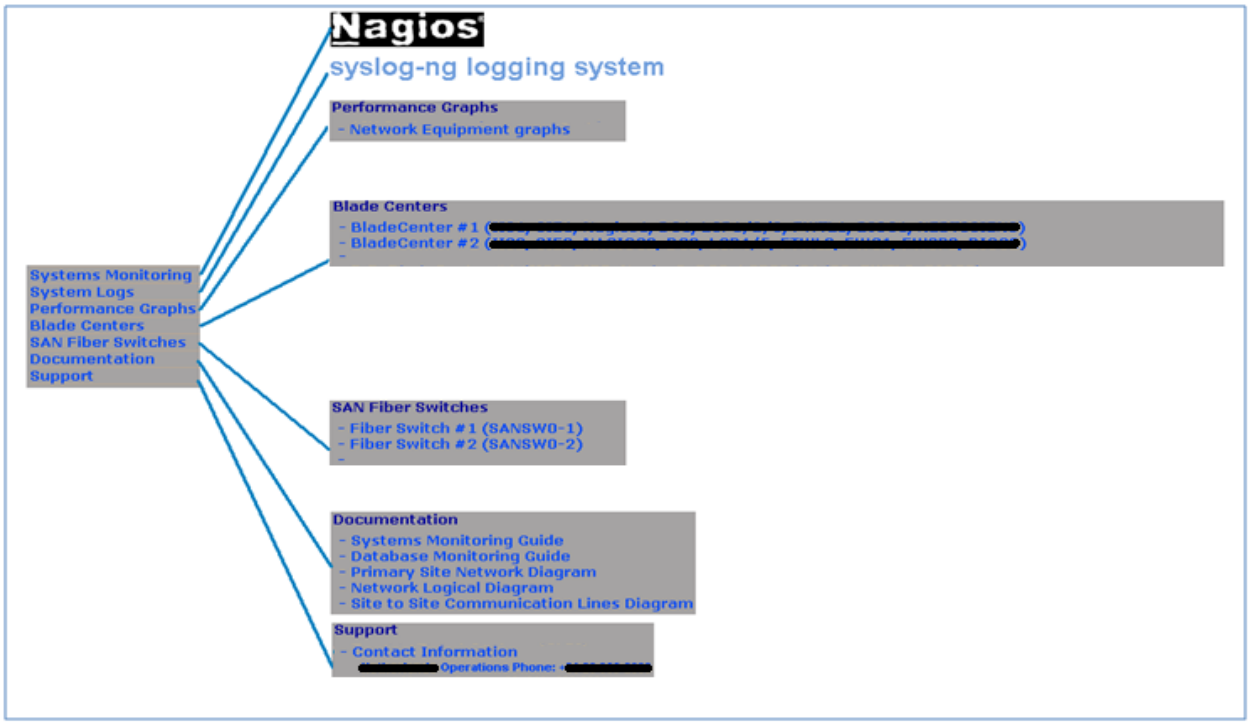
INTRALOT uses many state of the art monitoring and diagnostic tools. All of the tools have the ability to automatically alert administrators via screen indication, sound, email, Short Message Service (SMS), fax and others without any human intervention. The alert trigger points along with individuals/groups to notify are configurable by an authorized administrator.

INTRALOT uses applications from an arsenal of network management, fault isolation, and alerting tools such as:

- HP OpenView.
- Etherpeek NX.
- T-Berd 310.
- Avcom PSA45D Spectrum Analyzer.
- Fluke DSP-4000.
- Fluke Microscanner Pro.
- Nagios (See below).
- LOTOS™ viewer.
- VSAT NMS.
- LOTOS NMS.

LOTOS Monitor – System Monitoring and Control

The LOTOS Monitor system, service and network monitoring application has been developed and enhanced by INTRALOT. As all LOTOS™ O/S components, LOTOS Monitor is configured to meet the exact needs of the Lottery and venue personnel; the following sections include indicative functionalities. The LOTOS Monitor opening web page is a starting point to Nagios systems monitoring, Syslog server, Blade center management, SAN management, etc. Some indicative operations of our system are described below:



LOTOS Monitor Main Menu Links (Indicative)

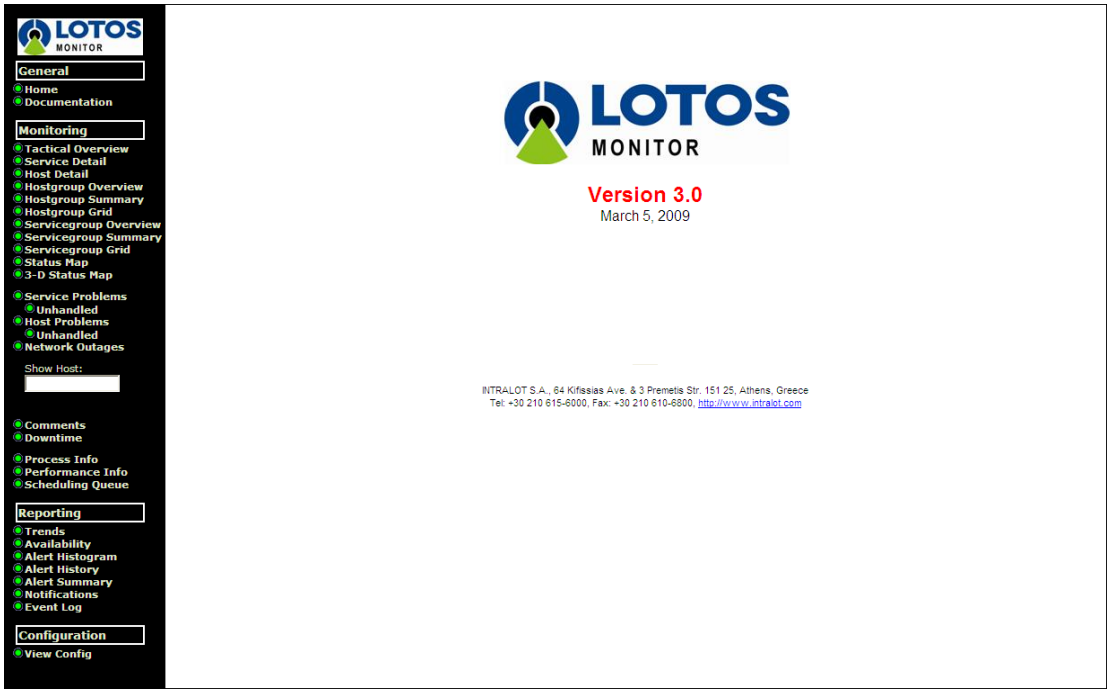
Nagios (Systems Monitoring)

Nagios® is a system and network monitoring application. It monitors hosts and services that are specified and alerts the operator on critical incidents. Some of the many features of Nagios include:

- Monitoring of network services (SMTP, POP3, HTTP, NNTP, PING, etc.).
- Monitoring of host resources (processor load, disk usage, etc.).
- Simple plug-in design that allows users to easily develop their own service checks.
- Parallelized service checks.
- Ability to define network host hierarchy using "parent" hosts, allowing detection of and distinction between hosts that are down and those that are unreachable.
- Contact notifications when service or host problems occur and get resolved (via e-mail, pager, or user-defined methods).
- Ability to define event handlers to be run during service or host events for proactive problem resolution.
- Automatic log file rotation.
- Support for implementing redundant monitoring hosts.
- Web interface for viewing current network status, notification and problem history, log file, etc.

Selecting the first option (systems monitoring) from the main LOTOS Monitor web page, the user is presented with the following page. The user can then select any of the links presented on the left hand

panel, which is comprised of four groups of views, namely general (i.e., documentation), monitoring (different monitoring views), reporting (monitoring reports), and a service configuration view.



LOTOS™ Monitor Home Page

Monitored Services

Depending on the operating system, application or specific hardware, a particular list of LOTOS Monitor checks is defined:

Windows Server Checks:

Host	Service	Status	Last Check	Duration	Attempt	Status Information
NEDIIS1	CPU_load	OK	2010-05-31 16:56:37	3d 4h 9m 51s	1/20	OK - load average: 1%, 3%, 3%
	Disk_check	OK	2010-05-31 16:56:37	3d 4h 9m 51s	1/3	C: - total: 135.97 Gb - used: 24.42 Gb (18%) - free 111.55 Gb (82%)
	Memory_check	OK	2010-05-31 16:56:37	3d 4h 9m 51s	1/3	Memory usage: total:14961.88 Mb - used: 2728.92 Mb (18%) - free: 12232.96 Mb (82%)
	PING	OK	2010-05-31 16:56:24	4d 17h 34m 41s	1/3	PING OK - Packet loss = 0%, RTA = 0.12 ms
	Pagefile_check	OK	2010-05-31 16:56:37	3d 4h 9m 51s	1/3	Paging File usage is = 14.66 %
	Servicestate_check	OK	2010-05-31 16:56:37	0d 13h 55m 46s	1/3	All services are running
	check_processes	OK	2010-05-31 16:56:37	3d 4h 9m 51s	1/3	pbx_exchange.exe: Running - VVLauncher.exe: Running
	BIOS Official Processes	OK	2010-05-31 17:00:30	2d 9h 52m 15s	1/3	OK: 5 running process(es)
	Disk_D	OK	2010-05-31 17:00:01	52d 18h 14m 25s	1/3	D: in use 14% and 129.28GB free w-80 c-90
	Disk_F	OK	2010-05-31 17:00:30	52d 18h 14m 25s	1/3	F: in use 9% and 136.78GB free w-80 c-90
	PING	OK	2010-05-31 17:00:25	40d 22h 53m 55s	1/3	PING OK - Packet loss = 0%, RTA = 1.42 ms
	SQL Buffer Cache Hits	OK	2010-05-31 16:58:27	12d 7h 2m 17s	1/3	Buffer cache hit ratio is 100
	SQL Deadlocks / sec	OK	2010-05-31 16:58:24	38d 22h 52m 53s	1/3	Total Deadlocks/sec are 0
	SQL Latch Wait / sec	OK	2010-05-31 16:59:55	25d 2h 50m 49s	1/3	Latch Waits/sec are 0
	SQL Lock Waits / sec	OK	2010-05-31 16:56:06	2d 6h 59m 38s	1/3	Lock Waits/sec are 0
	SQL Lock Waittime	OK	2010-05-31 16:57:27	6d 4h 33m 17s	1/3	Lock Wait Time is 0 ms
	SQL Log Growths	OK	2010-05-31 16:58:39	39d 11h 15m 31s	1/3	Log Growths are 695
	SQL Log Usage	OK	2010-05-31 16:57:55	12d 7h 7m 49s	1/3	Log Usage is 3 %
	SQL Memory Grants	OK	2010-05-31 16:59:21	25d 4h 46m 23s	1/3	Memory Grants Pending are 0
	SQL Processes	OK	2010-05-31 16:59:58	40d 22h 51m 40s	1/3	OK: 5 running process(es)
	intralot.exe Memory	OK	2010-05-31 16:59:44	0d 6h 29m 0s	1/3	intralot service = 49655810.00 Byte

Windows Service Checks

The previous figure lists all the monitored services (under the "service" column), which are checked on a specific server ("host" column). The "status" column indicates if the particular service/resource check is in an OK or not OK status (i.e., whether there is a problem or not). The "last check" column indicates what time this specific check was last performed. "Duration" means how long it has been since there was a state change. Attempts are how many consecutive checks have been performed. The last column, "status information", contains the detailed results of the service/resource check.

BladeCenter checks:

A typical BladeCenter set of checks is shown below.

Host	Service	Status	Last Check	Duration	Attempt	Status Information
BladeCenter1	Blades Comm	OK	2010-06-01 16:37:52	205d 21h 21m 54s	1/3	OK Blades-Comm (0) OK
	Blower Speed	OK	2010-06-01 16:37:41	350d 6h 53m 10s	1/3	OK Blower-Speed (55) 55% of maximum
	Blowers Count	OK	2010-06-01 16:37:38	350d 6h 52m 55s	1/3	OK Blowers-Count (2) 2 Operational Blowers
	PING	OK	2010-06-01 16:37:54	41d 22h 31m 24s	1/3	PING OK - Packet loss = 0%, RTA = 0.74 ms
	Power Count	OK	2010-06-01 16:38:19	340d 20h 7m 21s	1/3	OK Power-Count (4) 4 Operational Power Modules
	Switches Count	OK	2010-06-01 16:38:10	350d 6h 53m 10s	1/3	OK Switches-Count (4) 4 Operational Switches
	System Ambient Temperature	OK	2010-06-01 16:38:00	43d 5h 44m 52s	1/3	OK System-Temp-Ambient (2500) 25.00 Centigrade
	System Ethernet Backplane	OK	2010-06-01 16:38:02	350d 6h 52m 40s	1/3	OK System-Ethernet-Backplane (0) OK
	System State	OK	2010-06-01 16:37:52	85d 11h 7m 53s	1/3	OK System-State (255) Normal

BladeCenter Checks

The following services/resources are monitored:

- System-State.
- System-Temperature.
- System-Ethernet-Backplane.
- System-Primary-Bus.
- Blowers-Count.
- Blower-Speed.
- Switches-Count.
- Power-Count.
- Blades-Count.
- Blades-Comm.

BladeCenter switch checks:

The Blade Switch CPU five-minute average, memory usage and interfaces status are also monitored. Any interface change will trigger an alert, showing the before and after values.

Host	Service	Status	Last Check	Duration	Attempt	Status Information
BladeSwitch1	CPU Load	OK	2010-06-01 16:39:56	42d 20h 35m 0s	1/3	5 Minute Avg CPU Usage is 17%
	Check Interfaces	OK	2010-06-01 16:40:38	41d 17h 10m 6s	1/1	total 23 interface(s)
	Memory	OK	2010-06-01 16:40:25	42d 20h 35m 21s	1/3	Status is OK - MEMORY: total: 14.55 MB, used: 2.83 MB (19%), free: 11.72 MB
	PING	OK	2010-06-01 16:40:34	83d 21h 56m 43s	1/3	PING OK - Packet loss = 0%, RTA = 1.63 ms
BladeSwitch2	CPU Load	OK	2010-06-01 16:39:52	42d 20h 32m 31s	1/3	5 Minute Avg CPU Usage is 17%
	Check Interfaces	OK	2010-06-01 16:40:41	28d 1h 5m 30s	1/1	total 24 interface(s)
	Memory	OK	2010-06-01 16:40:10	0d 4h 31m 48s	1/3	Status is OK - MEMORY: total: 14.55 MB, used: 2.85 MB (20%), free: 11.70 MB
	PING	OK	2010-06-01 16:40:35	0d 0h 19m 23s	1/3	PING OK - Packet loss = 0%, RTA = 808.42 ms

Name	Uptime	System Information
bladeswitch1	84d 2h 15m	Cisco Internetwork Operating System Software IOS (tm) CIGESM Software (CIGESM-I6Q4L2-M), Version 12.1(22)EA12, RELEASE SOFTWARE (fc1)Copyright Inc.Compiled Mon 07-Jul-08 23:55 by amvarma

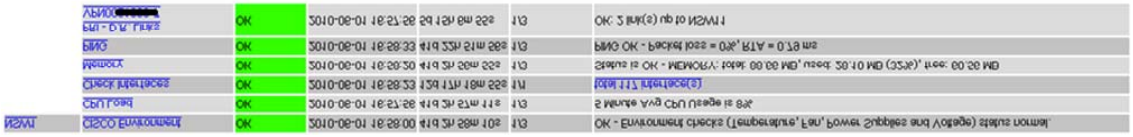
index	Description	Alias	AdminStatus	OperStatus	Speed	IP
1	GigabitEthernet0/1	blade1	up	up	1.00 Gbit	
2	GigabitEthernet0/2	blade2	up	up	1.00 Gbit	
3	GigabitEthernet0/3	blade3	up	up	1.00 Gbit	
4	GigabitEthernet0/4	blade4	up	up	1.00 Gbit	
5	GigabitEthernet0/5	blade5	up	up	1.00 Gbit	
6	GigabitEthernet0/6	blade6	up	up	1.00 Gbit	
7	GigabitEthernet0/7	blade7	up	up	1.00 Gbit	

BladeCenter Switch Checks

Network Equipment checks:

Switches:

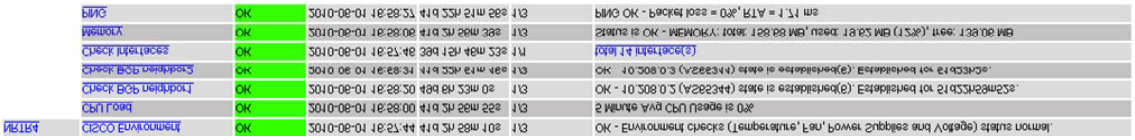
The Network Switch Environment – i.e. temperature, fan speed/status, power supply status, output voltage CPU five-minute load average, Interface check (as described above), memory usage, and link status (other end) are monitored.



CISCO Switch Checks

Routers:

Router checks are similar to the above with the addition of Border Gateway Protocol (BGP) neighbor checks where available.



CISCO Router Checks

ASA Firewalls:

ASA firewall checks include failover status, CPU, memory, TCP active connections, VPN usage, and interface status (as described previously). There is also a check for any special modules, such as IPS (intrusion prevention module):

NFW4-PRI	ASA failover	OK	2010-06-01 17:09:19	11d 8h 50m 40s	1/1	OK - Primary: Active, Secondary: Standby
	CPU Memory and VPNs	OK	2010-06-01 17:09:32	50d 21h 45m 12s	1/3	5 Min. CPU Avg.:2% - (Memory Used: 13%, 817008792 Bytes free) - Number of Connections currently in use: 1792 - Number of IPSec VPN tunnels currently in use: 4
	Check Interfaces	OK	2010-06-01 17:09:44	27d 23h 8m 30s	1/1	total 9 interface(s)
	PING	OK	2010-06-01 17:09:27	41d 23h 3m 7s	1/3	PING OK - Packet loss = 0%, RTA = 0.97 ms
NFW4IPS-PRI	IPS Status	OK	2010-06-01 17:09:44	49d 3h 41m 15s	1/1	ge0_1:Unpaired, ge0_0:UP : 2 UP : OK
	PING	OK	2010-06-01 17:09:27	50d 21h 45m 11s	1/3	PING OK - Packet loss = 0%, RTA = 0.29 ms

NFW4-STD	ASA failover	OK	2010-06-01 17:09:59	21d 22h 56m 36s	1/1	OK - Primary: Active, Secondary: Standby
	CPU Memory and VPNs	OK	2010-06-01 17:10:03	69d 21h 13m 31s	1/3	5 Min. CPU Avg.:1% - (Memory Used: 15%, 798562472 Bytes free) - Number of Connections currently in use: 1751 - Number of IPSec VPN tunnels currently in use: 5
	Check Interfaces	OK	2010-06-01 17:10:06	39d 15h 57m 53s	1/1	total 9 interface(s)
	PING	OK	2010-06-01 17:09:10	28d 3h 23m 0s	1/3	PING OK - Packet loss = 0%, RTA = 0.37 ms
NFW4IPS-STD	IPS Status	OK	2010-06-01 17:09:32	49d 3h 41m 47s	1/1	ge0_1:Unpaired, ge0_0:UP : 2 UP : OK
	PING	OK	2010-06-01 17:09:27	61d 0h 37m 34s	1/3	PING OK - Packet loss = 0%, RTA = 0.33 ms

ASA Firewall Checks

Checkpoint Firewalls:

Checkpoint firewalls are also checked for CPU, memory, and number of connections in use, dropped/rejected packets, Interfaces status, SVN/HA/CPFW status and checkpoint active connections.

NFW1	Check Interfaces	OK	2010-06-01 17:16:33	27d 23h 15m 26s	1/1	total 27 interface(s)
	CheckPoint CPU/Mem /Connections	OK	2010-06-01 17:16:38	81d 20h 27m 23s	1/3	CPU Avg.:4% - (Memory Used: 16%, 3526832128 Bytes free) - Number of Connections currently in use: 4675 - Droped Pockets=635334, Rejected Pockets=600
	CheckPoint FW/SVN/HA status	OK	2010-06-01 17:16:32	41d 23h 10m 13s	1/3	FW : OK / SVN : OK / HA : OK / CPFW Status : OK
	CheckPoint active connections	OK	2010-06-01 17:16:59	41d 23h 10m 13s	1/3	FW : OK / CPFW Status : OK
	PING	OK	2010-06-01 17:16:44	41d 23h 10m 22s	1/3	PING OK - Packet loss = 0%, RTA = 0.65 ms
NFW2	Check Interfaces	OK	2010-06-01 17:16:44	39d 16h 4m 1s	1/1	total 27 interface(s)
	CheckPoint CPU/Mem /Connections	OK	2010-06-01 17:17:03	81d 20h 33m 19s	1/3	CPU Avg.:0% - (Memory Used: 16%, 3549921280 Bytes free) - Number of Connections currently in use: 4604 - Droped Pockets=64, Rejected Pockets=0
	CheckPoint FW/SVN/HA status	OK	2010-06-01 17:17:04	50d 21h 52m 8s	1/3	FW : OK / SVN : OK / CPFW Status : OK
	CheckPoint active connections	OK	2010-06-01 17:16:32	81d 20h 32m 19s	1/3	FW : OK / CPFW Status : OK
	PING	OK	2010-06-01 17:16:24	41d 23h 10m 20s	1/3	PING OK - Packet loss = 0%, RTA = 1.09 ms

Checkpoint Firewall Checks

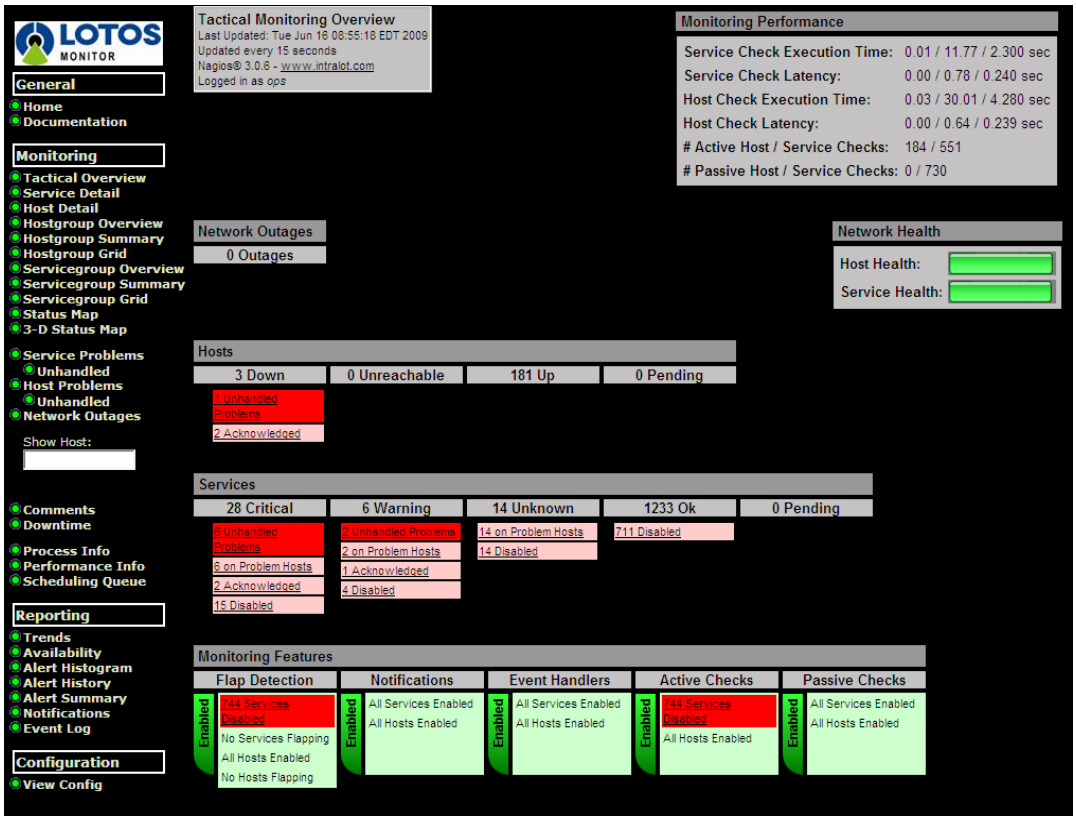
SAN Storage checks:

The following tests are performed for SAN checking:

- System status.
- Array status.
- Device status.
- Logical status.

Tactical Overview

The "Tactical Overview" screen gives short overall status of LOTOS™ Monitor system: hosts and services status, monitoring performance, and features.



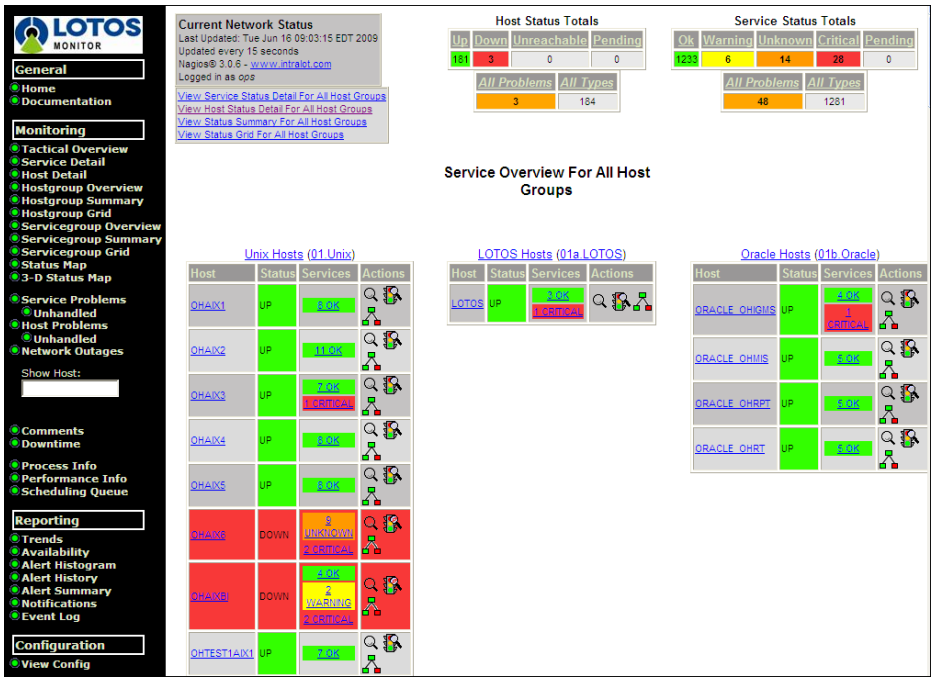
Tactical Overview

The user can select one of the host or service status categories (e.g., "1 Critical") to get a list of hosts or services that are in the selected status (host or service detail page).

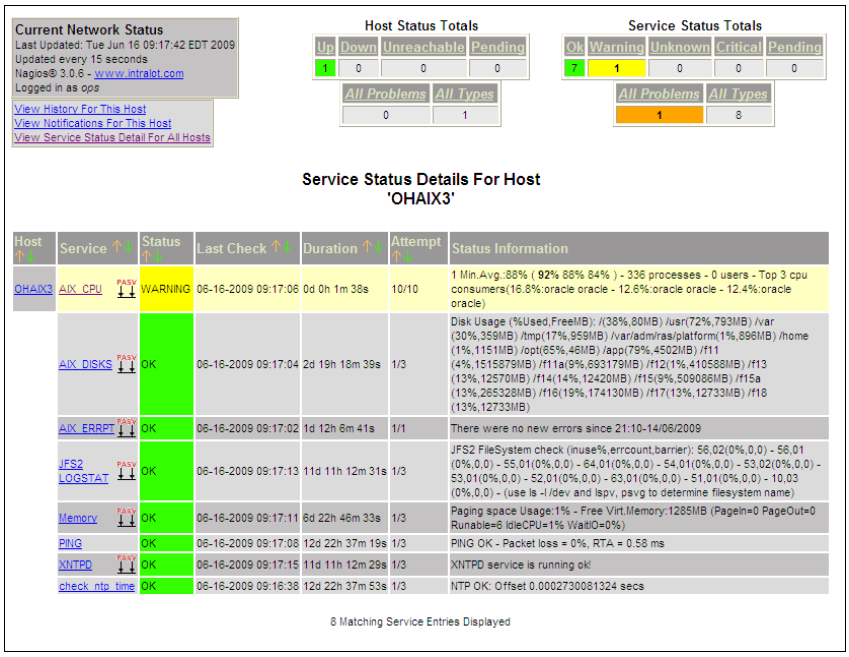
At the top-right part of the screen, the "monitoring performance" box displays information about minimum, maximum and average (min/max/avg) host and service check execution time and latency.

Hostgroup Overview

The "hostgroup overview" screen gives information about the status of all hosts and their corresponding services, grouped in groups of hosts.

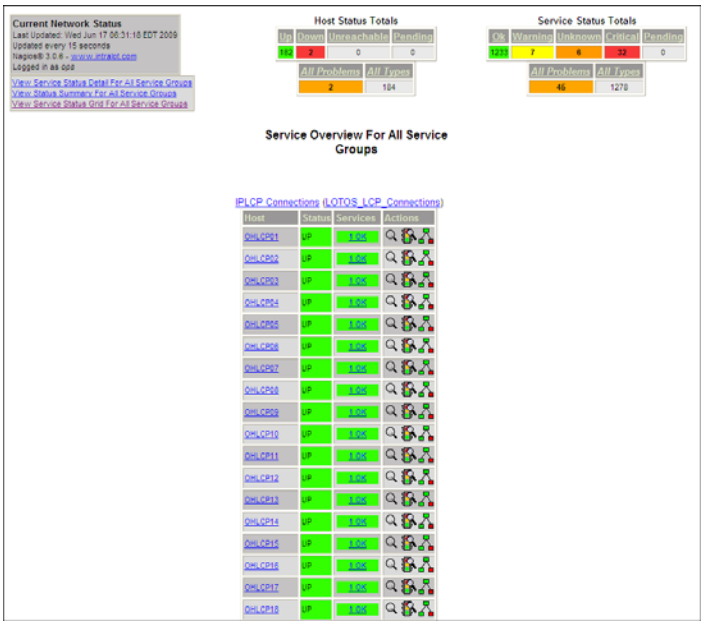


Hostgroup Overview



Hostgroup Overview - Host Service Details

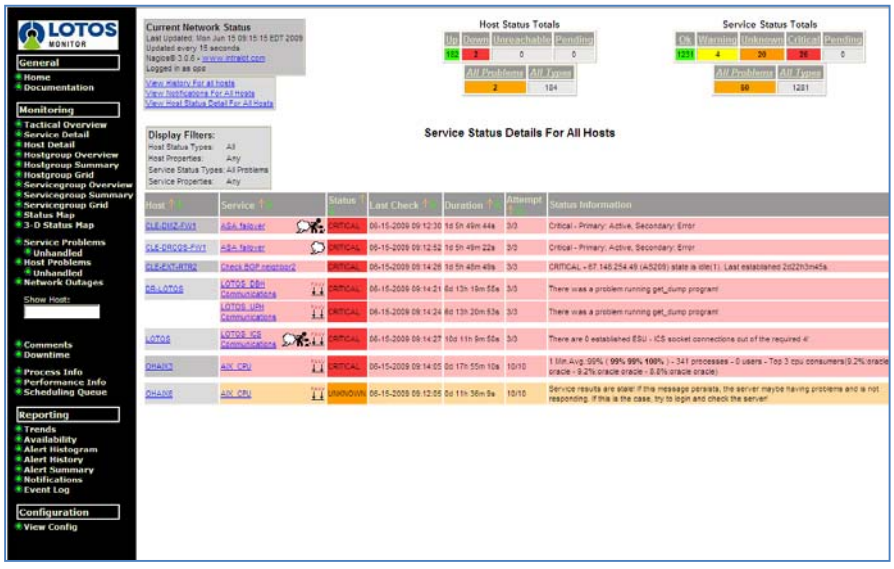
The "servicegroup overview" screen gives information about all service groups.



Servicegroup Overview

Service Problems Monitoring

Via the "service problems" screen, the user is able to retrieve detailed data on the status of the services for all hosts in case of a problem.



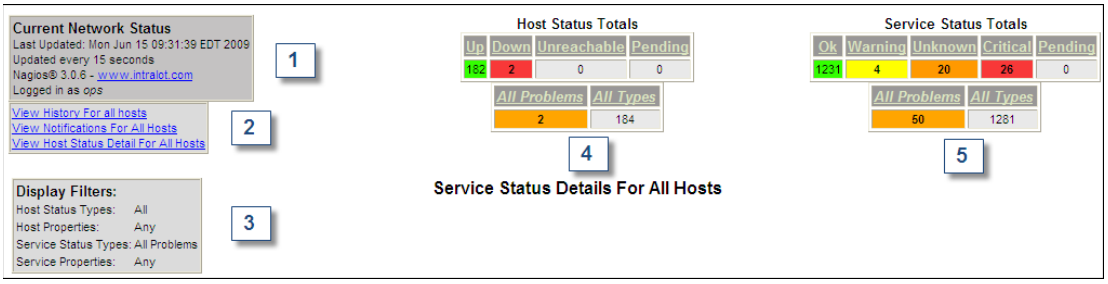
Service Problems

Normally, this screen shall be empty, since alerts appearing in this area shall be addressed immediately. When a service alert first appears, it may have one of the following statuses:

- **Critical**: In case of a "critical" error, a new entry will appear on this screen highlighted in red.
- **Warning**: If the new entry is a warning, it is highlighted in yellow and a different sound is heard.
- **Normal**: The green color indicates normal service status.
- **Unknown**: In this case, the monitored server is up, but the particular service check was not performed successfully. There could be several reasons for an unsuccessful service check, and if this persists, system administrator should be notified.

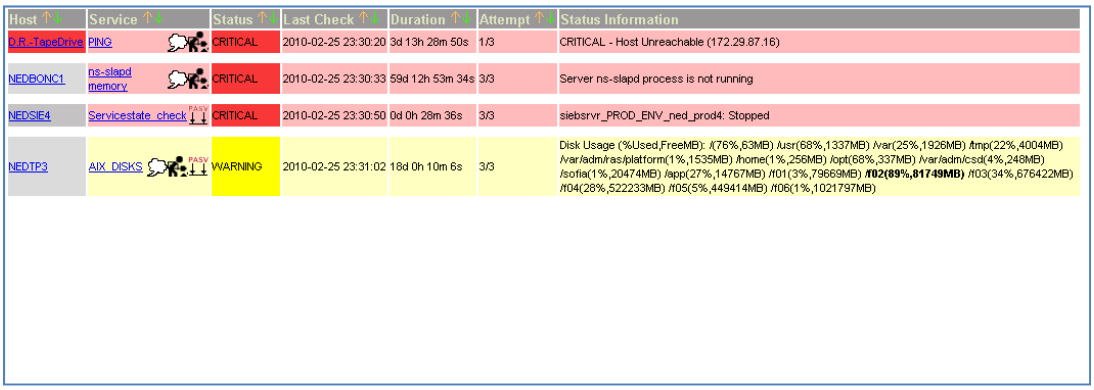
At the top section of the screen, the user is able to retrieve more data through the following sections:

1. **Current Network Status**: Information on the date that the data was last updated, the timeframe of the update, and the logged-in user is shown.
2. **Additional Links**: The following links are also provided for retrieving more information on the history, notifications, and host status for all hosts.
   - **View History for All Hosts:** The current day's log file for all hosts and services is retrieved.
   - **View Notifications for All Hosts:** The current day's list of all host and service notifications sent is retrieved.
   - **View Host Status Detail for All Hosts:** A status report for all hosts is retrieved.
3. **Display Filters**: The filters used for the data presentation at the current screen.
4. **Host Status Totals**: Total numbers of the Hosts that are in status "Up," "Down," "Unreachable," or "Pending." The user clicks on the corresponding description to display only the hosts with the selected status.
5. **Service Status Totals**: Total numbers of the Services that are in status "OK," "Warning," "Unknown," "Critical," or "Pending." The user clicks on the corresponding description to display only the services with the selected status.



Service Problems - Top Section

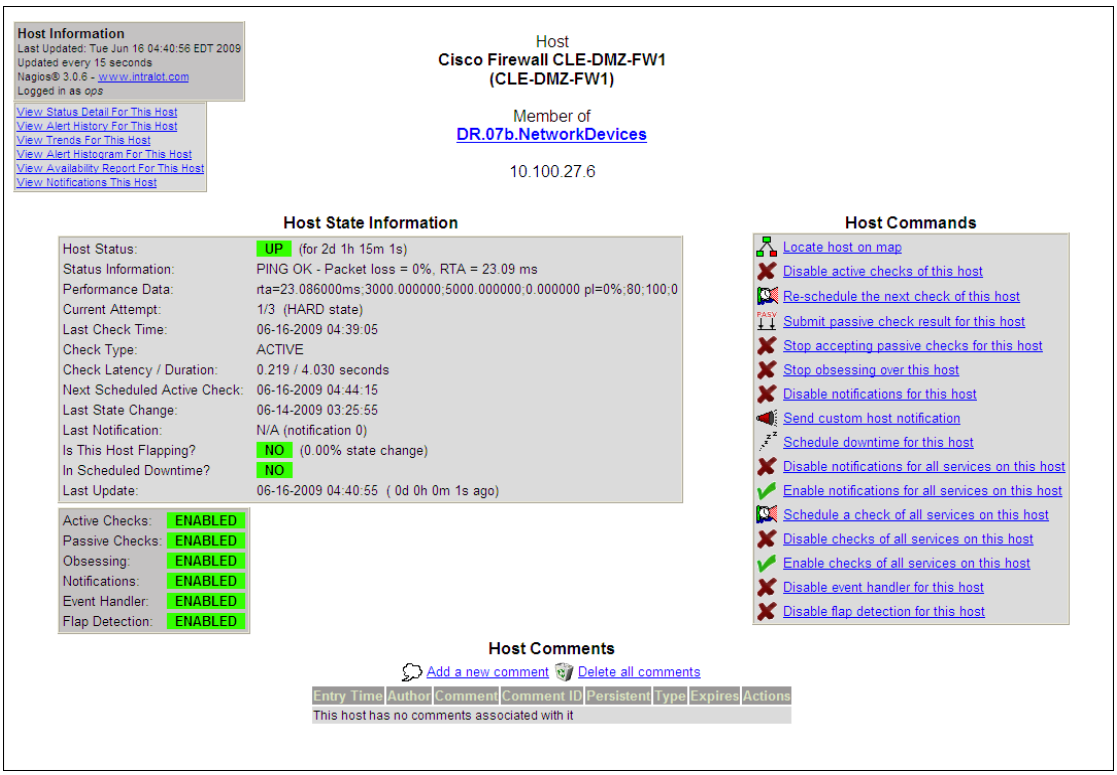
At the main section of the screen, the user is presented with a list of the hosts and the corresponding services, along with following column header information (status, last check, duration, attempt, status information).



Host	Service	Status	Last Check	Duration	Attempt	Status Information
D.R.-TapeDrive	PING	CRITICAL	2010-02-25 23:30:20	3d 13h 28m 50s	1/3	CRITICAL - Host Unreachable (172.29.87.16)
NEDBONC1	ns-slapd memory	CRITICAL	2010-02-25 23:30:33	59d 12h 53m 34s	3/3	Server ns-slapd process is not running
NEDSIE4	Servicestate_check	CRITICAL	2010-02-25 23:30:50	0d 0h 28m 36s	3/3	siebsrvr_PROD_ENV_ned_prod4: Stopped
NEDTP3	AIX_DISKS	WARNING	2010-02-25 23:31:02	18d 0h 10m 6s	3/3	Disk Usage (%Used,FreeMB): /(76%,63MB) /usr(68%,1337MB) /var(25%,1926MB) /tmp(22%,4004MB) /var/adm/ras/platform(1%,1535MB) /home(1%,256MB) /opt(68%,337MB) /var/adm/csd(4%,248MB) /sofia(1%,20474MB) /app(27%,14767MB) /f01(3%,79669MB) **/f02(89%,81749MB)** /f03(34%,676422MB) /f04(28%,522233MB) /f05(5%,449414MB) /f06(1%,1021797MB)

Service Problems - Main Section

Selecting a hostname at this section, the user gets to the host state information page:



Host Information
Last Updated: Tue Jun 16 04:40:56 EDT 2009
Updated every 15 seconds
Nagios® 3.0.6 - www.intralot.com
Logged in as *ops*

View Status Detail For This Host
View Alert History For This Host
View Trends For This Host
View Alert Histogram For This Host
View Availability Report For This Host
View Notifications This Host

Host
Cisco Firewall CLE-DMZ-FW1
(CLE-DMZ-FW1)

Member of
DR.07b.NetworkDevices

10.100.27.6

Host State Information

Host Status:	UP (for 2d 1h 15m 1s)
Status Information:	PING OK - Packet loss = 0%, RTA = 23.09 ms
Performance Data:	rta=23.086000ms;3000.000000;5000.000000;0.000000 pl=0%;80;100;0
Current Attempt:	1/3 (HARD state)
Last Check Time:	06-16-2009 04:39:05
Check Type:	ACTIVE
Check Latency / Duration:	0.219 / 4.030 seconds
Next Scheduled Active Check:	06-16-2009 04:44:15
Last State Change:	06-14-2009 03:25:55
Last Notification:	N/A (notification 0)
Is This Host Flapping?	NO (0.00% state change)
In Scheduled Downtime?	NO
Last Update:	06-16-2009 04:40:55 (0d 0h 0m 1s ago)

Active Checks:	ENABLED
Passive Checks:	ENABLED
Obsessing:	ENABLED
Notifications:	ENABLED
Event Handler:	ENABLED
Flap Detection:	ENABLED

Host Commands

- Locate host on map
- Disable active checks of this host
- Re-schedule the next check of this host
- Submit passive check result for this host
- Stop accepting passive checks for this host
- Stop obsessing over this host
- Disable notifications for this host
- Send custom host notification
- Schedule downtime for this host
- Disable notifications for all services on this host
- Enable notifications for all services on this host
- Schedule a check of all services on this host
- Disable checks of all services on this host
- Enable checks of all services on this host
- Disable event handler for this host
- Disable flap detection for this host

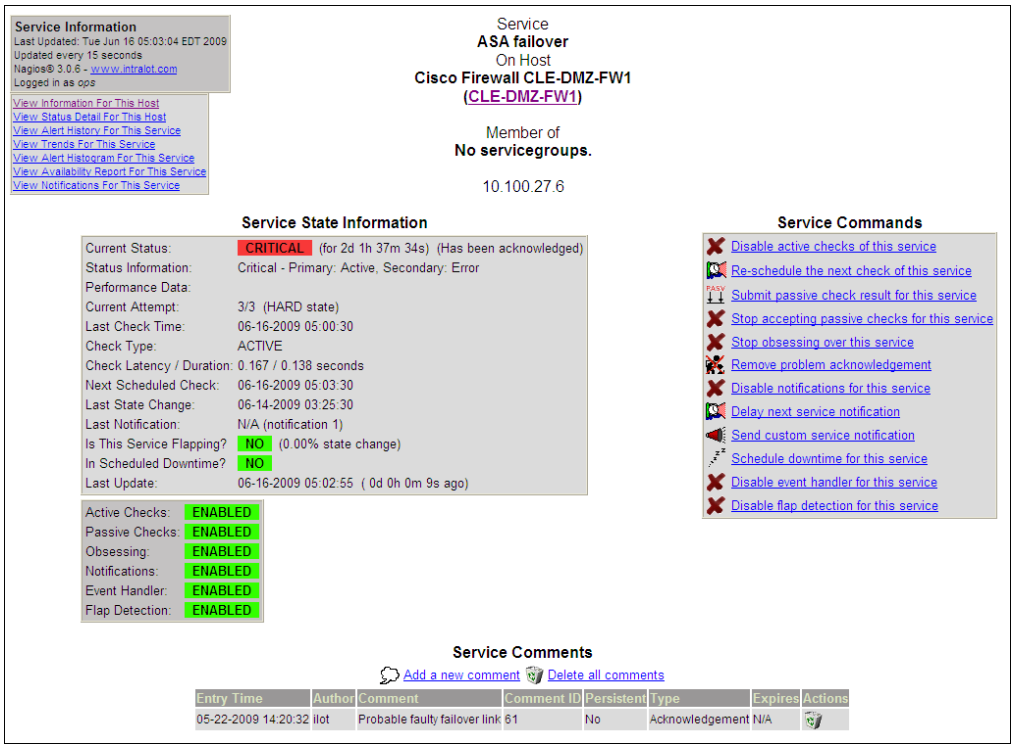
Host Comments

Add a new comment Delete all comments

Entry Time	Author	Comment	Comment ID	Persistent	Type	Expires	Actions
This host has no comments associated with it							

Host State Information Page

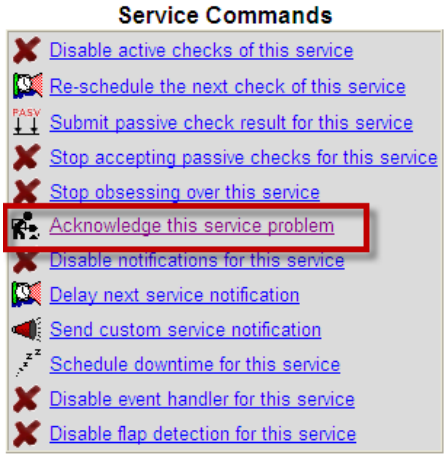
By selecting a service the user gets to the service state information page:

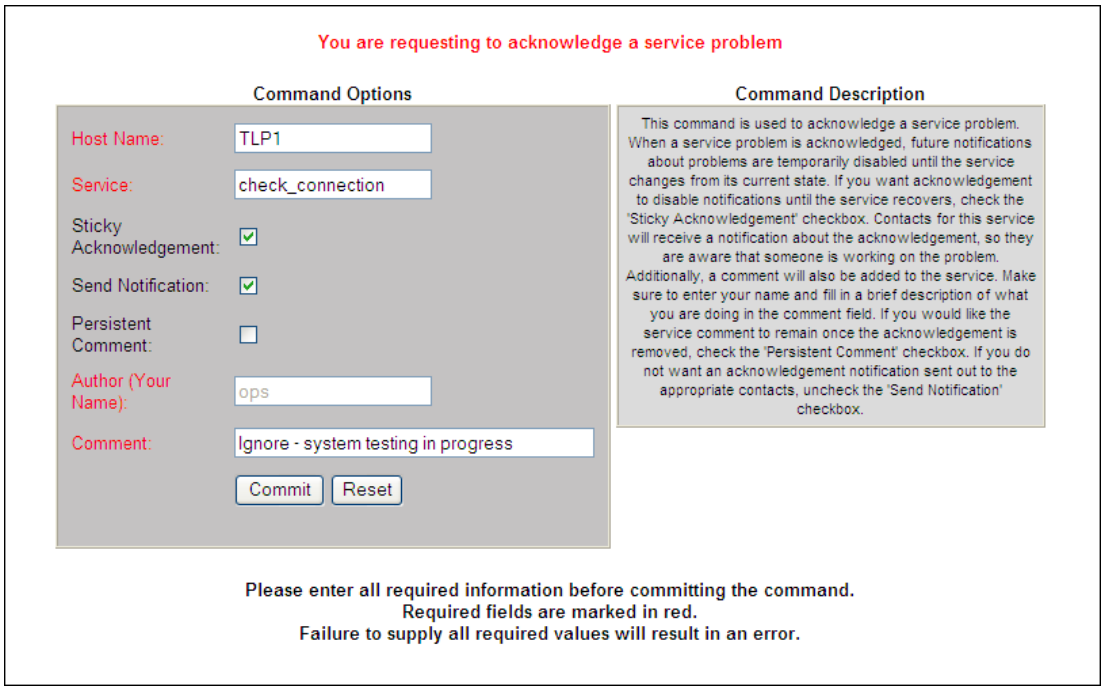


Service State Information Page

Service Problems Acknowledgement

When a host or service enters one of the problem states (critical, warning or unknown) and after the problem is communicated to the appropriate technical personnel, it should then be "acknowledged" and a comment should be entered in LOTOS™ Monitor. After that, LOTOS™ Monitor will stop sending notifications until the problem is solved.





Service Acknowledgement

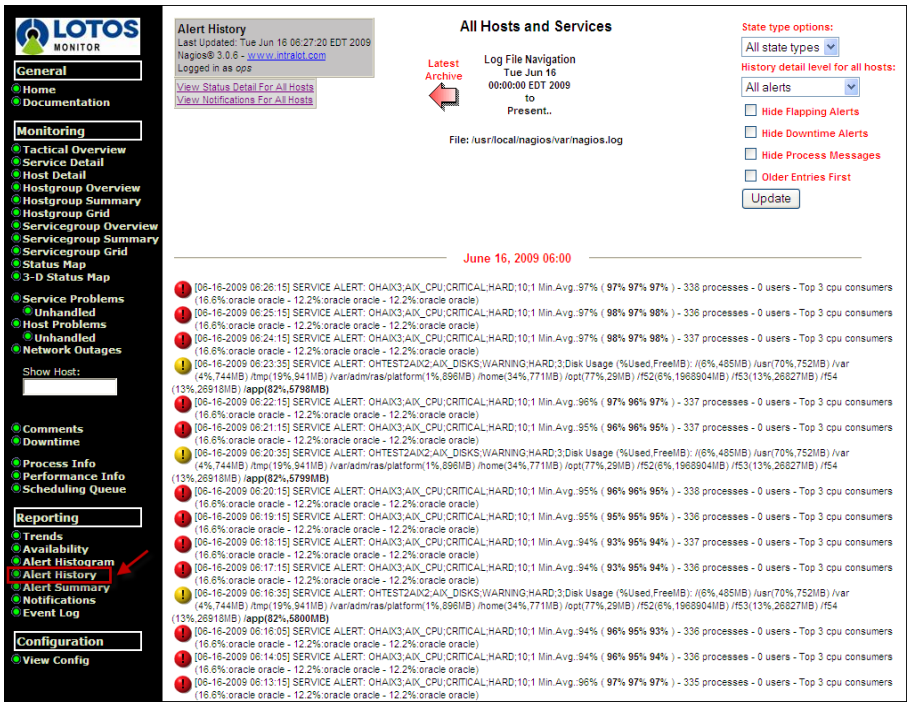
Host	Service	Status	Last Check	Duration	Attempt	Status Information
TLCP1	check_connection	CRITICAL	2007-05-10 14:18:59	0d 0h 42m 8s	1/1	There are 0 Coronis connections, **Port 1460 connection to Coronis WAN is not listening, Port 1310 connection to LOTOS is not listening**

Acknowledged Service

Report View

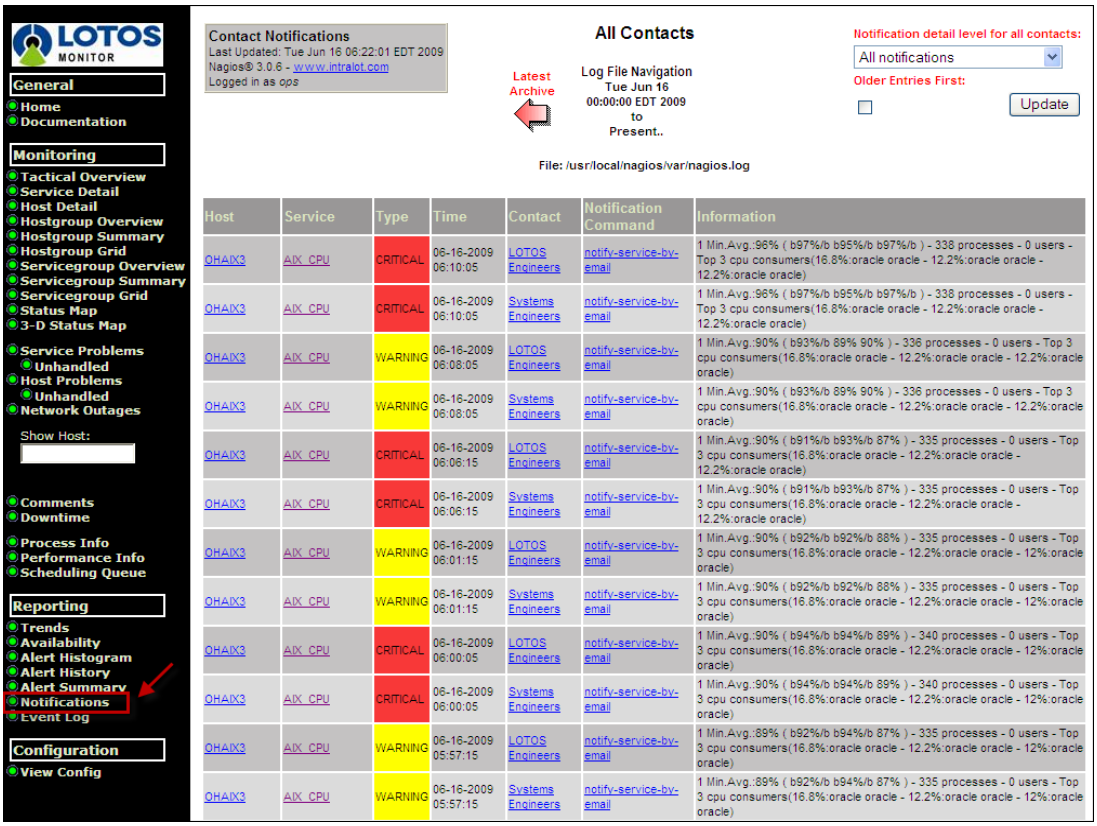
The report view of the LOTOS™ Monitor side panel provides a number of different views into the stored historical data. The most important views in this section are the "alert history" and the "notifications."

The "alert history" view provides a sorted (last one, first) system log view of all recorded alerts and events. This is a very useful view, especially for the users that want to see what happened at a previous time or shift.



Alert History Report

The "notifications" view shows a sorted list (last one, first) of e-mail notifications specifying the host, service, status, e-mail address, message, and a time stamp indicating when the notification e-mail was sent (this can be customized for any kind of "alert").

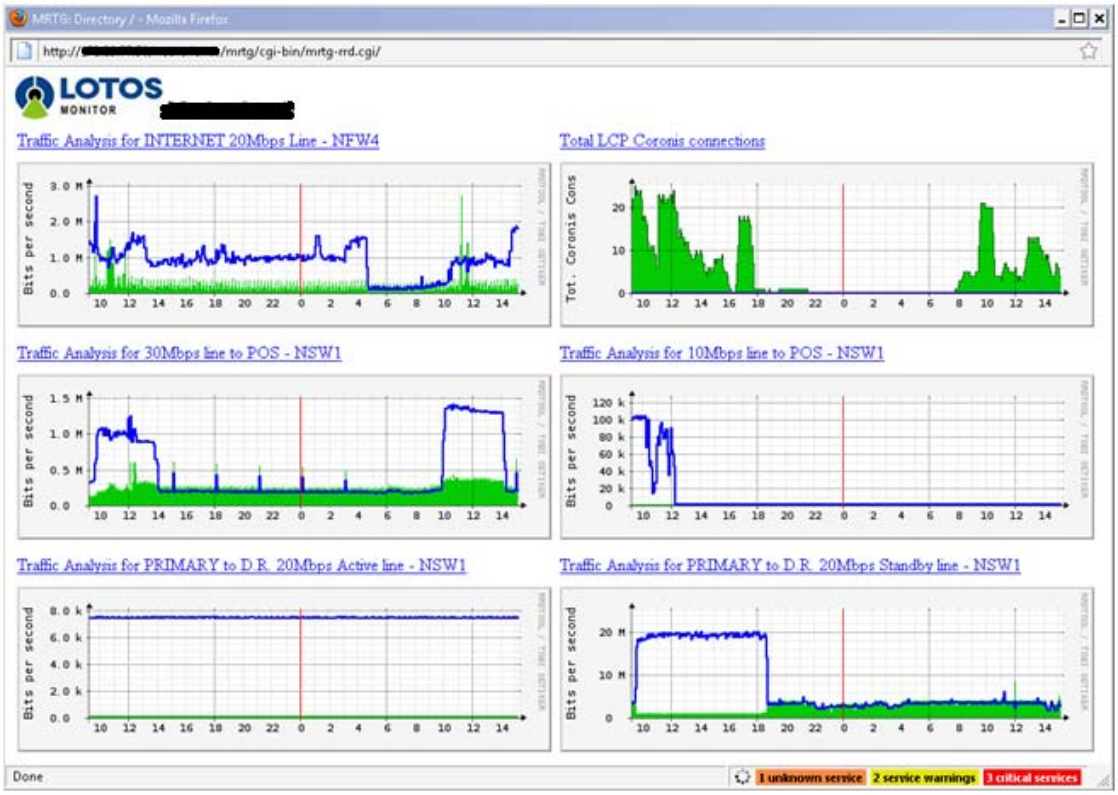


Notifications Report

Performance Graphs - MRTG

The Multi Router Traffic Grapher (MRTG) is a tool primarily used to monitor the traffic load on network links. MRTG generates HTML pages containing PNG images, which provide a live visual representation of this traffic. These graphs are embedded into web pages, which can be viewed from any modern web-browser. In addition to a detailed daily view, MRTG also creates visual representations of the traffic seen during the last X days, the last Y weeks, or the last Z months.

This is possible, because MRTG keeps a log of all the data it has pulled from the router. This log is automatically compressed and archived so that it does not grow over time, but still contains all the relevant data for all the traffic seen over the last two years. This is all performed in an efficient manner.



MRTG Traffic Analysis

MRTG is not limited to monitoring traffic, though. It is possible to monitor any chosen SNMP variable. Even an external program can be used to gather the data, which should be monitored via MRTG. MRTG may be used, among other things, to monitor things such as system load, login sessions, modem availability and more. MRTG even allows the accumulation of two or more data sources into a single graph. Access to the performance graphs GUI is possible by selecting the corresponding link and then network equipment graphs from the main LOTOS Monitor page.

Syslog Server

Syslog is a server that collects event messages from a wide variety of devices. When network devices run into problems, they generate error messages. In a lot of cases, where those error messages go is up to the user. Devices like servers (Windows, UNIX, and VMS), routers, switches, network printers, and network storage support the use of a "syslog" server. A syslog server is used as a central repository for log messages so as to centralize the monitoring of network systems and device messages. It's a client/server type of setup where the devices are the "clients." The syslog server logs can be accessed from the main LOTOS Monitor web page by selecting the systems log link. This will present the user with a GUI interface to the system logs, collected by all participating devices (servers, network equipment, etc.).

Alternatively, this syslog information can be searched and filtered from the command line on the syslog server. The logs are filled in a separate device file.

SysLog Console (Splunk)

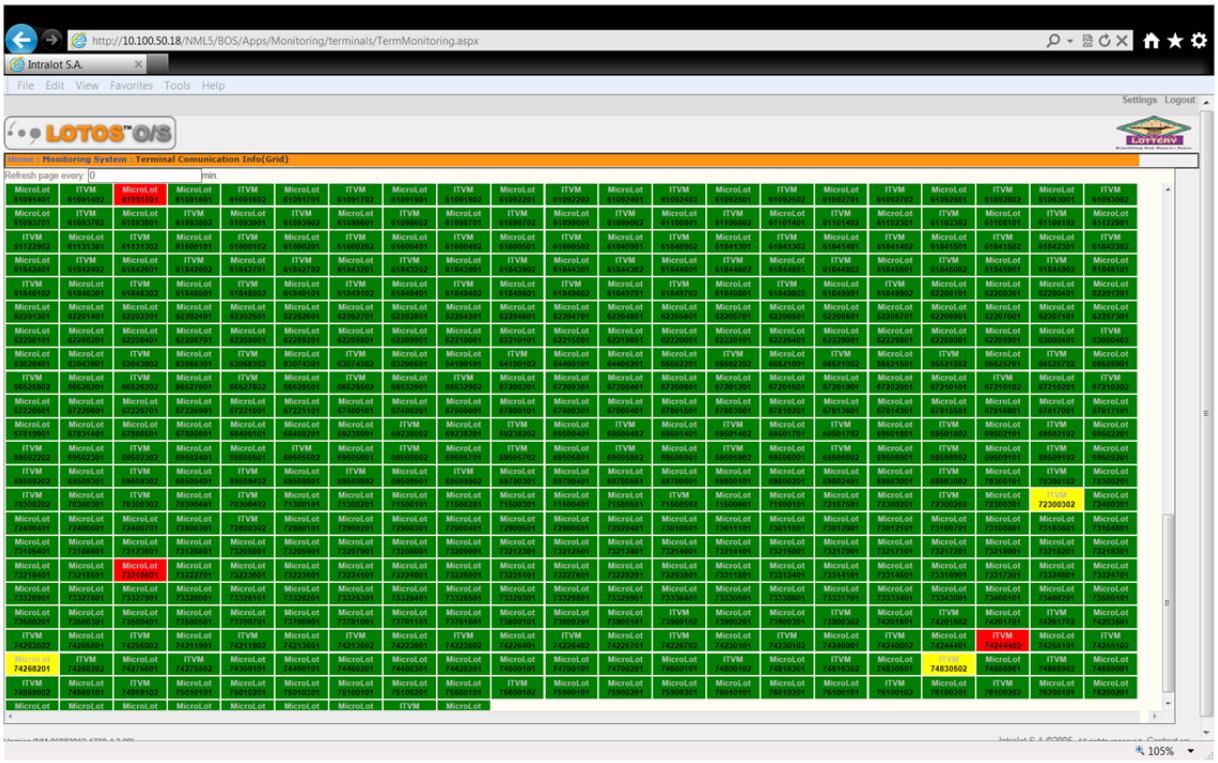
4.3.2.2 The capability to determine whether failure has occurred in the equipment at the PDC or BDC, within the wide area communications network or at the Venues down to the VLT bank level is to be included in the CMS design. Network monitoring equipment is to display connection status of each VLT Venue in real-time that indicates when VLT Venues experience communication problems and when VLT Venues lose connectivity.

Utilizing the tools detailed extensively in Section 4.3.2.1, INTRALOT's CMS design provides the capability to determine whether failure has occurred in the equipment at the PDC or BDC, within the wide area communications network or at the Venues down to the VLT bank level. INTRALOT's tools easily identify communications problems including when VLT Venues lose connectivity.

The included LOTOS NMS is used to monitor the entire iGEM™ Site Controller and VLT network in real-time. The following sample screen illustrates from the LOTOS NMS graphical User Interface. If the user selects to see the data in a grid, he/she is presented with a screen divided in spreadsheet-like cells as shown. Each cell represents a Site Controller, VLT, or device-specific IP address. Each cell displays information about the type of the device and the system device ID:

NMS Grid Monitor Screen Every cell in the grid is colored green, yellow or red depending on the communications connection status for which the time parameters may be adjusted as needed:

- Communications active – green.
- Communications stale – yellow.
- Communications timeout exceeded – red.



When the user hovers over a cell with the cursor, he/she is presented with a pop-up window. This window displays information about the physical address of the Facility operating the Site Controller, VLT, or device, and the latest connection information collected for that specific device.

4.3.2.3 The Vendor is to provide a real time display of network and equipment status to the Lottery which will include viewing and reporting capabilities. The monitoring system alerts the Lottery of any Venue where service has been disrupted and assists in determining whether the equipment is at fault or the communication network, or both, is responsible for the service disruption. Vendor is to supply an application that displays the down time of any and all equipment and/or communications circuit in the network over a period of time definable by the Lottery.

The monitoring tools proposed by INTRALOT provide a real time display of system, network, communications, site controller, VLT, and other equipment status to the Lottery. These monitoring tools also include extensive viewing and reporting capabilities. The tools will alert the Lottery of any Venue where service has been disrupted, and assists in determining whether the equipment is at fault

or the communications network, or both, is responsible for the service disruption. INTRALOT's tools include applications that display the down time of any and all equipment and/or communications circuit in the network over a period of time definable by the Lottery. Please refer to ***Section 4.3.2.1 and 4.3.2.2*** of our proposal for extensive detail on these features.

Many of our applications utilize Simple Network Management Protocol (SNMP) for gathering status information and alerts. For each device monitored, a Management Information Base (MIB) is loaded on the monitoring system. The MIB defines to the monitoring system how to communicate with and manage messages from the device being monitored. The beauty of SNMP and the use of MIBs is that any SNMP-capable device incorporated into the network in the future can be fully monitored by the SNMP-based monitoring tools INTRALOT provides from day one.

4.3.2.4 The Vendor is to provide network monitoring tools for all of the networked devices. The networked devices are to employ a standard protocol such as Simple Network Management Protocol (SNMP) to facilitate monitoring from end to end of the communication path and to immediately extend this capability to new network devices.

As detailed throughout ***Section 4.3.2***, the network monitoring tools provided by INTRALOT allow for monitoring of all network devices and more. All of the proposed networked devices employ a standard protocol that is SNMP to facilitate monitoring from end to end of the communications path and, as specifically stated in ***Section 4.3.2.3***, allows monitoring capability to be immediately extended to new network devices.

4.3.2.5 The Vendor's communications maintenance technicians trained in the use of testing and monitoring equipment are to be present at the active (terminal-serving) system site whenever the Agency requests such support for test purposes.

INTRALOT will ensure that communications maintenance technicians trained in the use of testing and monitoring equipment will be present at the active (terminal-serving) system site whenever such support is needed.

Site-level personnel are the first line of defense for maintaining communications, and INTRALOT will ensure that sufficient, well-trained and experienced staff is always available. On-site Communications Maintenance Technicians will be fully trained on communications, and also communications-savvy Field Service personnel equate to proven industry-leading uptime results.

INTRALOT is totally committed to supporting personnel and their knowledge advancement through tuition assistance and requires yearly technical training hours of instruction. INTRALOT fully supports staff in certification endeavors. INTRALOT will ensure that the Lottery is always satisfied with the level

of communications expertise committed to your project and agrees to adjust staffing on mutually agreed service levels over the life of our partnership.

4.3.2.6 The Vendor is responsible for developing Venue trouble reporting procedures and have appropriate mechanisms for working communications problems to resolution through the common carriers. Vendor's proposal is to describe the process, including escalation procedures, as well as a time line to resolution.

INTRALOT understands and agrees that it will be responsible for developing Venue trouble reporting procedures, and for having appropriate mechanisms for working communications problems to resolution through the common carriers. Our proposal to the Lottery fully describes the processes, including escalation procedures, as well as a time line to resolution. INTRALOT will provide training for Lottery staff, LVL venues, and Casinos on equipment and communications operation and troubleshooting procedures. Follow-on training will continue throughout the contract term as additional venues are added, venues change personnel, and at any time the need is identified. We will work closely with you and your venues to ensure that every designated person receives adequate training and understands all procedures.

Issues regarding communication/network at the venues should be telephoned into the Call Center and will be recorded and immediately escalated to the field service technician responsible for that facility and the system engineer. These two will begin immediate trouble shooting using remote networking techniques as much as possible to determine the problem or issue in an effort to expedite restoral.

All networks, routers, firewalls, and switches will be redundant therefore no single point of failure will exist. In case resolution of the matter cannot be obtained remotely, the service technician will be dispatched to the venue and trouble shoot the problem.

In case the problem cannot be determined or resolved, the issue will be escalated to INTRALOT Corporate Network Manager for resolution. Any hardware that has failed will be serviced by the authorized manufacturer according to manufacture specifications. A help desk trouble ticket will remain open until resolution actions taken have been recorded and the call has been closed, thus providing a permanent record in the database for historical reporting and performance review.

The goal of INTRALOT's issue resolution and escalation process is to ensure that a problem does not linger in the hands of any one individual or group without timely resolution. If someone determines that they are having a problem and that they cannot resolve the issue themselves, then they should first call or (if it is an on-site problem) check with the first level of support at the central site. Typically, this first-level support staff attempts to solve the problem. If the problem can't be solved here, the problem is then escalated to the Operations Manager and/or the General Manager.

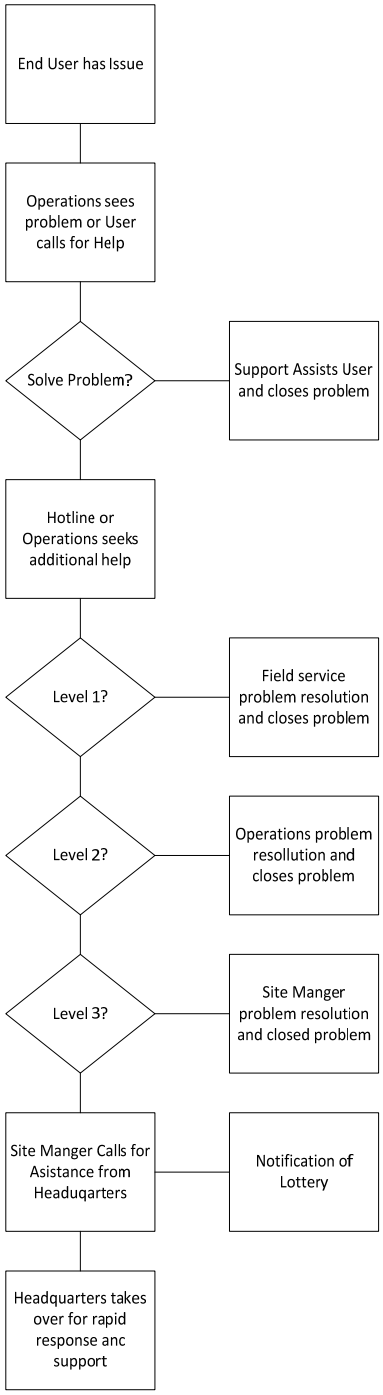
One of the primary functions in the escalation process is to determine where the problem resolution ownership resides. The key to high-quality support is to ensure that problems are escalated immediately to an on-duty senior manager. The escalation process concentrates on determining the level of the problem. If the problem is a system-wide problem, the General Manager is called immediately; otherwise the normal problem resolution process takes over.

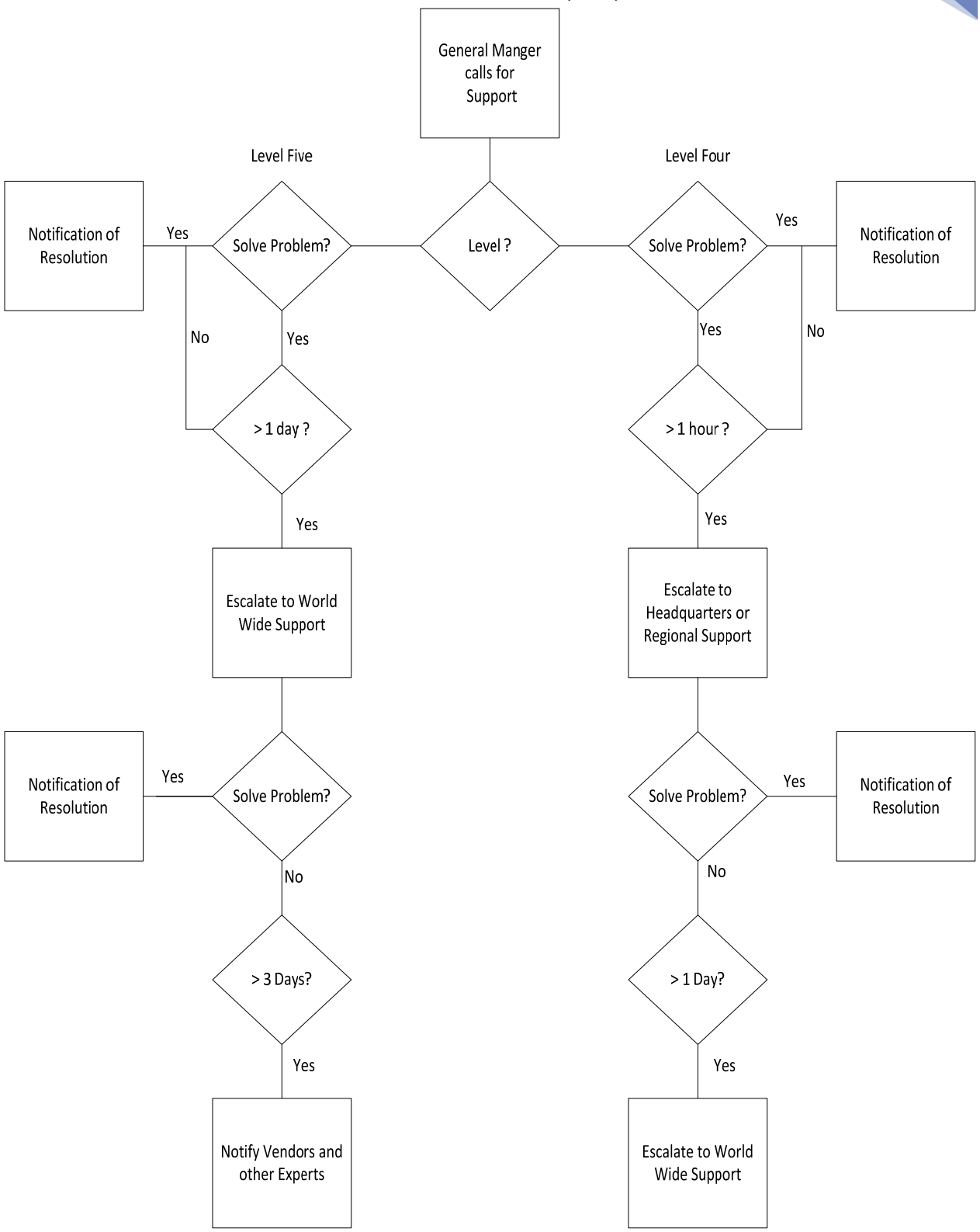
The Level One to Level Three initial escalation process diagram depicts the formal escalation process to determine the cause of the problem.

Level Four problem resolution provides the process to be followed by the General Manager when troubleshooting network wide problems. The issues at Level Four are the responsibility of the headquarters support functions in that they are also available to support the project on difficult networking problems.

Once they've been called, the headquarters or regional support group owns the problem to resolution. Another key to good support is to never let difficult problems linger unsolved in their hands. Personnel must be able to relinquish ownership of the solution to the headquarters group when time limits expire.

The headquarters group also must be ready to relinquish solution ownership to the worldwide corporate engineering services group should the problem prove too difficult to resolve in the allotted time. The headquarters and the worldwide engineering services will inform personnel when the problem is solved so that the issue can be closed with the venue and/or the Lottery. The following diagram depicts the overall process flow for problem solving for the General Manager or headquarters group, and the worldwide engineering services support groups:




General Manger calls for Support
Level ?
Level Five
Level Four
Solve Problem?
Solve Problem?
Notification of Resolution
Notification of Resolution
Yes
Yes
No
Yes
Yes
No
> 1 day ?
> 1 hour ?
Yes
Yes
Escalate to World Wide Support
Escalate to Headquarters or Regional Support
Solve Problem?
Solve Problem?
Notification of Resolution
Notification of Resolution
Yes
Yes
No
No
> 3 Days?
> 1 Day?
Yes
Yes
Notify Vendors and other Experts
Escalate to World Wide Support

Different jurisdictions tend to have their own specific requirements and variations. INTRALOT will implement and establish a reliable support framework, customized to meet the specific requirements of the Lottery and the individual venues. Full support services will be provided for all hardware and monitoring application services. Dedicated teams will provide 1st, 2nd and 3rd level support for all monitoring services provided.

Detailed Service Levels (SLA's) will be agreed upon and implemented. All monitoring services provided to users will be measured against the agreed SLA's to ensure robust, efficient, and timely support is provided to all parts of the sector. The SLA's can cover minimum standards for response times, resolution of issues, and other areas for the provision of monitoring services.

Support Structure For the complete delivery and management of monitoring services, INTRALOT will provide the following dedicated teams:

1st Level Support – Hotline call center Operators
Typical functions / tasks are:

- Dedicated contact point for sector.
- Log new incidents/jobs as required.
- Ensure communications and follow-up on existing incidents/jobs is carefully managed.
- Carry out 1st level technical support (e.g. report enquiries etc.).
- Manage communications to Gaming facilities (i.e. ensure any communications faults are proactively managed and resolved in a timely fashion).

2nd Level Support - Application Support Team
Typical functions / tasks are:

- Dedicated monitoring services technical specialists.
- Carry out required changes in partnership with Venue Service Personnel.
- Ensuring full monitoring services are managed including report production.
- Carry out 2nd level support for technical enquiries.

3rd Level Support – Technical Specialists / Development
Includes roles such as Application Support Manager, Network Engineer, Database Administrator, Business Analyst, etc. Typical functions / tasks are:

- Provide 3rd level technical support including Data Centre, Disaster Recovery, and systems infrastructure management and support.
- Ensure 1st and 2nd level support have adequate knowledge and training to carry out their functions as efficiently as possible.
- Carry out any systems infrastructure maintenance upgrades as required.
- Ensure System Availability exceeds agreed minimum targets.
- Carry out local development and customization to improve and maintain efficient monitoring operations.
- Liaise as necessary with INTRALOT S.A. for Global System changes.

4th Level Support - INTRALOT Corporate Specialist Support

Typical functions / tasks are:

- Provide global support to local operations.
- Carry out major development efforts in close co-ordination with 3rd Level Support resources.
- Provide technical expertise for Core Monitoring System.

All support services are provided on a 24 x 7 x 365 basis. This will help ensure a complete monitoring solution is implemented and managed which meets the needs of all parts of the sector.

Support Management System (CRM & Telephony). INTRALOT will provide a CRM based solution to allow for complete customer / user management. This solution will facilitate:

- Quick accessible information on all customers / users (e.g. Gaming venues, contact persons, relationship information etc.).
- The ability to create incidents/jobs required for the provision of monitoring changes.
- Implement customized Job/Incident Categories and Job/Incident Severities.
- Creation of incidents/jobs for the timely resolution of any faults or issues that occur.
- Full tracking of incidents/jobs including details of work being carried out, progress updates to incidents/jobs, adherence to agreed Service Levels, etc.
- Provision of comprehensive reporting.
- Creation of call queues to handle inbound communications (customized to meet requirements).
- Advanced reporting on call statistics including:
    - Call volume reporting.
    - % Calls Answered within x time.
    - % Calls Abandoned.
    - Measurement of call statistics vs SLA's.

During start-up and commissioning of all venues, INTRALOT staff will be on site working together with each venue to install CMS equipment, site controllers, communications, and to become fully operational. Once a facility is up and established, INTRALOT will provide field service technicians that will be available anytime the issues cannot be resolved via the help desk and operations staff.

One of INTRALOT's strong advantages is after-sales service support**.** Our support team has a long combined experience servicing commercial and industrial equipment, along with communications used in Gaming venues and Lotteries. We maintain a complete inventory of commonly used parts in all of our operational centers at all times. We sustain a reputation for quick response time and effective resolution on all required repair work.

We research the design as well as the equipment configuration and communications for every system that we offer. We take multiple factors into account, including how the equipment and communications will be used, where it will reside, the type of transaction volume that may be expected, and the nature of the applications that will be used. With this and other information, we can make accurate predictions

as to system and communications requirements for continued operation without unscheduled downtime.

INTRALOT will provide the full suite of Help Desk and Maintenance equipment and services:

- Hot-Line (Call Center) Support.
- On-Site Intervention and assistance whenever needed.
- Provision of New Spare Parts (Site Controllers, Payment Terminals, etc.).
- Refurbishing of Spare Parts.
- Disposal of Spare Parts/Terminals.
- Central System Maintenance.

Facility Maintenance Concept

INTRALOT has performed field service maintenance and repairs in many Gaming jurisdictions worldwide. As a general concept for maintaining and supporting the gaming facility equipment (Site Controllers, SMIBs, Jackpot Display systems, etc.) and communications, INTRALOT establishes a local service organization responsible for each venue including:

- Monitoring of the operation of the venue equipment and communications during operational hours.
- Periodic checks.
- Regularly scheduled preventive maintenance.
- Direct replacement of any defective or damaged terminals and parts, service vehicles are equipped with spare parts and perform the replacement on-site.
- Inventory maintenance to cover any demand in spare parts, components and consumable materials.
- Organizing and maintaining Service Centers (central and peripheral) to ensure the immediate intervention and repair of equipment and communications within the designated period of time.
- Organizing and maintaining a Hotline call center with responsibilities to provide first-line support to venue staff, troubleshoot equipment problems, generate service requests, and perform customer follow-up as needed.

For this purpose, the Service Organization includes:

- Trained personnel with the appropriate qualifications and experience.
- A warehouse facility with sufficient quantity of spare parts.
- All the instruments and tools required for repairing and maintaining equipment and communications at the Service Centers and at the venues.
- Fully equipped service cars/vans.
- Fully equipped Hotline call center with trained operators.

SUPPORT PROCESSES

STEP 1 - INCIDENT

1. The requestor either telephones or sends an e-mail message to the CMS Support Team.
2. Where e-mail is used, the requestor receives an automated reply.

STEP 2 – INCIDENT LOGGING AND INITIAL RESOURCE MATCHING

1. The Support Team Coordinator logs the incident in the CMS support system.
2. The Coordinator decides if the problem surrounding the incident:
   - Can be resolved on the spot.
   - Cannot be resolved on the spot but is not urgent.
   - Cannot be resolved on the spot and is urgent.
3. If the incident is can be resolved on the spot, the Coordinator:
   - Resolves the problem.
   - Closes the incident in the CMS Support System.
   - Ends the call.
4. If the incident cannot be resolved on the spot and is not urgent, the Coordinator:
   - Assigns the incident to a resolver by e-mail.
   - Updates the incident in the CMS Support System.
   - Ends the call.
5. If the incident cannot be resolved on the spot and is urgent, the Coordinator:
   - Forwards the call to a resolver.
   - Sends a follow-up e-mail.
   - Updates the incident in the CMS Support System.

STEP 3 – NON URGENT RESOLUTION

1. The resolver receives the e-mail link to the CMS Support System.
2. Investigates the incident.
3. If necessary consults with subject matter experts.
4. If the problem surrounding the incident can be resolved, the resolver:
   - Tells the requestor what the resolution is.
   - Updates the incident log in the CMS Support System.
   - Closes the incident.
5. If the problem surrounding the incident cannot be resolved on the spot, the resolver:
   - Updates the incident log in the CMS Support System.
   - Passes the incident on to the Second-Level Support person.

STEP 4 –URGENT RESOLUTION

1. The resolver:
   - Accepts the call.
   - Discusses the incident further with the requestor.
   - Updates the incident log in the CMS Support System.
2. If the problem surrounding the incident can be resolved, the resolver:
   - Tells the requestor what the resolution is.
   - Ends the call.
   - Updates the incident log in the CMS Support System.
   - Closes the incident.
3. If the problem surrounding the incident cannot be resolved on the spot, the resolver:
   - Tells the requestor an estimated response time.
   - Ends the call.
   - Investigates further — consults with subject matter experts.
   - Updates the incident log in the CMS Support System.

4. If the problem still cannot be resolved, the resolver:
   - Updates the incident log in the CMS Support System.
   - Passes the incident to the Second-Level Support person.

STEP 5 – SECOND LEVEL SUPPORT

1. The Second-Level Support person:
   - Updates the incident in the CMS Support System.
   - Investigates the problem surrounding the incident — consults with subject matter experts.
2. If the problem can be resolved, the Second-Level Support person:
   - Tells the requestor what the resolution is.
   - Updates the incident log in the CMS Support System.
   - Closes the incident.
3. If the problem cannot be resolved, the Second-Level Support person:
   - Updates the incident log in the CMS Support System.
   - Passes the incident to the Third-Level Support person.

STEP 6 – THIRD LEVEL SUPPORT

1. The Third-Level Support person:
   - Updates the incident in the CMS Support System.
   - Investigates the problem surrounding the incident — consults with subject matter experts.
2. If the problem can be resolved, the Third-Level Support person:
   - Tells the requestor what the resolution is.
   - Updates the incident log in the CMS Support System.
   - Closes the incident.
3. If the problem cannot be resolved, the Third-Level Support person:
   - Updates the incident log in the CMS Support System.
   - Passes the incident to the Escalation Manager for resolution action.

4.3.3 VLT WIRING (NETWORK & COMMUNICATIONS)

4.3.3.1 VLT Wiring: Wiring within each Venue connecting the VLTs to the Site Controller is to be a minimum of the currently used fiber optic cabling.

INTRALOT has read and understands that the wiring within each Venue connecting the VLTs to the Site Controller is to be a minimum of the currently used fiber optic cabling. INTRALOT will work together with each individual venue to implement a wiring scheme that best meets the requirements of the individual venues and makes use of the advantages provided by the new equipment and site controllers.

4.3.3.2 The Vendor may propose other cabling methods, in addition to the current fiber optic cabling, of connecting the VLTs to the CMS (i.e. serial 232, serial 485, cat 5, cat 6, etc.). Costs related to alternate cabling are to be excluded from this RFP response.

INTRALOT understands that other cabling methods can be proposed, in addition to the current fiber optic cabling of connecting the VLTs to the CMS, and that costs related to alternate cabling are to be

excluded from our RFP response. INTRALOT will work individually with each venue to determine the best cabling method, preferably updating the cabling to our multi serial star topology using RS232 and eliminating the old fiber loops. Any newer machines capable of using G2S protocol and communicating using TCPIP will be installed using CAT 5/6. Please refer to ***Tab: 4.2 Site Controllers*** for more information.

4.3.3.3 Any method used to connect the VLTs to the CMS, other than the specified fiber optic cable, shall be reviewed and approved by the external testing lab and the Lottery before implementation at a Venue.

INTRALOT understands that any method used to connect the VLTs to the CMS, other than the specified fiber optic cable, will be subject to review and approval by the external testing lab and the Lottery before implementation at a Venue.

4.3.3.4 The Vendor is to provide a software-driven diagnostic utility that can detect deficiencies in the fiber optic loops or other communication cabling connecting the VLTs to the Site Controller at a Venue. A diagnostic utility is to be accessible at the Site Controller and be available to the Venue operator to utilize at their convenience. The diagnostic utility design includes providing a simple user interface that will· report the condition of the communication line to the Venue operator. The diagnostic utility is to be capable of testing all types of communication cabling used to connect the VLTs to the Site Controller.

As detailed in Sections 4.3.2.1 and 4.3.2.2, INTRALOT provides software-driven diagnostic utilities that can detect deficiencies in the fiber optic loops and other communications cabling connecting the VLTs to the Site Controllers at all Venues. INTRALOT will ensure that these diagnostic utilities are accessible at the Site Controller and be made available to the Venue operator to utilize at their convenience. As shown in the referenced sections of our proposal, the design of our diagnostic utilities include simple user interfaces that report the condition of communications lines to the Venue operator and other Lottery-designated personnel. INTRALOT will further ensure that the provided diagnostic utilities will be capable of testing all types of communications cabling used to connect the VLTs to the Site Controllers to the Lottery's satisfaction.

4.4 OPERATIONS

4.4.1 PROGRESSIVES [CMS CONTROLLED] (OPERATIONS)

INTRALOT's iGEM CMS is fully capable of controlling the Lottery's local and wide area progressive games. Our system does this daily in multiple jurisdictions around the world. The system will handle your current deployment of VLTs, games, and jackpots, as well as easily incorporate future VLTs along with their protocols and games. The iGEM system is robust, feature packed, configurable, secure, and flexible to provide the Lottery a solution that prepares them for the future.

4.4.1.1 Vendor to describe in its response how the CMS will communicate with and control the current network of CMS controlled SAS progressive VLTs and how the CMS will manage any additional local and wide area progressive VLTs as required by this RFP.

Within **Section 4.4.1** of our proposal, INTRALOT fully describes how the CMS will communicate with and control the current network of CMS-controlled SAS progressive VLTs, and how the CMS will manage any additional local and wide area progressive VLTs as required by your RFP. The iGEM system will track jackpot levels/pools, contributions, wins, base jackpot amounts, and other pertinent information defined to fully support local and wide area progressive gaming.

INTRALOT has developed full G2S capability in large-scale destination environments (racino, casino, large gaming halls), and retail networks such as your LVL venues. This capability is expressed by the inclusion of the majority of G2S classes into a G2S application server, which is fully integrated with the standard iGEM system. It is also integrated into a G2S site controller that is applicable to any type of gaming venue location and network. INTRALOT's iGEM system is a native G2S system that has been tested for compatibility with G2S, and implemented with both G2S and SAS electronic gaming machines from most manufacturers to secure inter-operability.

The G2S application server is the standard in iGEM, and is being utilized in all of the company's new monitoring projects. In order to communicate with legacy protocol VLTs, convertor boards utilized to convert all legacy protocols that may be encountered in projects (SAS, VLC, ICIS, DXS, QCOM, F3 etc.) to G2S. This allows the standardization of the floor infrastructure. It also allows for the inexpensive and seamless expansion of the system to offer additional services, such as responsible gaming and player experience management.

For the West Virginia project we are also providing a site controller compatible with SAS and G2S, communicating with a G2S central system, in the base LVL venue offering. This eliminates the need for converter boards in LVLs in each of the SAS VLTs, and allows the VLTs to be connected directly with the site controller. In addition, it greatly simplifies the configuration within each of the LVL venues. We are pairing a G2S& SAS-based site controller with a G2S-based central system, which provides the flexibility to adapt to future gaming needs. In the event that VLTs reach the capability to connect via the G2S protocol, the solution provided by INTRALOT is ready.

With the INTRALOT system, all future enhancements will be possible in reasonable timeframes and with reasonable costs. This is because we have adapted the latest version of our G2S central system for use with VLT SAS-based machines. With the INTRALOT system, the Lottery will be able to run state of the art gaming, without any shortcomings in technology and innovation, because INTRALOT's iGEM (gaming enhanced management system) is a next-generation, integrated solution for gaming networks.

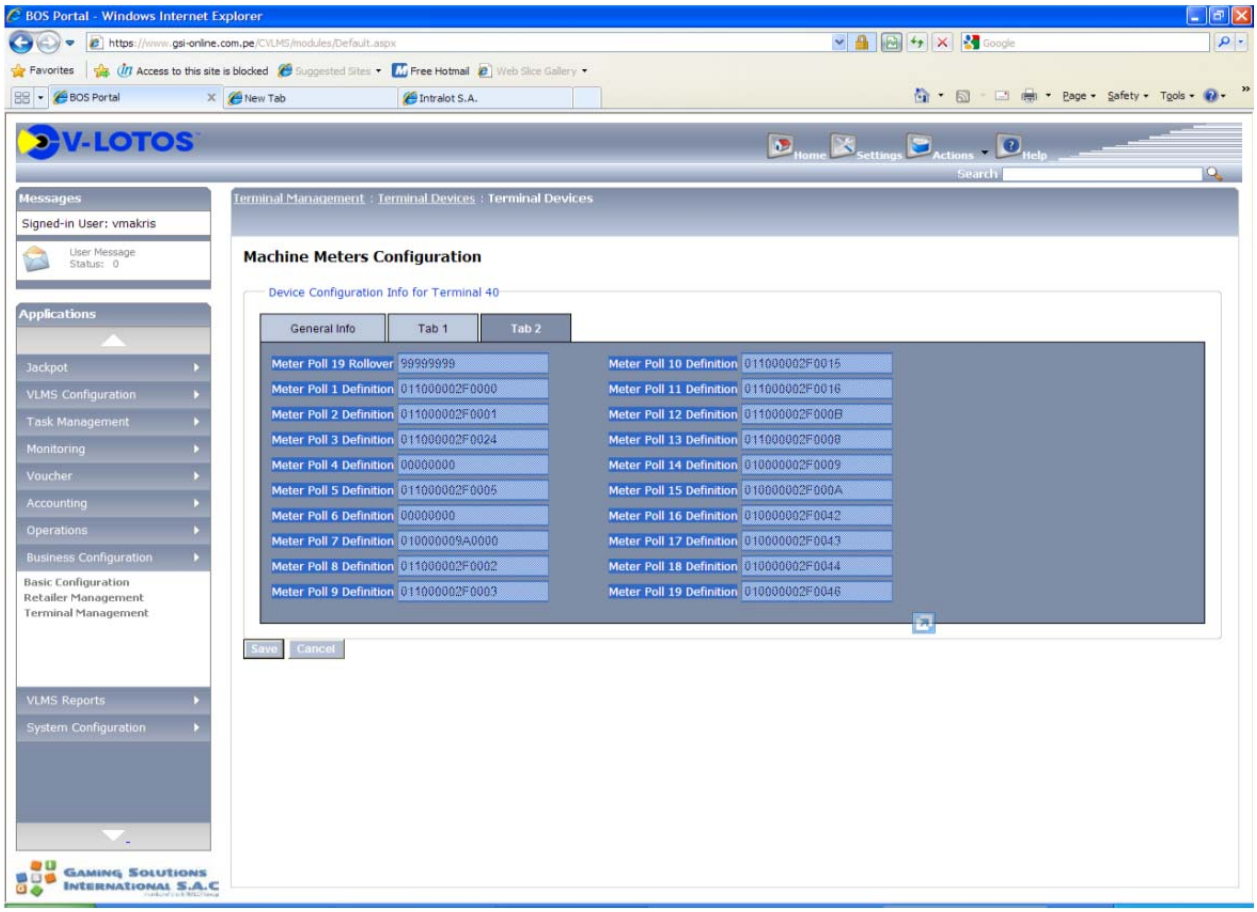
All G2S and SAS meters have been fully integrated into iGEM's accounting module. There are specific formulas, which convert the G2S and SAS meters to common derivative meters, which are used for the calculation of daily accounting. This way, iGEM™ ensures that the VLT's performance and accounting reports will be independent of the protocol that is used. iGEM™ is designed to support any kind of gaming meters, events, and gaming devices in a multi-protocol environment and takes into consideration that different gaming communication protocols may account for different meter, event, and gaming device definitions. It therefore provides ultimate flexibility in terms of meter and event collection from remote gaming devices.

In the standard configuration, INTRALOT's iGEM™ CMS supports 40 different meters per device, twenty of which can be reported and recorded in real-time. This number is configured for database sizing purposes and can be easily increased if required.

Therefore, iGEM™ central system fully covers the following information for each individual VLT and game:

- Total inserted.
- Total paid out.
- Total paid out as tickets.
- Total wagered.
- Total VLT wins.
- Total jackpot (top awards) wins.
- Total wins.
- Hand pays/cancelled.
- Credits inserted.
- Games played, games won.
- Credits representing replays.
- Credits/cents on the credit meter.
- Return to player percentage.
- System wins (originated by system jackpots not transferred to the VLT).
- Inserted.
- Paid out.
- Local and wide area jackpot contributions.
- Commissions, taxes.

This set of meters is common for all supported VLT protocols. This set of derivative meters provides unified accounting data independent from any supported VLT protocol. Please note that any new derivative meter can be configured in the system at any time, following a request from the Lottery, who can define, collect, and audit data for an unlimited set of derivative meters in iGEM™.



iGEM™ Meter Configuration Screen

Meter Collection and Management: For the cases of participation games and progressive games, all basic accounting meters are directly collected from the connected VLTs, in a similar manner as the non-progressive VLTs. Modern VLTs provide a multitude of meters, incuding game turnover and game balance meters, jackpot related meters, etc.

Local and Wide Area Multi-Venue Linked Progressives: The iGEM system's accounting for jackpots provides support for single and multi-venue progressive jackpots. The system collects turnover meter information from all participating VLTs in venue(s) and the jackpot hit information with the winning VLT ID, and applies the same contribution rates as defined in each jackpot pool level. By doing so, the system calculates:

- Contributions from each VLT and each Venue to each pool/level.
- The jackpot wins paid by each Venue.

- The balances (positive and negative) of each Venue against the common jackpot fund, for each jackpot.

The progressive jackpot management application of the iGEM system can allow each starting jackpot fund to be filled with startup funds from each venue, based on the number of VLTs the venue has participating in the jackpot and the historical turnover data of the venue's VLTs. All contributions to the common fund are recorded and kept for record keeping, auditing, and of course for balance calculation purposes.

INTRALOT's progressive jackpot system is integrated within the iGEM platform and has been designed to be used in all gaming environments, including casinos, racetracks, Video Lotteries, small gaming venues, etc.

Participating VLTs are connected to the Jackpot System via the Site Controller, and the system provides at least one customized video display per group of machines for communicating jackpot pool information to the players. Any video display can be used with component, S-video, composite, SCART or HDMI input.

The iGEM Jackpot module is a special real-time transaction processing application used for the implementation of flexible local, regional and wide area jackpots, which may be configured to suit every venue or casino environment. All VLTs participating in a linked jackpot contribute a small percentage of their revenue to a pool, which accumulates money. This pool is stored in the Central System database, for centrally controlled progressives, or handled locally by the Site Controller in cases of locally controlled jackpots. The amount of the pool is reported in real time to displays installed at every participating gaming venue.

The iGEM Jackpot System operates according to the GSA and SAS 6.01 protocols with support for the DXS protocol being implemented for the needs of Saskatchewan Liquor and Gaming Authority, and has been designed to be compatible with gaming equipment produced by all VLT manufacturers supporting these protocols.

INTRALOT's iGEM system supports wide area jackpots of mystery and game determined types. Every game in any VLT connected to the iGEM network may contribute to one or more jackpots. The jackpot engine and the jackpot pools are controlled by dedicated processes. If a Site Controller has VLTs with games participating in a wide area jackpot, it monitors every played game and collects its contribution. The contributions are sent to the Central System which in turn places them in the proper jackpot pools. Depending on the jackpot type, appropriate rules are applied to the pool with respect to the jackpot hit.

The following section contains a full description of the Progressive Jackpot module of the iGEM system.

Normally, stand-alone progressives are defined locally on the VLT and are not controlled by any external system. In such cases, the iGEM monitoring system will be used to collect, account for, and report only the related jackpot meters and events produced by the VLT.

iGEM collects the following Jackpot Meters which are used in the accounting and invoicing process:

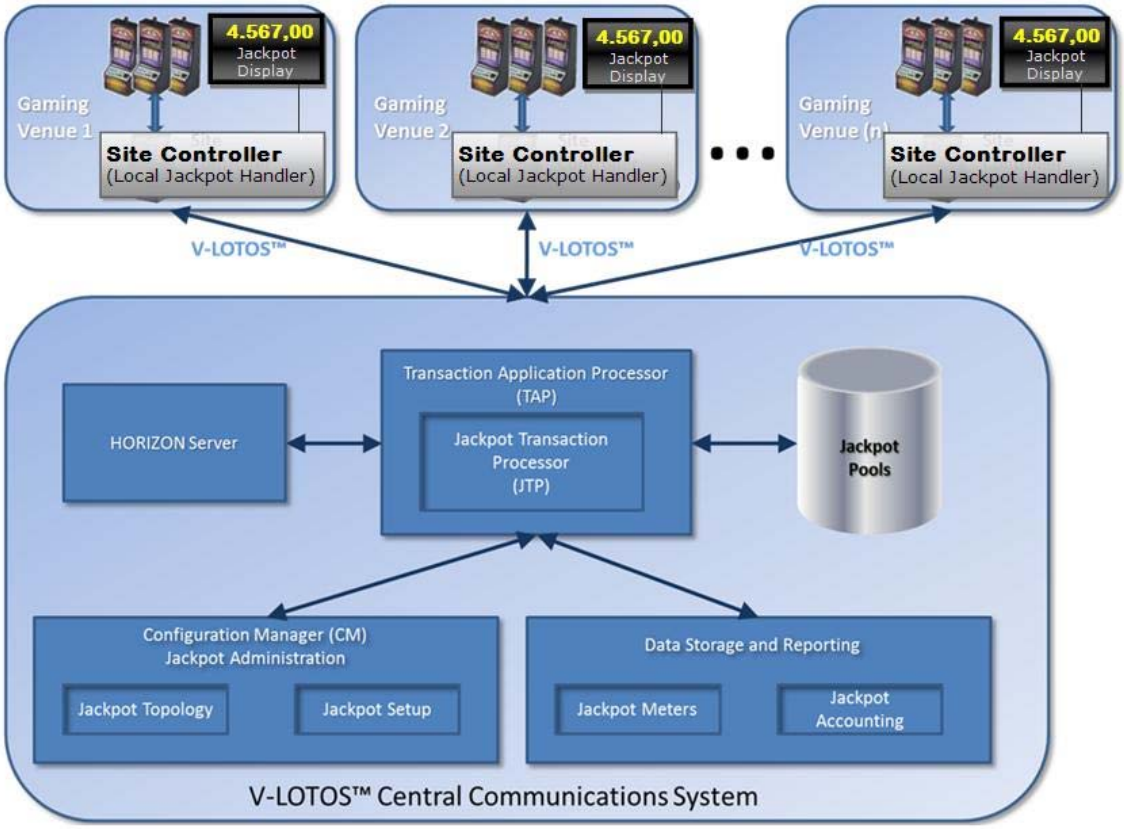
- Total amount played for jackpots.
- Total amount of jackpots won.
- Total jackpot contributions made, (includes any diverted amounts).
- Total jackpot contributions won.
- Current amount for each jackpot.
- Current diversion pool for each jackpot, if any.
- Current value of Jackpot contributions diverted.

Such data is kept in the database on a daily, jackpot start/hit/end, and on a per-machine/game jackpot basis, at a minimum.

The iGEM jackpot module is a flexible application and can be used to define and control Stand Alone progressives (single VLT progressives) in a similar manner as it can control multi-VLT local or wide-area progressives. This capability has no limitations in terms of number of concurrent active Stand Alone progressives running in the system.

JACKPOT FUNCTIONAL MODEL

The Jackpot Management application of the iGEM System consists of the basic modules that are depicted in the following figure:



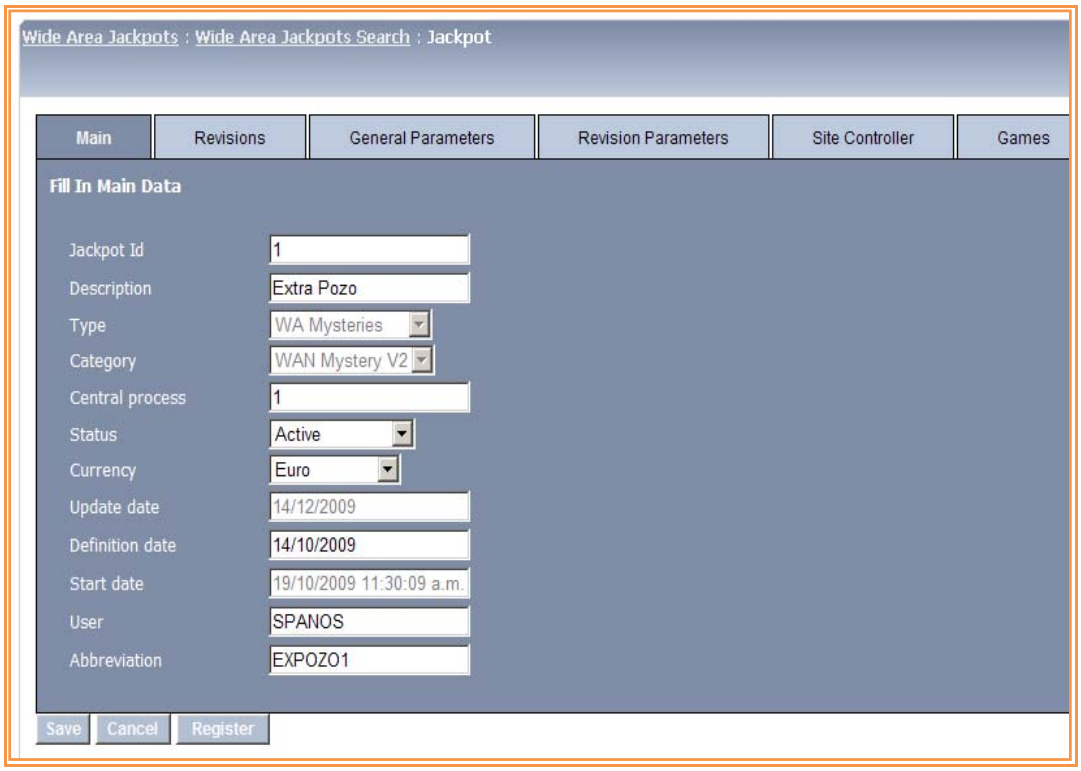
iGEM / V-LOTOS Jackpot Management Application

JACKPOT ADMINISTRATION

Jackpot administration is part of iGEM System configuration functionality (Configuration Manager), which is one of the main modules of iGEM Central System. For both, Wide Area Jackpots (centrally managed), and Local Jackpots (handled by the Site Controllers), the parameters are defined centrally and then downloaded to the designated Site Controllers.

Main Task of this module is to define a new Jackpot:

- Jackpot Setup: Definition of jackpot parameters (number of jackpots, number of pools, lower and upper pool limits (startup amounts, maximum amounts – if needed, % of turnover contribution per pool, bet limits, operational period, etc.).
- Jackpot Topology: Which Venues, VLTs, and games are included in the Jackpot.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General Parameters
Revision Parameters
Site Controller
Games
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Category
WAN Mystery V2
Central process
1
Status
Active
Currency
Euro
Update date
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Start date
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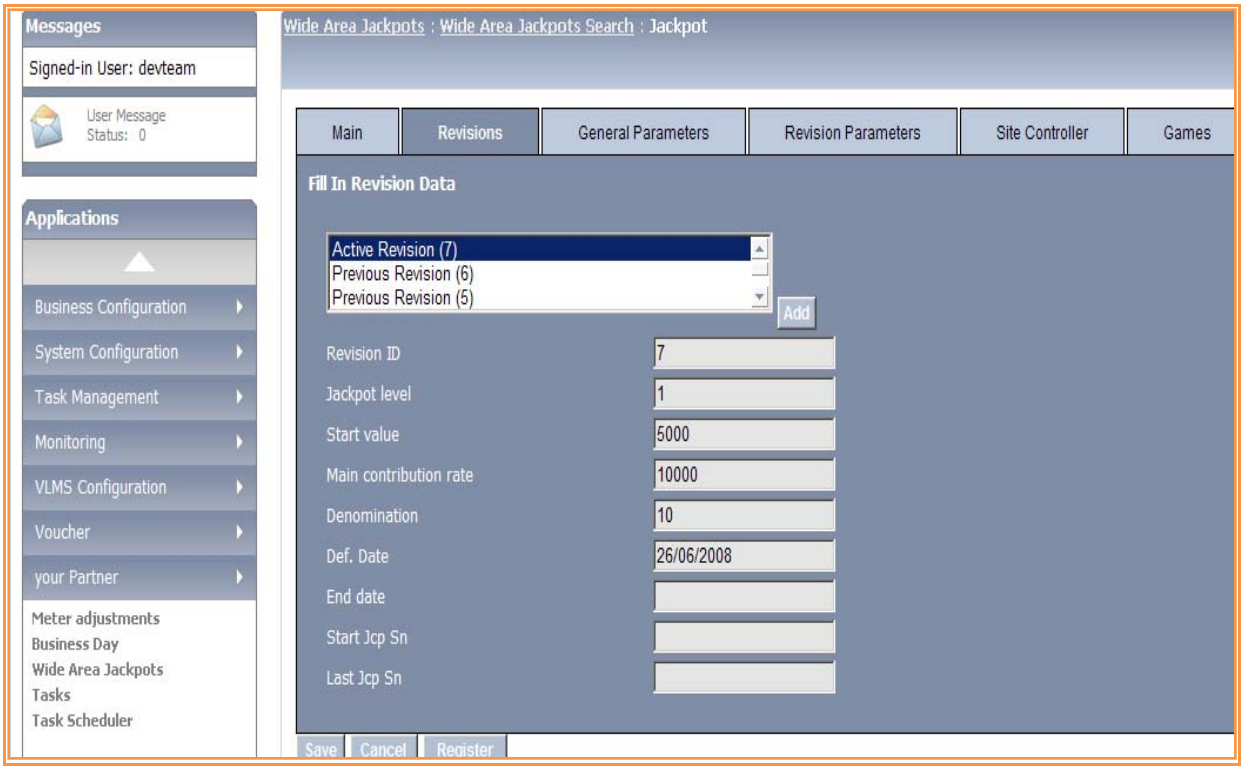
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User Message
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Business Configuration
System Configuration
Task Management
Monitoring
VLMS Configuration
Voucher
your Partner
Meter adjustments
Business Day
Wide Area Jackpots
Tasks
Task Scheduler
Wide Area Jackpots : Wide Area Jackpots Search : Jackpot
Main
Revisions
General Parameters
Revision Parameters
Site Controller
Games
Fill In Revision Data
Active Revision (7)
Previous Revision (6)
Previous Revision (5)
Add
Revision ID
7
Jackpot level
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Start value
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Denomination
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Start Jcp Sn
Last Jcp Sn
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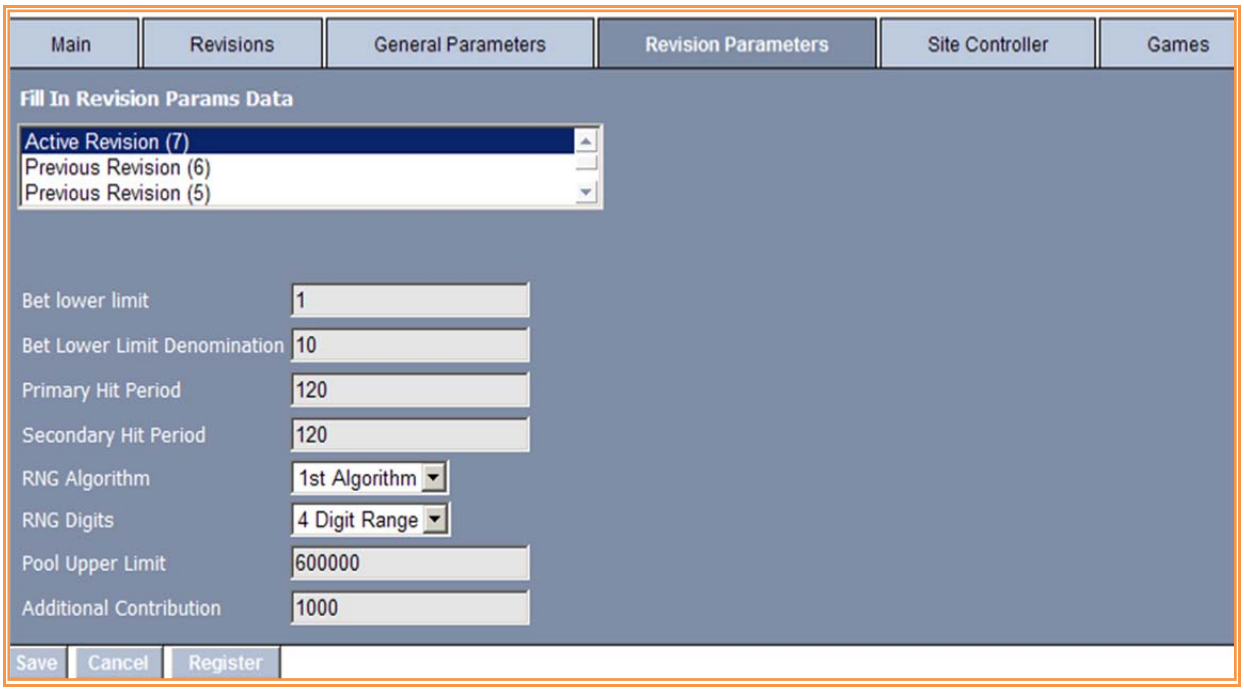


Jackpot Definition Screen Samples of iGEM

Depending on the area that a jackpot is applied, the following categories can be defined:

- Stand Alone – Only one VLT and one Site Controller participates in the Jackpot.
- Single – Only one Site Controller participates in the jackpot.
- Multiple Local – multiple Site Controllers from one venue participate in the jackpot.
- Wide Area – Multiple Site Controllers from more than one gaming venue participate in the jackpot.

The jackpot module of the iGEM System has no limits in terms of:

- Participating gaming machines and games (VLTs).
- Number of gaming venues/casinos.
- Number of concurrent jackpots (limited to 8 concurrent jackpots per VLT game or SC).
- Number of prize levels per jackpot.

Jackpot Prizes Configuration – the following options can be defined in iGEM:

- Variable (based on % contrition of each wager of the participating games).
- Fixed.
- Merchandize (fixed).
- Bonus (in accordance to jurisdictional or customer needs).

JACKPOT PARAMETERS TO THE SITE CONTROLLER

All Jackpot parameters are defined in the Jackpot Module of the Central System and are downloaded to the relevant Site Controller using the iGEM configuration file standard process.

The configuration file informs the SC about the jackpots it participates in. The jackpot parameters can be changed when a new jackpot instance is started. Game participation can be changed at any time by the Central System. More specifically, the jackpot configuration parameters are the following:

- General Jackpot Device: It has the general communication parameters for all jackpots:
  - Jackpot Status Interval. An internal timer (Jackpot Status Interval of special control data) in the SC is responsible for updating the jackpot amount even if no games participating in the jackpot have been played.
  - Jackpot Polling Interval. Since the VLTs can accommodate many games, when the "Game Selected" exception occurs at a gaming machine, the SC must decide if the selected game participates in one or more jackpots. If this is the case, all the wagered credits (above a specific limit) are reported and contribute to the jackpot(s). As soon as the SC has completed a Jackpot Polling Interval, it sends the gathered information to the Central System using the Jackpot Game Play/Status Request.
  - Definition of general jackpot parameters (number of pools, lower and upper pool limits, startup amounts, maximum amounts – if needed, % of turnover contribution per pool, bet limits, operational period, etc.).
  - VLTs and Games participating in the jackpot.
  - Prize type (fixed, variable, merchandise).

- Progressive Jackpot. It has the following information:
  - Jackpot ID. The unique identifier of a jackpot.
  - Jackpot Slot (1-8). The SC's internal sequence number. It corresponds to the jackpot's place in the jackpot display.
  - Protocol related information like jackpot group id and jackpot level.
  - Various options like: Communication Error.
  - Jackpot broadcast timer. How often the SC transmits the jackpot pool value to the machines.
  - Jackpot Hit Display. Time interval that the jackpot hit will be displayed on a jackpot display.
  - Jackpot Status Transmission Period.

- Mystery Jackpot. It has the following information:
  - Jackpot ID. The unique identifier of a jackpot.
  - Jackpot Slot (1-8). The SC's internal sequence number. It corresponds to the Jackpot's place in the display.
  - Various options like: Communication Error, Voucher Print.
  - Jackpot Hit Display. Time period that the jackpot hit will be displayed.
  - Jackpot Status Transmission Period.

An existing jackpot configuration can be altered, resulting in a new jackpot revision that can be activated with the start of the next jackpot instance.

JACKPOT TRANSACTION PROCESSOR

The Jackpot Transaction Processor is the core module of iGEM System Jackpot Management application. The JTP is responsible of the following:

- Receives all jackpot contributions from the Games / Site Controllers that participate in the jackpot.
- Process all credits played that contribute to the jackpot and updates in real-time all relevant jackpot pools.
- Runs all necessary initialization for each jackpot (reset jackpot pool, create hidden values etc.).
- Detects the VLT that hits the jackpot in case of a mystery jackpot.
- Maintains all phases of each jackpot instance.
- Updates in real-time the LOTOS Horizon server with all appropriate jackpot information for jackpot display broadcasting.

LOCAL LINKED PROGRESSIVE JACKPOTS

When in a linked jackpot, all participating VLTs belong to a specific venue, the jackpot is defined as Local. The differences between the Local Linked Jackpots and the Wide Area Linked Jackpot in iGEM are the following:

- The jackpot engine runs in the Site Controller, which acts also as a local jackpot controller.
- The local jackpot, similar to the wide area jackpot, is defined and configured in the Central System. In the case of a local jackpot, the whole jackpot configuration is downloaded to the Site Controller, since the Site Controller runs the jackpot engine.
- The jackpot contributions are not transmitted in real-time to the Central System, but in predefined periods and when a jackpot hit occurs.
- The jackpot pools are calculated by the Site Controller and not by the Central System. The SC transmits the local jackpot pool values to the Central system in predefined periods.
- In the case of a Mystery Jackpot the jackpot hit is detected by the Site Controller (not by the Central System).
- When a jackpot hit(s) occurs, the SC transmits to the Central System the jackpot hit(s) along with the jackpot meters, the final jackpot values, and jackpot pool values of the new jackpot instance.

Exceptions

1. When the SC detects a communication loss with the Central System, while there are only active local jackpots, it does not immediately disable all participating VLT /Games. The Site Controller can act as a Local Jackpot Controller (only for local jackpots) in an autonomous mode (no communication with the Central System) for predefined configurable number of hours or days. When this period expires and communication with the Central System has not been restored, the SC disables the jackpot and all participating VLT Games after a jackpot hit.

2. When the SC detects a communication loss with the Jackpot Display system, while there is active jackpot, it can be configured to disable all participating VLT Games.

JACKPOT OPERATION AND CONTROL

The jackpot module uses the following general rules:

- Each Site Controller collects in real-time the credits played by each game that participates in the jackpot and transmits them upon the end of specific consecutive periods i.e. every 6 seconds; these periods are configurable.
- The collected credits are handled by the Jackpot Transaction Processor, as follows:
  - Specific fraction of the bet amount is placed in the main jackpot pool. This pool starts from the low pool limit and ends when a hit event is received by the central system.
  - Specific fraction of the bet amount is placed in the supplementary jackpot pool. The purpose of the supplementary pool is to account for the base pool value after the jackpot is hit.
  - For jackpots with fixed prizes, the pool amounts are not broadcasted and can optionally be used for accounting purposes only.

JACKPOT POOLS

Every credit played in one iGEM System jackpot can contribute to up to three pools. These are the following:

- **Main Pool:** Contains the amount that is subject to be won. This is the pool which is also visible to the player, in case of variable prizes. The bigger part of a contribution flows into this pool.
- **Supplementary Pool:** Contains an amount that helps fund the main pool after a jackpot hit. The smaller part of a contribution flows into this pool.
- **Overflow Pool:** If the upper limit for the main or supplementary pool is reached, the excessive amount flows into this pool. Additionally, exceptional non-attributable contributions (e.g. contributions to a jackpot already terminated) flow into this pool as well. Any amounts contributed to the overflow pool will be added to the Main Pool at the next jackpot instance.

All Site Controllers are updated by the Central System in near real-time about all the main pool values of jackpots they are participating in. The period of this update can be minimized, in order to cover any rule imposed by various jurisdictions.

As soon as a jackpot win is awarded to a specific VLT, the next jackpot instance will be started by the Jackpot Transaction Processor (JTP).

4.4.1.2 The CMS is to function according to the guidelines defined in GLI-12 progressive standards and all other criteria specified in this RFP.

INTRALOT understands and agrees that the CMS is to function according to the guidelines defined in GLI-12 progressive standards and all other criteria specified in the RFP.

INTRALOT's jackpot system is integrated within the iGEM system and has been designed to be used in all gaming environments, including casinos, racetracks, venue shops, etc. for allocating the wins from at least one jackpot to players playing in a group of VLTs.

Participating VLTs are connected to the Jackpot System via the Site Controller, and the system provides at least one customized video display per group of slot machines for communicating jackpot pool information to the players.

The iGEM jackpot is a special real-time transaction processing application used for the implementation of flexible local, regional, and wide area jackpots, which may be configured to suit every gaming venue environment. All VLTs participating in a linked jackpot contribute a small percentage of their revenue to a pool, which accumulates money. This pool is stored in the Central System database for centrally controlled progressives, or handled locally by the Site Controller in cases of locally controlled jackpots. The amount of the pool is reported in real time to displays installed at every participating gaming venue.

In the case of locally controlled jackpots, the Jackpot Application of iGEM runs on the Site Controller. In terms of functionality and the multiple jackpot types supported, there is no difference between the Central Wide Area Jackpots (running on the central servers), and the Local Jackpots (running on the Site Controller) implemented in iGEM.

The iGEM Jackpot System operates according to the GSA, QCOM and SAS 6.02 protocols (support for other protocols may be implemented to cover any particular needs of the Gaming Operator or the Regulator), and has been designed to be compatible with gaming equipment produced by all VLT manufacturers supporting these protocols.

INTRALOT's iGEM system supports local and wide area jackpots of mystery (system driven) and game determined types. Every game in any VLT within iGEM may contribute to one or more jackpots and jackpot levels. The jackpot engine and the jackpot pools are controlled by dedicated processes. If a Site Controller has VLTs with games participating in a wide area jackpot, it monitors every played game and collects its contribution. The contributions are sent to the Central System which in turn places them in the proper jackpot pools. Depending on the jackpot type, appropriate rules are applied to the pool with respect to the jackpot hit.

- Linked jackpots can be set-up in several levels and in several schemes, with a system selection of the VLTs (and Venues) that will participate.
- In wide area linked jackpots, the iGEM system also facilitates the financial reconciliation among venue operators participating in the same jackpot pool.
- There are no limitations in the system in terms of number of defined jackpots, jackpot themes, active jackpots, and participating venues and VLTs / Games in Jackpots.
- For multi-level jackpots the system may support up to eight levels per jackpot theme.
- The iGEM system supports wide area mystery jackpots for all VLTs, and wide area progressive jackpots for VLTs which support progressive jackpots.

- The iGEM wide area jackpot complies with the GLI-12 standard and has been certified by GLI and BMM.

4.4.1.3 The CMS design is to support at least one hundred fifty (150) progressive VLTs contributing to the same progressive jackpot pool(s) in a single Venue or multiple Venues.

INTRALOT's proposed CMS design including the communications bandwidth needed will support in excess of one hundred fifty (150) progressive VLTs contributing to the same progressive jackpot pool(s) in single or multiple Venues.

4.4.1.4 The CMS design is to support and utilize "SAS 6.02" and all prior versions currently used, as well as all future upgrades of SAS, including other protocols like G2S, to facilitate communication and control of all currently active progressive VLTs approved for use in West Virginia.

INTRALOT's proposed CMS fully supports and utilizes G2S along with SAS v6.02 and all prior versions. It has been designed to support and utilize all future SAS or other approved protocol upgrades to facilitate communications, and control all currently active progressive VLTs approved in West Virginia. The CMS will be configured to communicate with, control, and enroll all VLTs approved for use in West Virginia, and be able to communicate with, control, and enroll all new VLTs approved during the term of the Contract.

4.4.1.5 The CMS design includes the capability to link multiple progressive VLTs at one or more Venues to contribute to a common jackpot pool and support multi-level progressive jackpots with a minimum of, but not limited to, 5 jackpot levels per VLT.

INTRALOT's proposed CMS design includes the capability to link multiple progressive VLTs at one or more Venues to contribute to a common jackpot pool. The system also fully supports multi-level progressive jackpots with more than five (5) jackpot levels per VLT. For local linked progressives, the Site Controller also functions as the jackpot controller. For multiple venue wide area progressives, the local Site Controllers update contribution information in real time to the central system, which in turn, calculates total pool contributions and informs the required Site Controllers of the current jackpot balance(s).

4.4.1.6 The CMS design is to support current Lottery approved third party progressive odometers or other paced method meter display as defined in GLI-12 progressive standards.

INTRALOT's CMS design will support all current Lottery approved third party progressive odometers or other paced-method meter display as defined in GLI-12 progressive standards.

The iGEM Site Controller can support interfaces to 3rd party Local Jackpot Controllers that already exist in the Venues. The following model has been applied successfully in the CMS in various projects with different types of 3d party Jackpot Controllers (Mikohn, Translux, Fortune):

1. The Jackpot Configuration is imported in the Central System of iGEM CMS.

2. Part of this configuration (jackpot ID details, communication details with the 3d party jackpot controller, and Identification details for the VLTs that participate in this jackpot) is downloaded to the Site Controller.
3. According to the interface (that is supported by the Jackpot Controller), the Site Controller either in real-time or in predefined periods gets from the 3rd party Jackpot Controller, the following data:
    a. Jackpot Hits.
    b. Jackpot Display Values per Jackpot instance.
    c. Jackpot Meters per participating VLT (contributions, start and end values per jackpot instance).
4. The information that has been gathered by the 3d party Jackpot Controller is uploaded to the Central System by the Site Controller, either at predefined periods or at the end of business day.

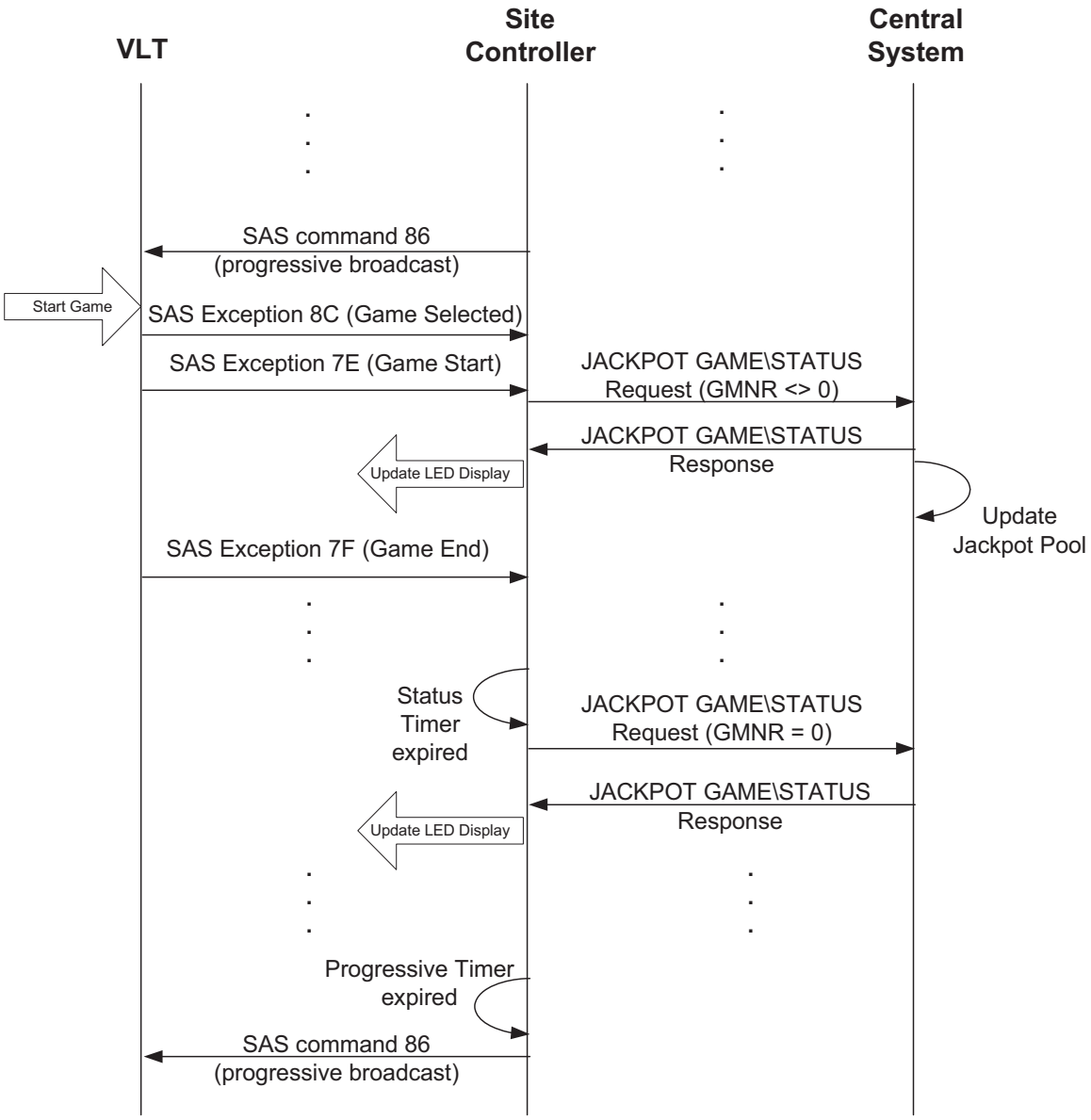
4.4.1.7 The CMS is to provide real time monitoring of all progressive jackpots controlled by the system to users determined by the Lottery Commission and update the progressive displays with real-time jackpot amounts and jackpot award data. The progressive meter is required to display the winning jackpot value within 15 seconds of the jackpot being recognized by the CMS. In the case of the use of "paced" updating displays, the progressive jackpot meter is designed to display the winning value after the jackpot broadcast is received by the CMS.

The CMS design proposed will provide real time monitoring of all progressive jackpots controlled by the system to users determined by the Lottery Commission, and update the progressive displays with real-time jackpot amounts and jackpot award data. The progressive meter will display the winning jackpot value within fifteen (15) seconds of the jackpot being recognized by the CMS, but this task is typically completed in less than five (5) seconds from the CMS being advised of a jackpot award. If paced updating displays are used, the progressive jackpot meter will display the winning value after a jackpot broadcast is received by the CMS.

The iGEM Jackpot is a special real-time transaction processing application used for the implementation of flexible local, regional, and wide area jackpots, which may be configured to suit every gaming venue environment. All VLTs participating in a linked jackpot, contribute a small percentage of their revenue to a pool, which accumulates money. This pool is stored in the Central System database for centrally controlled progressives, or handled locally by the Site Controller in cases of locally controlled jackpots. The amount of the pool is reported in real time to displays installed at every participating gaming venue.

Game-play during a progressive jackpot is similar to a mystery jackpot, with one difference: the SC must inform all participating VLTs about the current jackpot amount. This is done periodically (e.g. every 5 seconds - Jackpot Broadcast Timer of special control data) with SAS command 86. The message consists of the following information:

- Jackpot Group ID: This information comes from Jackpot Control Data. When a VLT game participates in more than one progressive jackpots, the jackpot group id will be common.
- Jackpot progressive level: This information comes from Jackpot Control Data. When a VLT game participates in more than one progressive jackpots, the jackpot progressive level will be different.
- Jackpot Amount: This amount come from last received "Jackpot Game\Status Response" message from the CS.
- This command will contain information for all progressive jackpots which the VLT participates in.



Progressive Jackpot Gaming Message Sequence

JACKPOT DISPLAY SYSTEM (LOTOS HORIZON)

INTRALOT proposes our LOTOS Horizon system for managing and controlling the display of jackpot related information and any other additional content to TV/monitors installed at the gaming locations. LOTOS Horizon is an integrated system for content creation, delivery, display, and management. It has been developed using the latest advances in Digital Interactive TV, Data Broadcasting and Multimedia Technologies, targeting Gaming and Lottery organization applications. It has been used for years by several Gaming and Lottery organizations all over the world. LOTOS Horizon provides Gaming organizations with powerful information, messaging, and promotion mechanisms. At the same time, LOTOS Horizon strengthens players' interest, through breathtaking audio-visual content presentations that transform Gaming into a unique entertainment experience.

As such, Horizon addresses the needs of Gaming organizations, by supporting content-rich applications, including:

- Game results (current and historical/statistical).
- VLT Jackpot Pool Display.
- Game-related promotional material (how-to-play video clips, game rules, organization informative and training material).
- Lotto, KENO, BINGO, Monitor games and other number game draw animations and information display.
- Player alerts (Jackpots, winner-in-this-venue, dividends, etc.).
- Social alerts (Amber Alerts, Severe Weather Warnings, etc.).
- Responsible Gaming alerts and content.
- Commercials and advertisements; Further, advertisement time reporting is supported so that it is possible to bill the advertised companies.
- Combinations of advertisements with gaming information, such as player alerts.
- Sports Betting and Horse Racing information (programs, odds, results, historical, and statistical information).
- Live sports events such as football and horse races, along with relevant information and triggers challenging players to place their bets.

Examples of VLT jackpot Display Content

The LOTOS Horizon central system provides the mechanisms for delivering content, messages, and commands to multiple remote venues over on-line IP networks, as well as for remote status monitoring and operation control of the distributed LOTOS Horizon client systems. Delivery of content, messages, and commands can be done both automatically and as a response to system operator actions.

Featuring virtually limitless capabilities in terms of eye-catching multimedia including video, 3-D graphics, still images, animations and sound, LOTOS Horizon offers the ultimate solution for displaying:

- Jackpot (Wide Area or Local) content: jackpot wins, jackpot pool values, jackpot details, advertisements. Part of the LOTOS Horizon client software is used in the Site Controller as the Jackpot Display Module.
- Promotional material of the Gaming organization including how-to-play video clips and game rules and commercials.
- Social alerts such as severe weather warnings, responsible gaming warnings, and Amber alerts.

4.4.1.8 The CMS is to include a feature that will cease all incrementing of a progressive jackpot and retire the active progressive jackpot levels after the win and reset the jackpot levels back to the base amount immediately after the win.

INTRALOT's CMS will cease all incrementing of a progressive jackpot and retire the active progressive jackpot levels after the win, as well as reset the jackpot levels back to the base amount immediately after the win. Authorized users easily configure base jackpot amounts on the system by pool and level for all progressive games.

In a Progressive Jackpot, the Jackpot is hit when one of the participating games hits its maximum prize, but the prize amount level (encompassing the start-up amount, increment, and ceiling) is controlled by

the Central System (Wide Area Jackpot), or the SC (Local Jackpots) based on the contribution percentage that feeds the jackpot pool.

The Jackpot prize is added on the VLT meters. The Jackpot prize is paid by either increasing the VLT credit meter or through a cash-out ticket. The jackpot hit is recorded by the system and the Jackpot pool values are initialized, so that a new jackpot round can start.

JACKPOT POOLS

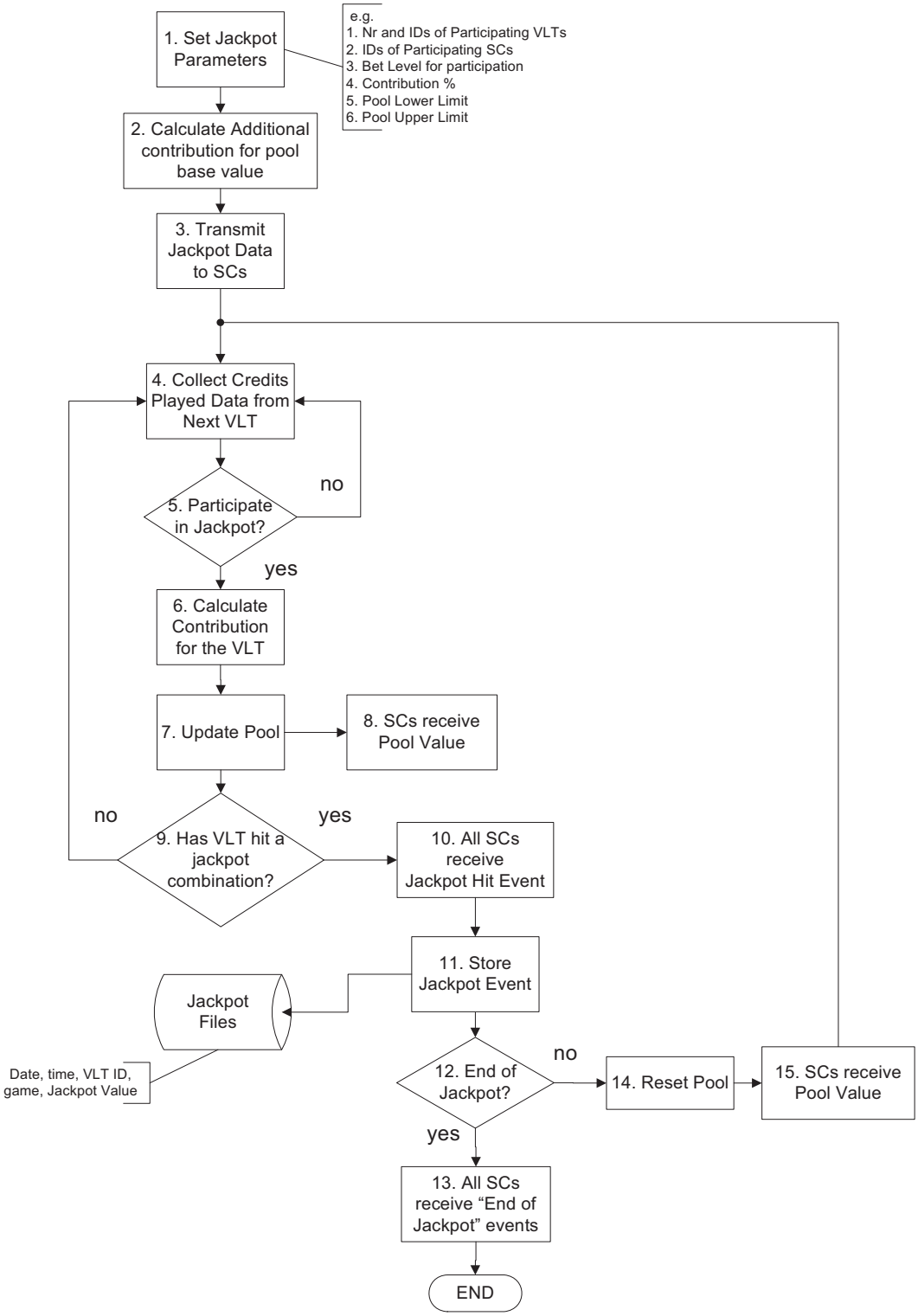
Every credit played in one iGEM System jackpot can contribute to up to three pools. These are the following:

- **Main Pool:** Contains the amount which is subject to be won. This is the pool which is also visible to the player, in case of variable prizes. The bigger part of a contribution flows into this pool.
- **Supplementary Pool:** Contains an amount which helps refill the main pool after a jackpot hit. The smaller part of a contribution flows into this pool.
- **Overflow Pool:** If the upper limit for the main or supplementary pool is reached, the excessive amount flows into this pool. Additionally, exceptional non-attributable contributions (e.g. contributions to a jackpot already terminated) flow into this pool as well. Any amounts contributed to the overflow pool can be added to the Main Pool at the next jackpot instance.

All Site Controllers are updated by the Central System in near real-time about all the main pool values of jackpots they are participating in. The period of this update can be minimized, in order to cover any rule imposed by various jurisdictions.

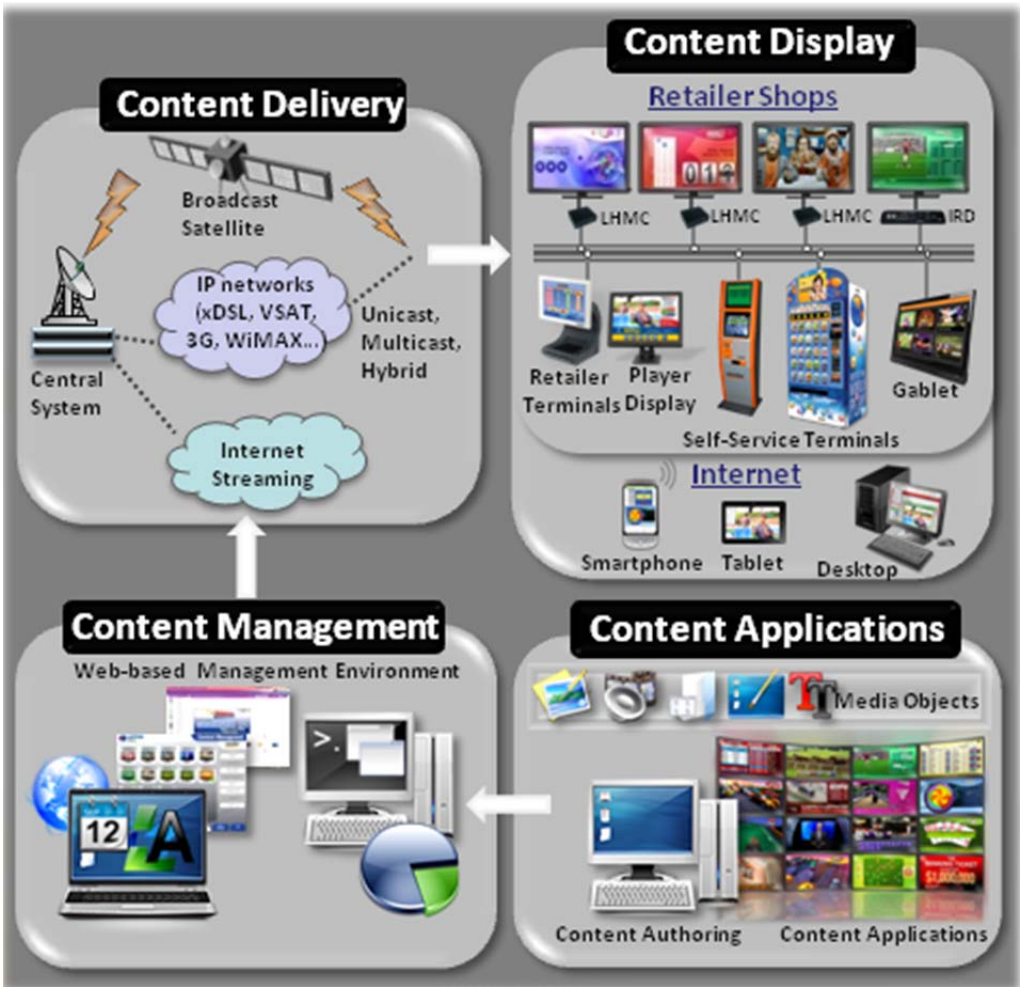
As soon as a jackpot win is awarded to a specific VLT, the next jackpot instance will be started by the Jackpot Transaction Processor (JTP).

PROGRESSIVE JACKPOT



Logical Flow of a Progressive Jackpot

As an **offered option** for the purpose of displaying and managing multimedia content at the Venues, including jackpot and advertising, INTRALOT offers **LOTOS Horizon**, an integrated, interactive multimedia platform, covering the entire content life-cycle: creation, delivery, display and management. Designed specifically for gaming operators, LOTOSTM Horizon provides a powerful marketing channel, enhancing the player experience, helping retaining current players, attracting new players and increasing sales.



Successfully deployed in more than **35 projects** to date and driving more **than 100,000 TV/monitors** around the globe, LOTOSTM Horizon builds on considerable experience in content, technology and operations and keeps evolving, taking advantage of the valuable feedback from multiple international gaming operators.

USA-Arkansas
USA-Idaho
USA-Louisiana
USA-Montana
USA-New Hampshire
USA-New Mexico
USA-Ohio
USA-South Carolina
USA-Vermont
USA-Washington DC
USA-Wyoming
Brazil-Minas Gerais
Mexico
Peru (Lottery, VLT)
SVL Jamaica VLT
Morocco (two Lotteries)
Azerbaijan
Taiwan (Lottery, Sports Betting)
Bulgaria
Cyprus-Royal Highgate
Czech Republic-Fortuna
Greece-OPAP
Ireland
Italy (Intralot Italia, Isibet, Toto)
Malta
Moldova
Netherlands (two lotteries)
Romania
Spain-Madrid
Morocco
Australia-Victoria (Lottery, VLT)

System Architecture

LOTOS™ Horizon consists of:

- The *central system* running on reliable, highly-available servers, in one or multiple sites, supporting real-time synchronization and rapid system switchover.
- The *venue shop systems* (Site Controllers and LHMCs).
- The *communication network*, providing real-time communications between central system and Site Controllers.

Content Applications

As jackpot display is of paramount importance in EGM environments INTRALOT have developed several jackpot themes and also integrated several third-party themes. Those jackpot themes are briefly presented in the CONFIDENTIAL binder under the ***Tab: Miscellaneous***.

LHMC Content Display (offered optional)

LOTOS™ Horizon manages content on TV/Monitors of any size, connected via INTRALOT's powerful, LAN enabled LHMCs. This approach offers scalability and flexibility, allowing for multiple TV/monitors per shop, at any distance from each other and from the site controller.

The next picture shows a typical Videolottery venue, with a site controller, LHMCs and EGMs.

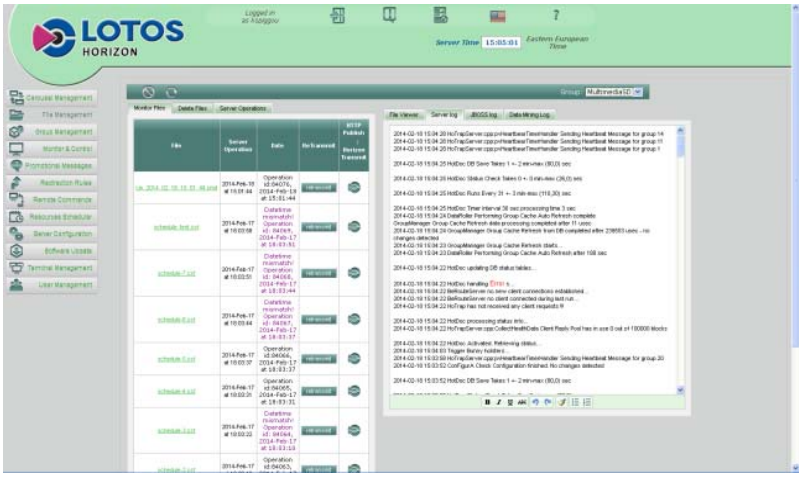
LHMC specifications are summarized in the next picture.

LHMC Technical Specifications	
CPU/Chipset	Sigma Designs SMP8653 SoC
System Memory	512 MB LPDDR2
Flash Storage	512MB embedded NAND flash
Additional Storage	microSDHC, up to 32GB (Default: 8GB)
Operating System	Embedded Linux
Network	One on-board Fast Ethernet (10/100 Mbits/sec), LAN port BaseT, RJ45x1
Video Outputs	1x HDMI digital output 1x Analogue video expansion port for legacy displays providing component, composite, S-video or SCART output with the appropriate dongles/cables (optional)
Sound	Digital audio on the HDMI port Analogue L/R stereo outputs - with the appropriate cables (optional)
Main I/O	1 USB port 1 IR Sensor to receive input from supported Remote Control Units Power LED
Mounting	Bracket for mounting the device behind a monitor using existing VESA-mount points (optional)
Power Supply Unit	External low power AC/DC power pack 5V, 2A
LHMC dimensions	84 x 105 x 24mm (D x W x H)
Weight	278 gr (main unit) + 162 gr (power supply).

Content Delivery

LOTOSTM Horizon supports data broadcasting over IP networks: data, commands and media objects are delivered in the form of files, while content rendering is undertaken locally ("in-shop rendering"), by the LHMCs. Real-time delivery is guaranteed by separating critical information from media files: media files are delivered in the background, only when needed, while critical information (e.g. jackpots), being small in size, is delivered in real-time, even when low-speed connections are deployed.

Multiple, independent, concurrent content channels can be delivered over the same connection. Delivering different content such as local alerts and advertisement, to different groups of retailer shops ("narrowcasting") is also supported.



Content Management

The intuitive web-based central management environment of LOTOSTM Horizon supports multiple users with different access rights and roles and also multiple languages. It offers:

<u>System administration and monitoring</u>

- terminal and group management;
- scheduled downloading;
- remote file management;
- server configuration, monitoring and statistics;
- client monitoring, status reporting and troubleshooting;

<u>Content management</u>

- multimedia resource management;
- playlist management;
- content display scheduling;
- text and multimedia message management;
- *Content Wizards* for automatic content creation.

4.4.1.9 Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software is to also pass user acceptance testing by the Lottery, and be approved by the Lottery.

INTRALOT understands and agrees that it will be required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification. We further understand that all hardware and software is to pass user acceptance testing and be approved by the Lottery.

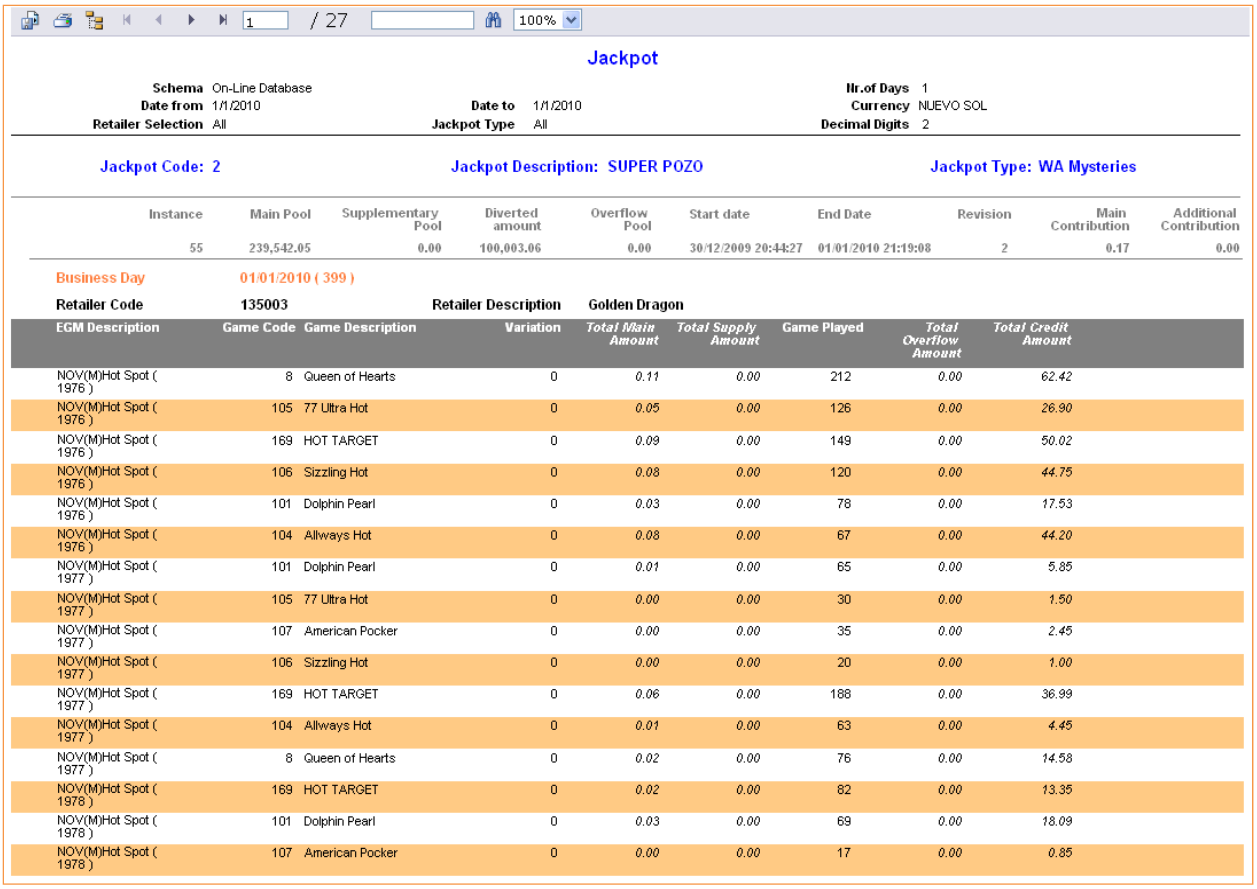
INTRALOT has worked with several certification labs including GLI across multiple projects. INTRALOT's iGEM™ gaming central monitoring system has been fully certified by GLI on multiple occasions. As part of the certification process, GLI performs code reviews and checksum review of the software. In addition, iGEM has gone through a series of interoperability testing with devices from all major manufacturers, including systematic testing at the IGT Interoperability Center in Reno, Nevada.

4.4.1.10 The CMS is to produce reports that clearly demonstrate the method used to arrive at the jackpot amount. Such reports include the documentation of credits contributed from the beginning of the polling cycle (including those from the time period immediately following the previous jackpot) and all credits contributed up to and including the polling cycle that includes the jackpot signal. Credits are contributed to the system after the jackpot win occurs in real-time but during the same polling cycle, shall be considered to have been contributed to the progressive jackpot amount prior to the win.

INTRALOT's iGEM CMS will produce reports that clearly demonstrate the method used to arrive at the jackpot amount, and include the documentation of credits contributed from the beginning of the polling cycle, as well as all credits contributed up to and including the polling cycle that includes the jackpot signal. We understand that real-time credits contributed to the system after the jackpot win but during the same polling cycle are to be considered to have been contributed to the progressive jackpot amount prior to the win.

The following reports are used to demonstrate how the system calculates each Jackpot Hit amount (per Jackpot Instance, which consists of the period between the previous Jackpot hit until the next Jackpot Hit):

- Jackpot Detailed Report, which shows the detailed contribution information per VLT for specific jackpot instance.
- Jackpot Win Reports.



1 / 27 100%

Jackpot

Schema	On-Line Database			**Nr.of Days**	1
Date from	1/1/2010	**Date to**	1/1/2010	**Currency**	NUEVO SOL
Retailer Selection	All	**Jackpot Type**	All	**Decimal Digits**	2

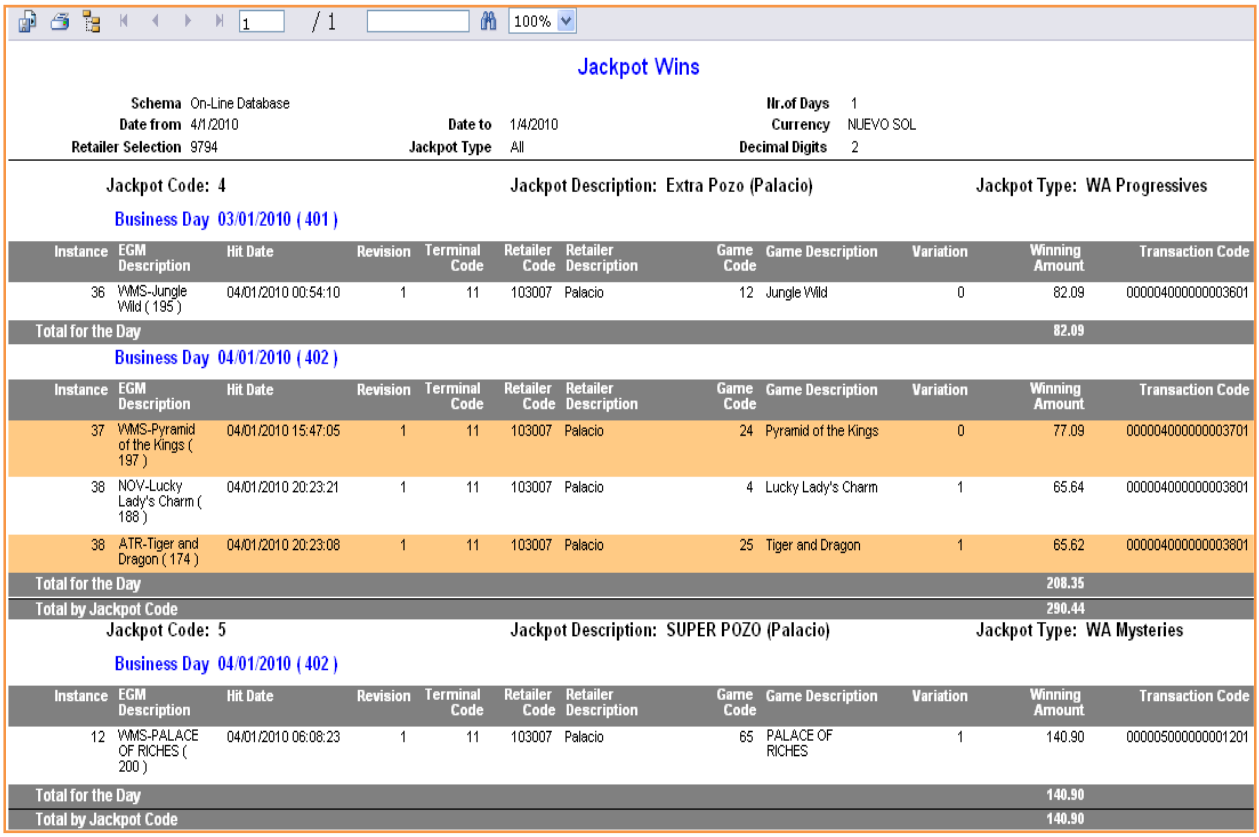
Jackpot Code: 2 **Jackpot Description: SUPER POZO** **Jackpot Type: WA Mysteries**

Instance	Main Pool	Supplementary Pool	Diverted amount	Overflow Pool	Start date	End Date	Revision	Main Contribution	Additional Contribution
55	239,542.05	0.00	100,003.06	0.00	30/12/2009 20:44:27	01/01/2010 21:19:08	2	0.17	0.00

Business Day 01/01/2010 (399)

Retailer Code 135003 **Retailer Description** Golden Dragon

EGM Description	Game Code	Game Description	Variation	Total Main Amount	Total Supply Amount	Game Played	Total Overflow Amount	Total Credit Amount
NOV(M)Hot Spot (1976)	8	Queen of Hearts	0	0.11	0.00	212	0.00	62.42
NOV(M)Hot Spot (1976)	105	77 Ultra Hot	0	0.05	0.00	126	0.00	26.90
NOV(M)Hot Spot (1976)	169	HOT TARGET	0	0.09	0.00	149	0.00	50.02
NOV(M)Hot Spot (1976)	106	Sizzling Hot	0	0.08	0.00	120	0.00	44.75
NOV(M)Hot Spot (1976)	101	Dolphin Pearl	0	0.03	0.00	78	0.00	17.53
NOV(M)Hot Spot (1976)	104	Allways Hot	0	0.08	0.00	67	0.00	44.20
NOV(M)Hot Spot (1977)	101	Dolphin Pearl	0	0.01	0.00	65	0.00	5.85
NOV(M)Hot Spot (1977)	105	77 Ultra Hot	0	0.00	0.00	30	0.00	1.50
NOV(M)Hot Spot (1977)	107	American Pocker	0	0.00	0.00	35	0.00	2.45
NOV(M)Hot Spot (1977)	106	Sizzling Hot	0	0.00	0.00	20	0.00	1.00
NOV(M)Hot Spot (1977)	169	HOT TARGET	0	0.06	0.00	188	0.00	36.99
NOV(M)Hot Spot (1977)	104	Allways Hot	0	0.01	0.00	63	0.00	4.45
NOV(M)Hot Spot (1977)	8	Queen of Hearts	0	0.02	0.00	76	0.00	14.58
NOV(M)Hot Spot (1978)	169	HOT TARGET	0	0.02	0.00	82	0.00	13.35
NOV(M)Hot Spot (1978)	101	Dolphin Pearl	0	0.03	0.00	69	0.00	18.09
NOV(M)Hot Spot (1978)	107	American Pocker	0	0.00	0.00	17	0.00	0.85



1 / 1 100%

Jackpot Wins

Schema	On-Line Database			**Nr.of Days**	1
Date from	4/1/2010	**Date to**	1/4/2010	**Currency**	NUEVO SOL
Retailer Selection	9794	**Jackpot Type**	All	**Decimal Digits**	2

Jackpot Code: 4 **Jackpot Description: Extra Pozo (Palacio)** **Jackpot Type: WA Progressives**

Business Day 03/01/2010 (401)

Instance	EGM Description	Hit Date	Revision	Terminal Code	Retailer Code	Retailer Description	Game Code	Game Description	Variation	Winning Amount	Transaction Code
36	WMS-Jungle Wild (195)	04/01/2010 00:54:10	1	11	103007	Palacio	12	Jungle Wild	0	82.09	000004000000003601
Total for the Day										**82.09**	

Business Day 04/01/2010 (402)

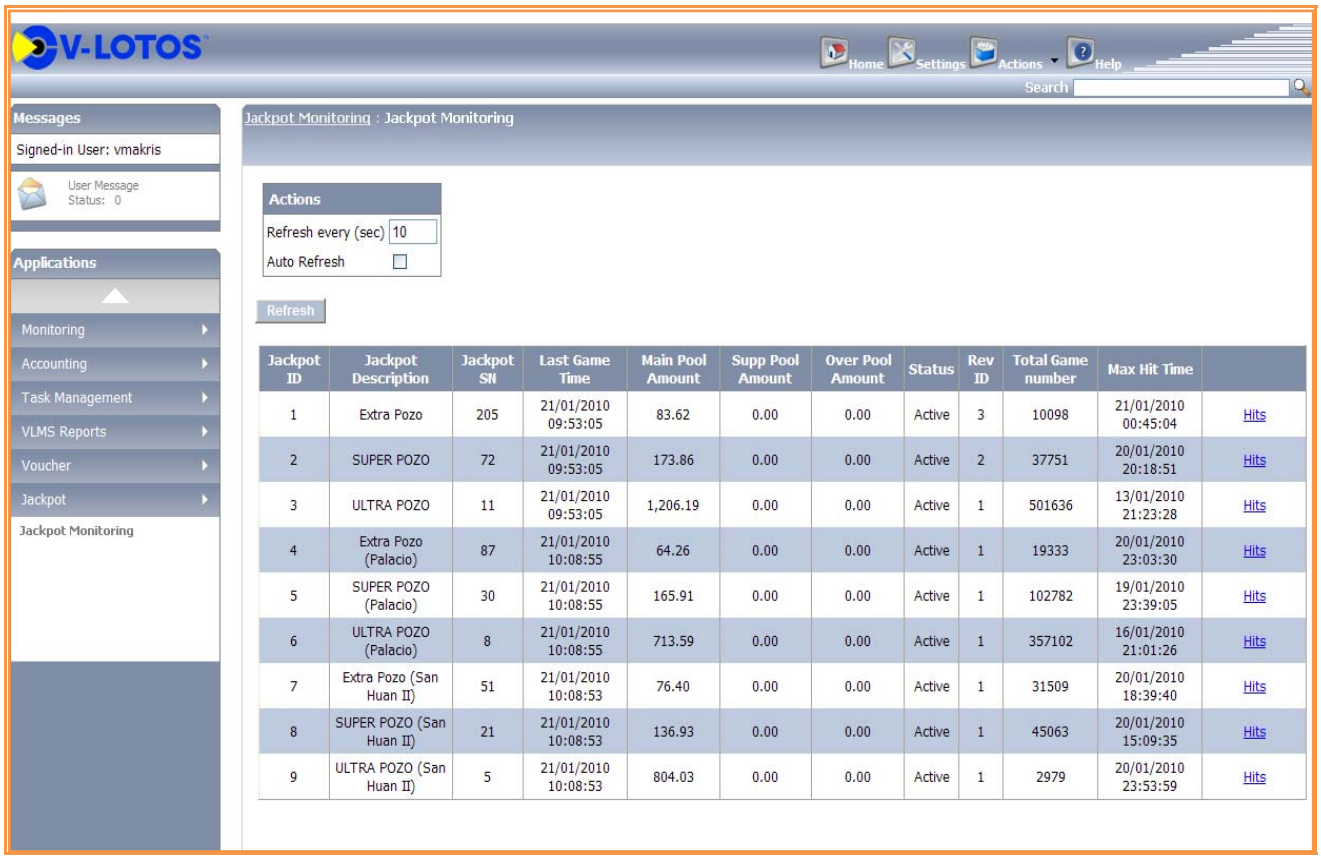
Instance	EGM Description	Hit Date	Revision	Terminal Code	Retailer Code	Retailer Description	Game Code	Game Description	Variation	Winning Amount	Transaction Code
37	WMS-Pyramid of the Kings (197)	04/01/2010 15:47:05	1	11	103007	Palacio	24	Pyramid of the Kings	0	77.09	000004000000003701
38	NOV-Lucky Lady's Charm (188)	04/01/2010 20:23:21	1	11	103007	Palacio	4	Lucky Lady's Charm	1	65.64	000004000000003801
38	ATR-Tiger and Dragon (174)	04/01/2010 20:23:08	1	11	103007	Palacio	25	Tiger and Dragon	1	65.62	000004000000003801
Total for the Day										**208.35**	
Total by Jackpot Code										**290.44**	

Jackpot Code: 5 **Jackpot Description: SUPER POZO (Palacio)** **Jackpot Type: WA Mysteries**

Business Day 04/01/2010 (402)

Instance	EGM Description	Hit Date	Revision	Terminal Code	Retailer Code	Retailer Description	Game Code	Game Description	Variation	Winning Amount	Transaction Code
12	WMS-PALACE OF RICHES (200)	04/01/2010 06:08:23	1	11	103007	Palacio	65	PALACE OF RICHES	1	140.90	000005000000001201
Total for the Day										**140.90**	
Total by Jackpot Code										**140.90**	

Jackpot Hit Report Samples



Jackpot ID	Jackpot Description	Jackpot SN	Last Game Time	Main Pool Amount	Supp Pool Amount	Over Pool Amount	Status	Rev ID	Total Game number	Max Hit Time	
1	Extra Pozo	205	21/01/2010 09:53:05	83.62	0.00	0.00	Active	3	10098	21/01/2010 00:45:04	Hits
2	SUPER POZO	72	21/01/2010 09:53:05	173.86	0.00	0.00	Active	2	37751	20/01/2010 20:18:51	Hits
3	ULTRA POZO	11	21/01/2010 09:53:05	1,206.19	0.00	0.00	Active	1	501636	13/01/2010 21:23:28	Hits
4	Extra Pozo (Palacio)	87	21/01/2010 10:08:55	64.26	0.00	0.00	Active	1	19333	20/01/2010 23:03:30	Hits
5	SUPER POZO (Palacio)	30	21/01/2010 10:08:55	165.91	0.00	0.00	Active	1	102782	19/01/2010 23:39:05	Hits
6	ULTRA POZO (Palacio)	8	21/01/2010 10:08:55	713.59	0.00	0.00	Active	1	357102	16/01/2010 21:01:26	Hits
7	Extra Pozo (San Huan II)	51	21/01/2010 10:08:53	76.40	0.00	0.00	Active	1	31509	20/01/2010 18:39:40	Hits
8	SUPER POZO (San Huan II)	21	21/01/2010 10:08:53	136.93	0.00	0.00	Active	1	45063	20/01/2010 15:09:35	Hits
9	ULTRA POZO (San Huan II)	5	21/01/2010 10:08:53	804.03	0.00	0.00	Active	1	2979	20/01/2010 23:53:59	Hits

Real Time Jackpot Monitoring Screen

4.4.1.11 Vendor is to also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.

The iGEM CMS proposed will support progressives in both the LVL and Casino wide area networks. INTRALOT will NOT install dialup. INTRALOT will install always on high speed cellular in the LVL locations. If for any reason cellular cannot be used, INTRALOT will install VSAT, DSL or MPLS depending on the circumstances and the best fit for the venue. None of the LVL or Casino venues will utilize dial-up connections and will therefore fully support local and wide area progressives.

4.4.2 DOWNLOADABLE GAMES (OPERATIONS)

iGEM provides remote downloading, installation, and serving of games. Downloading of games and configurations is handled by the iGEM Download Subsystem that consists of the following modules:

- Configuration Manager: Responsible for configuration of various parameters on the devices including game-related parameters.
- iGEM Game SW Repository: Stores versions all game images.
- Verification Module: Generates or imports Seed & Signature pairs for SW verification and delivers Seeds & Signature pairs to the Site Controllers. The Site Controller is responsible to authenticate the active games.
- Download Transaction Processor: Transfers configuration and manages the SW images distribution process between the Site Controllers and the SW image download server.
- Monitor of Game Download Actions: Through the support and monitor of download class, iGEM records all events and corresponding actions of all download devices.

The Site Controllers are configured as the owner of a download device, and the iGEM Download Transaction processor is responsible of the distribution, downloading, installation, and activation of the games at devices. The sequence of downloading a game to the device is as follows:

- Distribution of games to Site Controllers (via Multicast / FTP transfers).
- Downloading of a game from Site Controller to the device.
- Installation of a game at the device.
- Verification of a game at the device.
- Activation of a game at the device.

The iGEM system has the capability to schedule the downloading of games, as following:

- Define the exact time period per Site Controller that the game will be distributed to the Site Controllers over the WAN.
- Define the exact time period per Site Controller that the games will be available from the Site Controller to the appropriate devices.
- Define the exact time when the Site Controller will install and/or activate the new games.

The distribution list (of Site Controllers and devices) can be created using flexible criteria, such as:

- Manufacturer, Concessionaire/Operator.
- Venue, Group of Venues.
- Venue Geographic area, State-wide.
- Specific Device Models.
- Any combination of the above.

iGEM Download Subsystem can also support the following:

- Download of Device OS Software.
- Download of Device Peripherals Software.

4.4.2.1 Server Based Downloadable Gaming: All CMS equipment, hardware, and software necessary for server based downloadable gaming monitoring, authentication and reporting is to be provided by the Vendor when notified by the Lottery that this option (G2S) is available for Venues.

INTRALOT agrees to provide server based downloadable gaming. The system is G2S compliant from the start of the project. INTRALOT will provide all CMS equipment, hardware, and software necessary for server based downloadable gaming monitoring, authentication, and reporting when notified by the Lottery that this option is available for Venues.

4.4.2.2 All VLTs and servers are to communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia.

INTRALOT's iGEM CMS fully implements and supports an open protocol system architecture that is designed to GSA recommendations for utilizing G2S and S2S protocols or other protocols approved for use in West Virginia. iGEM has been designed and built specifically to provide native support for GSA's protocols. The Site Controller is a pure G2S Site Controller supporting all necessary G2S Classes, while it also provides support to selected S2S functionalities. At the Central System side, the database and all relevant modules have been adapted to support all requirements of G2S, in terms of configuration, meters, events, transaction types, etc. iGEM has been certified by GLI and GSA for the G2S Host and Security transport. In addition, iGEM has gone through a series of interoperability testing with VLTs from all major manufacturers, including systematic testing at the IGT Interoperability Center in Reno, Nevada.

iGEM, being a truly open universal system built onG2S, also maintains support for other protocols (SAS, VLC, QCOM, x-Series etc.). Communication of the site controllers and the VLTs is achieved via a protocol conversion from any protocol to G2S, which is accomplished through the use of INTRALOT's protocol converter board that is installed within the VLTs.

iGEM has been installed and is operational in various jurisdictions worldwide, providing regulators, operators, and control boards with a robust environment for monitoring, controlling, and regulating their gaming markets, and for implementing very strict financial control, accounting, taxation and billing processes. For instance, in Victoria, Australia, the iGEM CMS supports simultaneously the QCOM, VLC version F3, and VLC version ABCD protocols via the VLT protocol converter, and efficiently monitors

about 27000 VLTs. In addition, the Ohio Lottery uses iGEM to monitor all seven racinos and over 10000 VLTs, while for the Georgia Lottery, we are currently deploying a wide-area monitoring network to cover up to 6000 retail outlets with over 26,000 VLTs connected to iGEM.

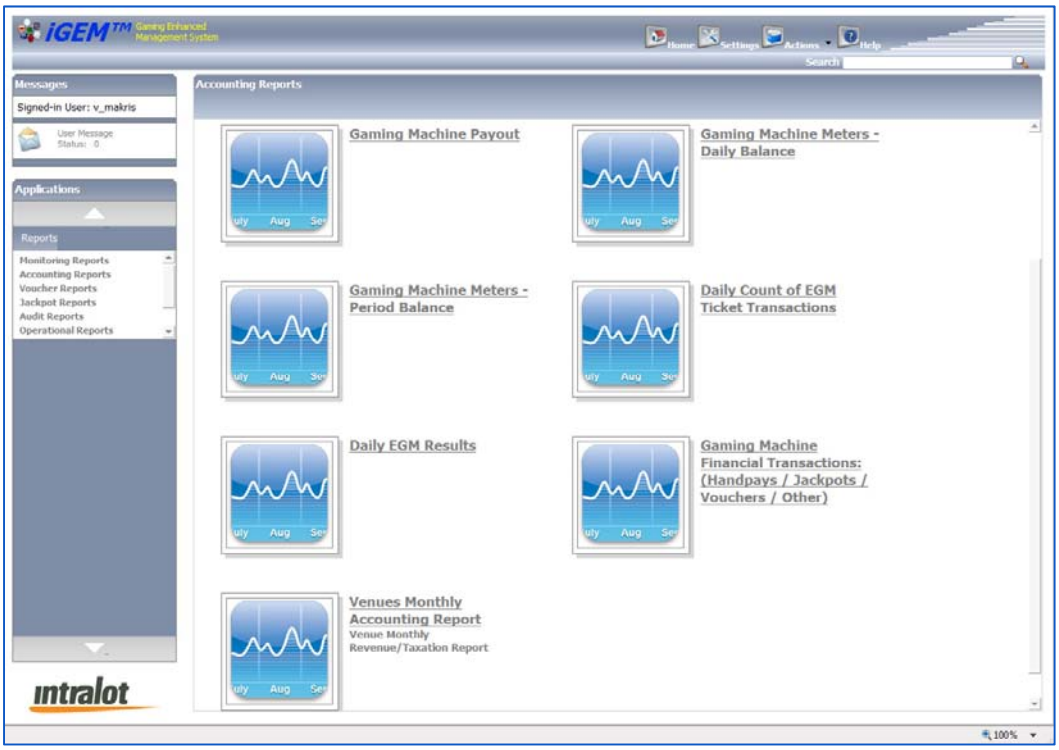
4.4.3 PROMOTIONAL CREDITS (OPERATIONS)

The CMS is to provide a separate accounting of promotional credits by VLT and Venue which includes both cashable and non-cashable promotional credits on financial reports. In addition, the Lottery establishes a threshold of non-taxable promotional credits on a quarterly basis. The CMS is to be designed to report on the status of promotional credits within the threshold established by the Lottery on a quarterly basis (authorized-issued-redeemed).

INTRALOT's CMS will provide separate accounting of promotional credits by VLT and Venue that includes both cashable and non-cashable promotional credits on financial reports, as well as accommodate thresholds on non-taxable promotional credits that the Lottery establishes on a quarterly basis. The CMS will provide detailed reports on the status of promotional credits within any threshold established by the Lottery on a quarterly basis.

The proposed CMS, currently in operation around the world, generates numerous financial reports that have been customized for each of our customers. The accounting reports cover all accounting needs of a venue and regulator. The iGEM CMS accounting reports display the financial activity (money played, won, inserted, prizes paid, promotional credits, jackpot wins, balance, commissions, taxes, etc.) per VLT, VLT group, and venue per accounting period, for all accounting periods and grand totals. These reports are generated for a specific venue for a specific accounting period, or a time span covering many accounting periods. The iGEM central system accounting reports also portray the financial activity for the gaming regulator. The accounting reports categories that can be generated by the iGEM CMS are:

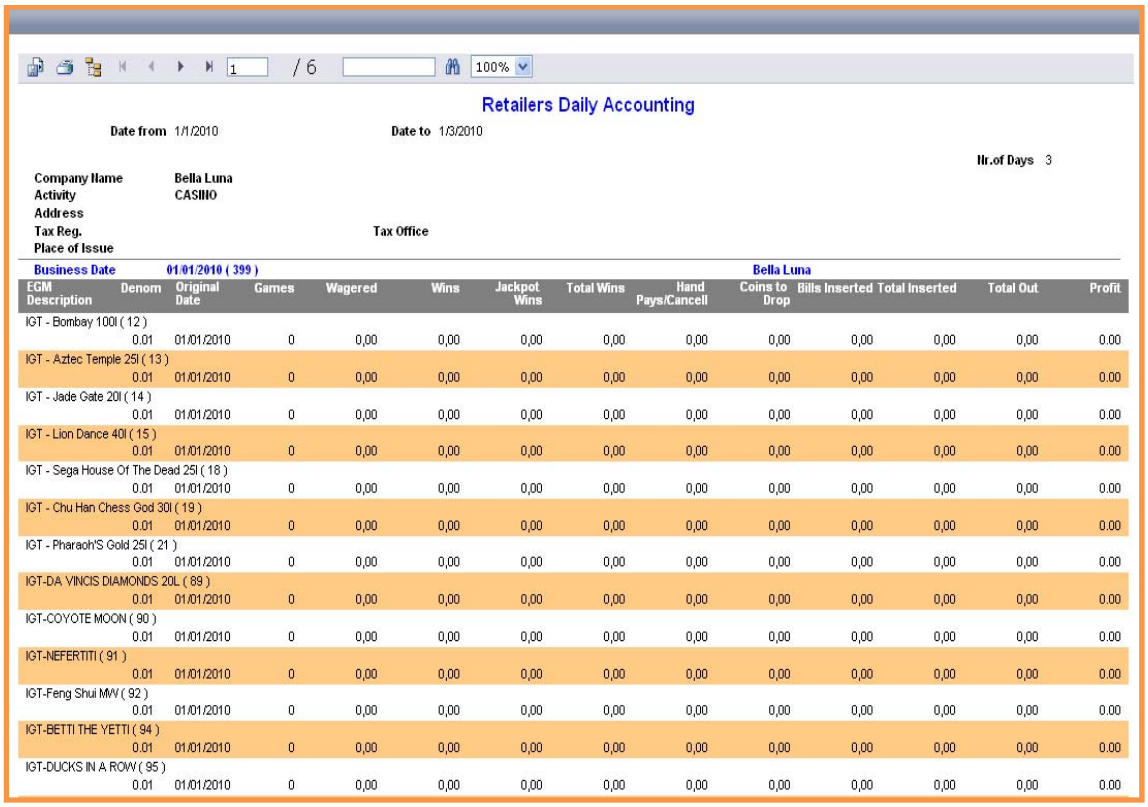
- Accounting, commissions and taxation reports produced on a daily/weekly/ monthly period per device group/ venue / global basis, include the following:
    - Turnover, win, inserted, cashed out, cancelled, promotional awards, jackpot wins, gross profit, commissions, and taxes.
    - The same summary report without the device details.
- Device daily results.
- Device financial transactions.
- Venue daily/period accounting.
- Venue period accounting and balance.
- Venue Invoices.



IGEM REPORT SELECTION SCREEN

The following example of an accounting report is indicative of the reports implemented in the iGEM central system:

- Venue daily accounting.
- Venue period accounting.
- Venue period accounting & balance.
- Device financial transactions (promotional credits / manual pays / jackpots / vouchers / other).
- Daily device results.
- Daily adjustments.
- Device payout.
- Daily count of device ticket transactions.
- Theoretical versus actual hold per game.



Retailers Daily Accounting

Date from 1/1/2010 Date to 1/3/2010

Nr.of Days 3

Company Name Bella Luna
Activity CASINO
Address
Tax Reg. Tax Office
Place of Issue

Business Date 01/01/2010 (399) Bella Luna

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
IGT - Bombay 100l (12)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Aztec Temple 25l (13)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Jade Gate 20l (14)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Lion Dance 40l (15)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Sega House Of The Dead 25l (18)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Chu Han Chess God 30l (19)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Pharaoh'S Gold 25l (21)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DA VINCIS DIAMONDS 20L (89)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-COYOTE MOON (90)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-NEFERTITI (91)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Feng Shui MW (92)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-BETTI THE YETTI (94)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DUCKS IN A ROW (95)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00

Venue Daily Accounting

4.4.4 TAXABLE WINNINGS (OPERATIONS)

Single event winnings of $1,200 or more require an IRS Form W-2G for tax withholdings. VLTs in West Virginia are required to lock-up at the time of a win triggering a Form W-2G and are reactivated by an attendant key. CMS design is to report these taxable winnings by county, by Venue, by machine, by win amount, and with a date and timestamp.

INTRALOT acknowledges that single event winnings of $1,200 or more require an IRS Form W-2G for tax withholdings, as well as the requirement that VLTs lock-up at the time of a win triggering a Form W-2G and are reactivated by an attendant key. We will customize the CMS design to your exact specifications so that these taxable winnings are reported by county, by Venue, by machine, by win amount, and with a date and timestamp. The iGEM CMS can fully support this requirement in addition to its ability to check State and Federal databases, such as for tax or child support delinquency, and make the necessary withholdings from player prize winnings.

The CMS can also print prize payment checks and W2G's, 1099's, 1042's, 5754's and receipts on MICR capable printers. The system also provides EFT capability to players accounts. The software has the ability to print miscellaneous non-prize checks with the ability to designate proper accounting and complete name and address for mailing.

Most of the regulatory reports are specially made accounting reports that are generated to satisfy specific regulations. The accounting reports of iGEM cover all accounting needs of a venue and operator. The iGEM™ Accounting Reports display the financial activity (money played, won, inserted, prizes paid, jackpot wins, balance, commissions, taxation, etc.) per VLT, VLT Group and venue per accounting period, for all accounting periods and grand totals, and with date and timestamp.

These reports can be generated for a specific venue for a specific accounting period, or a time span covering many accounting periods.

The Accounting and Reporting module (AM) handles all accounting, reporting, and billing procedures. The Central System provides tasks to ensure the integrity and accuracy of the accounting process.

The billing and taxation task uses the meter data to produce invoices containing charges for the various fees and taxes distributed according to predefined rules. The billing task also provides for adjustments to the supported accounts, tracks accounts receivable, and generates reports from the billing data.

The iGEM Accounting Reports portray the financial activity of the Gaming Operator.

The Accounting Reports categories that can be generated by iGEM™ are:

- Accounting Meters, Commissions and Taxation produced on a Daily/Weekly/ Monthly period per VLT group/ venue / global basis, which includes:
    - Turnover, Win, Inserted, Cashed Out, Cancelled, Jackpot Wins, Gross Profit, Commissions, Taxation.

The following figure shows an example of a statewide monthly revenue and taxation report:

iGEM™ Gaming Enhanced Management System

Monthly Taxation Network Summary Report

intralot

Accounting Period 01/05/2013-31/05/2013

Venue Code	Venue Name	Venue Classification	Turnover	Wins	Total Jackpot Contributions	Egm Net Revenue	Adjusted Revenue	Adjusted Revenue From Prior Months	Financial Adjustments	Total Net Revenue	Total Gaming Tax	Tax Adjustment:
6	RYE RSL CLUB	CLUB	3,910,041.10	3,484,436.19	34,027.41	389,076.75	2,500.75	0.00	0.00	391,577.50	75,776.44	0.00
8	[redacted]	HOTEL	2,113,129.18	1,885,057.55	19,144.56	202,615.72	6,311.35	0.00	0.00	208,927.07	69,940.03	0.00
11	[redacted]	HOTEL	9,691,658.25	8,722,861.00	27,667.41	935,977.57	5,152.27	0.00	20.02	941,109.82	404,010.86	0.00
22	[redacted]	CLUB	4,191,146.95	3,725,333.85	25,565.24	433,378.88	6,868.98	0.00	0.00	440,247.86	96,461.34	0.00
24	[redacted]	HOTEL	8,352,759.47	7,438,639.93	130,873.23	758,047.16	24,285.44	913.71	0.00	783,246.31	313,145.35	0.00
26	[redacted]	CLUB	3,055,621.28	2,740,613.35	12,588.87	294,326.88	8,092.18	0.00	0.00	302,419.06	34,484.95	0.00
28	[redacted]	CLUB	5,731,688.61	5,220,517.40	0.00	486,885.48	24,285.73	0.00	0.00	511,171.21	141,401.40	0.00
27	[redacted]	CLUB	2,903,526.81	2,587,669.34	26,536.86	284,143.53	5,177.08	0.00	0.00	289,320.61	34,583.36	0.00
29	[redacted]	HOTEL	3,793,741.14	3,430,944.78	27,682.87	333,850.03	1,263.46	0.00	0.00	335,113.49	109,436.75	0.00
25	[redacted]	CLUB	2,743,851.40	2,438,025.74	22,563.78	280,620.32	2,492.56	149.00	0.00	283,261.88	69,399.05	0.00
30	[redacted]	CLUB	2,439,688.60	2,251,969.06	0.00	179,884.51	7,835.03	0.00	0.00	187,719.54	41,257.10	0.00
31	[redacted]	CLUB	5,727,593.51	5,105,276.68	66,920.61	552,343.96	3,052.26	0.00	0.00	555,396.22	122,738.39	0.00
32	[redacted]	HOTEL	3,130,155.41	2,771,780.63	41,238.02	287,945.32	29,191.44	0.00	0.00	317,136.76	111,346.42	0.00
34	[redacted]	CLUB	2,176,102.36	1,975,361.29	0.00	200,196.41	722.00	-177.34	0.00	200,741.07	0.00	0.00
35	[redacted]	HOTEL	5,251,716.79	4,792,357.85	25,981.20	435,667.64	-2,289.90	0.00	0.00	433,377.74	152,302.91	0.00
39	[redacted]	CLUB	828,889.66	726,552.61	0.00	100,423.15	1,913.90	0.00	0.00	102,337.05	7,235.65	0.00
40	[redacted]	CLUB	4,788,287.13	4,293,190.97	27,674.90	463,187.33	4,233.93	0.00	0.00	467,421.26	96,679.54	0.00
9827	[redacted]	HOTEL	527,721.43	479,718.51	0.00	47,736.92	109.00	157.00	0.00	48,002.92	3,998.64	0.00
9828	[redacted]	HOTEL	343,612.33	303,372.61	0.00	39,094.92	1,144.80	0.00	0.00	40,239.72	3,351.97	0.00
9829	[redacted]	HOTEL	5,964,824.12	5,335,654.69	58,505.45	544,554.90	26,109.08	0.00	0.00	570,663.98	202,823.65	0.00
			2,155,611,402.36	1,934,215,157.01	14,976,761.24	201,388,226.03	5,035,118.55	-3,860.39	1,340.29	206,418,144.05	70,899,903.12	0.00

iGEM Monthly Revenues and Taxation Report covering all venues (Statewide)

4.4.5 TITO [TICKET-IN TICKET-OUT] (OPERATIONS)

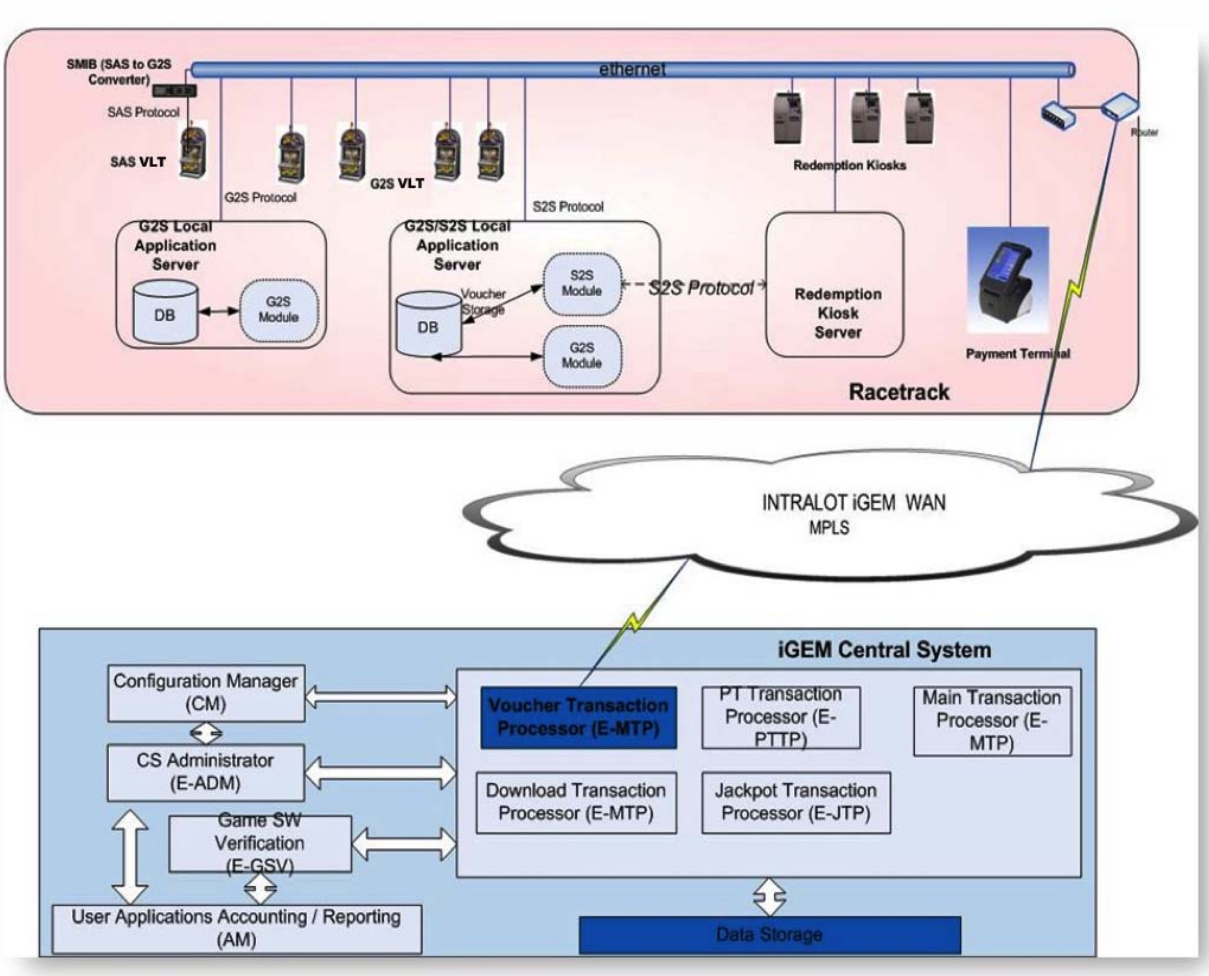
Currently, the casinos operate their own casino management system and cashless technology (ticket-in/ticket-out). The CMS is to be totally independent of any such casino management system and cashless technology and the Vendor will not have any responsibility for the installation, management or support of these casino management systems. If the Lottery determines there is a need for TITO at a later date, the CMS design will be required to be able to support TITO processes, and to handle regular ticket out validations (cash tickets).

INTRALOT understands that the casinos currently operate their own casino management system and cashless technology. Our CMS can operate totally independent of such casino management systems and cashless technology. It is further understood that INTRALOT will not have any responsibility for the installation, management, or support of any such casino management systems. If the Lottery determines there is a need for TITO at a later date, the iGEM CMS can fully support TITO processing and the handling of regular ticket out validations. INTRALOT currently supports TITO/Voucher functions in several of our projects worldwide, and will be ready to support West Virginia should the determination

be made to implement it. Current INTRALOT TITO/Voucher installations include Peru, Romania, Moldova, Ohio, Montana, and the District of Columbia.

Overview of the Interface Architecture

iGEM supports TITO/voucher transactions from VLTs based on the SAS (TITO) or G2S protocol models. Vouchers are validated and stored in iGEM's voucher database. From there, vouchers can be retrieved for payment, auditing, reporting or other purposes, either by the CMS applications developed for this purpose or, through an S2S interface by third-party systems. A high-level depiction of the interaction between iGEM and Redemption Kiosks is provided in the following schema:



S2S Interface Implementation

The module responsible for intercepting S2S TITO/voucher messages and dispatching S2S commands resides within a dedicated Linux server running JBOSS, industrial grade application server software (iGEM's G2S/S2S Local Application Server). It utilizes state-of-the-art Java EJB3 technology thus ensuring optimal performance and stability. The S2S module is connected with the local database and hence is able to support the full set of S2S voucher class requests from a S2S client, e.g. redemption validation, redemption completion etc.

A Redemption Server, initially serves the ticket redemption requests. The Redemption Server establishes an S2S session with the G2S/S2S Local Application Server of iGEM. The iGEM's Local server validates the request in its local database before requesting validation from the Voucher Handling module of the iGEM Central System. All S2S phases of the redemption request (redeemVoucher, authorizeVoucher, commitVoucher, and commitVoucherAck) are stored in both local and central iGEM databases.

4.4.6 DATA FIELDS (OPERATIONS)

The CMS is intended to maintain accurate records utilizing extended format meters from the VLTs. Additionally, all data field sizes and data field view size are to be consistent across all modules and reports (i.e. if a data field is 20 character spaces, it shall contain 20 character spaces throughout the system and on all reports).

INTRALOT has read and will comply with the requirement. The INTRALOT iGEM CMS will maintain accurate records utilizing extended format meters from the VLTs. All data field sizes and data field view sizes will be consistent across all modules and reports. In its standard configuration, the iGEM™ CMS supports over 40 different meters per device of which more than 20 can be reported and recorded in real time. This number is configurable for database-sizing purposes and can be easily increased if required. Therefore, the iGEM™ system fully covers the following information for each individual VLT:

- Total inserted.
- Total paid out.
- Total paid out as tickets.
- Total wagered.
- Total machine wins.
- Total jackpot wins.
- Total won.
- Hand pays/cancelled.
- Bills/coins inserted.
- Games played.
- Games won.
- Logic area access.
- Cash door access.

- Credit meter.
- Return-to-player (RTP) percentage.
- System wins (originated by system jackpots not transferred to the VLT).
- Inserted via electronic transfers – TITO/Voucher/EFT.
- Paid Out via electronic transfers – TITO/Voucher/EFT.
- Jackpot contributions.
- Commissions.
- Taxes.

This set of derivative meters provides unified accounting data independent from any supported VLT protocol. Please note that any new meter can be configured in the system at any time, following a request from the Lottery to define, collect, and audit data for an unlimited set of meters in the iGEM system.

4.4.7 DATA COLLECTION (OPERATIONS)

4.4.7.1 The CMS design utilizes a data collection method that reports events from the VLT level by time and date of occurrence and ensures all events and transactions are recorded and accurate.

The design of INTRALOT's iGEM CMS provides a data collection methodology that reports events from the VLT level by time and date of occurrence and ensures all events and transactions are recorded and accurate. Date and time stamping to the nearest one hundredth of a second is automatically performed for all transactions generated by the VLTs. Furthermore, all transactions are recorded sequentially with a date and time stamp in the transaction log file.

iGEM records all transactions in transaction log files (TLFs) that are time stamped before a confirmation reply is forwarded to the device. The mirroring (RAID configuration) structure of the proposed disk array allows for concurrent storing of all incoming transactions in multiple disk locations. All transactions logged on the primary system are also written to the backup system. This provides additional protection against loss of data and interruption of operations. In the unlikely event that the primary site suffers severe damages, the secondary site can resume transaction processing almost instantaneously with no loss of information.

In addition to the records receiving time stamps as they are recorded in system log files, other date and time stamp features are also active in the system. Records stored in the Oracle database also receive date and time stamps from the relational database engine. Periodic checkpoints are applied to TLFs, dividing transactions into groups, ensuring the integrity of the transaction logging process. This procedure verifies the sequential and chronologically ordered recording of the transactions in the log file.

The proposed system includes the following mechanisms for ensuring accuracy and reliability:

- Transaction log files contain all necessary information concerning the performed transactions and can be used as evidence for the successful acceptance or non-acceptance of a transaction by the CMS.
- Transaction validity is verified with the use of CRC calculations, which ensure that the data of the transactions have been transferred and stored unaltered.
- Transaction log files are encoded in a binary, cryptographically locked format. This prevents unauthorized reading and updating.

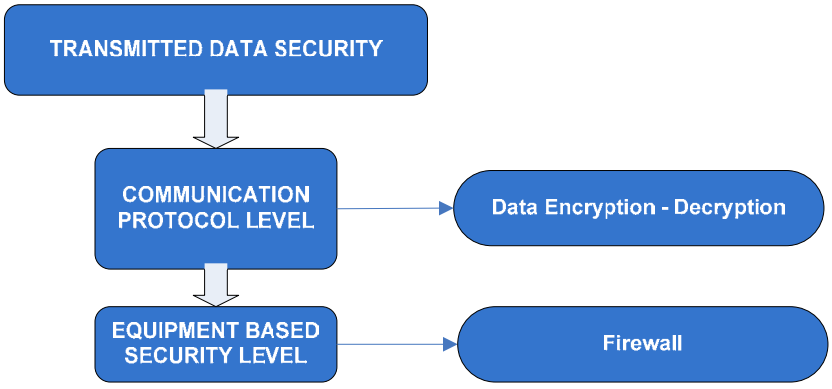
Prevention of Unauthorized Transactions & Checksums

iGEM™ provides specific security features that assume that only authorized and completed transactions are recorded on the system, and prevent transactions from being duplicated. Checksums are utilized as a means to ensure that current and correct software is resident in the system on a daily basis. Using the Tripwire application, in which a checksum routine validates the status of the software for all executable programs in the on-line gaming system, accomplishes this. Checksums may also be executed on demand, and the results made available for auditing purposes.

Data Security

Concerning transactions conveyed through the incorporated telecommunication network, INTRALOT security levels are organized as follows:

- **Communication Protocol Security level**: The communication process is based upon protocols performing encryption and decryption of transmitted data, ensuring data confidentiality and integrity.
- **Equipment-Based Security Level**: Using firewalls or other security equipment in order to assure integrity, confidentiality and availability of data transactions between the central system and terminals.



Communication System Security Levels

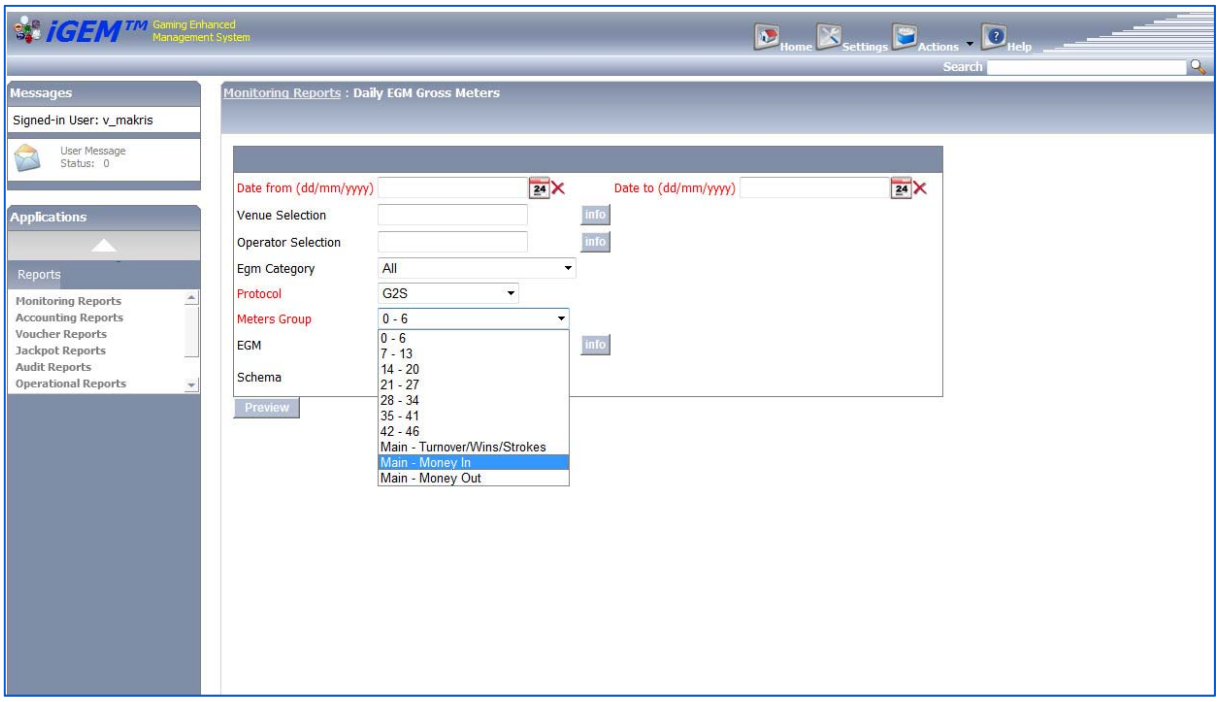
4.4.7.2 The CMS provides real-time information retrieval, and the logging and reporting of events at the VLT level. The system is required to support all events; however the lottery needs the ability to filter by event types for display or reporting. The CMS is to maintain event data for a minimum of 18 months. Detailed retention schedules will be developed subsequent to Contract award.

Real-time information retrieval as well as logging and reporting of events at the VLT level is inherent functionality in the proposed iGEM CMS. The INTRALOT CMS will support all events and provide the ability for the Lottery to filter by event types for display or reporting. A notification process can also be automated on the system, should a designated event occur, with real time reporting via visual, audible, SMS, and email methods. The CMS, as proposed, will maintain event data in excess of twenty-four (24) months, or according to a detailed retention schedule to be developed subsequent to Contract award.

Site Controllers are designed to hold transactions and to continue to process events from VLTs even when communication to the CMS is off line for a certain period of time. The Site Controllers will process and hold event data in log files, continue to service the requests of the VLTs, and upon reestablishment of communication with the CMS, all events history and transaction information is caught up and processed by the CMS. In addition, all CMS commands will be re-issued and there will be no loss of any type of information due to communication interruption. The following is an example of granular filtering in the CMS and it's reporting on events:

General Format Guidelines of the iGEM™ Reports - iGEM™ dynamic reports have generally the following filters for queries:

- Period: from – to date.
- Operator (multiple venue "owner").
- Venue (specific or group selection or by license number).
- VLT manufacturer.
- VLT type.
- VLT serial number (specific or group selection).
- VLT denomination.
- Money or credits selection.
- Employee ID.
- Transaction type, for transaction reports.
- Event category and event types.



iGEM™ Reports Filter Screen

4.4.7.3 The CMS design will process all VLT meter sizes and record lengths with scalability for future growth or enhancement. The CMS design will receive all meter data in real time in an online, automated fashion. Manual reading of meter values may not be substituted for automated requirements.

The iGEM CMS is designed to process all VLT meter sizes and record lengths with scalability for future growth and enhancement. Our Oracle database provides for easy reconfiguration should additional meters, meter size, or record lengths need to be addressed. The CMS will receive all meter data in real time in an online automated fashion and never requires the manual reading of meter values. Please refer to ***Sections 4.4.6 and 4.4.7.2*** for additional information on iGEM CMS capabilities related to meter scalability and real time data gathering respectively.

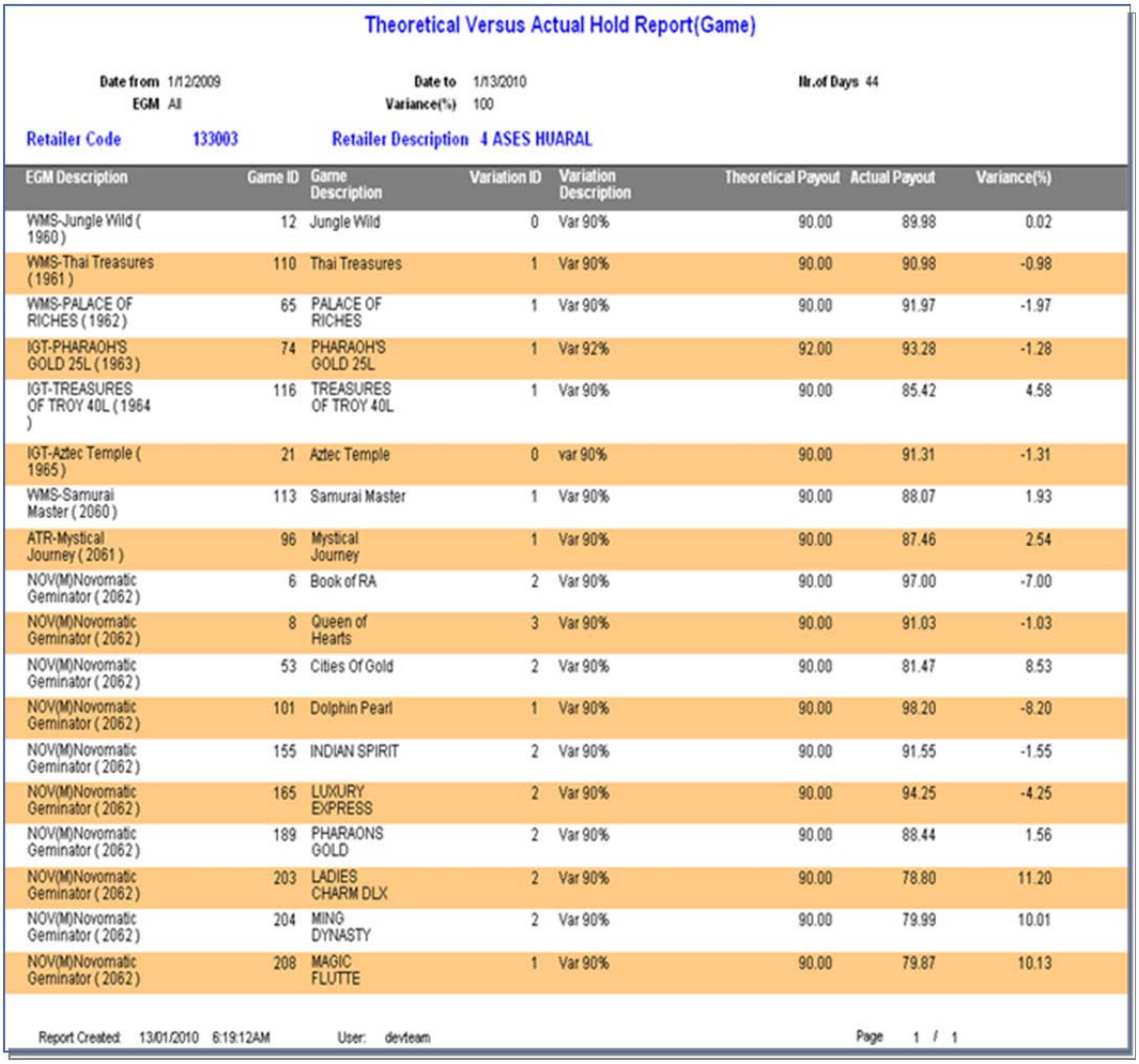
4.4.7.4 The CMS is designed to utilize Site Controllers for the collection of VLT data with transfer of data to the CMS at scheduled periods. At a minimum, the CMS is to receive metered data from the Site Controllers at the end of every business day. In addition, the CMS is to have the capability of on-demand data collection.

The proposed INTRALOT CMS design utilizes Site Controllers at each Venue for the collection of VLT data that is then transferred to the CMS. Important data such as meters and events are collected by the Site Controllers and forwarded to the CMS in real time. Less time-sensitive VLT operational data is forwarded or collected by the CMS at configurable intervals throughout the gaming day. The CMS can demand-poll information from the Site Controllers, and the Site Controllers can request information from the VLTs on demand at a pre-configured interval or upon the request of authorized personnel. With the iGEM CMS, there will be no legacy end of the business day polling requirement for the collection of VLT data.

4.4.7.5 The CMS is to maintain recorded meter readings based on a unique identification number and those meter readings shall be available for transaction history viewing and printing. The designation shall be the same as used for asset tracking as described in **Asset Tracking Section 4.4.10.**

INTRALOT's CMS will maintain recorded meter readings based on any unique identifier including asset and any other uniquely identifying number. These unique identifiers can also be utilized through the system portal and reporting subsystem for transaction history viewing, printing, and emailed report extraction. INTRALOT understands that this requirement and designation is to be the same as used for asset tracking described in ***Asset Tracking Section 4.4.10***.

All meter data is associated with the device ID (VLT ID, SC ID, Game ID) they correspond to, and in the system reports, are presented together with the device ID for reference.



Theoretical Versus Actual Hold Report(Game)

Date from 1/12/2009 Date to 1/13/2010 Nr.of Days 44
EGM All Variance(%) 100

Retailer Code 133003 Retailer Description 4 ASES HUARAL

EGM Description	Game ID	Game Description	Variation ID	Variation Description	Theoretical Payout	Actual Payout	Variance(%)
WMS-Jungle Wild (1960)	12	Jungle Wild	0	Var 90%	90.00	89.98	0.02
WMS-Thai Treasures (1961)	110	Thai Treasures	1	Var 90%	90.00	90.98	-0.98
WMS-PALACE OF RICHES (1962)	65	PALACE OF RICHES	1	Var 90%	90.00	91.97	-1.97
IGT-PHARAOH'S GOLD 25L (1963)	74	PHARAOH'S GOLD 25L	1	Var 92%	92.00	93.28	-1.28
IGT-TREASURES OF TROY 40L (1964)	116	TREASURES OF TROY 40L	1	Var 90%	90.00	85.42	4.58
IGT-Aztec Temple (1965)	21	Aztec Temple	0	var 90%	90.00	91.31	-1.31
WMS-Samurai Master (2060)	113	Samurai Master	1	Var 90%	90.00	88.07	1.93
ATR-Mystical Journey (2061)	96	Mystical Journey	1	Var 90%	90.00	87.46	2.54
NOV(M)Novomatic Geminator (2062)	6	Book of RA	2	Var 90%	90.00	97.00	-7.00
NOV(M)Novomatic Geminator (2062)	8	Queen of Hearts	3	Var 90%	90.00	91.03	-1.03
NOV(M)Novomatic Geminator (2062)	53	Cities Of Gold	2	Var 90%	90.00	81.47	8.53
NOV(M)Novomatic Geminator (2062)	101	Dolphin Pearl	1	Var 90%	90.00	98.20	-8.20
NOV(M)Novomatic Geminator (2062)	155	INDIAN SPIRIT	2	Var 90%	90.00	91.55	-1.55
NOV(M)Novomatic Geminator (2062)	165	LUXURY EXPRESS	2	Var 90%	90.00	94.25	-4.25
NOV(M)Novomatic Geminator (2062)	189	PHARAONS GOLD	2	Var 90%	90.00	88.44	1.56
NOV(M)Novomatic Geminator (2062)	203	LADIES CHARM DLX	2	Var 90%	90.00	78.80	11.20
NOV(M)Novomatic Geminator (2062)	204	MING DYNASTY	2	Var 90%	90.00	79.99	10.01
NOV(M)Novomatic Geminator (2062)	208	MAGIC FLUTTE	1	Var 90%	90.00	79.87	10.13

Report Created: 13/01/2010 6:19:12AM User: devteam Page 1 / 1

A typical meter sample report of iGEM CMS – the payout meter is associated with the specific VLT ID and Game ID

The raw meters (gross meters), as collected from each VLT and game at the venues, are automatically translated into derivative meters through user definable formulas (i.e. a net meter is the difference of two instances of a gross raw meter, the total in consists of the coin-in plus bill-in plus electronic funds transfer in, etc.). Therefore any differences in raw meter definitions between various gaming protocols will not affect the accounting applications and gaming performance monitoring tools and reports of the system, which are based on derivative meters and not on raw meter data.

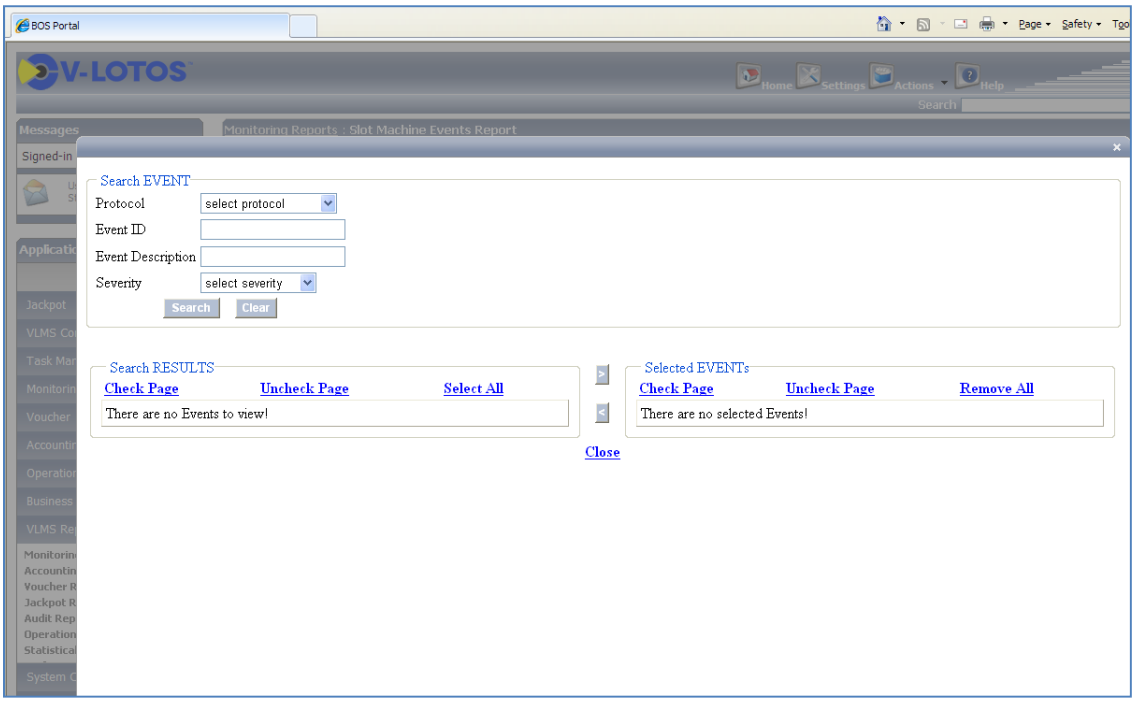
The iGEM CMS provides extensive reporting capabilities that can efficiently cover the entire scope of VLT Gaming operations for any kind of operational model, being either large destination venues or small retailer venues. The reporting system will include all the reports mandated by the Lottery, such as accounting reports, inventory and licensing reports, statistical reports for the games performance, venue performance (individual or multiple venue combinations) and VLT performance. Furthermore, it

provides for filters to allow reporting for different time frames, games, VLT types and models and other attributes.

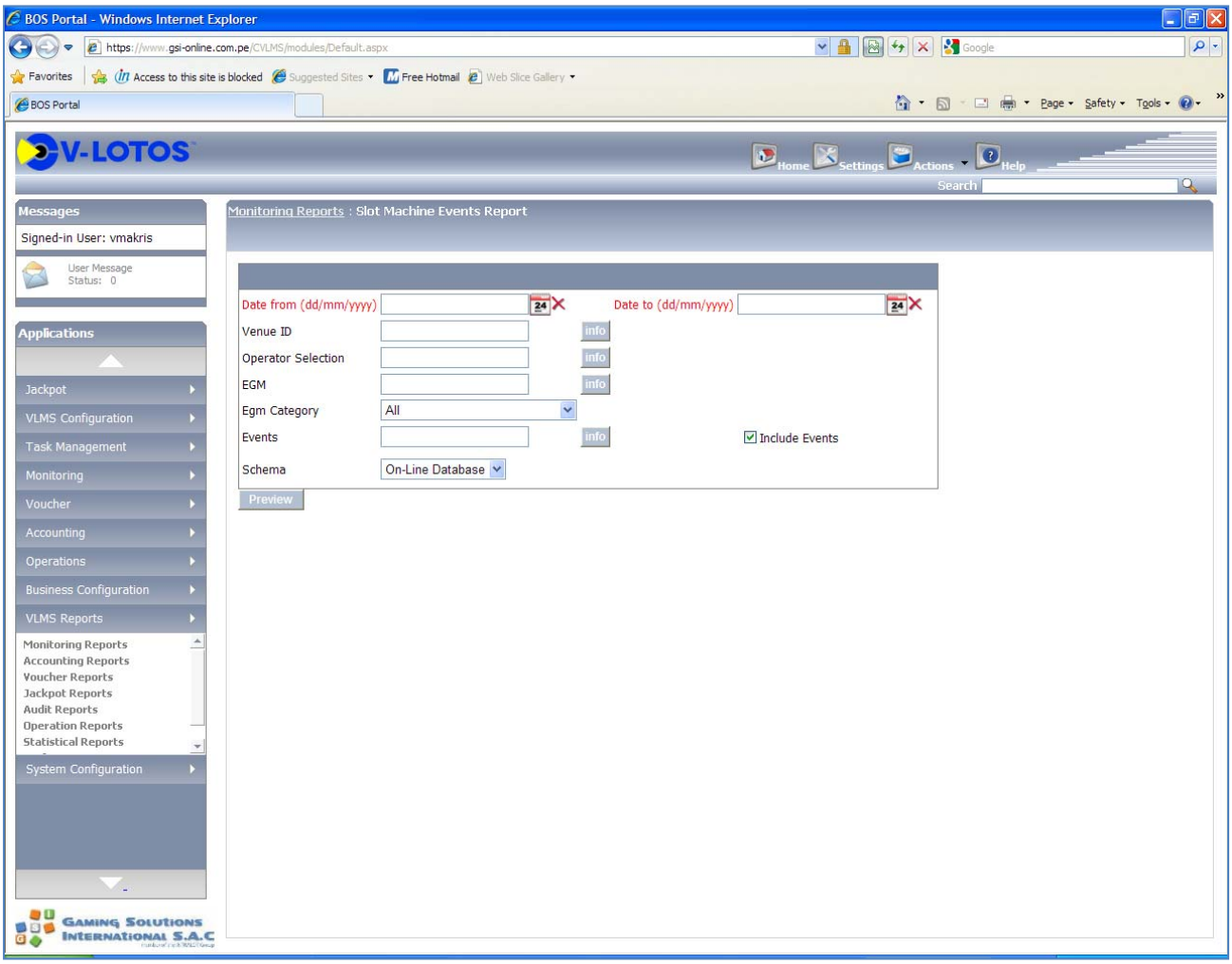
Searching Criteria

All CMS dynamic reports have the following filters for queries:

- Period: From – To Date.
- Venue (specific or group selection or by license number).
- Operator.
- VLT Type, where relevant.
- VLT Serial Nr (specific or group selection).
- VLT Protocol.
- Event Category and Specific Events.
- Event Severity.
- Meter Group/Category.



Please refer to the CONFIDENTIAL BINDER under the **Tab*: Reports Catalog*** for samples of the iGEM system generated reports.



iGEM / V-LOTOS Event Reports Filter Screens with Selection Criteria - Sample

For each VLT, at least the following gross meters snapshots are kept in the database during business day:

- Opening Snapshot. This snapshot is kept at the opening time of a venue.
- Closing Snapshot. This snapshot is kept at the closing time of a venue.
- Daily Scheduled Snapshots. These are the snapshots (daily checkpoints) recorded based on the daily polling schedules defined in the system.
- End-of-Business Day Snapshot. This snapshot is kept at the time that valid gaming activity has finished in the day (system "end-of-day" time). Many times this snapshot might be identical to the "Closing snapshot". Daily accounting and reporting is based on this snapshot.

Other type of gross meters snapshots can be stored depending on the iGEM requests or on VLT conditions. These are:

- Exception Snapshots. Snapshots kept upon special VLT or SC conditions (e.g. VLT resume responding, SC's Power-on/Shutdown).
- Ad-hoc requested snapshots through iGEM commands.
- The gaming machines operating outside of licensed hours are recorded in the database and presented on appropriate reports.

Data Warehouse Synchronization/ Summarization

All VLT data is stored in the iGEM database that consists of the following schemas:

- **The Configuration Schema**. It contains all VLT and Game configuration, Site Controller configuration and Venue configuration.
- **The On-line Schema.** This schema is used for the daily database procedures such as: Meter/Events Uploading, Meter Validation, Net Meter calculation, Meter Exception detection, Meter Adjustments. It contains all VLT detailed information for the last months and all information needed for daily net meter calculation and exception detection (Last gross meters, Meter average value etc.).
- **The Off-line Schema (Data Warehouse)**. It contains all detailed information concerning VLT meters/events/vouchers and jackpot activity and the summarized values for each month.

During each calendar month, the following summarization/export procedures are executed:

- **VLT event summarization**. Event count per type of event, VLT, time dimension (monthly).
- **VLT net meter summarization**. Meter sums per VLT, Venue and time dimension (daily, weekly, monthly).
- **Venue net meter summarization**. Meter sums per Venue and time dimension (daily, weekly, monthly).
- **Game net meter summarization**.
    - Game net meter sums per VLT and time dimension (daily, weekly, monthly).
    - Game net meter sums per Venue and time dimension (daily, weekly, monthly).
- **Derivative meter summarization**.
    - Derivative meter sums per VLT and time dimension (daily, weekly, monthly, year).
    - Derivative meter sums per Venue and time dimension (daily, weekly, monthly).
- **All detailed data** (VLT events, VLT gross/net meters, and Game gross/net meters, Voucher data and Jackpot Daily data) are transferred daily from the On-line Schema to the Off-line Schema.

4.4.7.6 The CMS is to provide a report for each VLT when polled meters and events are outside of Lottery configurable parameters. The CMS design provides user configurable settings and monitoring of thresholds that provide a system report to the Lottery for each machine in the event any meter, including game level meters, falls outside of the established threshold values, and the report is designed to have options provided for user selected time and date, single VLT, all VLTs, site controllers, and single event selectable parameters.

The iGEM CMS will provide reports for each VLT when meters and events are outside of parameters that are easily configurable by the Lottery. Our design incorporates a wealth of user configurable settings and the monitoring of thresholds that will provide system reports to the Lottery for each machine in the event any defined meter, including game level meters, falls outside of the established threshold values. INTRALOT will custom design these reports to have options provided for user selected time and date, single VLT, all VLTs, site controllers, single event selectable parameters, and any other parameter desired by the Lottery.

Events and meters produced by the VLTs and other gaming devices are continuously monitored and collected by the site controllers. They are then transmitted to the iGEM CMS with events based on the severity. The event severity is totally configurable. All events are categorized in the system into four categories:

- Critical (severity 1).
- Serious (severity 2).
- Important (severity 3).
- Routine (severity 4).

Critical events create system alarms in real-time and require immediate attention. Other event categories are handled according to policies that may be established by the Lottery.

The events produced by the VLTs and other devices may differ according to the communications protocol versions and manufacturer. Examples events are presented in the following table:

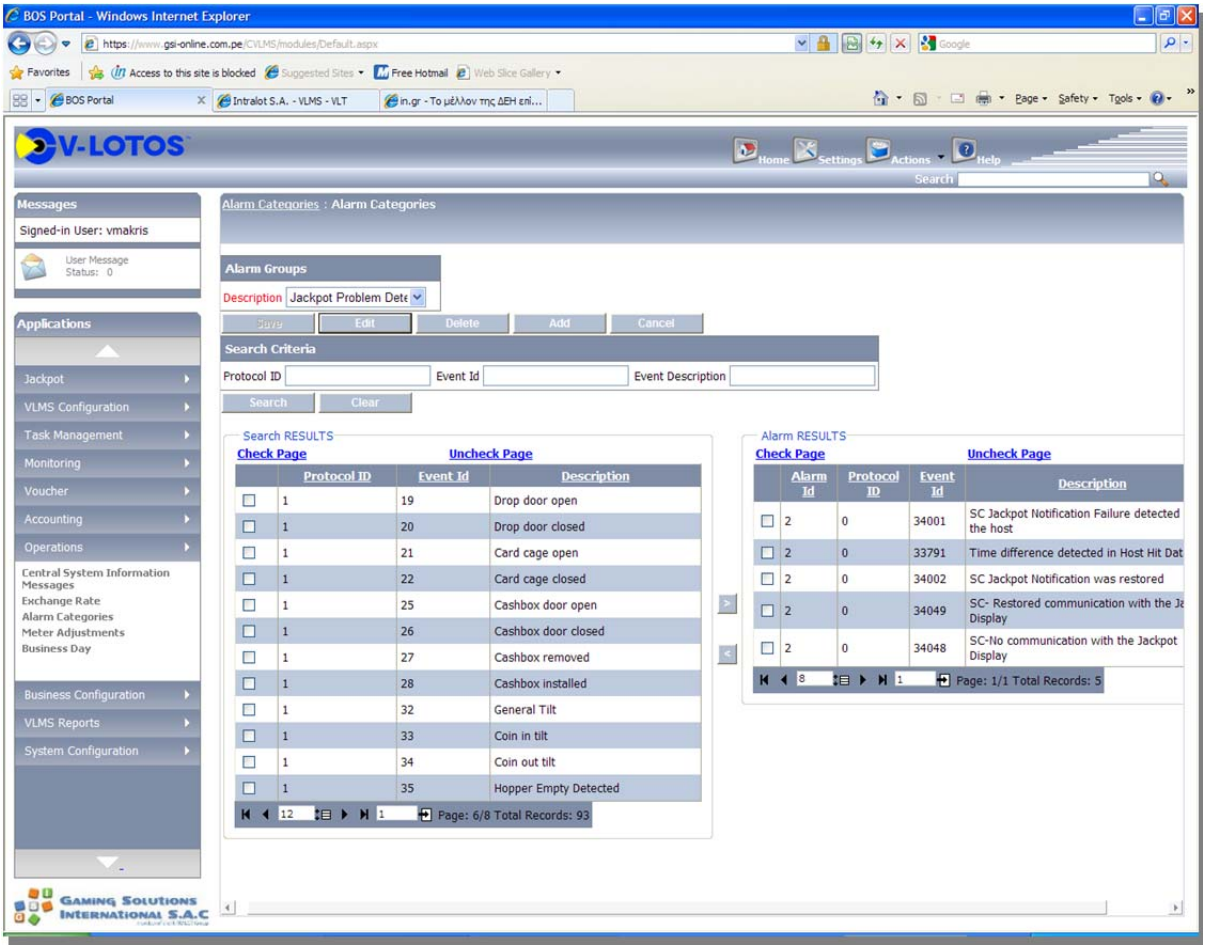
Critical Events	Serious Events	Important Events	Routine Events
Memory error	Technician menu	Cash box removed	Play button pressed
Main door open	Printer out of paper	Bill rejected	Game enters bonus round
CPU door open	Jackpot hit	Coin rejected	Enter help screen
Hand pay	Reset period meters	Operator menu	Bill accepted
Memory error		Belly door opened	Coin accepted
Printer error		Drop box opened	
Memory reset		Player cashed out	
Bill validator error		Cashout ticket printed	
Signature Verification		Player card entered	

Each event is stored together with the following attributes:

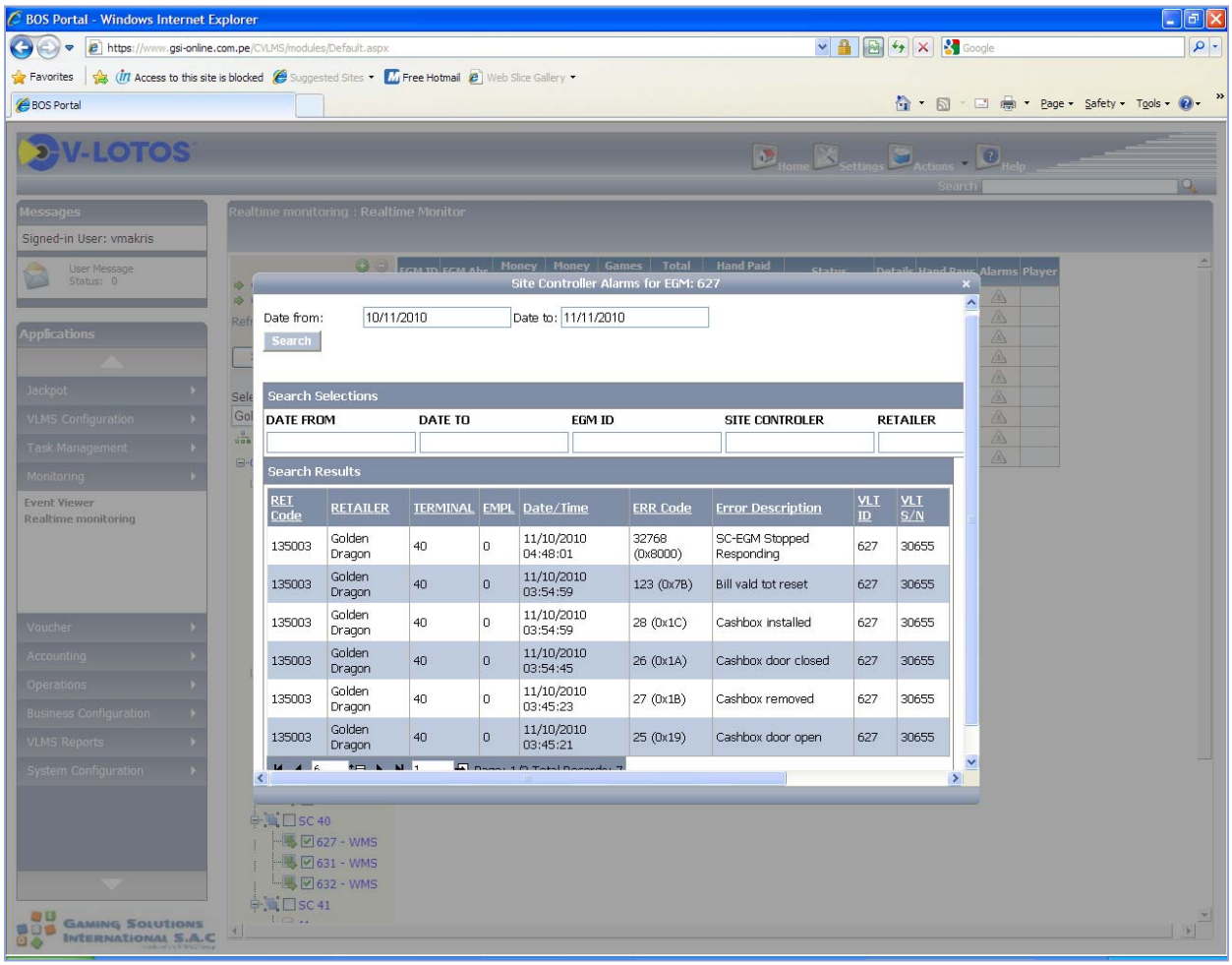
- The VLT/device that has triggered the event.
- Event code and description.

- Date/time of event.
- Severity level (each event code has a severity number).

Defined critical events (alarms) would stop the game play in the VLT (lock down), until an action takes place (VLT repair, RAM or error clear) and the central system re-enables the device. The iGEM Back Office System (BOS) portal allows easy parameter driven configuration of events and alarms:



IGEM EVENT/ALARM CONFIGURATION SCREEN



IGEM™ Real Time VLT and Site Controller Event Viewer

Searching and Reporting of Events

The iGEM central system provides extensive reporting capabilities that can efficiently cover the entire scope of VLT operations, being either large destination venues or small. The reporting system will include all the reports required, such as accounting reports, inventory and licensing reports, statistical reports for the games performance, venue performance (individual or multiple venue combinations), and VLT performance. Furthermore, it provides filters to allow reporting for different time frames, games, events, VLT types and models and other attributes.

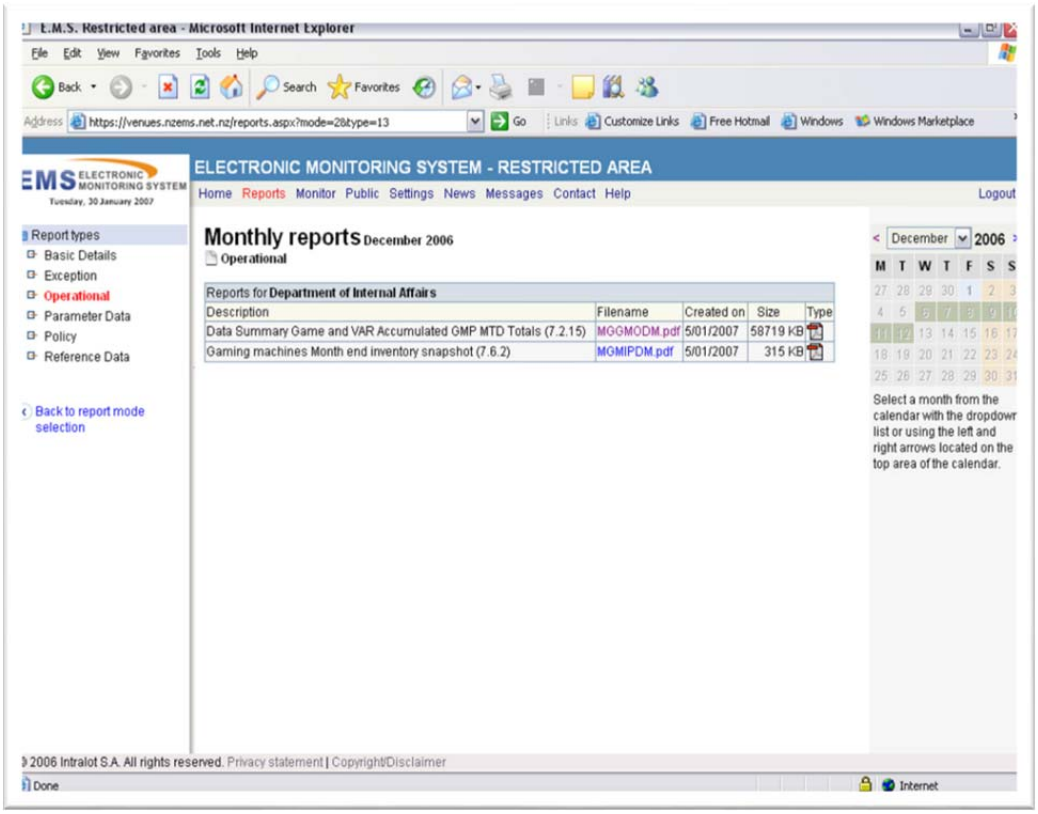
Access to Reports

Reports are available from the Web services of the iGEM™ system through the System's Intranet or the System Web Sites, or remotely, subject to customer specifications and approvals and network configuration. Specific users/groups can have access to specific reports according to their user rights and operational needs. In addition, it is possible to provide, only to authorized employees/users, direct access to reporting tools to conduct queries upon demand.

Access to iGEM reports is based on user roles and user access rights, and is fully configurable at both the report group level and individual report level. Moreover, the data returned by the reports for a venue user will be limited to data related to that specific venue only, where users of higher hierarchy, (i.e. the Gaming Regulator) can have access to data of all venues.

iGEM provides for flexible reporting capabilities which are derived from the data stored and maintained by the Data Storage System using Crystal Reports. To summarize, there are two types of reports that are produced from the iGEM System, as follows:

- **Pre-generated Reports (daily, weekly, monthly, yearly)** that are created automatically by the iGEM report scheduler. These are static files and can be produced in many formats (PDF, XML, HTML, Text, etc.), and can be placed in the iGEM web portal or FTP servers for downloading by the designated users. Gaming Venue Invoices are using this reporting mechanism, and each invoice is then downloaded to the designated Site Controller for viewing and printing in the next morning.
- **Dynamic and Real Time Reports** that can be requested and built ad-hoc, using automated queries and filtering attributes upon demand (real time).



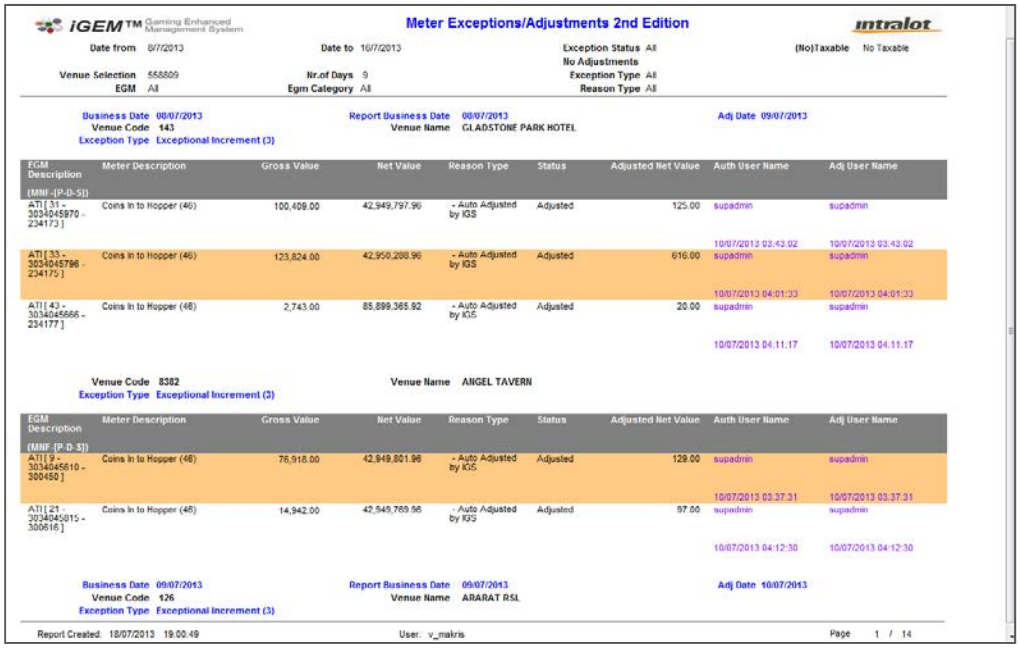
Pre-Generated Reports download screen in iGEM Website
(Sample from iGEM implementation in New Zealand)

The dynamic reports produced by iGEM have the following filters for queries:

- Period: From – To Date.
- Venue (specific or group selection or by name or ID).
- VLT Manufacturer.
- VLT Type, where relevant.
- VLT Serial Nr (specific or group selection).
- VLT denomination.
- Money or Credits selection, where relevant.
- Employee ID, where relevant.
- Transaction Type, for transaction reports.
- Event Category and Events.
- VLT Meter Group (choose meters to appear in the report columns).

Generally, iGEM reports are dynamic and can be generated by users manually ad-hoc at any time for any period of time.

Meter Collection and Management: For the cases of participation VLTs, participation games, and progressive games, all basic accounting meters are directly collected from polling the connected VLTs, in a similar manner as the non-participation VLTs. Modern VLTs provide a multitude of meters, incuding game turnover and game balance meters, jackpot related meters, etc. The iGEM can generate a listing of meter exceptions (anomalies) for any VLT. A report sample can be found below:



iGEM™ Gaming Enhanced Management System — Meter Exceptions/Adjustments 2nd Edition — intralot

Date from 8/7/2013 Date to 16/7/2013 Exception Status All No Adjustments (No)Taxable No Taxable
Venue Selection 558809 Nr.of Days 9 Exception Type All
EGM All Egm Category All Reason Type All

Business Date 08/07/2013 Report Business Date 08/07/2013 Adj Date 09/07/2013
Venue Code 143 Venue Name GLADSTONE PARK HOTEL
Exception Type Exceptional Increment (3)

EGM Description (MNF-[P-D-S])	Meter Description	Gross Value	Net Value	Reason Type	Status	Adjusted Net Value	Auth User Name	Adj User Name
ATI [31 - 3034045970 - 234173]	Coins In to Hopper (46)	100,409.00	42,949,797.96	- Auto Adjusted by IGS	Adjusted	125.00	supadmin	supadmin
							10/07/2013 03:43:02	10/07/2013 03:43:02
ATI [33 - 3034045796 - 234175]	Coins In to Hopper (46)	123,824.00	42,950,288.96	- Auto Adjusted by IGS	Adjusted	616.00	supadmin	supadmin
							10/07/2013 04:01:33	10/07/2013 04:01:33
ATI [43 - 3034045666 - 234177]	Coins In to Hopper (46)	2,743.00	85,899,365.92	- Auto Adjusted by IGS	Adjusted	20.00	supadmin	supadmin
							10/07/2013 04:11:17	10/07/2013 04:11:17

Venue Code 8382 Venue Name ANGEL TAVERN
Exception Type Exceptional Increment (3)

EGM Description (MNF-[P-D-S])	Meter Description	Gross Value	Net Value	Reason Type	Status	Adjusted Net Value	Auth User Name	Adj User Name
ATI [9 - 3034045610 - 300450]	Coins In to Hopper (46)	76,918.00	42,949,801.96	- Auto Adjusted by IGS	Adjusted	129.00	supadmin	supadmin
							10/07/2013 03:37:31	10/07/2013 03:37:31
ATI [21 - 3034045815 - 300616]	Coins In to Hopper (46)	14,942.00	42,949,769.96	- Auto Adjusted by IGS	Adjusted	97.00	supadmin	supadmin
							10/07/2013 04:12:30	10/07/2013 04:12:30

Business Date 09/07/2013 Report Business Date 09/07/2013 Adj Date 10/07/2013
Venue Code 126 Venue Name ARARAT RSL
Exception Type Exceptional Increment (3)

Report Created: 18/07/2013 19:00:49 User: v_makris Page 1 / 14

iGEM Meter Exceptions and Adjustments Report sample

More report samples are provided in the CONFIDENTIAL BINDER under the Tab: ***Reports Catalog.***

4.4.8 ADJUSTMENTS (OPERATIONS)

The CMS must be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.

The iGEM CMS accepts and processes machine and game level adjustments at the VLT level. These adjustments consist of, but are not limited to, specification of financial amounts (dollars, cents, and fractional), the number of games played or won, along with an explanation or cause for the adjustment. All adjustments are stored in the database and are utilized for all relevant reports and screens. The posting of any adjustments are allowed through authorized means such as management terminals (by authorized user) or via computer files supplied by the Lottery. The iGEM design provides a single screen for meter adjustments and this functionality is limited based on user or group security rights.

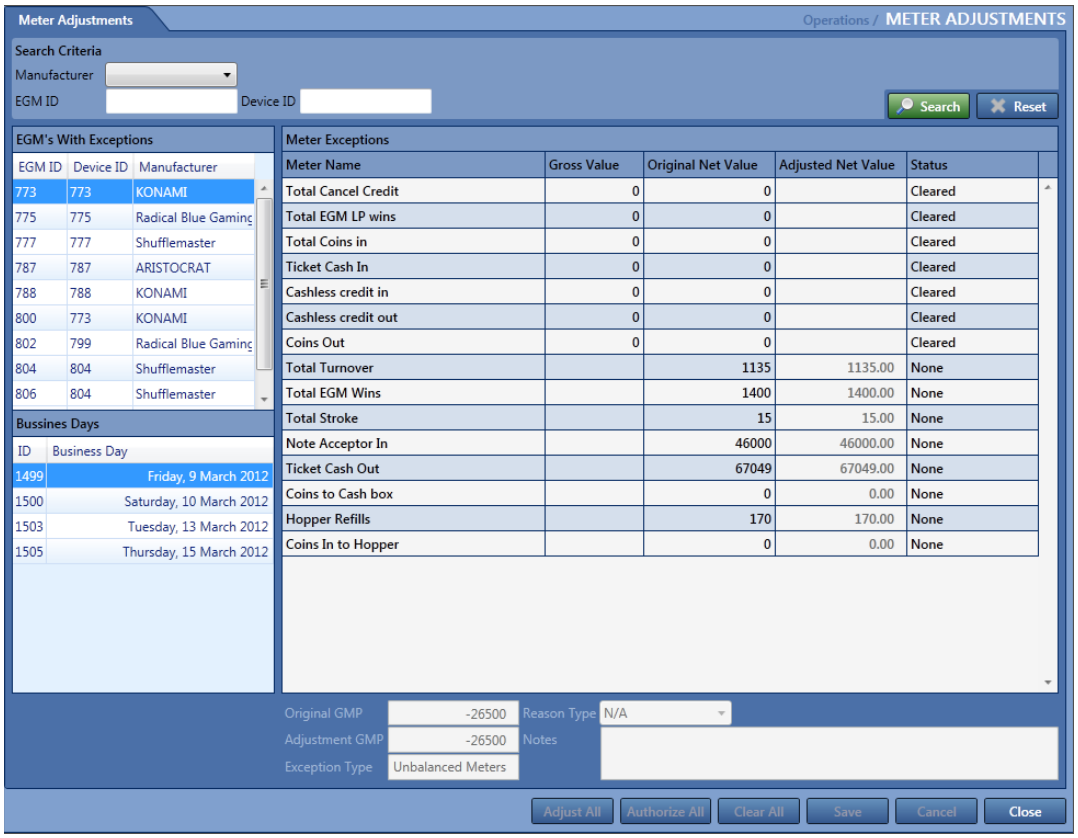
INTRALOT has been the first international vendor to achieve a WLA SCS / ISO 27001 certification. INTRALOT's Information Security Management System (ISMS) includes detailed audit processes and reviews on an annual basis in order to ensure that security functions and physical security are continuously monitored and improved. This certified ISMS will be deployed for protecting the operation. Please refer to ***Section 4.1.4.12*** for detailed information on INTRALOT's overall security practice including access and user rights controls.

The following provides an example of adjustment processing and reporting:

This procedure allows the venue operator to manually modify VLT soft meter values that have been marked as an exception and might need adjustment.

To access the Meter Adjustments application element, the authorized user has to:

1. Click the **Operations** button on the left area of the iGEM™ application.
2. Double click the **Meter Adjustments** item on the top.



Meter Adjustments

To perform a Meter Adjustment, the user has to:

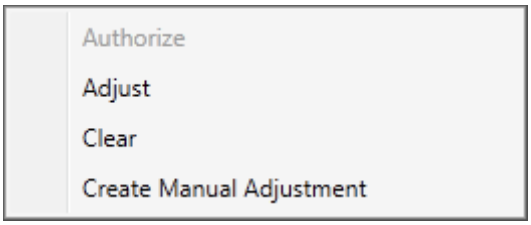
1. Select a VLT from the 'VLTs With Exceptions' panel to the left.
2. Select a Business Day from the panel with the same name to the left.
3. Handle the exception in the main table.

   The following columns are available for each exception:

   - ***Meter Name***: The soft meter name.
   - ***Gross Value***: The initial meter value at the time that VLT was registered to the system.
   - ***Original Net Value***: The difference between the current meter value and the one recorded at the end of the previous business day.
   - ***Adjusted Net Value***: The new adjusted meter value that can be entered for the meter exceptions that have exceeded their predefined Original Net Value.
   - ***Status***: The meter status. It can be one of the following:
     - *Active.*

- *Adjusted.*
- *Temp Adjusted.*
- *Temp Cleared.*
- *Manual Exception.*

Right-clicking on a ***Meter Name***, opens a context menu.



The following actions are available:

- ***Authorize***: Authorize the meter adjustment. Status is turned into *Adjusted*.
- ***Adjust***: Sets the meter adjustment for authorization. Status is turned into *Temp Adjusted*.
- ***Clear***: Removes the exception flag, e.g. in case of a false alarm. Status is turned into *Temp Cleared*.
- ***Create Manual Adjustment***: Requests the adjustments of meters that have not exceeded their predefined Original Net Value. Status is turned into *Manual Exception*.

4. Select a reason for the adjustment in the ***Reason Type*** dropdown list:
   - ***N/A.***
   - ***Machine Fault Condition.***
   - ***Wrong Procedure.***
   - ***System Error (S).***
   - ***System Error (H).***
   - ***Mechanical Meter Problem.***
5. Click the **Save** button to store the changes which are denoted by an asterisk (*) to the right of the meter status.
6. Optionally, click the **Close** button to exit.

In case the user wants to narrow the list of the displayed VLTs, they can use the following search criteria:

- ***Manufacturer***: The manufacturing company of the VLT.
- ***VLT ID***: The ID of the VLT on the iGEM™ system.
- ***Device ID***: The unique ID assigned by the Lottery during the license approval.

Clicking the **Search** button performs the filtering. The **Reset** button disables the filtering and redisplays the data for all VLTs.

The user has to investigate this exception. There are the following cases:

- If the net meter value is not actually exceptional, but it's a valid value, the venue operator has to clear the exception.
- If the net meter value is indeed invalid, the venue operator has to calculate the actual net meter value. Once they calculate this value (it can use the excel file that can be exported by the application and includes all the relevant real-time snapshots that has been recorded by the system), they will create a temporary adjustment.
- After confirming the temporarily adjusted value, designated personnel can authorize the adjustment.

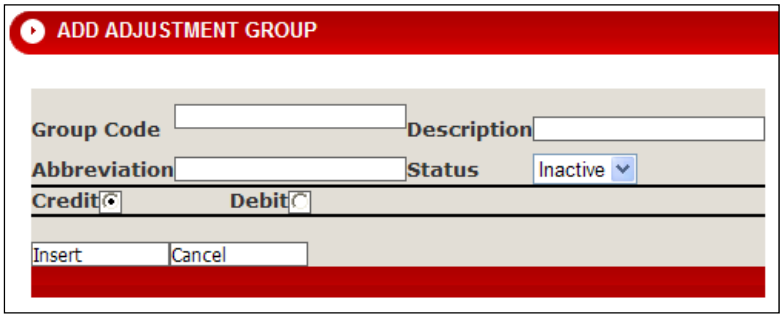
When all meter exceptions relevant to a specific net meter record have been cleared or authorized, the adjustments are applied to the daily net meter record. If there is at least one meter exception that has not been cleared or finally adjusted, the net meter record is not included in the daily accounting. It should be noted that the user can only temporarily adjust the meters and not authorize them unless they possess the proper credentials; however this is not advised.

When all exceptions for the specific net meter record have been cleared or adjusted, then the net meter record will be included in the daily accounting.

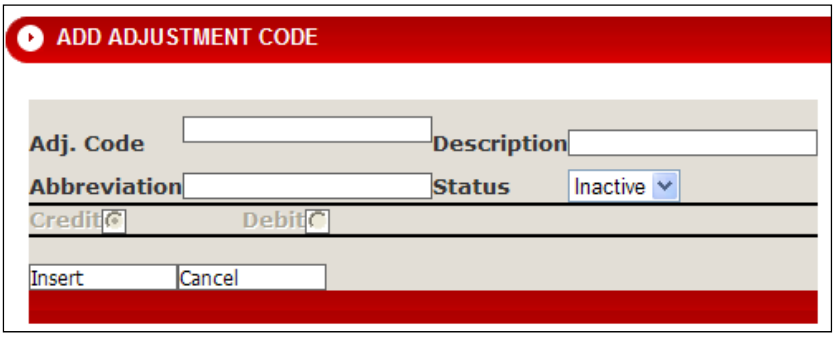
Bulk adjustments are handled through a separate screen where an authorized user can upload a pre-generated adjustment file.

Bulk Adjustments Screen

The system also easily allows an authorized user to create new adjustment groups and adjustment codes.

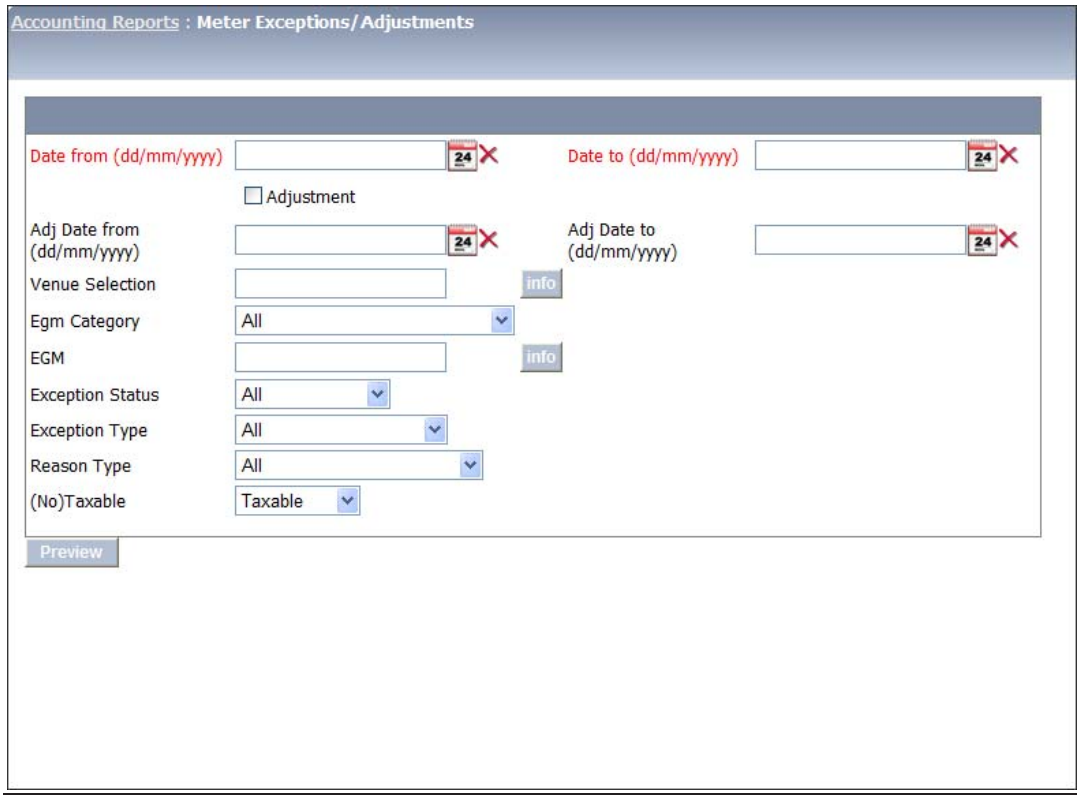


Add Adjustment Group screen



Add Adjustment Code screen

The report produces all the adjustments that have been made in the system filtered by numerous configurable quantifiers as shown:



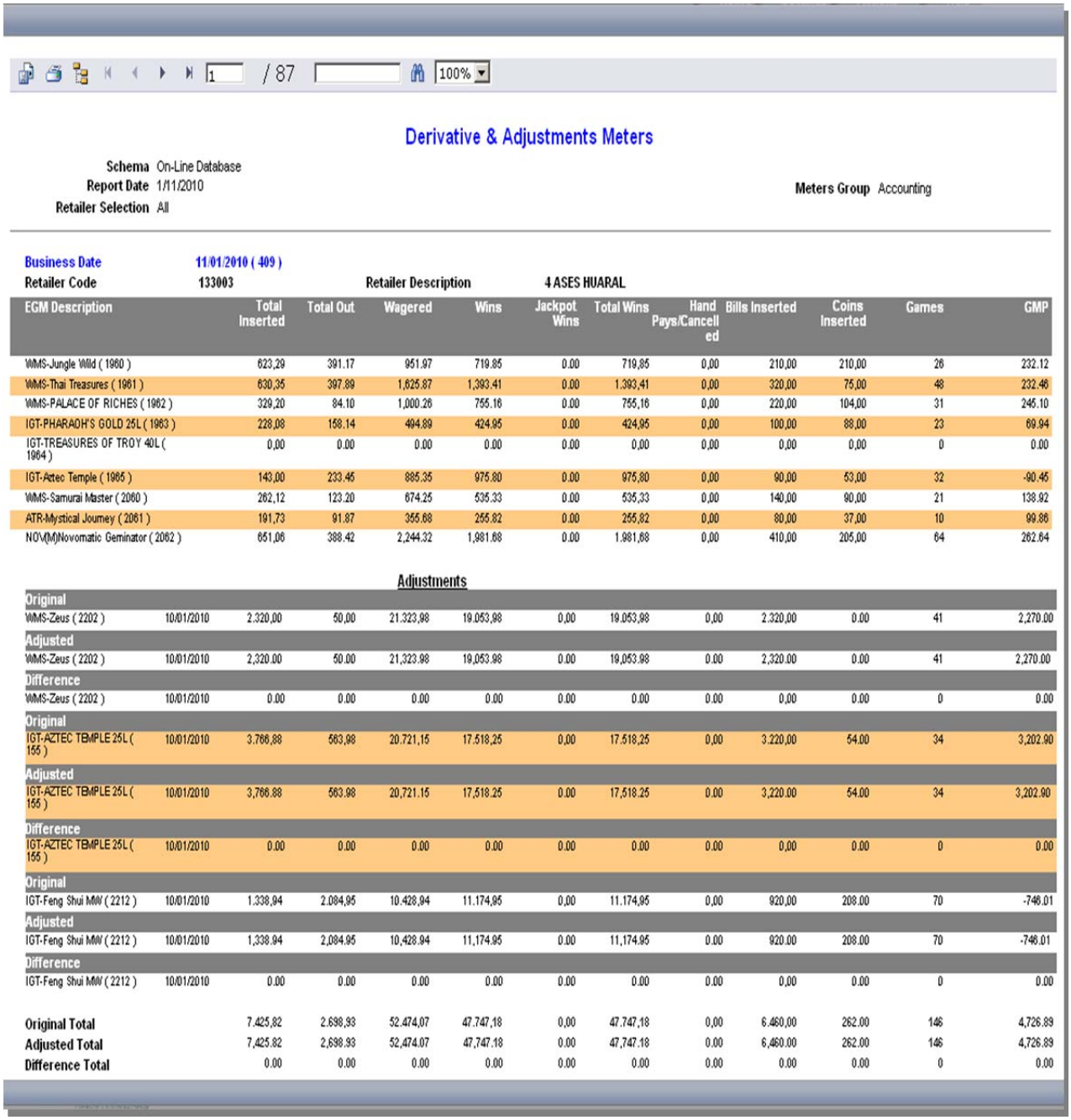
Accounting Report - Meters Adjustments

Filters

1. **Date From**: The date from which to display the data. Use the calendar icon to enter the date.
2. **Date To**: The date up to which to display the data. Use the calendar icon to enter the date.
3. **Adjustment Date From**:
4. **Adjustment Date To**:
5. **Venue Selection**: Select the venue from the list by clicking the Info button.
6. **VLT Category**: Choose the appropriate VLT category.
7. **VLT**: Select the VLT from the list by clicking the **Info** button.
8. **Exception Status**: Select from the following:
    a. *Cleared*: Meter Exception that has been cleared.
    b. *Open*: Meter Exception that has not been checked/adjusted.
    c. *Authorized*: Meter Exception that has been authorized by BMM.
    d. *Temp Adjusted*: Meter Exception that has been adjusted by the venue operator without being saved.

e. *Adjusted*: Meter Exception that has been adjusted by the venue operator (Saved).

9. **Exception Type**: Select from the following:
    a. *Rollover*: The meter is reset to zero although it had a value.
    b. *Meter Runaway*: The meter has an abnormally high value.
    c. *Exceptional Increment*:
    d. *Unbalanced Meters*: When the difference Turnover–Credits Won is not equal to the difference Cash In–Cash Out.
10. **Reason Type**: Select from the following:
    a. *N/A*: Not available.
    b. *Machine Fault Condition*.
    c. *Wrong Procedure*.
    d. *System Error (S)*.
    e. *System Error (H)*.
    f. *Mechanical Meter Problem*.
11. **Taxable/Not Taxable**:



1 / 87 100%

Derivative & Adjustments Meters

Schema On-Line Database
Report Date 1/11/2010
Retailer Selection All
Meters Group Accounting

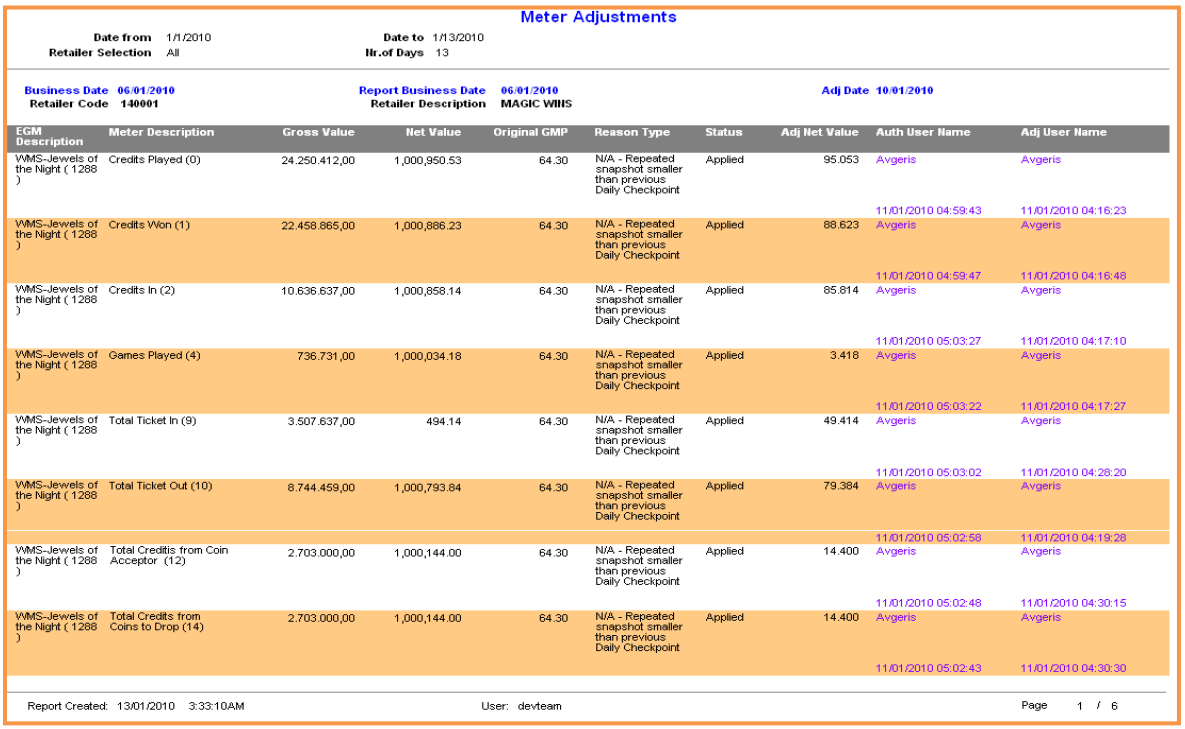
Business Date 11/01/2010 (409)
Retailer Code 133003 **Retailer Description** 4 ASES HUARAL

EGM Description	Total Inserted	Total Out	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancelled	Bills Inserted	Coins Inserted	Games	GMP
WMS-Jungle Wild (1960)	623,29	391.17	951.97	719.85	0.00	719,85	0,00	210,00	210,00	26	232.12
WMS-Thai Treasures (1961)	630,35	397.89	1,625.87	1,393.41	0.00	1.393,41	0,00	320,00	75,00	48	232.46
WMS-PALACE OF RICHES (1962)	329,20	84.10	1,000.26	755.16	0.00	755,16	0,00	220,00	104,00	31	245.10
IGT-PHARAOH'S GOLD 25L (1963)	228,08	158.14	494.89	424.95	0.00	424,95	0,00	100,00	88,00	23	69.94
IGT-TREASURES OF TROY 40L (1964)	0,00	0.00	0.00	0.00	0.00	0,00	0,00	0,00	0,00	0	0.00
IGT-Aztec Temple (1965)	143,00	233.45	885.35	975.80	0.00	975,80	0,00	90,00	53,00	32	-90.45
WMS-Samurai Master (2060)	262,12	123.20	674.25	535.33	0.00	535,33	0,00	140,00	90,00	21	138.92
ATR-Mystical Journey (2061)	191,73	91.87	355.68	255.82	0.00	255,82	0,00	80,00	37,00	10	99.86
NOV(M)Novomatic Geminator (2062)	651,06	388.42	2,244.32	1,981.68	0.00	1.981,68	0,00	410,00	205,00	64	262.64

Adjustments

Original											
WMS-Zeus (2202)	10/01/2010	2.320,00	50,00	21.323,98	19.053,98	0,00	19.053,98	0,00	2.320,00	0.00	41	2,270.00
Adjusted											
WMS-Zeus (2202)	10/01/2010	2,320.00	50.00	21,323.98	19,053.98	0.00	19,053.98	0.00	2,320.00	0.00	41	2,270.00
Difference											
WMS-Zeus (2202)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3.766,88	563,98	20.721,15	17.518,25	0,00	17.518,25	0,00	3.220,00	54.00	34	3,202.90
Adjusted											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3,766.88	563.98	20,721.15	17,518.25	0.00	17,518.25	0.00	3,220.00	54.00	34	3,202.90
Difference											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original											
IGT-Feng Shui MW (2212)	10/01/2010	1.338,94	2.084,95	10.428,94	11.174,95	0,00	11.174,95	0,00	920,00	208.00	70	-746.01
Adjusted											
IGT-Feng Shui MW (2212)	10/01/2010	1,338.94	2,084.95	10,428.94	11,174.95	0.00	11,174.95	0.00	920.00	208.00	70	-746.01
Difference											
IGT-Feng Shui MW (2212)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original Total		7.425,82	2.698,93	52.474,07	47.747,18	0,00	47.747,18	0,00	6.460,00	262.00	146	4,726.89
Adjusted Total		7,425.82	2,698.93	52,474.07	47,747.18	0.00	47,747.18	0.00	6,460.00	262.00	146	4,726.89
Difference Total		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00

Daily Derivative Meters & Adjustments Report



Meter Adjustments

Date from 1/1/2010 Date to 1/13/2010
Retailer Selection All Nr.of Days 13

Business Date 06/01/2010 Report Business Date 06/01/2010 Adj Date 10/01/2010
Retailer Code 140001 Retailer Description MAGIC WINS

EGM Description	Meter Description	Gross Value	Net Value	Original GMP	Reason Type	Status	Adj Net Value	Auth User Name	Adj User Name
WMS-Jewels of the Night (1288)	Credits Played (0)	24.250.412,00	1,000,950.53	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	95.053	Avgeris 11/01/2010 04:59:43	Avgeris 11/01/2010 04:16:23
WMS-Jewels of the Night (1288)	Credits Won (1)	22.458.865,00	1,000,886.23	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	88.623	Avgeris 11/01/2010 04:59:47	Avgeris 11/01/2010 04:16:48
WMS-Jewels of the Night (1288)	Credits In (2)	10.636.637,00	1,000,858.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	85.814	Avgeris 11/01/2010 05:03:27	Avgeris 11/01/2010 04:17:10
WMS-Jewels of the Night (1288)	Games Played (4)	736.731,00	1,000,034.18	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	3.418	Avgeris 11/01/2010 05:03:22	Avgeris 11/01/2010 04:17:27
WMS-Jewels of the Night (1288)	Total Ticket In (9)	3.507.637,00	494.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	49.414	Avgeris 11/01/2010 05:03:02	Avgeris 11/01/2010 04:28:20
WMS-Jewels of the Night (1288)	Total Ticket Out (10)	8.744.459,00	1,000,793.84	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	79.384	Avgeris 11/01/2010 05:02:58	Avgeris 11/01/2010 04:19:28
WMS-Jewels of the Night (1288)	Total Creditis from Coin Acceptor (12)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris 11/01/2010 05:02:48	Avgeris 11/01/2010 04:30:15
WMS-Jewels of the Night (1288)	Total Credits from Coins to Drop (14)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris 11/01/2010 05:02:43	Avgeris 11/01/2010 04:30:30

Report Created: 13/01/2010 3:33:10AM User: devteam Page 1 / 6

4.4.9 DAILY TASKS (OPERATIONS)

A daily task cycle is the most important and fundamental process in monitoring of VLTs. A typical daily operational procedure of iGEM™ includes the following phases:

1. Facility Data Collection.
2. Database Processing.
3. Data Warehouse Synchronization.
4. Accounting/Adjustment Entries.
5. Configuration Changes.
6. Report Generation.
7. Export and Interfacing to 3rd party systems.
8. Archiving.

1. **Facility/Venue Data Collection** – This phase includes polling sessions to all Venues, and the loading and validation of collected data in the iGEM™ database. This can be either a scheduled task, which will produce facility-polling sessions at predefined times (including daily), or ad-hoc, on a real time basis.
2. **Database Processing** – Following the validation of facility-data (meters & events), the following processing takes place:
   - Net Meters Calculation.
   - Meter Exceptions Handling.

- Derivative Meters – Gaming Machine Profit (GMP) Calculation.
- Game Activity Storage.

Net Meters Calculation – VLT meters collected by the Site Controller and sent to the iGEM™ host are gross values (accumulated since last RAM clear for each VLT). This phase is to calculate the VLT net meters for the specific business day (or period).

Meter Exceptions – During the above calculation various meter exceptions can be detected. Meters that have been marked as exceptions, based on predefined or adaptive rules, or because of operator defined events are marked and adjusted.

Daily Derivative Meters – There are various sets of derivative meters defined in the iGEM™ system to cover specific customer needs. The most important set is the accounting derivative meters. This set of meters is common for all supported VLT protocols, and provides unified accounting data independent from any supported VLT protocol. They include the following entities (non-exhaustive set):

- Total Inserted (via cash, tickets, cards).
- Total Paid Out (via tickets, coins, cards).
- Total Wagered.
- Total VLT Wins.
- Total Jackpot (top awards) Wins.
- Total Wins.
- Manual Pays/Cancelled.
- Bills Inserted.
- Games Played.
- System Wins (originated by System Jackpots not transferred to the VLT).
- Electronic Funds Transfers.
- Local and Wide Area Jackpot Contributions.
- Taxes.
- Commissions.
- Facility Balance.

Game Activity Storage – For each VLT, at least the following gross meters snapshots are kept in the database during business day: opening snapshot, closing snapshot, daily scheduled snapshots, and End-of-Business snapshot.

3. **DATA WAREHOUSE SYNCHRONIZATION/ SUMMARIZATION -**
   - The Configuration Schema. It contains all VLT and Game configuration, Site Controller configuration, and Facility configuration.
   - The On-line Schema. This schema is used for the daily database procedures such as: Meter/Events Uploading, Meter Validation, Net Meter calculation, Meter Exception detection, Meter Adjustments. It contains all VLT detailed information for the last months, and all information needed for daily net meter calculation and exception detection (Last gross meters, Meter average value etc.).
   - The Off-line Schema (Data Warehouse). It contains all detailed information concerning VLT meters, events, vouchers, jackpot activity, and the summarized values for each month.

4. **iGEM™ Accounting and Adjustments** - Accounting and adjustment data in is processed and updated in the system.

5. **iGEM™ Configuration Changes** - Configuration changes are processed throughout the day in real time or can be pre-defined and scheduled for a later time.

6. **iGEM™ Reporting** - Reporting in iGEM™ is based on the collected VLT meter data and other factors to produce a series of accounting results and reports.

7. **iGEM™ Export and Interfacing** - Exports of data can be made real time, scheduled, or at EOD/EOM/EOY. External interfacing to any other systems is handled as for updating web site information.

8. **iGEM™ Archiving** Any purging or archiving of data to disk and/or other media such as tape or optical disc.

4.4.9.1 The CMS design provides a single point of entry for all management functions from management terminals on the Lottery's Local Area Network (LAN).

The iGEM CMS that INTRALOT has proposed will provide a single point of entry for all management functions from management terminals on the Lottery's Local Area Network (LAN). All management functions and reports can be accessed through authorized office PCs or the management PCs via secure, encrypted internet SSL connections and IP filtering, using HTTPS protocol. In more detail, both the client and server PC must have a valid digital certificate in order to authenticate their identities. After mutual authentication is complete, an encrypted SSL channel is established for protecting information confidentiality and integrity. Moreover, the IP address of the client is registered at the firewall of the central system for permitting SSL connection requests from the registered IPs only. INTRALOT will work closely with the Lottery to define and enact secure routing and firewall access between the CMS network and the Lottery's LAN.

4.4.9.2 The CMS is designed to have a single menu application that provides automatic updates to all records and control units at the time the operator exits the screen without further intervention by the operator. No degradation shall occur at the time of these routine daily tasks. Transactions are to be committed to the database without any user intervention. If the Vendor does not provide such functionality, detailed narrative is to be included to illustrate how the system will function and how this commitment of data aids in the integrity of the system. Each major functional process is managed on a single screen, such as software assignment and device location and review of data.

As discussed in detail within **Section 4.1.1.4** of our proposal, INTRALOT's proposed CMS provides an extensive and highly capable back office management environment. A single user-friendly browser base page provides a single menu point of entry for authorized users of the system for all reporting, monitoring, and management functions. Our back office system provides access to all required functionality and data on the system – real-time and historical. The system tailors menus for the specific access rights of each individual user as determined by the Administrator. All menus can be easily customized to suit the Lottery.

Our back office application provides automatic updates to all records and control units at the time the operator/user exits the screen without further intervention by the operator/user. Updates do not require accessing another screen or any other interface to run a separate task or script. All transactions through the application are logged in a file and committed to the database without any user intervention. Each functional process is managed on a dedicated screen that is purpose-built for the task at hand. INTRALOT will modify or otherwise customize the interface to your specifications that include menus, tasks, hierarchy, grouping, and any other criteria requested by the Lottery.

4.4.9.3 The vendor is to describe in detail the complete steps involved and time to do the following tasks based on a representative 20-machine scenario, which is a typical casino based project. (Lottery's required time specifications are in parentheses):

Below, INTRALOT has described the complete steps involved and time to do the following tasks based on a representative 20-machine scenario. Details of each step involved for all tasks along with the time to complete each on the iGEM CMS is as follows:

- Machine moves (10 minutes or less)
    - VLT Configuration > VLT > VLT Configuration.
    - Enter the VLT ID and click Search.
    - Click VLT Devices followed by Info Device.
    - Update the machine location.
    - Completed in 5 minutes or less.
- Machine software changes (10 minutes or less)
    - VLT Configuration > VLT > VLT Configuration.
    - Enter the VLT ID and click Search.
    - Click VLT Games and change the Active game to Deleted.
    - On the VLT Selection screen click the VLT Detail.
    - Select the new Software Set from the drop down menu.
    - Change the Status to *To Be Activated*.
    - Completed in 10 minutes or less.
- Enable and disable a machine (2 minutes or less)
    - iGEM > Task Management > Task Scheduler > VLT Command Session.
    - Check either "Enable VLT" or "Disable VLT".

- Enter VLT ID using the search function.
- Click "Add".
- Click Monitor to monitor the task for completion.
- Completed in 2 minutes or less.

- Enable and disable section of a casino or individual LVL location (2 minutes or less)
  - iGEM > Task Management > Task Scheduler > VLT Command Session.
  - Check either the "Enable VLT" or "Disable VLT".
  - Enter Terminal ID (Site Controller) using the search function.
  - In the "VLT ID" field enter a "0".
  - Click "Add".
  - Click Monitor to monitor the task for completion.
  - Completed in 2 minutes or less.
- Enable and disable Venue (casino or LVL location) (two minutes or less)
  - iGEM > Task Management > Task Scheduler > VLT Command Session.
  - Check either the "Enable VLT" or "Disable VLT".
  - Enter Venue ID (Casino/LVL) using the search function.
  - In the "VLT ID" field enter a "0".
  - Click "Add".
  - Click Monitor to monitor the task for completion.
  - Completed in 2 minutes or less.
- Enable and disable of all machines on system (two minutes or less)
  - iGEM > Task Management > Task Scheduler > VLT Command Session.
  - Check either the "Enable VLT" or "Disable VLT".
  - In the "Venue ID" field enter a "0".
  - In the "VLT ID" field enter a "0".
  - Click "Add".
  - Click Monitor to monitor the task for completion.
  - Completed in 2 minutes or less.
- Global disable game (25 minutes or less)
  - Change the status of game to "Revoked".
  - iGEM > Task Management > Task Scheduler > Polling session > Polling session to all SCs.
  - Completed in 5 minutes or less.
- Global disable software (25 minutes or less)
  - Change the status of binary file to "Revoked".
  - iGEM > Task Management > Task Scheduler > Polling session > Polling session to all SCs.
  - Completed in 5 minutes or less.
- Global disable binary files (25 minutes or less)
  - Change the status of binary file to "Revoked".

- iGEM > Task Management > Task Scheduler > Polling session > Polling session to all SCs.
- Completed in 5 minutes or less.

- Setup software for games (10 minutes or less)
  - Prepare import file with the necessary Game information.
  - Task Management > File Tasks > Read Files > Import Game.
  - Completed in 5 minutes or less.
- Setup of software for Site Controllers (10 minutes or less)
  - Operations > Central System Information Messages > Add
  - Enter a Description > Choose Subtype = Install SC version
  - Enter the Site Controller or list of Site Controllers to send the Software to
  - Click Send
  - Completed in 5 minutes or less
- Downloading of software to Site Controllers
  - Operations > Central System Information Messages > Add.
  - Enter a Description > Choose Subtype = Component SW and enter the Version Number.
  - Enter the Site Controller or list of Site Controllers to send the Software to.
  - Click Send.
  - Completed in 5 minutes or less.
- Setup of Venue start to finish (10 minutes or less)
  - Prepare import file with the necessary Venue information.
  - Task Management > File Tasks > Read Files > Import Venue.
  - Completed in 5 minutes or less.
- Make accounting adjustments (one minute or less)
  - Operations > Meter Adjustments > Select the venue that needs adjusted followed by the machine that needs adjusted.
  - Enter the adjustment amount.
  - Click Adjust.
  - Completed in one minute or less.
- Make adjustments for billing (debit and credits) on invoices (one minute or less)
  - Accounting > Adjustments > Financial Adjustments.
  - Enter the appropriate information.
  - Click Save.
  - Completed in one minute or less.
- Adding a device (VLT, Site Controller) (two minutes or less)
  - Import file is placed on the FTP server.
  - Task Management > File Tasks > Read Files > Import Selection (VLT/SC/etc.) from selected file.
  - Select Execute.
  - Completed in one minute or less.

4.4.9.4 Disable/Enable: The CMS design provides a process for executing both scheduled and manual shutdowns where VLTs cease to function and executing both scheduled and manual startups to start gaming functions. The CMS has the functionality to disable and enable VLTs at a Venue level or system wide with a single command. When a machine with a RAM failure has been disabled by an operator, the machine is prohibited from coming into play after a RAM clear. A Site Controller's last command (enable/disable) controls a machine when it resumes communication.

INTRALOT's CMS is designed to provide total control of VLT operation by individual VLT, manufacturer, group, game, Venue, license holder, and other identifying feature. It provides a solid process for executing both scheduled and manual shutdowns where VLTs will cease to function, as well as executing both scheduled and manual startups to enable or otherwise start gaming functions. Manual VLT enable and disable functionality is accommodated by a single command for the selected scope – single VLT, group, manufacturer, by game, software, venue, venue group owner, or system wide. When an operator has disabled a machine with a RAM failure, the machine will be prohibited from coming into play after a RAM clear. Also, a Site Controller's last command, such as enable or disable, will control a machine when it resumes communications.

The iGEM central system can force a gaming machine/game to lock down (disable), for security and integrity reasons. The most common disable events are:

1. If the software authentication of the Site Controller or the VLT fails, the Site Controller or the respective VLT is locked down.
2. If the authentication fails during the site controller sign-in procedure, the site controller application is locked down.
3. When the site controller fails to communicate with the host for more than a certain (configurable) number of days / hours, it will disable all VLTs connected to it.
4. When a VLT sends a cash-out voucher with invalid validation ID, it is automatically disabled by the host system, until the issue is resolved.
5. Every time the site controller - VLT communication is restored, (i.e. at a system startup), or at a certain daily checkpoint the VLT and game configuration is checked for validity. If this check fails, the VLT/game is automatically disabled by the host system.
6. VLT and game software authentication. At a predefined daily checkpoint and after the Site Controller - VLT communication is restored, the site controller will request (with a specific seed) from the VLTs connected to it to transmit the signature of their software image. If the signature is wrong, the VLT is automatically disabled by the host system.
7. VLT and game license verification. At a predefined daily checkpoint and after the SC - VLT communication is restored; the site controller will request from the CMS the license information of all VLTs/games connected to it or of that particular VLT/game. If the license information is expired the VLT/game is automatically disabled by the host system. For invalid license information or verification, the VLT/game can either be disabled or an alarm can be recorded and the VLT/game is marked and reported as "not licensed".

Any VLT or game with a "disable" status in the central system database cannot operate and will remain disabled by the site controller's last command from the CMS. Only if the status in the CMS database is changed to "enabled" will the CMS send the proper "enable" command to the SC and, in turn, activate the game/device.

Manual Terminal Enabling / Disabling

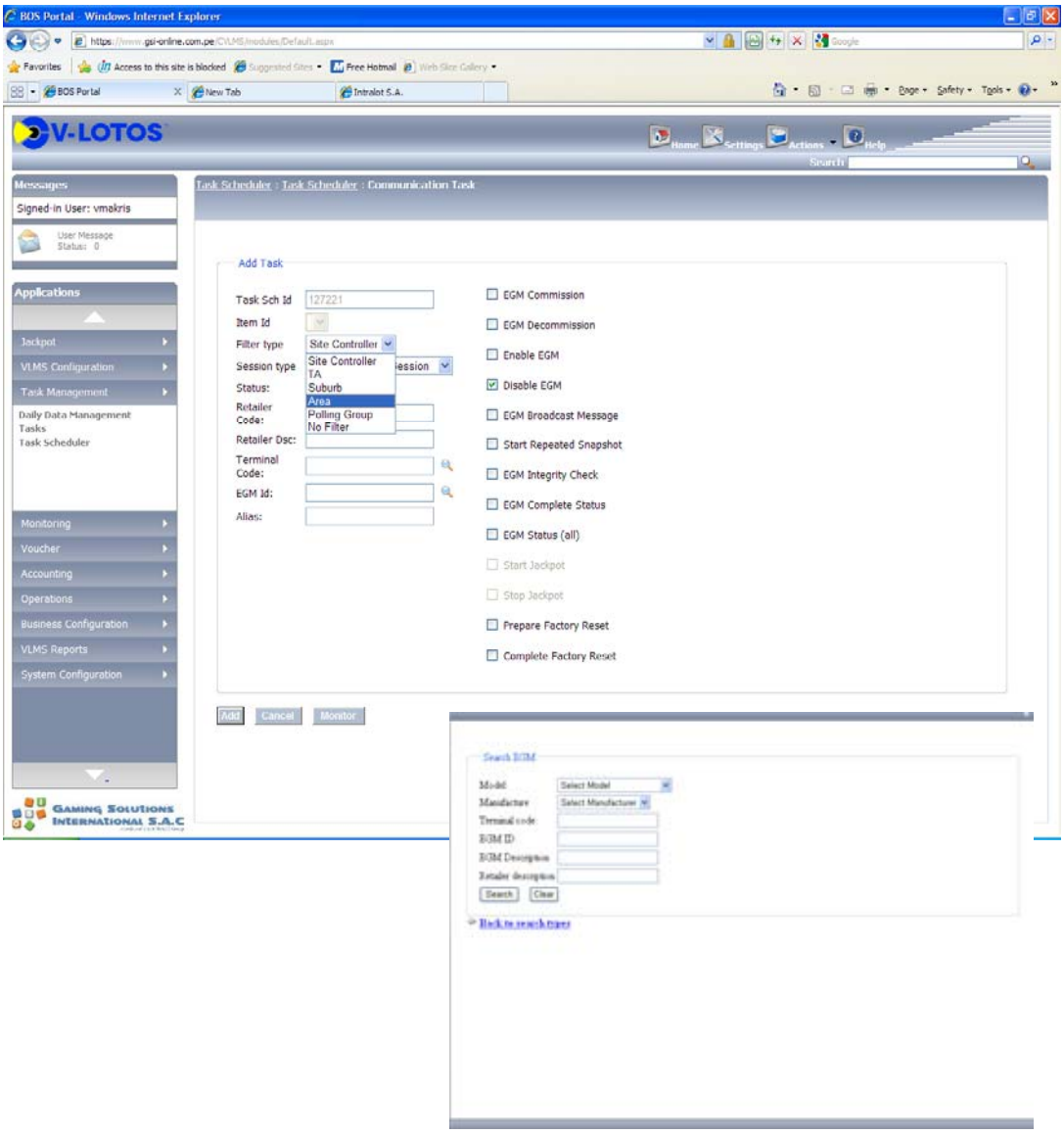
The central system controlling application disables VLTs and games by:

- Manufacturer.
- Operator.
- Software version/image/slot.
- Venue.
- Area.
- Statewide.
- Software image.
- Game name.
- Game ID.
- Permit status.
- License/expiration status.

The central system can disable a site controller or a cashier terminal by:

- Operator.
- Software version.
- Location.
- ID.
- License number/expiration status.

All terminals and games with the status "disabled" in the iGEM CMS database cannot operate and will remain disabled while connected to the iGEM CMS network. When the status in the iGEM CMS database is changed to "enabled" the iGEM CMS will send the proper "enable" command.



Disable VLT Screen Samples with Various Selection Criteria

4.4.9.5 At the direction of the Lottery, the CMS design includes the feature to be able to immediately start or cease gaming functions by disabling or enabling VLTs by any individual VLT, or all VLTs, any group of VLTs, at a minimum, by: manufacturer, or by Venue, or by operator, or by software version, or software image and/or software image game slot, or by license expiration date. The CMS prevents previously disabled software from becoming enabled; lottery computer operator intervention is required to enable the software.

INTRALOT's iGEM CMS, as detailed in ***Section 4.4.9.4***, includes the feature to be able to immediately start or cease gaming functions by disabling or enabling VLTs by any individual VLT, or all VLTs, any group of VLTs, by manufacturer, Venue, operator, software version, software image, game slot, or by license expiration date at the Lottery's direction. The CMS will prevent previously disabled software

from becoming enabled unless the required Lottery computer operator intervention is undertaken to enable the software.

Apart from the conditions under which iGEM™ will automatically disable a gaming machine, the iGEM™ system controlling application fully supports functionality to disable gaming machines and games by:

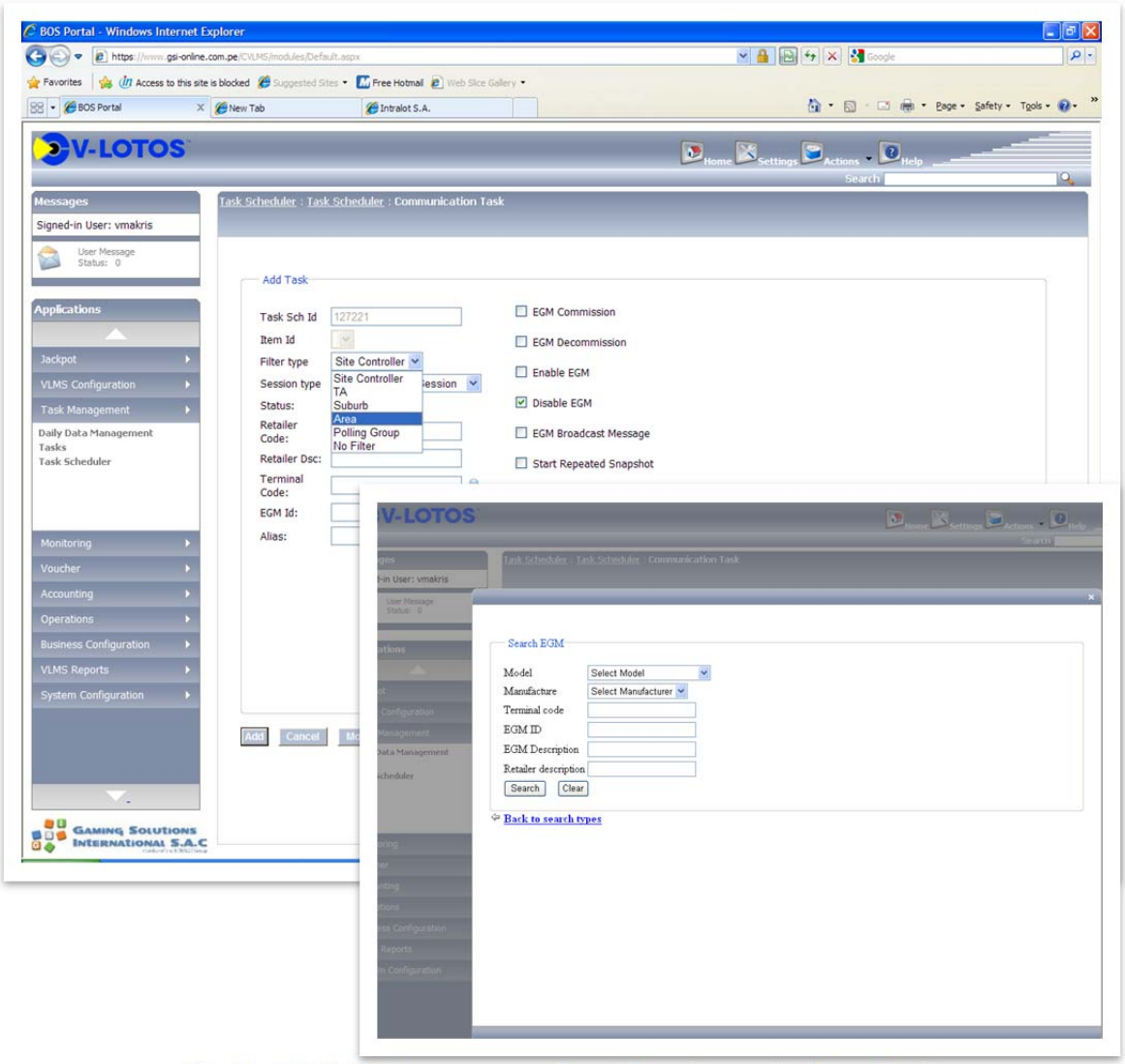
- Manufacturer.
- Operator.
- Software version.
- Location (site).
- Area.
- Statewide.
- Software image.
- Game name.
- Game ID.
- License number.

Similarly the iGEM™ system can disable a Site Controller or a Cashier Terminal by:

- Operator.
- Software version.
- Location.
- ID.
- License number.

All VLTs terminals and games with status "disabled" in the iGEM™ database cannot operate and will remain disabled while connected to the iGEM™ network. Only if its status in the iGEM™ database is changed to "enabled" the iGEM™ system will send the proper "enable" command and will activate it.

The CMS prevents previously disabled software from becoming enabled. Lottery computer operator intervention is required to enable the software.



Disable VLT (EGM) screen samples with various selection criteria

4.4.9.6 The Vendor is intended to provide documentation procedures and processes for activating, de-activating and re-activating by any individual VLT, or all VLTs, any group of VLTs, by manufacturer, by Venue, by operator, by software version, or software image and/or software image game slot, or by license expiration.

The operation of the iGEM CMS is extensively documented. INTRALOT will provide documentation, procedures, and processes for the entire system that includes activating, de-activation, and re-activating by any VLT, or all VLTs, any group of VLTs, by manufacturer, by Venue, by operator, by software version, or software image and/or software image game slot, by license expiration, or any other method required by the Lottery.

4.4.9.7 An enabled VLT cannot be disabled by the central system when non-critical VLT configuration options are changed by the Venue, such as game volume, date and time, game play options and any other parameters as specified by the Lottery. The central system is designed to always disable a VLT if critical VLT configuration options are changed such as: pay table percentage, game denomination, SAS poll address, and any other parameters as specified by the Lottery.

The iGEM CMS will ensure that an enabled VLT cannot be disabled by the central system when non-critical VLT configuration options are changed by the Venue, such as game volume, date and time, game play options, and any other parameters as specified by the Lottery. INTRALOT's CMS is highly configurable and can be tuned to exactly meet the wishes and requirements of the Lottery.

The CMS has also been designed to always disable a VLT if critical VLT configuration options are changes such as pay table percentages, game denominations, SAS poll address, and any other parameters as specified by the Lottery. INTRALOT will create detailed operational specifications with the Lottery just after contract award to define these and all other parameters of the CMS. This will be your system and it will work exactly the way you want it to.

4.4.10 ASSET TRACKING (OPERATIONS)

RESPONSE NOTE: Vendor responses are to describe the asset tracking capabilities of the proposed CMS and how it meets the needs of the Lottery as required in this RFP.

4.4.10.1 The Vendor provides and configures asset management software for all VLTs, Site Controllers/management terminals, and other equipment.

Our iGEM CMS provides and configures asset management software for all VLTs, Site Controllers / management terminals, and other equipment. INTRALOT iGEM Asset Management System can be used to record asset details including asset movements, asset service history, and to allow for comprehensive reporting.

All significant assets used for the system would be included in the Asset Register. This includes all assets used for the provision of monitoring services (i.e. Central Host, Data Centers and assets used at gaming venues), etc. With each iGEM implementation, a fully integrated CRM Siebel system is utilized to assist with asset management and the detailed tracking of assets. The Asset Management system is used to record asset details, asset movements, asset service history, asset tracking history, and to allow for comprehensive reporting.

Asset Information All assets used for the provision of monitoring services (including spare equipment) have the following information recorded:

- Unique Serial and/or other identifying number(s).
- Asset Type (e.g. "Site Controller", "Tamper Seal", "Router" etc).

- Asset Info (e.g. "Make", "Model", "Options", "Supplier/manufacturer").
- Current location (e.g. "Installed - In Use", "Stock - INTRALOT", "Stock – *Owner*" etc).
- Location history.
- Service history.
- Notes.

Configurations For each monitored gaming venue, a "Configuration" record is created. Each configuration contains at a minimum the following information:

- Unique Configuration ID – Typically the same as the gaming venue's unique License No.
- Assigned Gaming Venue.
- Assigned Site Controllers.
- Assigned VLTs and other Gaming Devices.
- Assigned Tamper Seals.
- Assigned Communications Equipment.
- Configuration History – Hardware/software/other.
- Other Devices/Equipment.

At any point in time, a full inventory of assets installed or used at a particular gaming venue is available to help ensure integrity and security is maintained.

Asset History A full history of asset changes (i.e. change to Status or change to an assets Location etc.), is maintained and monitored to ensure all assets are carefully managed. This can also include any maintenance work carried out on an asset (i.e., preventative maintenance or repair work).

Asset Procedures Comprehensive asset management procedures will be in place to ensure:

- Each unique asset is added to the CRM system.
- A Configuration is created for each gaming venue.
- Each Configuration has the correct assets and gaming venue allocated and maintained at all times.

Asset Reporting Comprehensive reporting can be provided to ensure that assets are properly managed at all times. Examples of typical reports that are possible include:

- List of all assets available.
- List of assets by location.
- Asset Service History for individual asset.
- Asset fault reporting (e.g. quantity of faults, types of faults etc).
- Summary reporting by fault (e.g. during month x number of items had x issues).
- Asset Movements by Period (e.g. for one week, there were X number of SCs in transit, Y installed at gaming venues, Z removed from gaming venues etc.).

4.4.10.2 The CMS, as designed by the Vendor, maintains the following fields for the life of the machine: device type, unique identification number, serial number, state decal number, permit number, seal number, track number, manufacturer name, model number, installation date, physical location and ownership of each VLT, Site Controller/management terminal, or other equipment.

The CMS, as designed and proposed by INTRALOT, will maintain a minimum of the following fields for the life of the machine:

- Device type.
- Unique identification number.
- Serial number.
- State decal number.
- Permit number.
- Seal number.
- Track number.
- Manufacturer name.
- Model number.
- Installation date.
- Physical location.
- Owner of each VLT.

INTRALOT agrees to modify the Asset Management System so that it captures all information that the Lottery deems to be required.

4.4.10.3 The Lottery is to be able to access the history of the following for the life of the machine: the hardware status (meaning active/inactive/decommissioned), location, maintenance history, software change history, enable history, disable history, inventory status, permit number, seal number, track number, installation date, physical location and ownership of each VLT, Site Controller/management terminal, or other equipment.

INTRALOT understands and agrees that the Lottery will be able to access the history of the following, at a minimum, for the life of the machine:

- Hardware Status – Active/inactive/decommissioned.
- Location.
- Maintenance History.
- Software Change History.
- Enable History.
- Disable History.

- Inventory Status.
- Permit Number.
- Seal Number.
- Track Number.
- Installation Date.
- Physical Location.
- Ownership of each VLT.
- Site Controller.
- Management Terminals.
- Other Items as Defined.

On the subject of decommissioned equipment, the Asset Management System will retain all records for the life of the contract. For example, if a VLT is decommissioned and disposed of, the asset record along with the disposal date, method, and other pertinent information will remain available for the life of the contract. Should the Venue, manufacturer, leasing agent, or other concerned party ever have a question about the disposition of any item, the Lottery will be able to show the final chain of custody information.

4.4.10.4 The Vendor provides and configures the asset management software so that the Lottery can track VLTs that are operational on a VLT Venue floor and VLTs that are not currently active but remain in the State. VLTs in warehouses are to be tracked by owner/permit holder or manufacturer-owned VLTs stored within the state.

INTRALOT will provide and configure the Asset Tracking System software to ensure that the Lottery can track VLTs that are operational on a VLT Venue floor, and VLTs that are not currently active but remain in the State. We will also ensure that VLTs stored in warehouses will be tracked by owner/permit holder or manufacturer-owned VLTs stored within the state.

4.4.10.5 The Vendor response is intended to describe how the CMS will track the following VLT activities:

Please find below INTRALOT's response describing how the CMS will track the following activities.

- VLT moves;

VLT device information is current in the master reports. Any historical changes for VLT moves are shown in the audit reports.

- Gaming floor expansions;

Master reports will show current gaming floor VLT configuration, historical changes, expansions, and removals are shown in the audit reports.

- VLTs out of service;

Any VLTs that are out of service will be noted in the Monitor Exception report.

- Decommissioned VLTs;

Master reports will show current VLTs while the audit reports will show historical information on decommissioned machines.

- VLTs located at more than one location in a single business day;

The master reports will show current VLT location configuration. The audit reports will show those VLTs that have been located in more than one location in a single business day.

- Warehoused VLTs;

The audit reports will show those VLTs that have been removed from service. The asset tracking interface and reporting system will identify those VLTs that are warehoused.

- VLTs active for testing/not active for accounting or invoicing purposes; and,

The VLT configuration information on the CMS will identify those VLTs active for test and not active for accounting or invoicing purposes.

- VLT software changes.

The VLT configuration information on the CMS will identify current software. A record of historical software changes is available in the audit reports per unique VLT.

4.4.10.6 Asset management software used for required asset tracking interfaces with external Lottery databases and is capable of utilizing the current slot asset tracking schema for historical reporting. (See **Appendix *4* – Slot Schema)**

INTRALOT will ensure that the Asset Management Software used for required asset tracking will interface with external Lottery databases and will be capable of utilizing the current slot asset tracking schema for historical reporting. We will also ensure that the new asset tracking software provides all functionality of the current system including the utilization of a Unique Identification Number (UID) as the basis for identifying unique assets. The UIDs will conform to current Lottery specifications and assignment criteria such as for LVL venues or Casinos, UID increment on same-permit replacement, etc.

4.4.10.7 VLTs are to be searchable and retrievable by UID, serial number, decal number, seal number, permit number and/or casino number, and location.

VLTs will be searchable and retrievable on UID, serial number, decal number seal number, permit number, casino number, venue, and any other unique means of identification as defined by the Lottery.

4.4.10.8 For each major data collection or logical data segment maintained (i.e., retailer versus machine detail), the Vendor is to document having the capability to include User Defined Fields (UDF) which can be configured by the Lottery and populated with batch interfaces to store data that is significant to Lottery operations and which currently does not exist in the CMS design. The Vendor response describes how this data will be configured and any limits on functionality, such as maximum field lengths, data types and number of UDF's per logical data segment.

The INTRALOT iGEM CMS includes the capability to include User Defined Fields that can be configured by the Lottery and populated with batch interfaces to store data that is significant to Lottery operations, but does not currently exist in the iGEM design either in Oracle or the data warehouse on SQL server.

This CMS capability exists for each major data collection or logical data segment that is maintained on the system. The current CMS capability can be modified to suit the Lottery's requirements as to fields, maximum field lengths, data types, and number of User Defined Fields per logical data segment.

iGEM has already a huge number of attributes in the most significant entities such as:

- Venue basic information.
- Venue/Operator License data.
- VLT data elements.
- Site Controller Data elements.

Despite the number of fields that already exist, there is always a need for additional attributes per entity. The iGEM design already includes the ability to track data not already accounted within the database via the use of user defined fields features, and maintains data specific to each organization.

iGEM has User-defined fields that are not included by default in the database, but that an organization needs to track additional information not captured in standard fields. With this approach it is possible to create as many user-defined fields as you need. For example, you can track additional devices to VLT/EGMs either physical or logical. User defined fields are global, so they can be used across all procedures in each organization.

The creation of a new user defined field is done by determining the entity that this field is added to, the name, and the data type of the field. Besides these, the administrator has the ability to define a number of attributes for them such as the visibility in various user interfaces, the ability to participate in user queries, and if they are mandatory or not.

All this information is stored to the database using objects of specific supporting tables that contain supporting metadata. The metadata model is typically based on object relational tables.

The iGEM design for the above mentioned entities maintains classes (or device types) and configuration sets. Each class is a logical or a physical device that may have one or more different configuration sets. Each configuration sets may have various attributes of different types: integer, decimal, string, or Boolean.

A system administrator can define the following per entity:

- Requested classes that correspond to logical or physical devices. A logical device may derive from specific Lottery requirements.
- Specific configuration sets under each user defined class.
- Specific attributes or field (User Define Fields), under each user defined configuration set.

Once a user defined class or configuration sets along with the appropriate UDFs has been created by the system administrator, these are automatically adopted by iGEM in the corresponding application responsible for the management of the specific entity.

Once the UDFs are defined and recorded in iGEM, they may then be included in the suggested data warehouse solution (iWare) and used in dynamic queries.

The above mechanism will easily expand to any other entity information or data as requested by the Lottery.

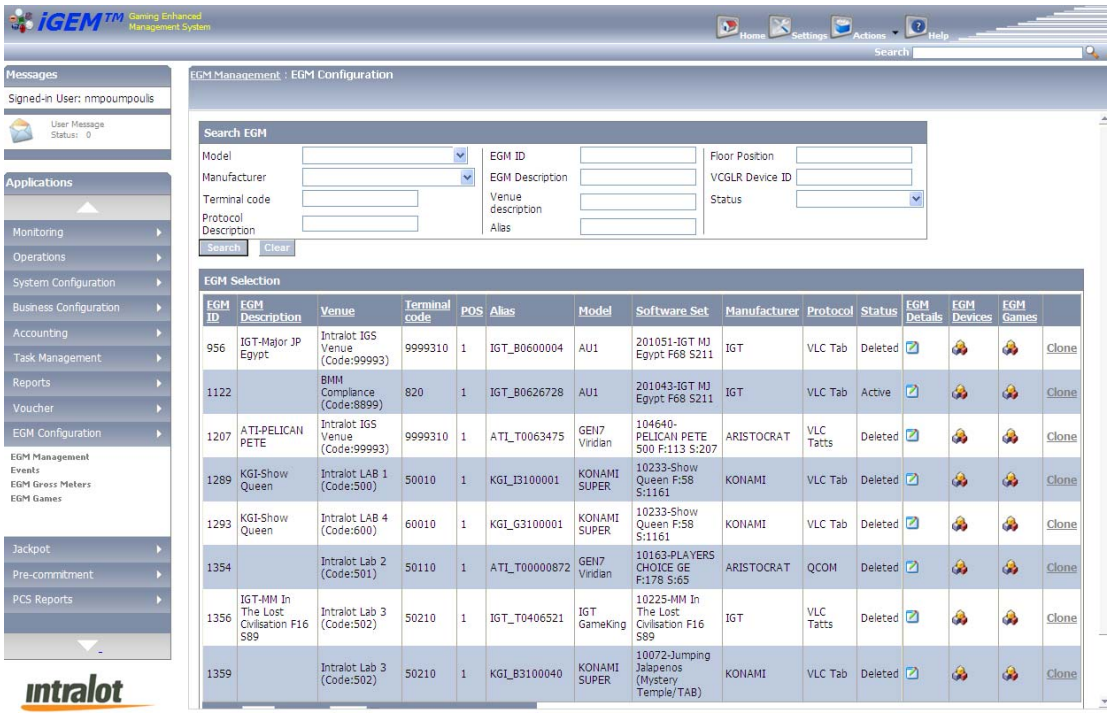
A typical use of UDFs in iGEM is depicted in the VLT configuration application. The VLT entity has all G2S classes already as physical or logical devices, along with the appropriate attributes. Any new G2S class may be dynamically defined through the iGEM UDF mechanism, by a system administrator (an iGEM user with strong privileges). Any new VLT information requested by the Lottery can be defined through the same mechanism.

After the new classes along with the UDFs have been created in iGEM, an authorized user is capable of adding new devices to an existing or to a newly created VLT/EGM entity using any of the user defined classes and the corresponding UDFs.

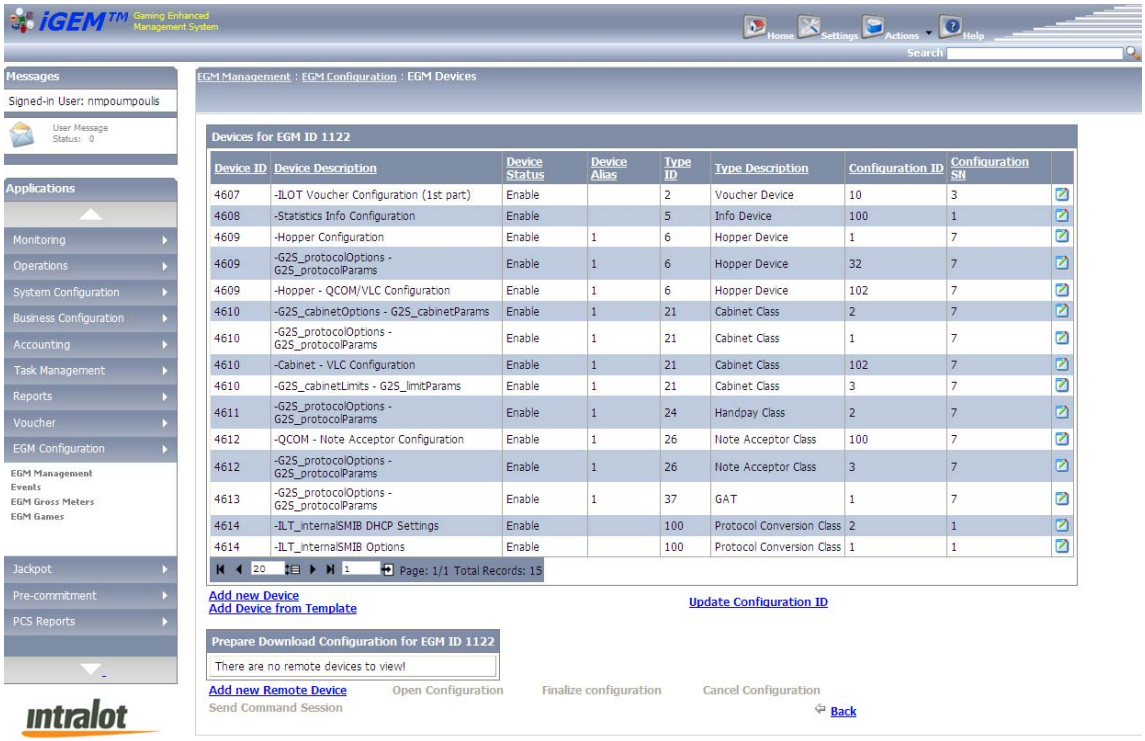
For example:

- To add a new Device to an EGM:

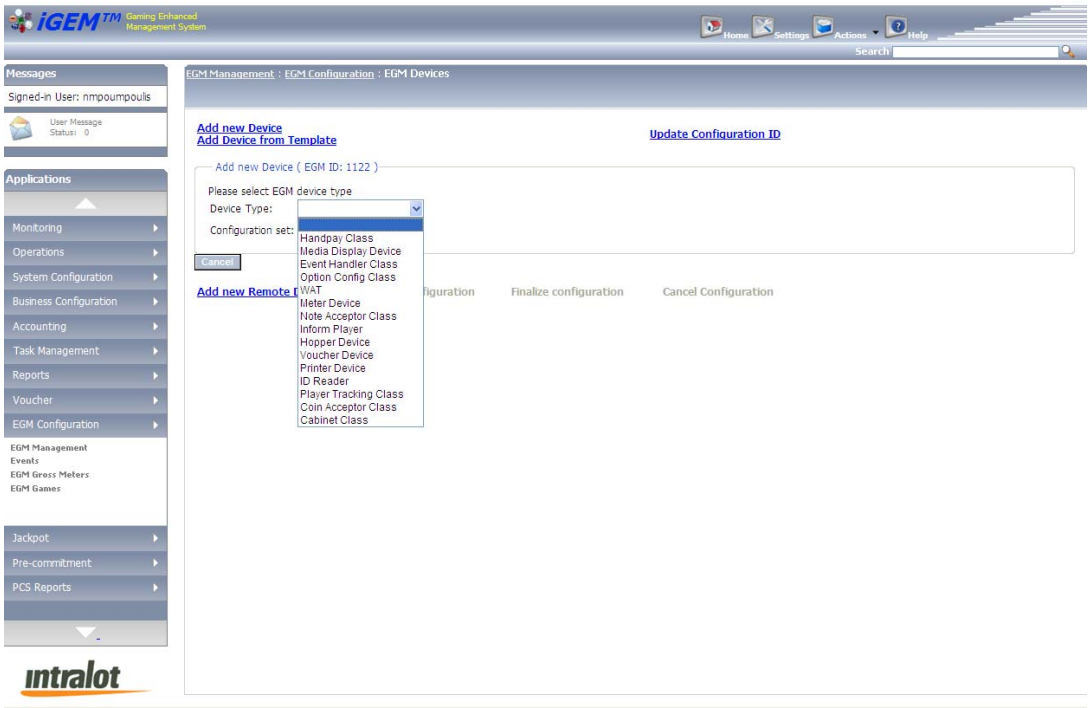
First the user has to access the iGEM Back Office application that displays all the VLT/EGM entities in the system with their current status (Active, Deleted etc.):



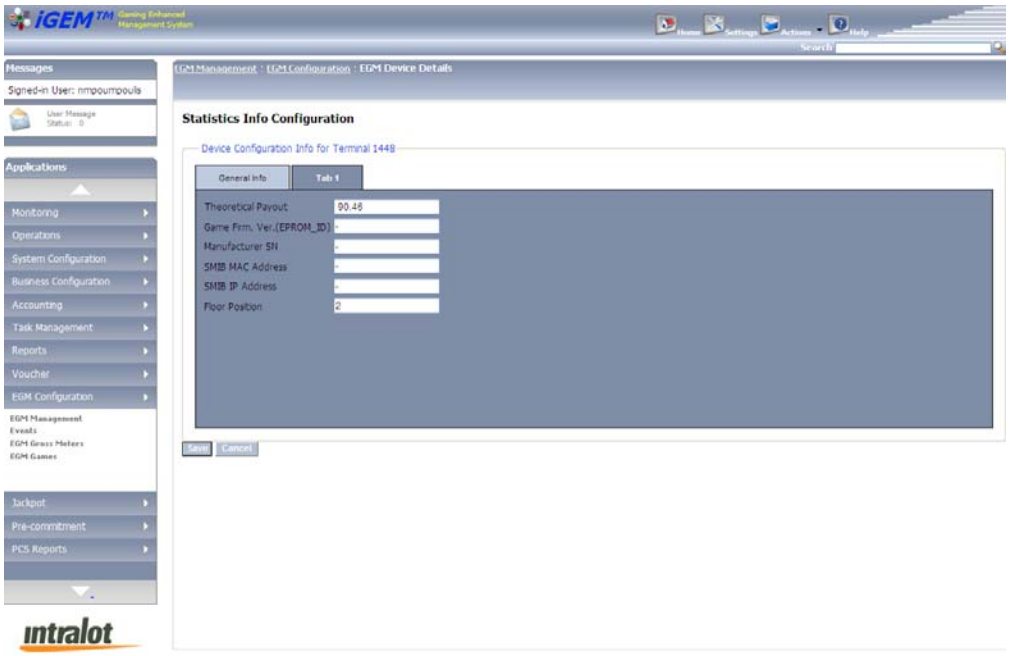
Next, the user can view information for all EGMs like, Venue or Site Controller to which it belongs, its Model or Manufacturer, its protocol or current Software Game, etc. Just by selecting to access the EGM Devices the user will be able to inspect which devices already added or missing:



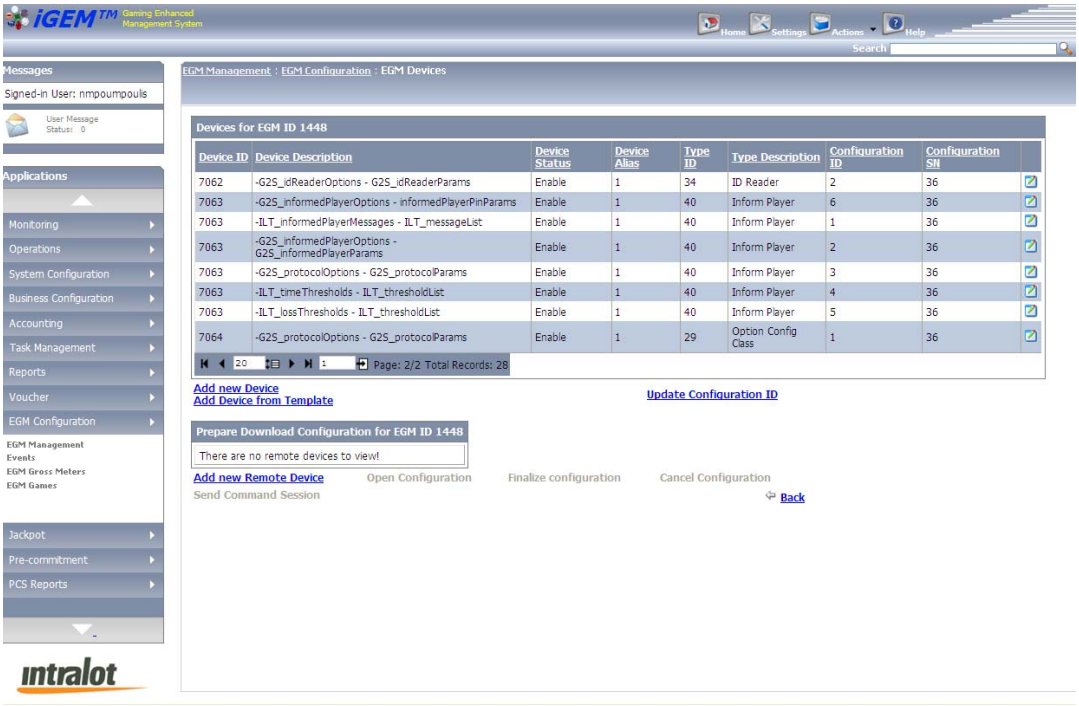
Next, the user can add a new device, by pressing the "Add new Device" option, so that he can be re-directed to the screen where all available devices can be found and be selected. Any user defined class is also included in this list:



For example the user can select the Info Device class, which is user defined class (different per jurisdiction), and then select the relevant Configuration Set (along with the corresponding UDFs) that needs to be filled in order to be fully configured:



Once all fields are filled with the desired data, the user can save the Device which will create another entry for the EGM Devices of this EGM in the database:



All the above operations are highly configurable and utilize strong security. The Administrator can define the system roles or users who are granted with specific permissions.

User Defined Fields in GLS

GLS uses the same underlying implementation approach of user-defined (custom) fields as CMS.

For each GLS entity (Non-Individual, Person, Venue, License etc.) an unlimited number of custom fields may be defined in a special configuration screen. The definition is done per entity (object) type. These custom fields then become available in a specific "Custom Fields" user tab for each entity or object. If no custom fields have been configured for an entity, then the tab is not visible in the UI.

Custom fields may be of the following types:

- String / text (Maximum size 4000 bytes).
- Numeric (with user defined accuracy and format, 39 digits max).
- Binary (Yes/No, True/False, On/Off).
- Long text (CLOB, 4GB -1 maximum size).

Practically, the upper limits of each custom field are the default max value of the underlying Oracle database data types used in their implementation.

4.4.10.9 Advanced Asset Tracking Functionality: Vendor is invited (Invited Option) to propose an option that may further improve the reliability and/or performance of our external Asset Tracking database beyond the baseline design in this section of the RFP. This option would include additional functionality to provide system generated "work orders" to field staff for installation of new VLTs, removal of VLTs, moves of VLTs, destruction of VLTs, software changes on VLTs, and other common field functions. These work orders could be generated both by the permit holder and internally.

INTRALOT appreciates the Invited Option to propose additional ideas that may further improve the reliability and/or performance of your Asset Tracking database beyond the baseline design of the RFP. We have extensive experience interfacing with external databases across all of our business segments – VLT, traditional Lottery, sports betting, and other gaming. Our experience with updates and exchanges of information between internal/external databases utilize both real time and incremental or batch methods.

As an example, in Ohio, we interface between our system databases and the Lottery's in-house system for adds, moves, and changes of locations, VLTs, equipment, etc. In this instance, the interface is made between dissimilar database applications that are comprised of both Oracle and Microsoft SQL variants. Work orders are transferred over to the INTRALOT system where our field personnel complete the work and update the work order in the system. Lottery field personnel initiate the work order request, Lottery Central reviews and approves the work order, and INTRALOT completes the work order in our system.

The interface to our system is browser-based and could easily accommodate Lottery personnel and Venue operators initiating work orders along with any other authorized function, update, or request. Any change in status within the INTRALOT database can be migrated to the Lottery's system. Rules can be placed on individual data field updates between the two systems that will allow only certain fields on one system to overwrite corresponding fields on the opposing database, or to do so only after review and approval.

A Venue-specific web site can also be used for performing multiple functions and access rights can be made available to different users based on defined and agreed policies. The Venue web site can be used for:

- Viewing and downloading pre-generated reports on their venue(s).
- Create and view specific dynamic reports.
- Request for VLT configuration changes, service requests, and view their status.
- Access the Real-Time viewer applications of iGEM™ for their venues.
- View and report on assigned assets and status.
- View Accounting information and Balances for their venues and business.

The look and layout of the iGEM™ Web Sites can be tuned to the Lottery's requirements.

Real Time Gaming Multilayer Viewer

The Real Time Gaming Multilayer Viewer is a new web-based graphical tool added to the iGEM™ platform allowing the dynamic real-time monitoring of a wide area gaming network. It can run on any PC with a browser and users can view specific items, in accordance to their access rights. For instance an authorized Lottery user may be able to view all Venues, an Operator will be able to view their own Venues only, while a user at a single Venue could only see their location. Information can be displayed in multible layers, and the user can drill-down to a more detailed view,

The main features of the Real Time Gaming Multilayer Viewer are:

- Color-coded display of all items (counties, Venues, VLTs, etc., according to the chosen layer) demonstrating a synoptic visual of the performance of each item based on the chosen meter (e.g., White for less than 20% of average wager, Yellow between 20% and 60% of average wager, red for over 150% of average wager).
- Alarm flag over an item (County, Venue, VLT) when there are recent critical events.
- Handpay flag over an item (Venue, VLT), when there are open handpays.

Double-clicking on any item or device on the Monitoring screen will display detailed real-time information on the device:

- Device Properties, configuration, asset info and status.
- Meters - gross and net values.
- Recent critical events.
- Player related information.
- Player session information.

The main Real Time Gaming Multilayer Viewer screen consists of the following sections (refer to the screen samples below):

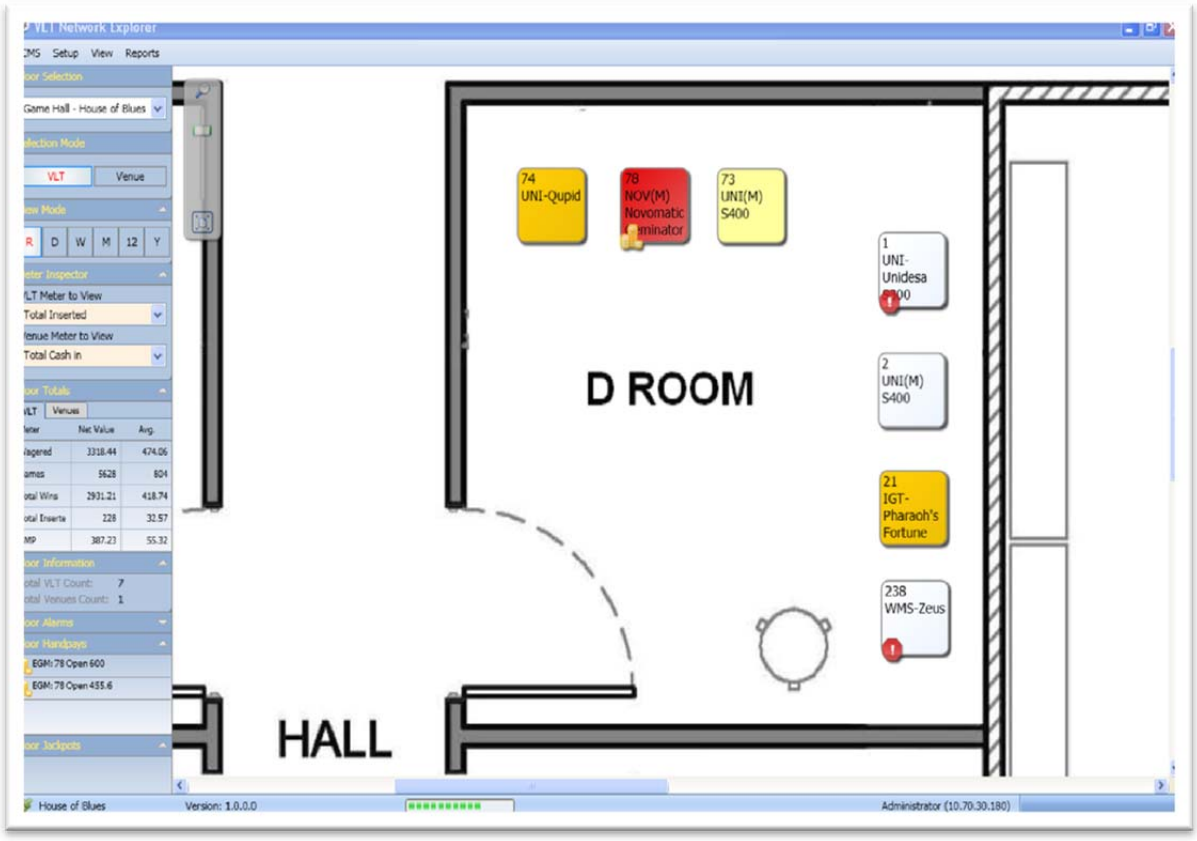
- Menu Selectable Top Bar Settings.
- Left Real Time Panel: showing agregate real time gaming meters of the specific layer.
- Central Panel: showing color coded items planced on a map layout. Colors change dynamically and in real time as the chosen meter value changes.
- Bottom Comparison Panel: The user has the ability to select multiple items/Venues/VLT's, which will form a group to monitor. Each user can define up to three groups for live real time comparisons.
- Bottom Status Bar.

The central panel (map view) has the following data modes, for viewing the gaming performance of the chosen meter:

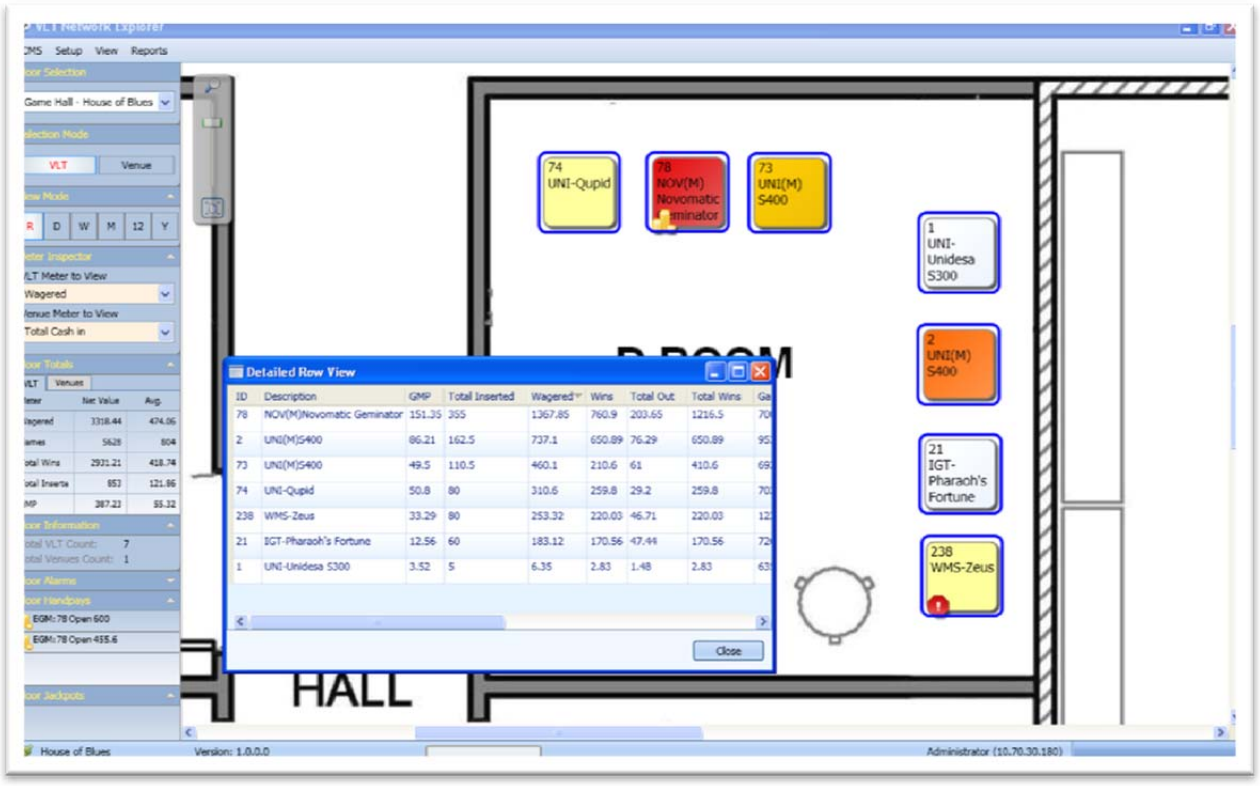
- Real-Time Mode (button R).
- Daily Mode representing a specific already processed business day (default: the last) (button D).
- Weekly Mode representing a specific already processed week (default: the last) (button W).
- Monthly Mode representing a specific already processed month (default: the last) (button M).
- Last 12 months (button 12).
- Yearly Mode representing a specific already processed year (default: the last) (button Y).

End users can configure the settings of the Real Time Gaming Multilayer Viewer and create their own templates:

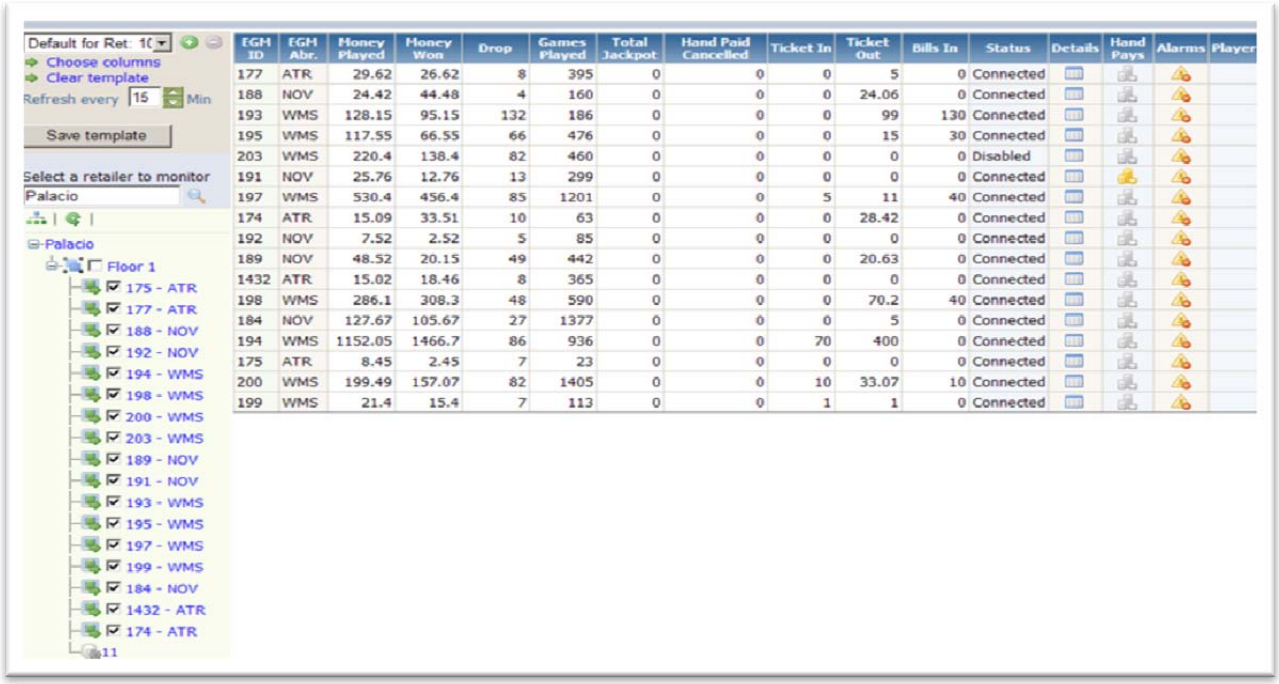
- Select the monitored meter that the color ranges will be applied on the real-time daily net value, in order the item color to be decided and displayed.
- Define color ranges for the net value of the monitored meter.
- Define corresponding colors to the value ranges of the monitored meter.
- Define personal or public templates for the classic real-time monitor of the specific layer.
- Define five real-time monitored meters in the Left Real Time Panel.
- Define group of alarms which will be displayed in the Left Real Time Panel.



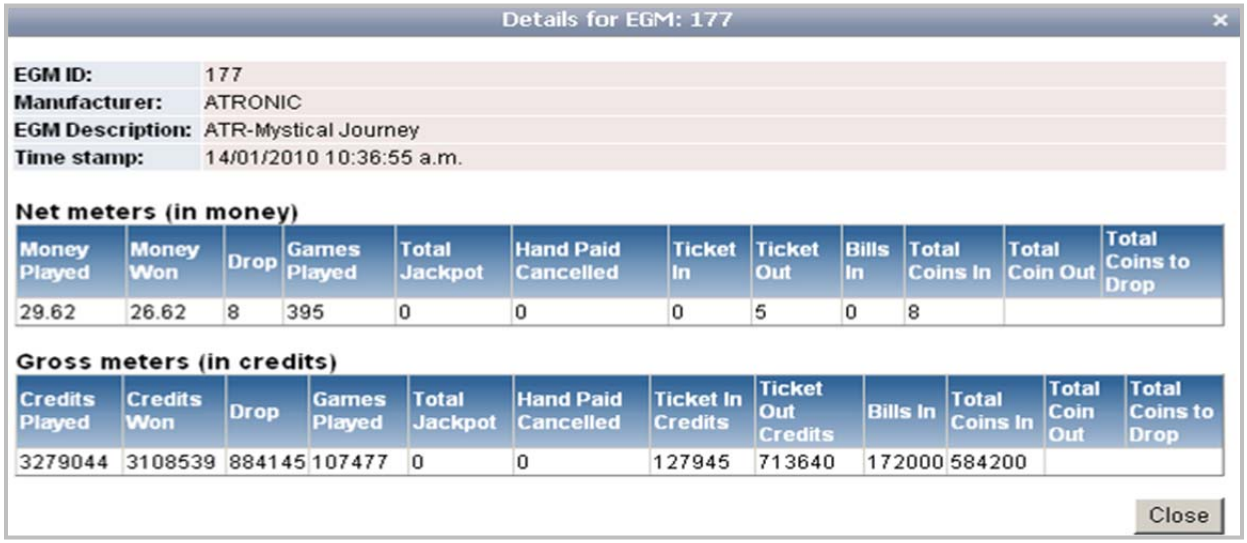
iGEM™ Real Time Gaming Multilayer Viewer – Venue Gaming Floor View (screen sample)



iGEM™ Real Time Gaming Multilayer Viewer – Venue Gaming Floor View with Meters Window for the selected VLTs (screen sample)



EGM ID	EGM Abr.	Money Played	Money Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In	Ticket Out	Bills In	Status
177	ATR	29.62	26.62	8	395	0	0	0	5	0	Connected
188	NOV	24.42	44.48	4	160	0	0	0	24.06	0	Connected
193	WMS	128.15	95.15	132	186	0	0	0	99	130	Connected
195	WMS	117.55	66.55	66	476	0	0	0	15	30	Connected
203	WMS	220.4	138.4	82	460	0	0	0	0	0	Disabled
191	NOV	25.76	12.76	13	299	0	0	0	0	0	Connected
197	WMS	530.4	456.4	85	1201	0	0	5	11	40	Connected
174	ATR	15.09	33.51	10	63	0	0	0	28.42	0	Connected
192	NOV	7.52	2.52	5	85	0	0	0	0	0	Connected
189	NOV	48.52	20.15	49	442	0	0	0	20.63	0	Connected
1432	ATR	15.02	18.46	8	365	0	0	0	0	0	Connected
198	WMS	286.1	308.3	48	590	0	0	0	70.2	40	Connected
184	NOV	127.67	105.67	27	1377	0	0	0	5	0	Connected
194	WMS	1152.05	1466.7	86	936	0	0	70	400	0	Connected
175	ATR	8.45	2.45	7	23	0	0	0	0	0	Connected
200	WMS	199.49	157.07	82	1405	0	0	10	33.07	10	Connected
199	WMS	21.4	15.4	7	113	0	0	1	1	0	Connected



Details for EGM: 177

EGM ID:	177
Manufacturer:	ATRONIC
EGM Description:	ATR-Mystical Journey
Time stamp:	14/01/2010 10:36:55 a.m.

Net meters (in money)

Money Played	Money Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In	Ticket Out	Bills In	Total Coins In	Total Coin Out	Total Coins to Drop
29.62	26.62	8	395	0	0	0	5	0	8		

Gross meters (in credits)

Credits Played	Credits Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In Credits	Ticket Out Credits	Bills In	Total Coins In	Total Coin Out	Total Coins to Drop
3279044	3108539	884145	107477	0	0	127945	713640	172000	584200		

Close

iGEM™ Real Time Gaming Multilayer Viewer – VLT Detail View with Meters Window for the selected VLT (screen sample)

INTRALOT looks forward to working with the Lottery to define and deliver these enhanced capabilities that will increase the functionality, reliability, and performance of your Asset Tracking system.

4.4.10.10 Each Vendor is encouraged to propose a range of functionality that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to the Lottery. The Vendor's Proposal of any proposed asset tracking functionality addresses key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost.

INTRALOT's proposed Asset Tracking functionality provides a range of features to advance the Lottery network infrastructure while continuing to provide reliable and cost effective service. Within our proposal, we have addressed all key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost. Our proposed system includes enterprise-class hardware, system redundancy, data center redundancy, communications redundancy and diversity, firewalls, routing policies, authentication, and both physical and logical security enhancements. Our approach to availability and security of asset tracking functionality is no different to that of the CMS core itself.

SAFEGUARD	PROTECTION AFFORDED
Company site logical security	All data centers, archive repositories, and development systems are protected by the latest intrusion, firewall, and security access systems and equipment.

SAFEGUARD	PROTECTION AFFORDED
Employee screening	INTRALOT performs extensive background checks of all employees, with particular scrutiny paid to every employee that works with the Lottery, has access to secure sites, or in any way comes in proximity to Lottery software or data.
Site security processes and procedures	Site personnel follow proven site access security procedures. This "human attention" augments the physical plant security hardware and software protective measures.
Isolated retailer network and LANs	The proposed Venue network and internal LANs use highly secure physical and logical firewall and router technology to protect against electronic intrusion. The production, Back-up, test, and Remote Systems require approved system credentials including specific user ids and computer access codes, in addition dial-in access is never allowed.
Encrypted network messages	All data transmitted outside of secure facilities are encrypted to prevent monitoring or the inserting of fraudulent messages or commands.
Operating System access controls	System access is primarily controlled by the AIX user ID-password authentication process—a process conforming to NCSC C2 security specifications. A user account is immediately disabled if the System records excessive failed log-in attempts.
User System privileges (Principle of least privilege)	Each person who successfully logs in to the Operating System is assigned a strict set of privileges defining the programs that can be executed, the files that can be accessed, and the commands that are available for use. Users also may be limited in the types of file access allowed (i.e. insert, delete, and update).
Audit log of all System access	Every System and application access request—both successful and unsuccessful—is logged in a secure file to allow periodic review by security personnel and Lottery staff.
Enforced user password management	System security software enforces a series of password restrictions on the user: non-trivial (dictionary) strings, minimum string length, maximum lifetime, and minimum time between reuse.
iGEM application user security	The iGEM application includes its own user authentication process. Users are assigned to user groups, which define which sets of application commands and privileges are available during each session.
Segregation of staff duties	INTRALOT enforces a policy that staff members only have access to company and System resources required to perform their jobs. For example, an employee in the warehouse would never be allowed to have access to any accounting or validation functions.
iGEM interface user controls	As an extension to the segregation of duties, the iGEM application interface allows a user to access only menus and commands that are defined in their account. If a user is not allowed to perform certain procedures, their management screens will not show menus or commands for those functions, as all system access is controlled on a job role, need to have definition basis.

SAFEGUARD	PROTECTION AFFORDED
Restricted access to System reports	Similarly, access to System and application reports are controlled through a combination of Operating System and application security restrictions.
Copies of the transaction file on multiple Systems	Multiple copies of the transaction file are stored on each of the iGEM Systems located across two geographically distant sites which include multiple separate systems. It would be essentially impossible for any person to modify the contents of all diversely stored file copies without being detected.
Copies of the transaction file on permanent media	At each of the iGEM Systems, two copies of the transaction file are stored on secure disk drives, and one copy is stored as permanent write once media. There are no applications that could allow the modification of the transactions stored on this media while collecting data from the Systems.
File checksums	All iGEM executable programs and image files are check summed when they are loaded on the System; their contents are then verified at System daily Start-up and shutdown and by periodic checksum audit reports. The Lottery may access system wide check sum audit reports at any time.
Restricted access to source code	Source code and source compliers never reside on production or test Systems. This isolates developers from the ability to make changes to sensitive production and test systems. All iGEM source programs are contained in Microsoft Visual Source-Safe. This provides an audit trail of all changes made to source code, the programmer that made the change, what the changes were and the date of the change. The software also allows only one person to modify a source module at a time.
Control over printed reports	Strict operations and account staff procedures and policies restrict access to any printed iGEM back office reports. Distribution lists automatically provide reports only to the users who need to see them.
Management command logs	All data access commands issued by management terminals are logged and included on security audit log files. Specific system commands may optionally send e-mail alerts to the Lottery's security department.

4.4.11 LICENSING (OPERATIONS)

INTRALOT will provide the Lottery with our Integrated Gaming Platform (IGP) that provides expanded electronic licensing and compliance functionality. An example of our IGP in action is that put in place for the New Zealand Department of Internal Affairs (DIA). This contract provides for an integrated system that takes DIA from a paper-based licensing system to an online, **integrated transaction system for licensing and compliance activity**. The system gives DIA the ability to integrate licensing with the existing CMS and the capability to access, analyze, and report on all data from both internal and external stakeholders.

More specifically, the system provides:

Application software that provides functional support for the following DIA gambling functions:

IGP is a custom-made solution consisting of several functional modules that support the various business functions within the customer's (DIA) organization. It offers both internal user interfaces (for the DIA employees), and external user interfaces (for the New Zealand Gaming machine operators and other stakeholders).

- Licensing.
- Compliance.
- Investigations.
- Gaming technology.
- Operational policy.
- Performance assurance.
- Intelligence.
- Gambling, racing, and censorship policy.

An online working environment that allows for the following features and capabilities:

- Secure electronic information exchange to and from third parties.
- Full integration with the CMS for exchange of licensing and compliance information for implementation in the field (e.g., VLT activation, following issuance of license, or VLT decommissioning following revocation of license, etc.).
- Consistent and user-friendly search capability across all information stores from a single search interface.
- Document management system integration.
- Monitoring and alerting for system events, key indicators, and activity thresholds.
- System access by mobile users (e.g., inspectors, auditors, or investigators.).
- Community grants monitoring, reporting, and analysis.
- Support for electronic payments.
- Electronic information sharing with specific government services provided by other agencies.

Work management for all operational processes:

- Independent work management across multiple systems.
- Tracking and allocation of tasks to staff members within "long-running" business processes (i.e., processes that may take multiple days.).
- Analysis of the time taken within tasks and delays between tasks.
- Case management of license applications, renewals, and investigations.
- Marking current license records relating to a site with a flag that a specific activity is in progress (e.g., flagging a site if an investigation is occurring.).
- Workflow management of key transactional (operational) processes within and across business units.

Software description:

- The IGP solution was developed on the "Oracle Fusion middleware" and the related technologies.
- The specific Oracle product suites (belonging to the Oracle Fusion middleware) that have been used for the IGP development are:
- Database enterprise edition.
- Web tier.
- Oracle WebLogic suite.
- SOA suite.
- Unified Business Process Management suite.

4.4.11.1 The successful Vendor provides software to allow for data entry of licensing information into the CMS. For regulatory control, before enrolling a machine, all required licensing information is to be available on the system. In the LVL program, a licensed operator owns most machines, but the law also allows for a retailer to obtain permits to own machines. Licensing data varies depending on whether it relates to the owner of the machines or the retail Venue where the machines are placed, but in all cases, the CMS database design includes the capability of managing information for both the owner and the retailer.

INTRALOT's solution for Licensing and Compliance management is Gaming Licensing System (GLS). GLS is a comprehensive and flexible software solution that supports multiple Licensing scenarios. The GLS system is functionally standalone, but seamlessly integrated with the CMS solution.

GLS Architecture

GLS is a 100% web-based solution implemented using the Oracle web technology stack (Oracle Application Development Framework / Oracle WebLogic). It utilizes the Oracle database for data storage. It is a comprehensive solution involving granular security controls that can utilize the existing logon information configured for the CMS, or it can integrate with existing solutions (for example, Microsoft Active Directory).

The solution can be configured in a high-availability, no single point of failure setup and is covered by the same disaster recovery and failover provisions applicable to the CMS. Typically, it is deployed in a co-located fashion with the CMS, making use of common database and load-balancing infrastructure.

Functional Description Summary

GLS allows the capture, management and processing of the following information:

Non-individual entities

These are all non-individual (i.e. legal, corporate etc.) entities involved in VLT Licensing: This is a central registry where all entities that are not physical persons are maintained. A non-individual entity may be involved (or may have been involved) in multiple roles in VLT operations, such as:

- License Applicant.
- Manufacturer.
- Retailer.
- Casino operator.
- License Holder.
- Permit Holder.
- (Direct or indirect) corporate Shareholder in another non-individual entity.
- Affiliated Company.
- Many other system-configurable roles.

GLS allows the comprehensive recording and tracking of the relationships among non-individual entities in the context of a License application, facilitating an effective License or Permit approval process, and also maintaining a coherent historical view of these.

Comprehensive details on the non-individual entities can be recorded, including entity type and subtype, legal form, name, line of business, business and postal addresses, multiple telephone, fax and email entries, contact person details, incorporation or registration number, etc.

Complete historical information is maintained for all changes applied to an entity, including audit information of the user who created or updated a record, the date and time of update, reason for the data change, etc. Past values are maintained on file and are accessible through a historical view.

There is also the generic ability to store and maintain notes and document attachments of various types against each non-individual entity record.

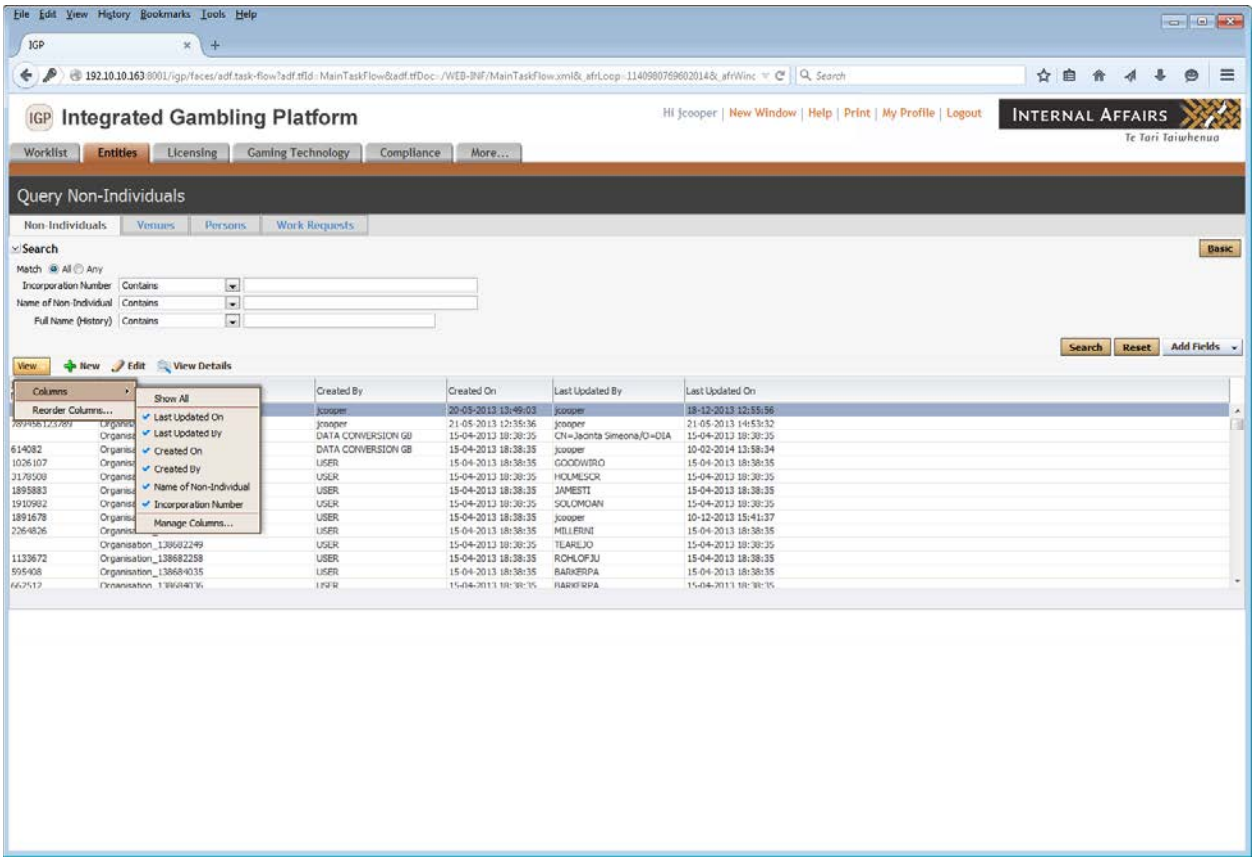


Figure 1: Non-Individual Query Screen

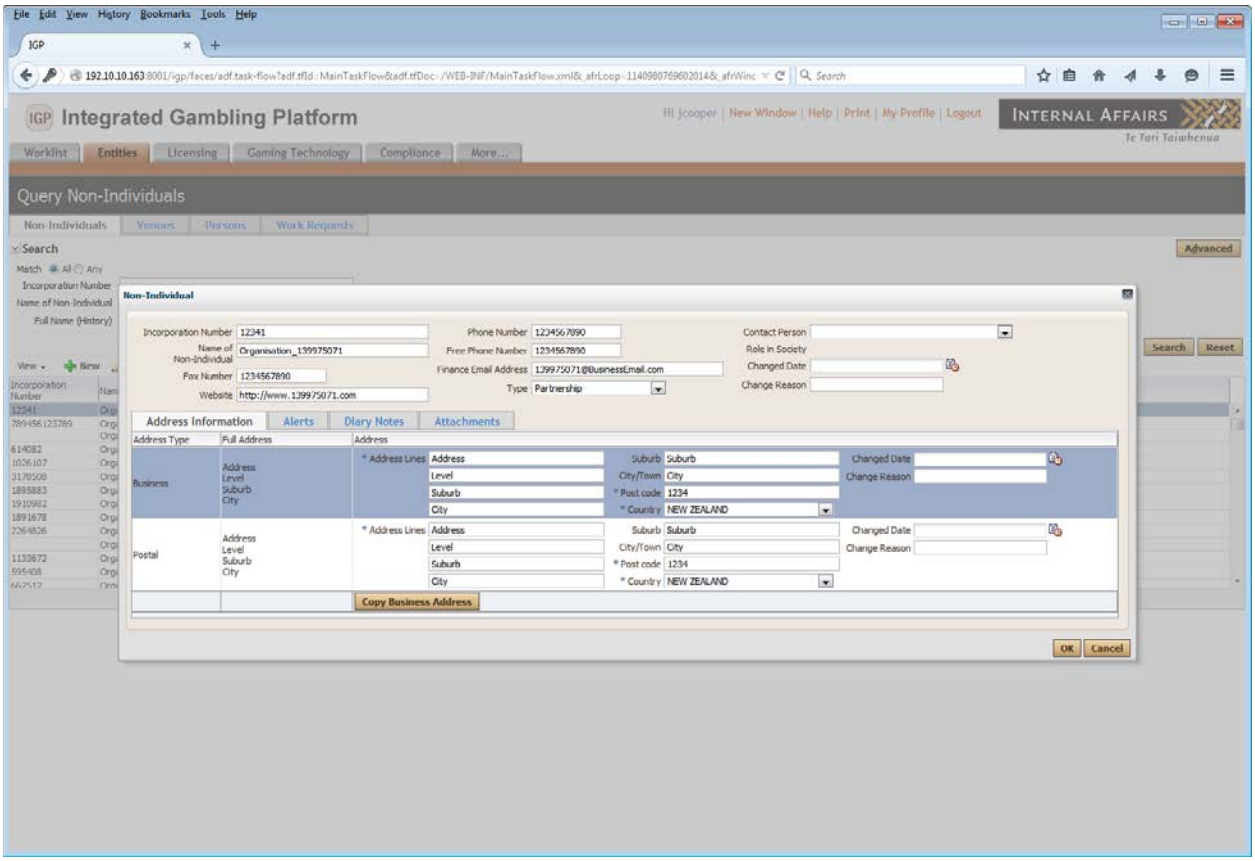


Figure 2: Non-Individuals

Individuals (persons)

These are all persons involved in VLT Licensing: This is a central registry where persons of interest to VLT licensing are uniquely maintained. A person may be involved (or may have been involved) in multiple roles in VLT operations, such as:

- Officer in a non-individual entity (e.g. President, CEO, VP, Director, Manager).
- Shareholder (direct or indirect) of a non-individual entity.
- Retailer employee (various specific sub-roles).
- Venue owner.
- Casino employee (various specific sub-roles).
- Many other system-configurable roles.

Comprehensive details on persons can be recorded, including full name information, alias, occupation, social security number, driver license number, passport number, residential and postal addresses, multiple telephone, fax and email entries, additional contact person details, etc.

There are special provisions to support and maintain information of background checks on persons in case these are required in the context of Licensing.

Complete historical information is maintained for all changes applied to a person, including audit information of the user who created or updated a record, the date and time of update, reason for the data change, etc. Past values are maintained on file and are accessible through a historical view.

There is also the generic ability to store and maintain notes and document attachments of various types against each person record:

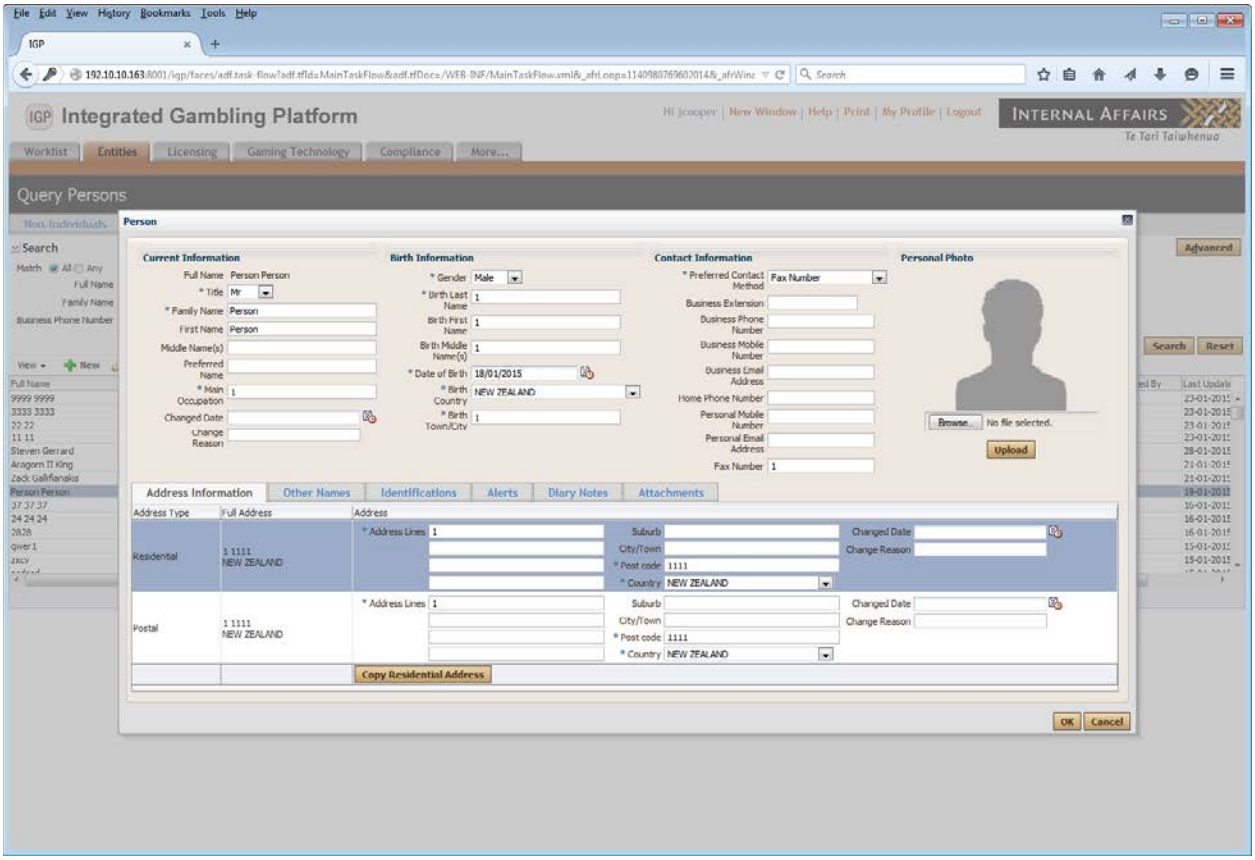


Figure 3: Persons

Venues

Locations where VLT Gaming takes place. The actual physical premises (Casinos, Gaming halls, private members' clubs, etc.) where VLTs are installed and operated.

Comprehensive details of the venues can be recorded, including venue name, type and subtype, type of business, venue physical address, alias, multiple telephone, fax and email entries, contact person details, ownership details, venue number, liquor license number and venue geographical grouping (city, county, custom-defined region, custom-defined area of responsibility).

Complete historical information is maintained for all changes applied to a venue, including audit information of the user who created or updated a record, the date and time of update, reason for the data change, etc. Past values are maintained on file and are accessible through a historical view.

There is also the generic ability to store and maintain notes and document attachments of various types against each venue record.

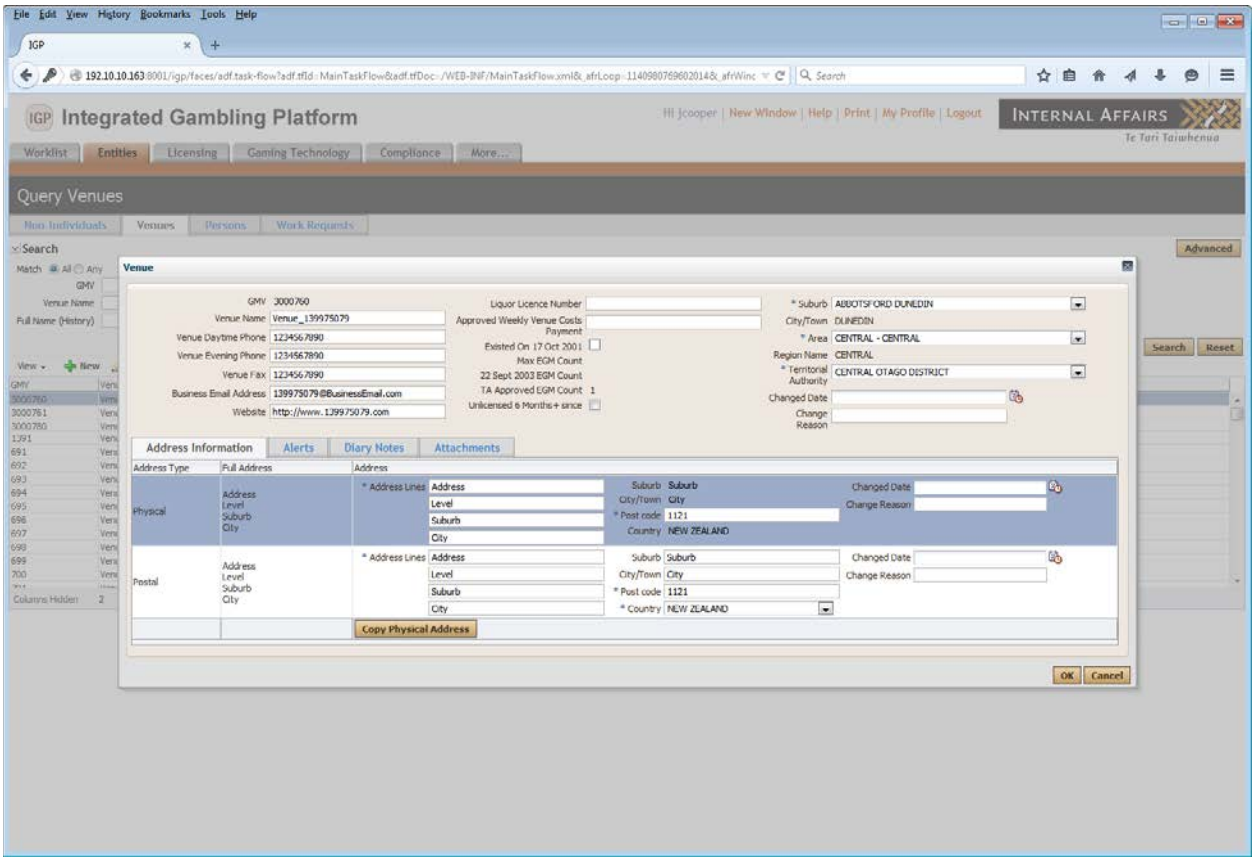


Figure 4: Venues

Licenses

Licenses are the core structures maintained by GLS. They bind together the aforementioned entities (non-individuals) in various ways, depending on a License's type. Licenses may also be associated to each other in various flexible ways, thus allowing the implementation of the desired licensing scheme.

Licenses have statuses (submitted, approved, rejected, etc.) representing the various stages of their approval process, so they may be used to record both the License application and the final approved License.

Licenses have a specific duration but may be terminated earlier via explicit operator action.

There are multiple License categories implemented by GLS that cater to the Lottery requirements as expressed in the RFP and Lottery Act:

Operator Licenses: These are Licenses to own and operate VLTs across one or multiple Venues. Operator Licenses have a specific user-definable duration and bind together all information related to the License itself and its associations, such as:

- (applying or approved) Licensee.
- Any associated non-individual entities to the Licensee.
- The persons involved with the Licensee in various roles of interest.
- Number of VLTs allowed.

In the context of the West Virginia Limited Video Lottery Act, this License type will serve as the customization basis for covering the VLT operator's license requirements, and also the VLT Retailer Permit requirements

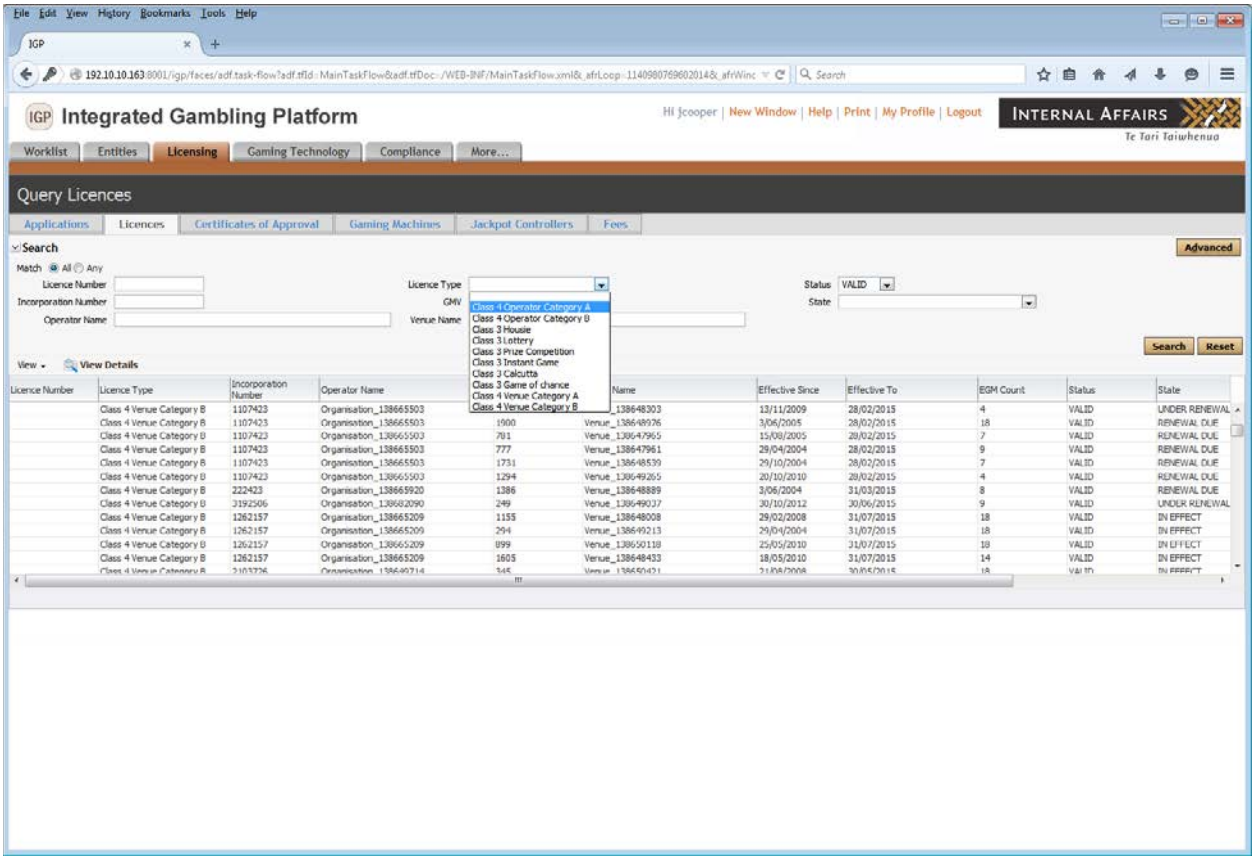


Figure 5: License query screen

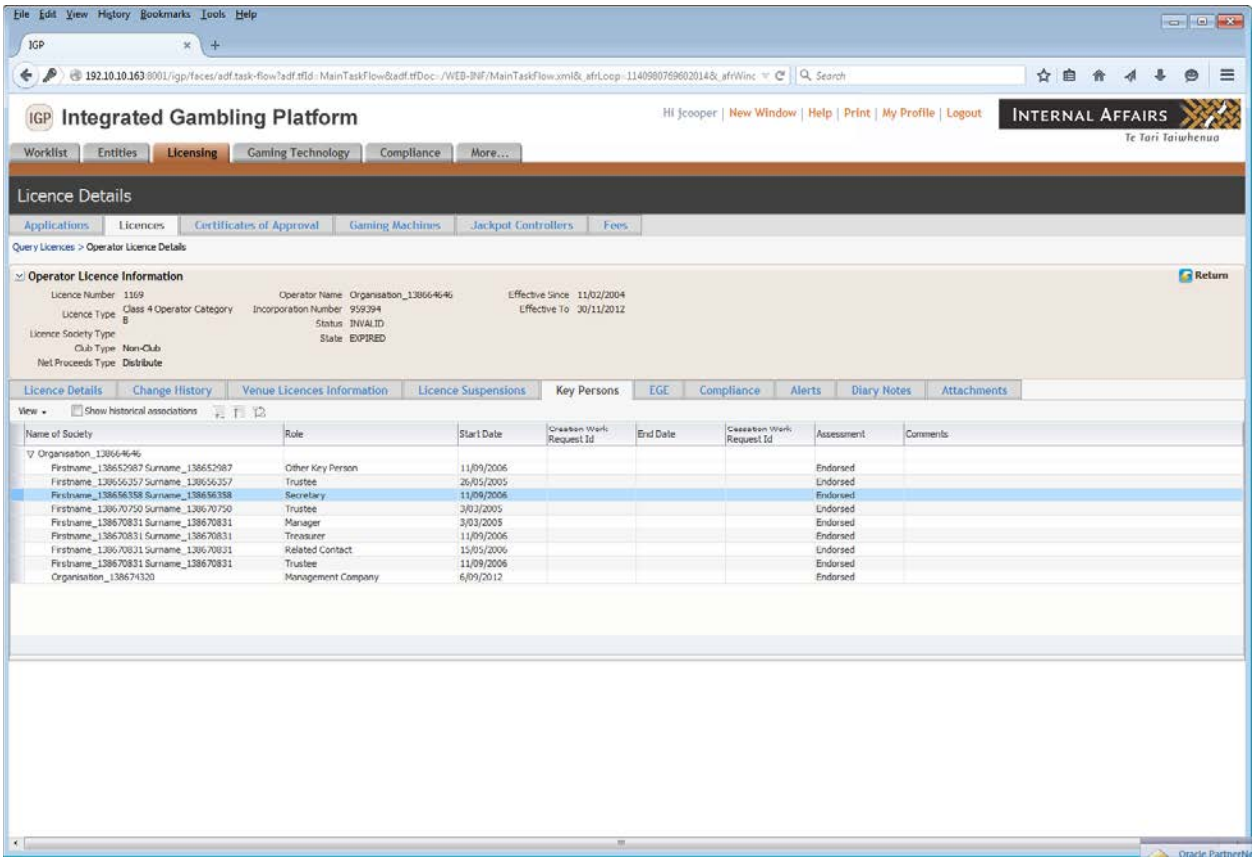


Figure 6: Operator License Details

Venue Licenses: These are Licenses permitting the operation of VLTs in a specific Venue. Venue Licenses have a specific duration and bind together all information related to the License itself and its associations, such as:

- Venue premises, including approved floor plans.
- Venue owner (non-individual or individual).
- Venue manager(s) (individuals responsible for VLT operations & compliance).
- Number of VLTs allowed.

In the context of the West Virginia Limited Video Lottery Act, this License type will serve as the customization basis for the VLT retailer's license requirements.

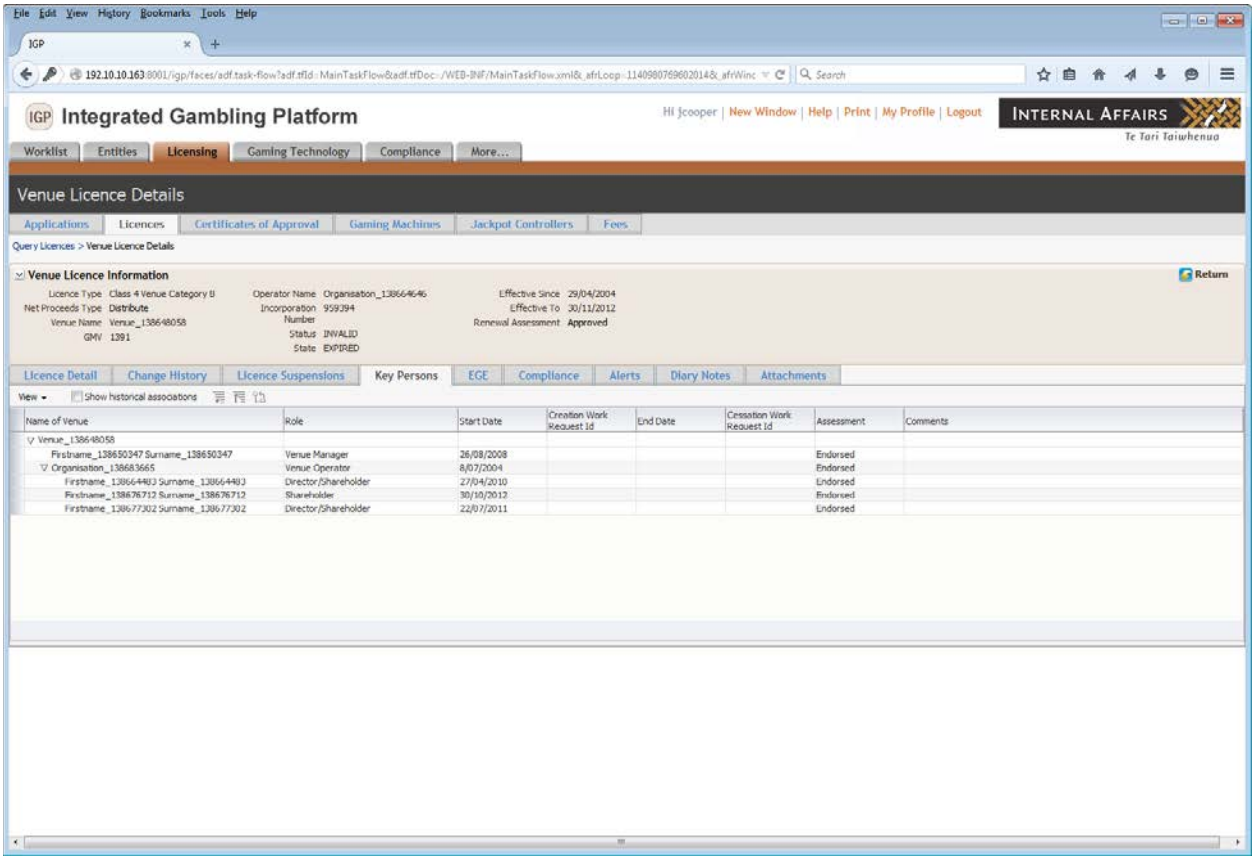


Figure 7: Venue License details

Certificates: These are License Certificates issued to persons granting them approval to carry out specific roles in the context of VLT licensing and operations.

In the context of the West Virginia Limited Video Lottery Act, this license type can serve as a customization basis for **Service Technician** license requirements if the automation of these is desired.

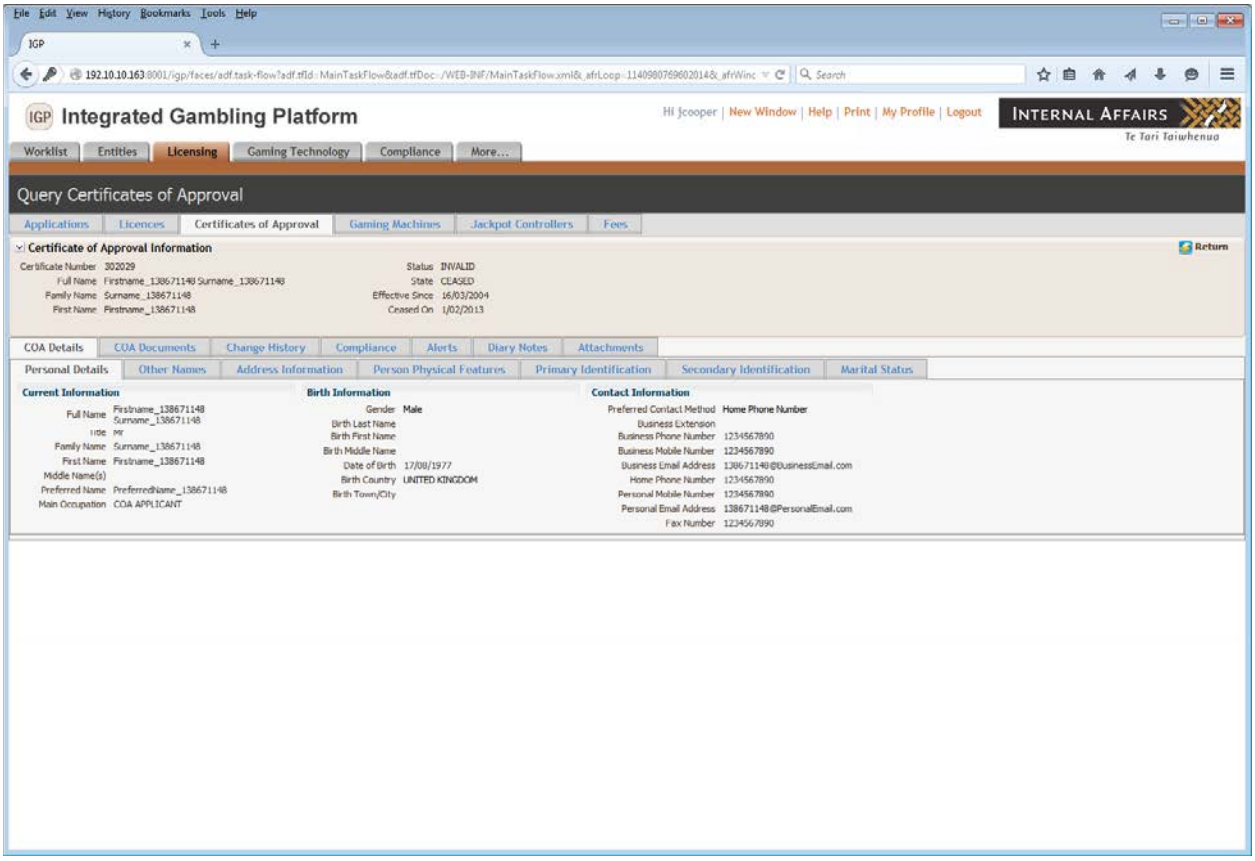


Figure 8: Certificate Details (here showing a Casino employee Certificate of Approval)

Manufacturer Licenses: GLS maintains a special registry which includes all non-individual entities that are allowed to supply VLT equipment. This registry includes additional information related to the Manufacturer role such as manufacturer approval (license) number, related documentation, etc.

In the context of the West Virginia Limited Video Lottery Act, this functionality will serve as the customization basis for the Manufacturer License requirements:

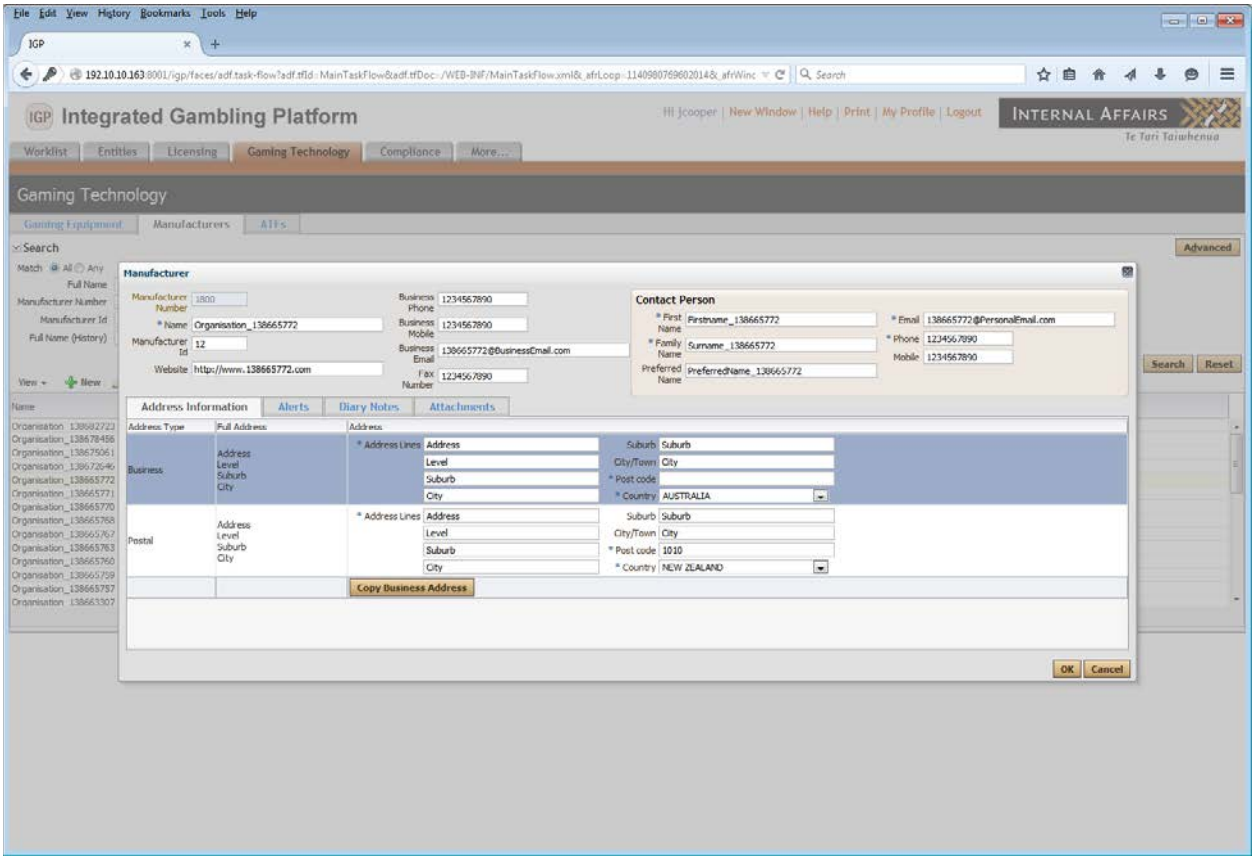


Figure 9: Manufacturers

Interface with CMS

GLS is designed as a functionally standalone but fully CMS-aware solution. In this respect, it allows the independent data capture of Licensing information to support the pre-approval life cycle.

Each License and its complete associated information may be independently captured in GLS as a "license application". It can remain and be edited in that state (maintaining a full historical audit trail of changes) without affecting the CMS information.

Upon either:

- Approval of a License.
- Amendment of a License.
- Termination of an approved License.

The complete new state of the License, including the License information itself, associated person and non-individual entity information, venue information, and VLT permit information is propagated to the CMS.

The GLS to CMS interface supports a variety of transport options. In the offered configuration INTRALOT has implemented the native database queue option, which makes use of the Oracle Database's Advanced Queueing feature. This interface is a fast, secure, low overhead and fully transactional implementation that requires no additional infrastructure and enables the straightforward integration of GLS to CMS. This is the appropriate interface option for environments where GLS and CMS are hosted together.

4.4.11.2 The following are examples of the type of licensing data elements that are designed to reside in the CMS and there may be others as specified by the Lottery. Attributes may be reported on, and linked to financial data and statistical data as appropriate.

GLS coverage of example data elements:

License Type	Supported (see Licenses description). Further classification possible using configurable lists
Retailer Group	Supported, configurable list
License number	Supported

INTRALOT acknowledges the examples, contained shown above, as types of licensing data elements that are designed to reside in the CMS, and that there may be others as specified by the Lottery. Also, that attributes may be reported on and linked to financial data and statistical data as appropriate. INTRALOT agrees to incorporate all licensing data elements specified by the Lottery so that appropriate attributes can be reported on and linked to financial and statistical data.

4.4.11.2.1 License type (operator/owner, retailer/venue) and retailer group (casino, LVL, chain, other) and license number are the key fields that drive many requirements in the current CMS and it is envisioned that this RFP will produce the same capabilities.

INTRALOT understands that the license type, retailer group, and license number are key fields that drive many requirements in the current CMS, and agree to provide our iGEM CMS which will produce the same capabilities.

4.4.11.2.2 Additional demographic requirements are: Business organization legal structure type, business organization name, DBA name, chain name, physical location address, physical location county, physical location region, mailing address, email address, phone number, alternate phone number, fax number, contact name with mailing address, email address, and phone number. In the event the CMS only allows venue lookups by name, it would be advantageous to provide for a CMS name field which would be different than location name.

GLS coverage of additional data field requirements:

Business Organization	Supported (see non-individual entities description).
Legal Structure Type	Supported, configurable list.
Business Organization Name	Supported.
Chain Name	Supported.
Physical Location Address	Multiple address types supported (business, physical, postal).
Physical Location Region	Hierarchical geographic assignment supported.
Mailing address	Multiple address types supported (business, physical, postal).
Email address	Supported.
Phone number	Supported (multiple).
Alternate phone number	Supported (multiple).
Venue Name	Separate Venue Name field supported (other than location).

INTRALOT's proposed CMS will provide VLT and Venue lookups by those fields and demographic requirements specified by the Lottery that include, but are not limited to, the following:

- Business organization legal structure type.
- Business organization name.
- DBA name.
- Chain name.
- Physical location address.
- Physical location county.
- Physical location region.
- Mailing address.
- Email address.
- Phone number.
- Alternate phone number.
- Fax number.
- Contact name with mailing address, email address, and phone number.

INTRALOT will provide the Lottery with lookup capability for any defined field or combination of fields desired. Lookup and reporting screens will provide a combination of entry fields and drop-down selection lists to provide the full filtering capability desired.

4.4.11.2.3 Additional fields required for LVL licensees: License number, control number, chain number, IP address, Fraternal or Non-Fraternal, operator name for Retailer only Venues, Alcohol Beverage Control Administration (ABCA) license number, date licensed, license expiration date, active or inactive status, site survey date, date of last compliance check, date last meters received, date Venue disabled, date of last invoice, machine removal date, and a comment field.

GLS coverage of additional data field requirements:

License Number	Supported
Control Number	Supported
Chain number	Supported
IP Address	Supported by CMS
Fraternal or Non-Fraternal	To be Supported
ABCA License Number	Supported (Liquor License Number)
Date Licensed	Supported
License Expiration Date	Supported
Active or Inactive Status	Supported
Site Survey Date	Supported
Date of Last Compliance Check	Supported
Date Last Meters Received	Supported by CMS
Date Venue Disabled	Supported by CMS
Date of Last Invoice	Supported by CMS
Machine Removal Date	Supported by CMS
Comments	Supported

INTRALOT acknowledges the additional fields that are required for LVL licensees many of which are already supported, and agrees that the CMS will provide these fields so that they may be reported on and linked to financial and statistical data as required by the Lottery.

4.4.11.2.4 Additional user defined fields (UDP) are recommended for all license types as described in section 4.4.10.8 in this RFP.

The iGEM system is designed and built on Oracle to accommodate additional user defined fields, this functionality is already included in the system. The proposed INTRALOT iGEM CMS will provide additional user defined fields for all license types as described in ***Section 4.4.10.8*** of the RFP, and any other additional fields required by the Lottery. INTRALOT will provide all fields defined and required by the Lottery for the initial launch of the system, and will incorporate any other fields defined by the Lottery over the course of the contract.

4.4.11.3 Advanced Venue Licensing Functionality: Vendor is invited (Invited Option) to propose an option that may further improve the reliability and/or performance of our external licensing database beyond the baseline design in this section of the RFP. This option would include additional tracking fields for pre-licensing and re-licensing requirements, license renewal tracking and printing, permit processing (including tracking bid fees), award of or loss of permits every ten (10) years, managing limits on permits; forfeiture or surrender of permits, permit renewal fees, and permit/VLT associations as well as reporting capabilities on these fields.

INTRALOT welcomes the opportunity to propose an Invited Option of advanced Venue licensing functionality to improve the reliability and/or performance beyond the baseline design of this section of your RFP.

INTRALOT will provide the Lottery our enhanced Integrated Gaming Platform (IGP) licensing solution to include additional tracking fields for pre-licensing and re-licensing requirements, license renewal tracking and printing, permit processing, award of or loss of permits over a user-defined date range, managing limits on permits, as well as forfeiture or surrender of permits, permit renewal fees, and permit/VLT associations. Full lookup and reporting capabilities will be provided for all fields that the Lottery deems as required.

4.4.11.4 Each Vendor is encouraged to propose a range of functionality that may advance the Agency network infrastructure while continuing to provide reliable, cost effective service to the Lottery. The Vendor's Proposal of any proposed licensing functionality includes addressing key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost.

INTRALOT's proposed IGP licensing functionality provides a range of features to advance the Lottery network infrastructure while continuing to provide reliable and cost effective service. Within our proposal, we have addressed all key factors such as security, availability of the service, reliability, maintainability, openness and standardization, performance, and cost. Our proposed system includes enterprise-class hardware, system redundancy, data center redundancy, communications redundancy and diversity, firewalls, routing policies, authentication, and both physical and logical security enhancements. Our approach to availability and security of licensing functionality is no different to that of the CMS core itself.

Advanced Venue Licensing Functionality and additional functionality to enhance the level of service to the Agency network can be provided via the inclusion and customization of the GLS Advanced Licensing add-on modules.

Integrated Business Process Support

GLS, in its high-end configuration, is a ***fully workflow-enabled system that allows for the guided and monitored execution of customized Licensing*** and Compliance business processes. These customized

business processes can cover the full lifecycle of a regulator's Licensing tasks, allowing complete coverage, reliability, and transparency in their execution.

In this configuration, the user does not interact with, essentially, a data-centric only system towards a business goal that is only known to the user. Instead, the system has been provided with one or more blueprints of the appropriate tasks and coordinates / orchestrates one or more system users towards the business goal (or example, a License issue), allowing them to act flexibly but without overall deviation from the prescribed norm.

For example in the case of a License application, this would involve data and collateral submission or collection, fees collection, background checks and interaction with third parties, license document generation, archival, and also communication with the applicant.

GLS uses the Oracle Unified Business Process Management (Oracle Unified BPM), and Oracle Service Oriented Architecture Suite (Oracle SOA Suite) platforms to provide this functionality.

Worklist and Task Screens

The Worklist is a central feature that enables working with GLS BPM. This is the list of tasks allocated to each system user at any point in time. Its contents are adjusted dynamically based on:

- The role of each user in the system (applicant, Licensing officer, Compliance officer, Supervisor etc.).
- The business process design (diagram).
- The business rules used to determine the next action or actions (automated or user-driven).
- The in-progress of each business process instance (Licensing application, Compliance case, etc.).

Users are organized in management hierarchies and each manager can also monitor the Worklists of its reportees. Tasks can be escalated to managers or delegated to other workers depending on appropriate business rules or user actions.

The end result is the coordinated, efficient processing of all applications and cases in fully electronic fashion, where the status of each process is always well known, and also the officer or user responsible for each case at each stage is well known at all times.

This results in significant processing efficiencies, complete processing transparency, ensured process compliance (as it is impossible to circumvent mandated steps), and overall higher quality of operations.

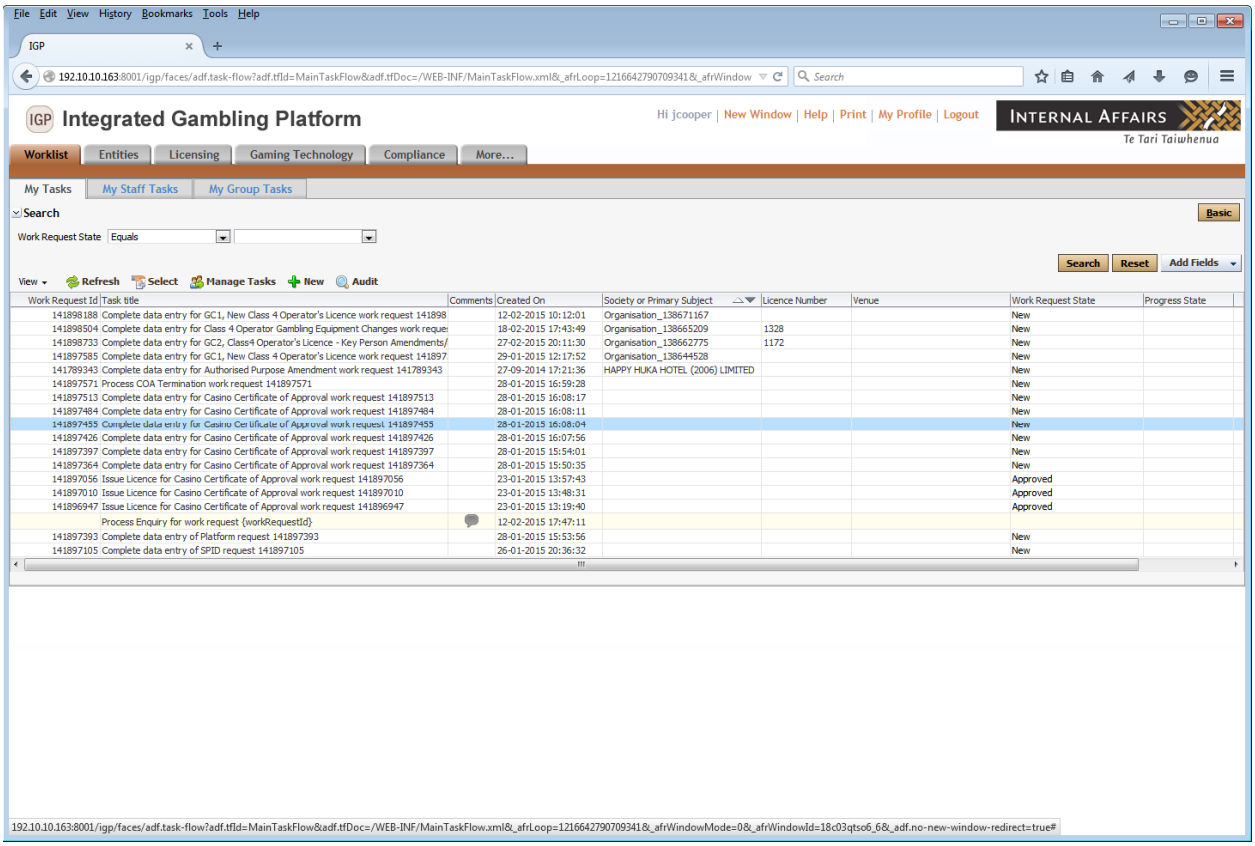


Figure 10: Worklist

The Worklist is populated with user tasks, that are the "to do lists" for the system's users. The user need not guess or remember what the day's work is; the worklist list all action items they need to follow up on.

Users can select any task from their list and they are presented with all relevant data for the task at hand. Then they can carry out their processing and advance the workflow along its predefined paths (note: see the user actions listed at the top right screenshot section below). They can also temporarily save their work and resume it at a later time.

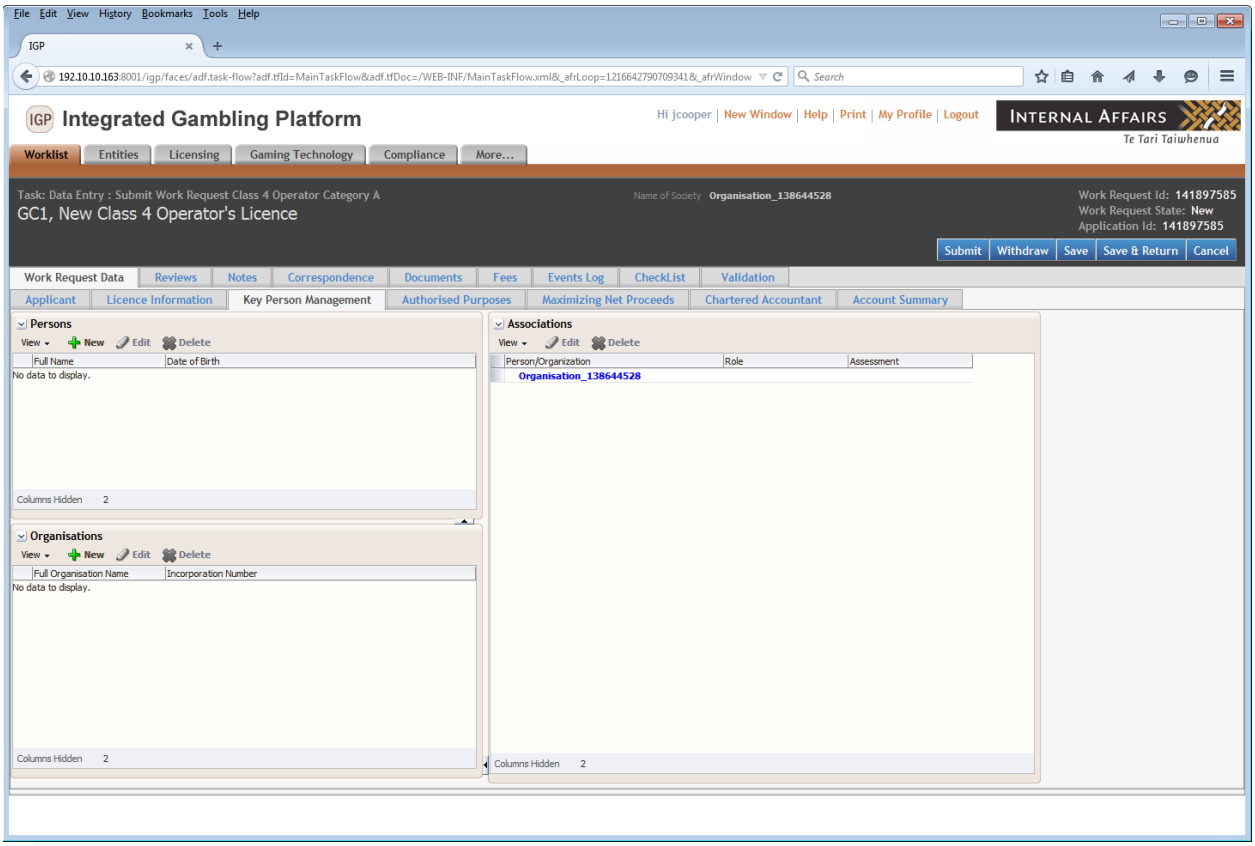


Figure 11: A sample task screen (Licensing – Key Persons Management, i.e. background checks processing)

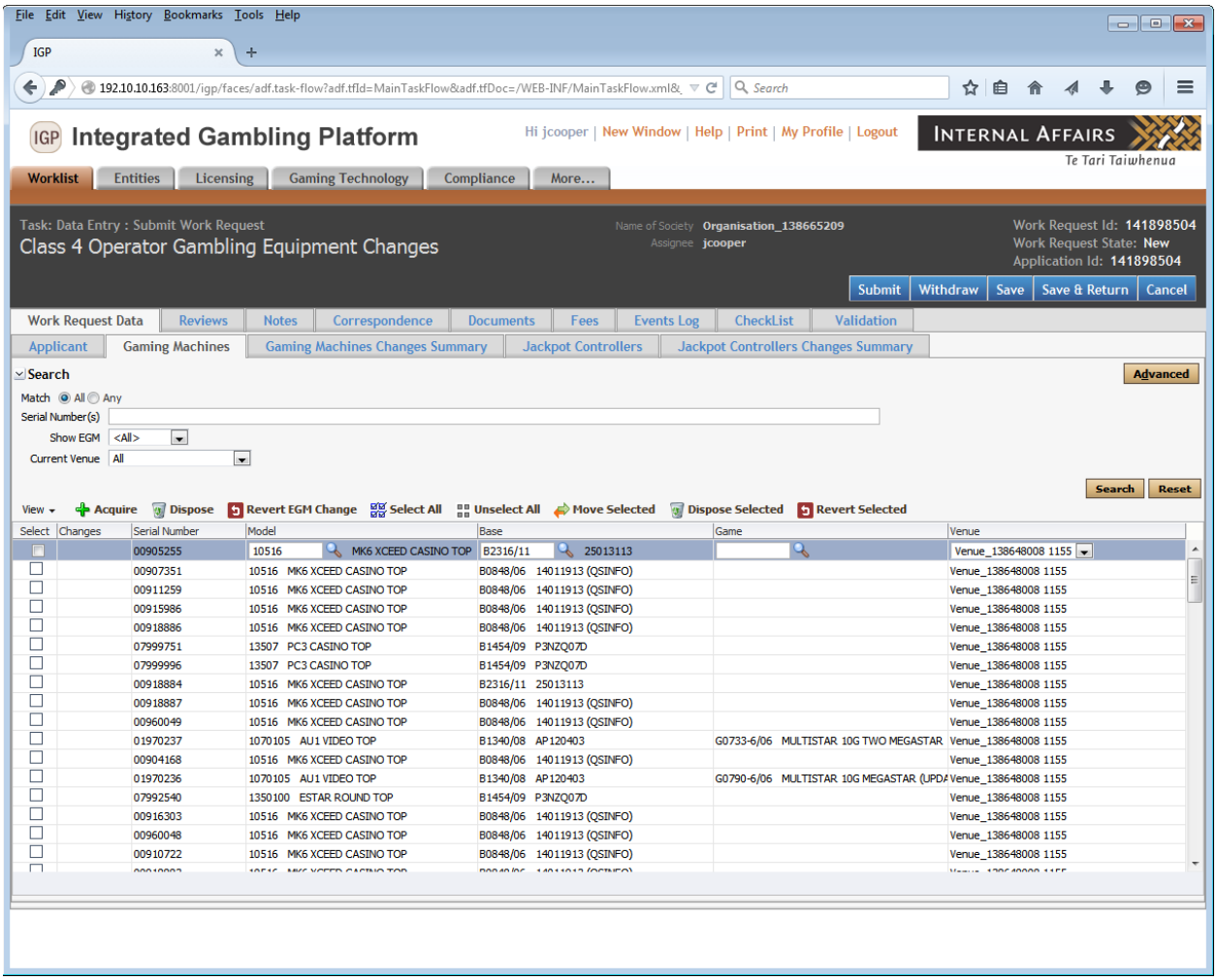


Figure 12: Another sample task list: Licensing: Operator VLT inventory changes declaration across associated Venues

Each task's data or user actions are comprehensively validated against the business rules implemented for each stage. This ensures data consistency and also enforces the policies implemented in each business process (for example, it is not possible to approve a Licensing application if the applicant also holds an incompatible License type).

Validations are only enforced at the key points where the workflow must advance, so the GLS user can work with very incomplete or partial information without being nagged by "missing data" warnings. They may also be triggered ad hoc, so the business user is aware of what information is missing to complete each step.

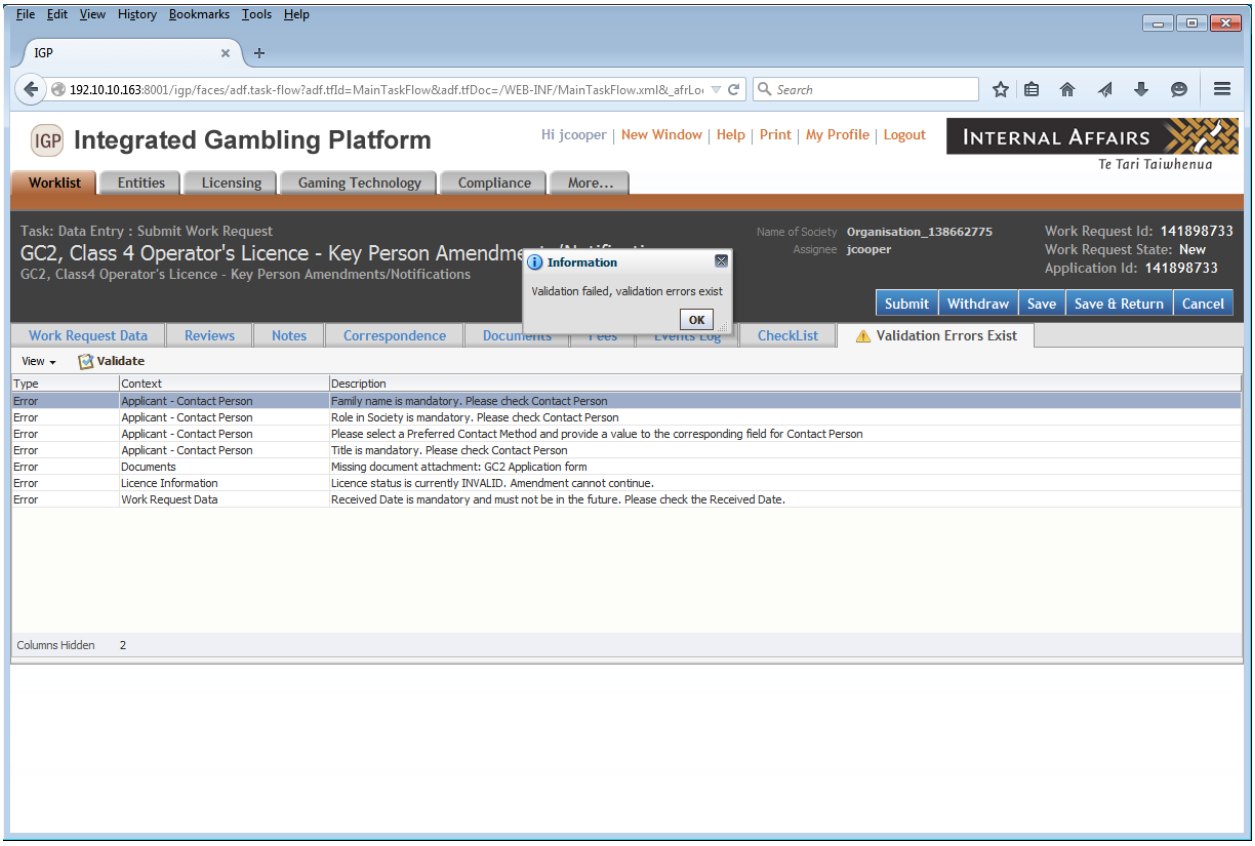


Figure 13: Task validations

BPM view

At every point in time, the overall state of each specific business process (Licensing application, etc.) can be made visible in graphical form:

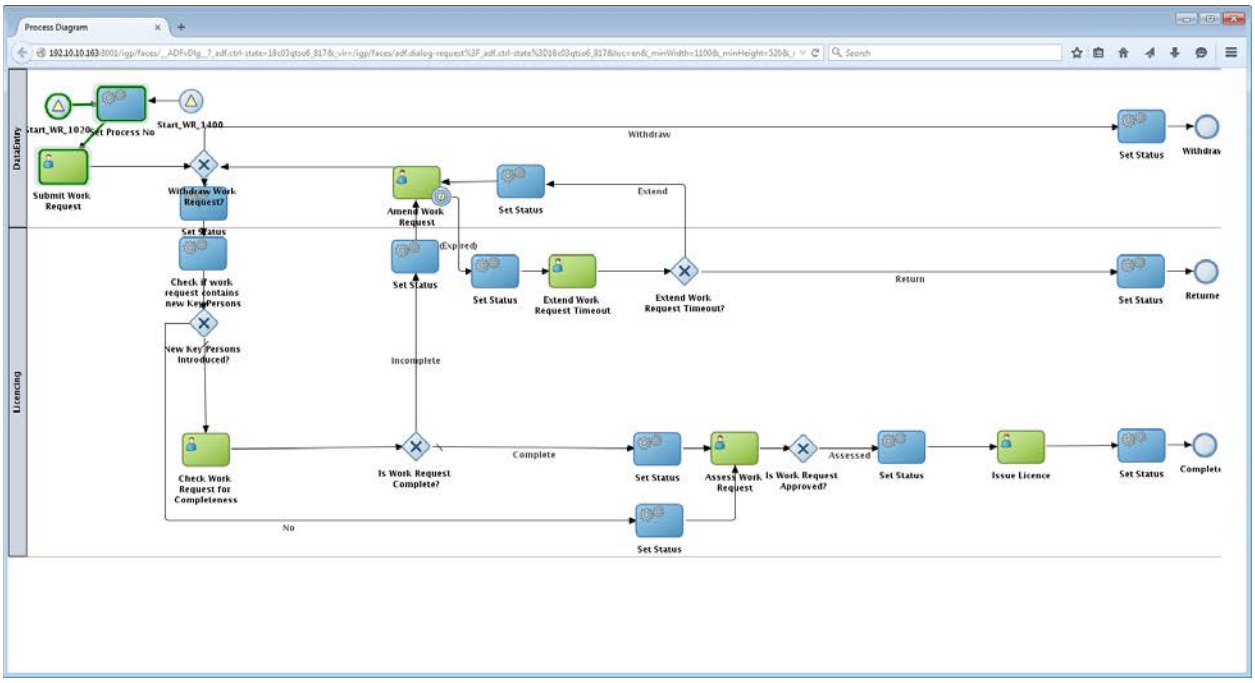


Figure 14: BPM View

Completed Business Processes (License applications and Compliance Cases)

All completed business processes and their end results (License documents, data collected, etc.) are at any stage independently accessible to users with the appropriate configurable permissions outside the workflow system:

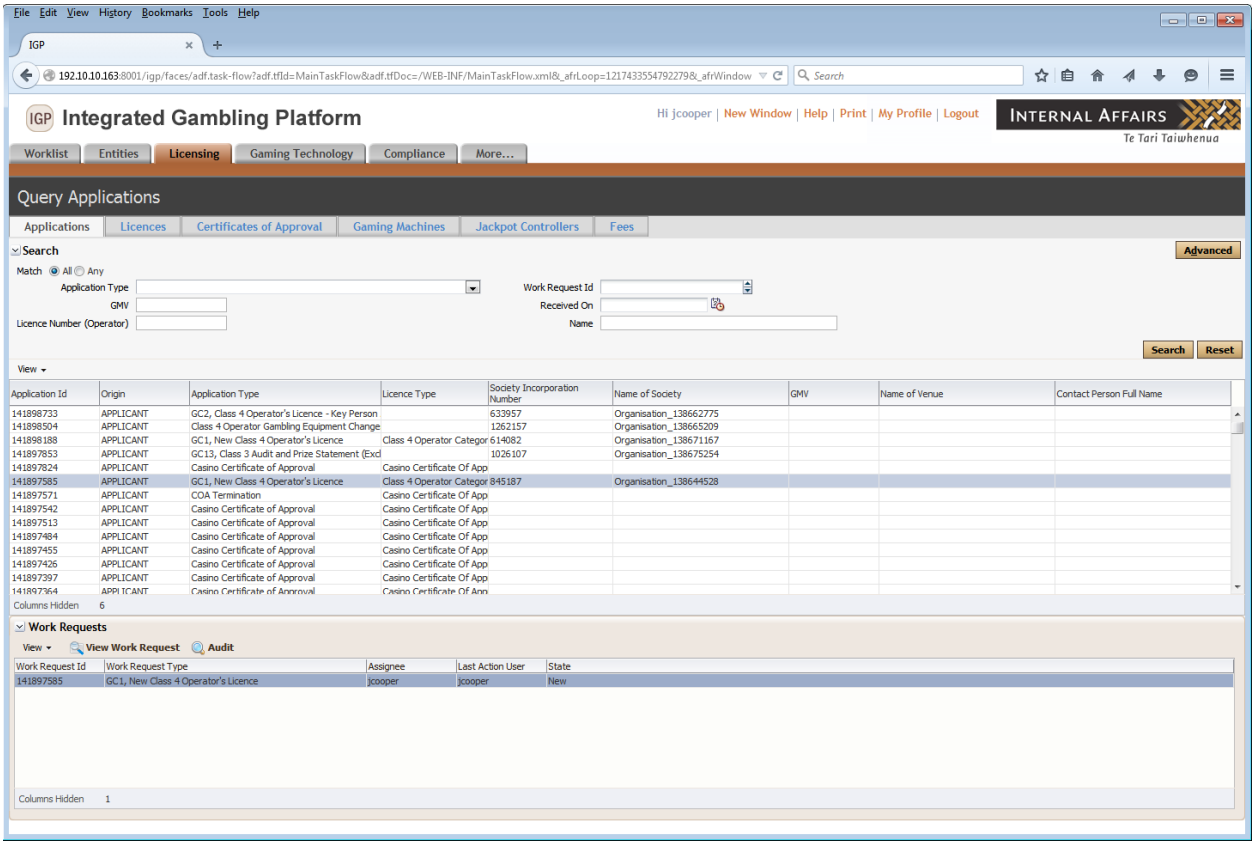


Figure 15: Workflow data always accessible independently (This is the Licensing Applications view)

Fees

Comprehensive Fees computation functionality is available, allowing the generation of applicable Fees and Invoices during application processing or other steps of the business process (for example License renewals, etc.):

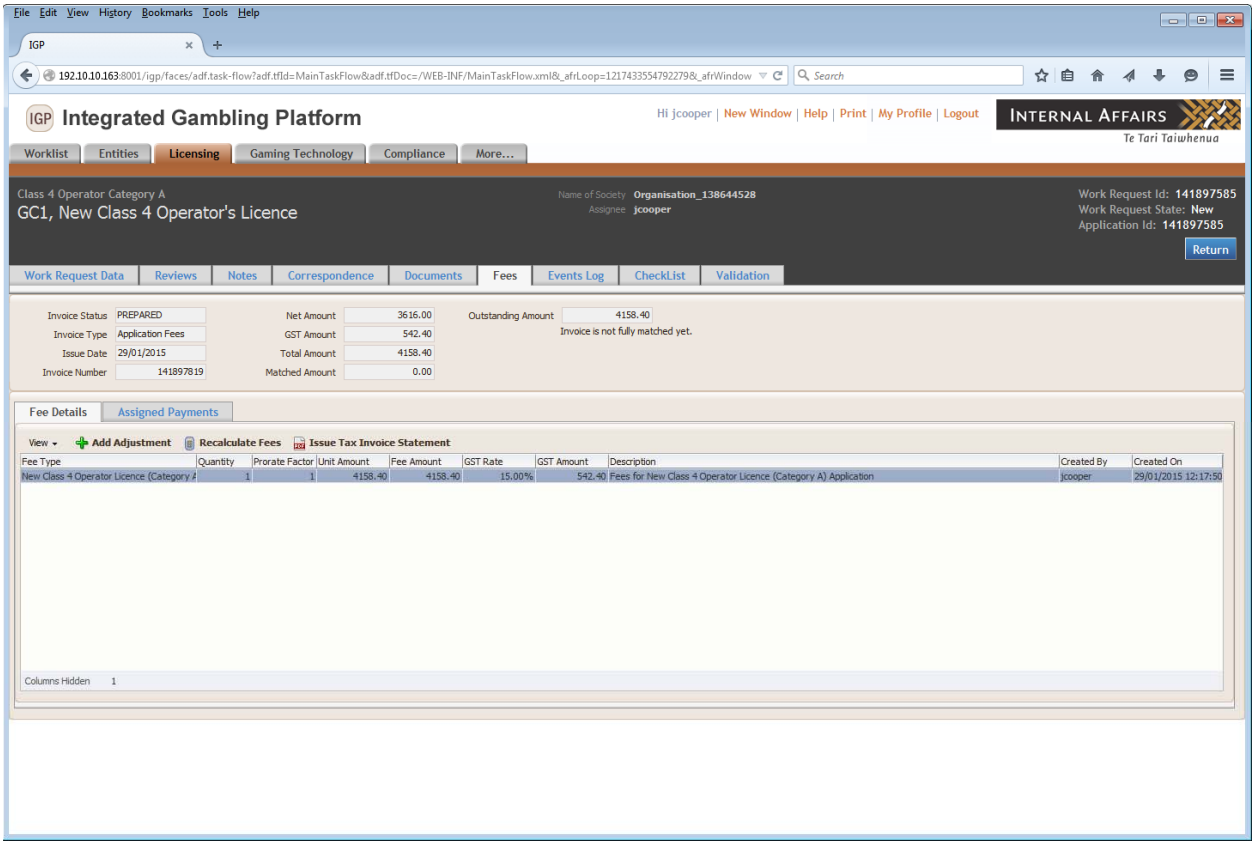


Figure 16: Fees

Event log

Each business process maintains a detailed event log that documents all tasks executed and actions taken during its lifecycle, along with the user that took each action and the date and time that the action took place. This ensures full transparency and provides a detailed audit trail on each application or case:

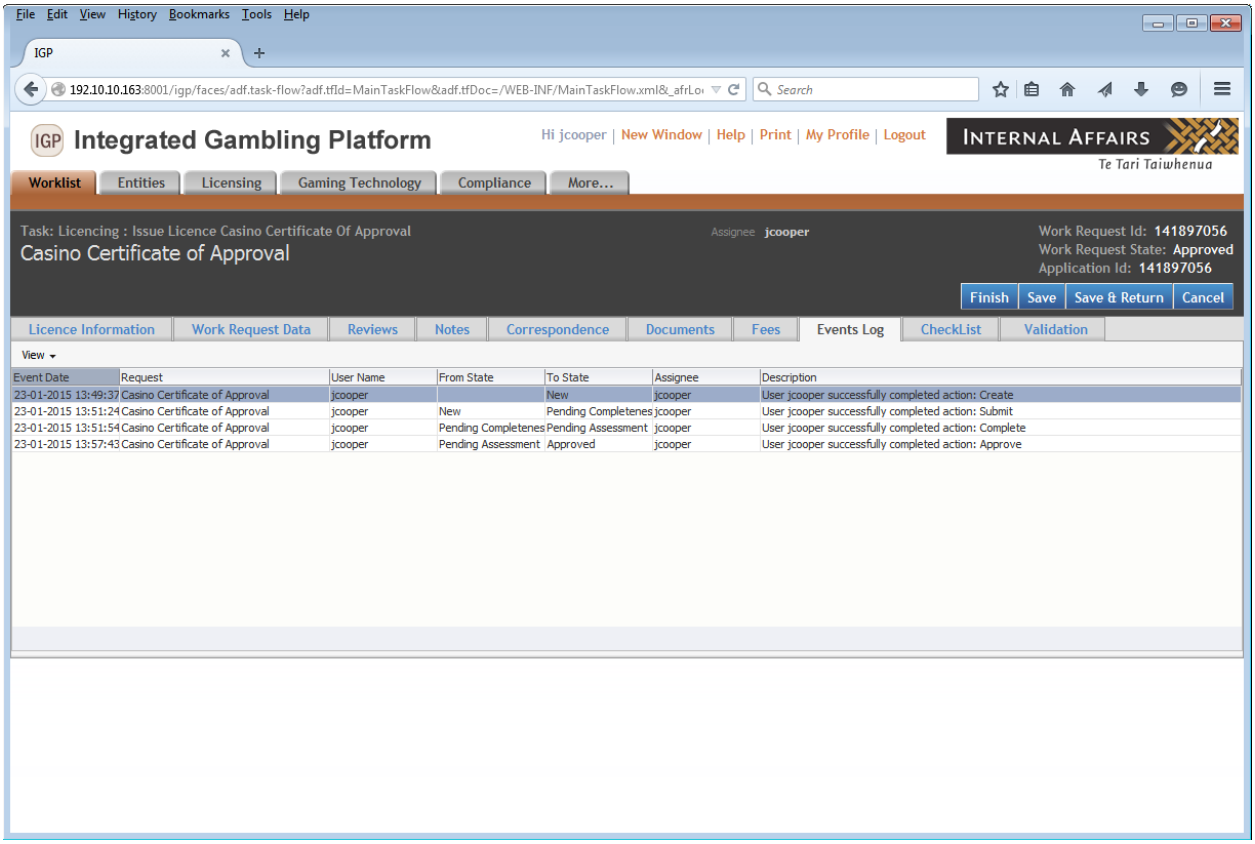
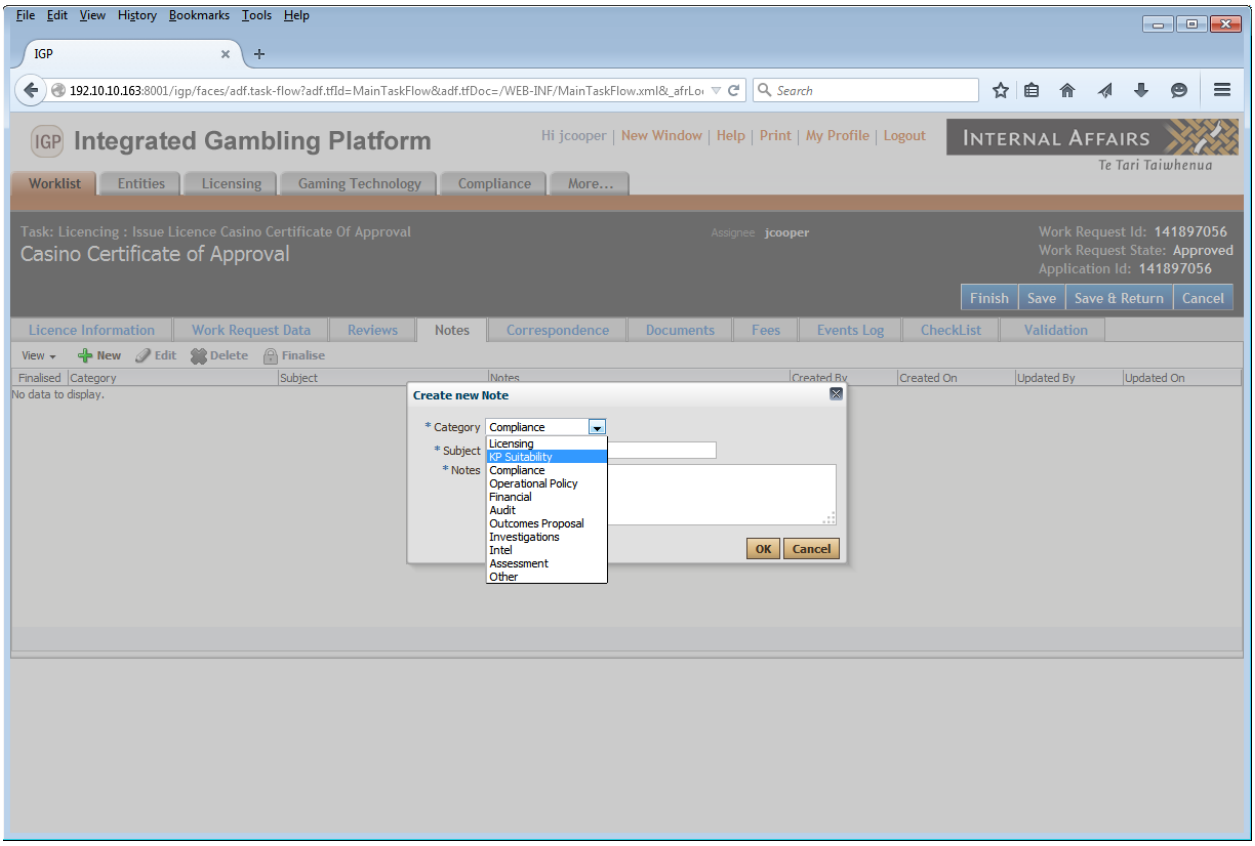


Figure 17: Event Log

Notes

An unlimited number of notes belonging to configurable categories may be lodged against each application, case, entity or license. Comprehensive security controls which user can edit which note:



Document and Digital Content Management

Each Licensing application or Case may involve any number of mandatory or optional documents in various formats (signed declarations, contract copies, photos of premises, floor plans) or, under certain circumstances – typically Compliance cases, even video or sound digital content.

GLS allows for the collection secure, versioned archival of this material using its integrated Document Storage System (DSS). Digital document content is securely and efficiently stored in the Oracle database, and it also gets associated with specific entities based on business requirements (for example, a certificate of incorporation submitted as part of a Licensing application also gets associated with the applicant corporation).

The system is designed with regulator document processing requirements in mind, which means that material is only logically deleted (if it was submitted in case of error). Users with appropriate permissions can easily access logically deleted content and prior document versions.

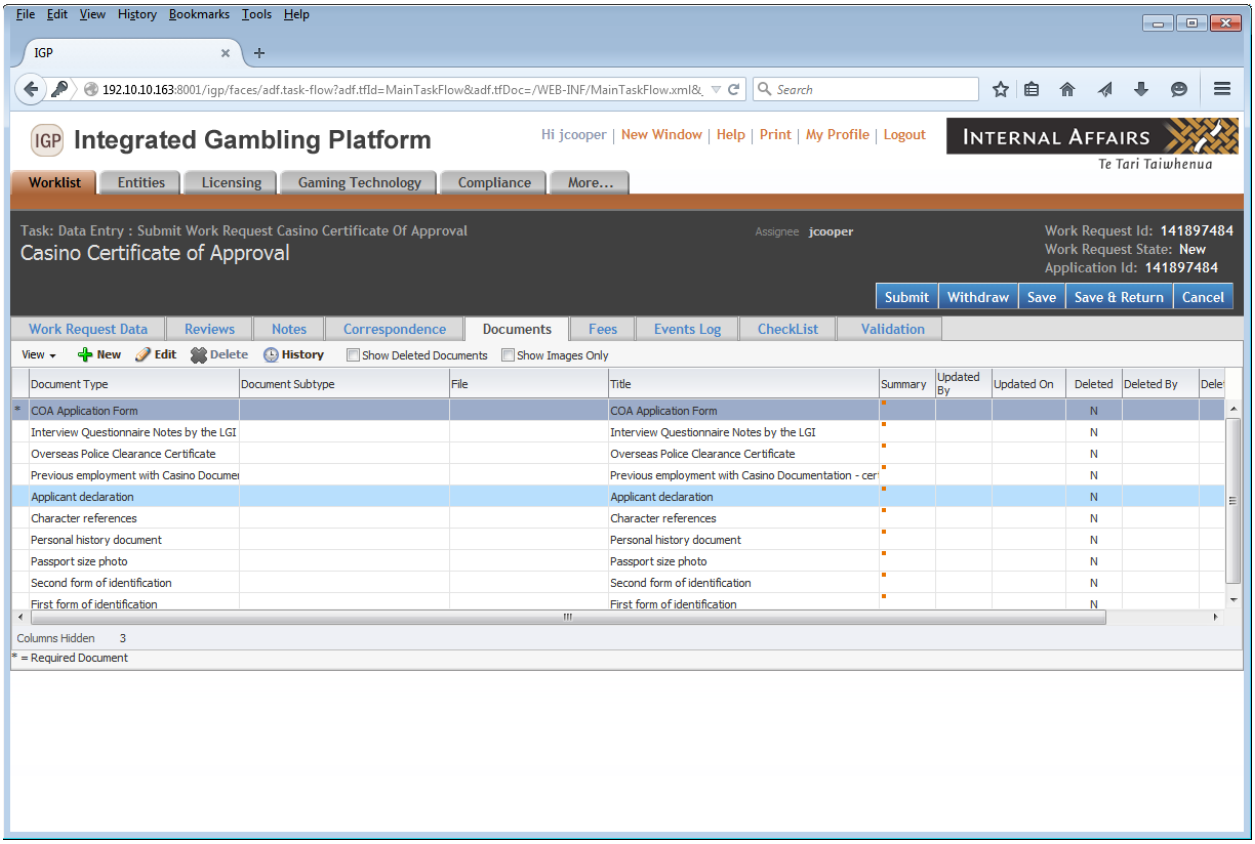


Figure 18: Integrated Document Management: List of required documents for a Licensing application

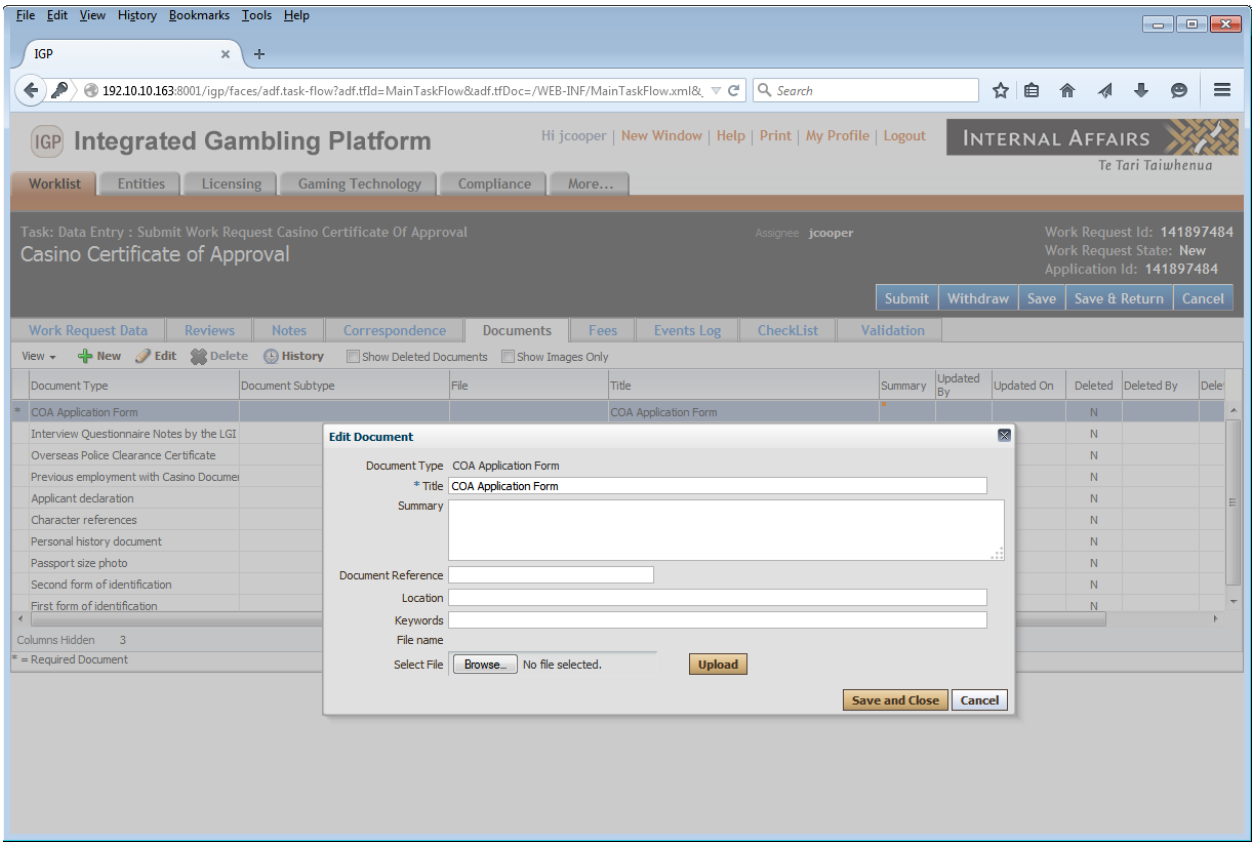


Figure 19: Integrated Document Management: Uploading a new document version

Concluding notes

The combination of the above add-on GLS capabilities, after business analysis, can be combined in a workflow-driven GLS solution that is bound to deliver increased processing efficiencies and increased reliability and streamlining of Licensing operations.

Most importantly, implementation of this advanced functionality can be undertaken gradually and on top of the already functioning core database-centric GLS product, as requirements and business needs dictate.

4.4.11.5 Advanced Venue Compliance Functionality: Vendor is invited (Invited Option) to propose an option that may further improve the reliability and/or performance of our external Venue compliance database. Requirements include a system generated site survey checklist with approximately 10 items and a system generated Venue compliance report checklist with approximately 20 items that would be required for each retailer group. This option would include additional reporting functions for site surveys, compliance checks due, compliance checks overdue, and out of compliance Venues. Additionally, as part of this database an incident reporting function with approximately 20 incident types and multi-line comment section would be required.

Intralot can deliver this functionality via the GLS Advanced Compliance add-on Venue Audit module and Incident / Complaint module.

These are workflow-enabled modules that can be installed alongside Advanced Licensing. The modules implement Venue Audit and Incident / Complaint reporting business processes.

Venue Audit module

This add-on GLS workflow module enables the user-customizable creation of Venue Audit checklist templates and the subsequent scheduling and execution of Venue Audits. The audited Venues are transparently made available from the existing GLS Venue database (see Licensing description).

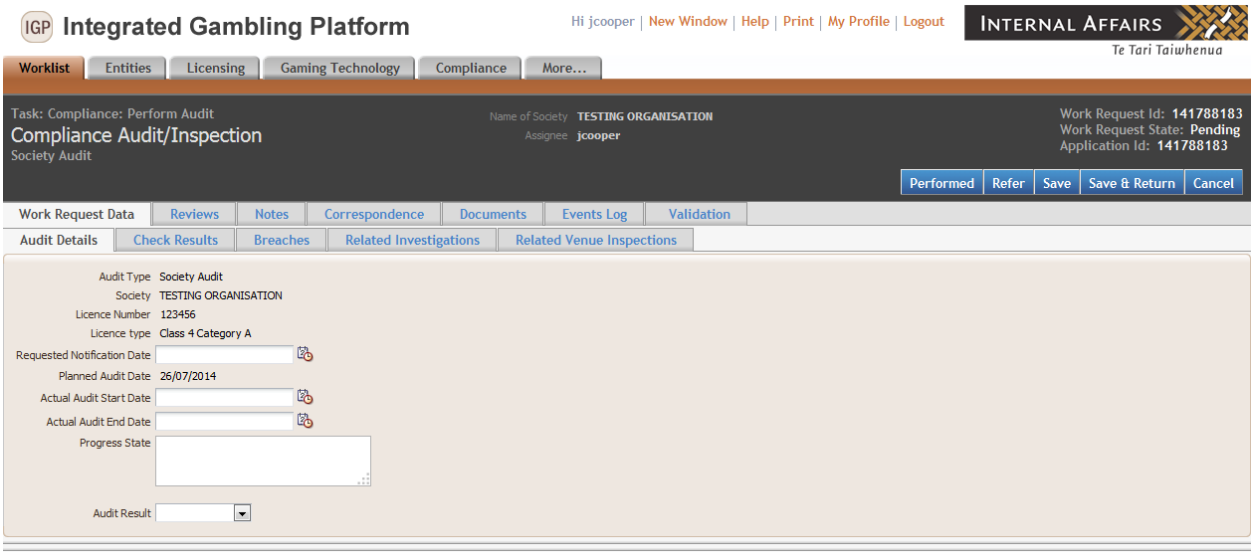


Figure 20: Initiating an Audit

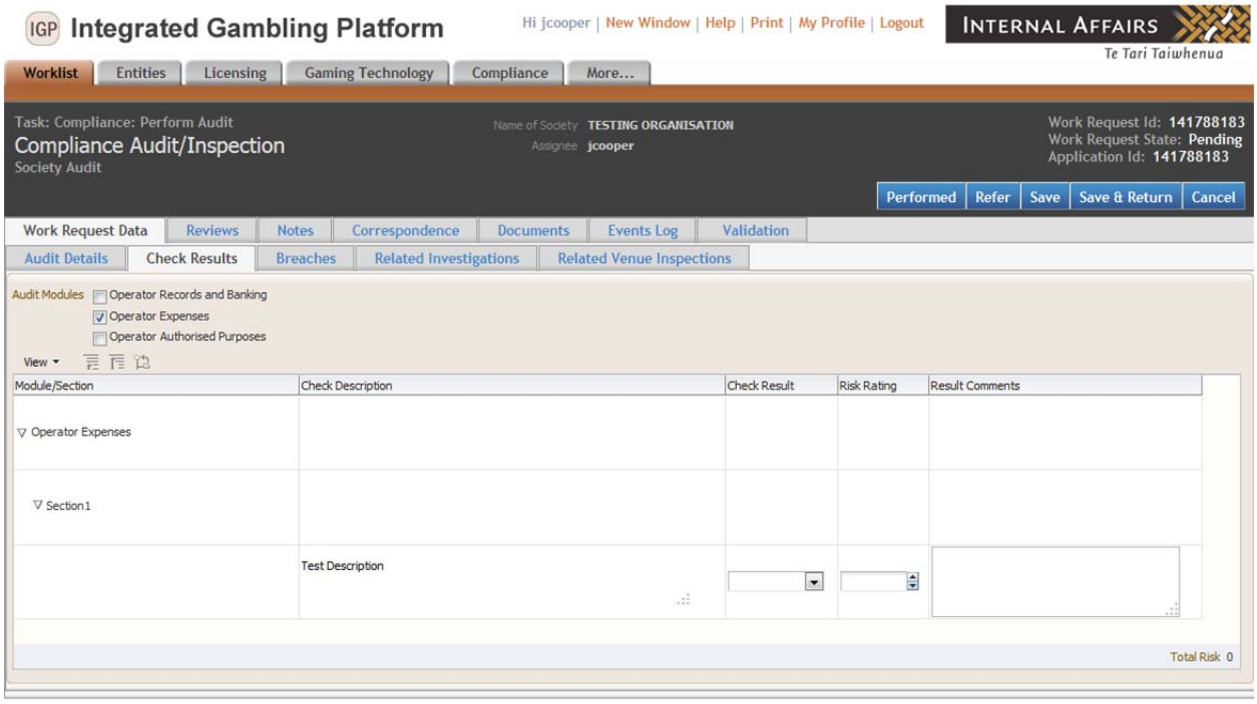


Figure 21: Completing a user-configurable Audit Checklist

The full Notes, Event Log and Document & Digital Content Management (as described in Licensing) are also available for Venue Audit and Incident / Complaint business processes.

Breaches (codified and maintained by Compliance Supervisor users) may be lodged against Venues in the context of the Venue Audits. These audit findings are automatically associated with the audited Venues, therefore creating a complete Compliance history of each Venue. This Compliance history is also available from Licensing (as read-only information), subject to appropriate security permission configuration.

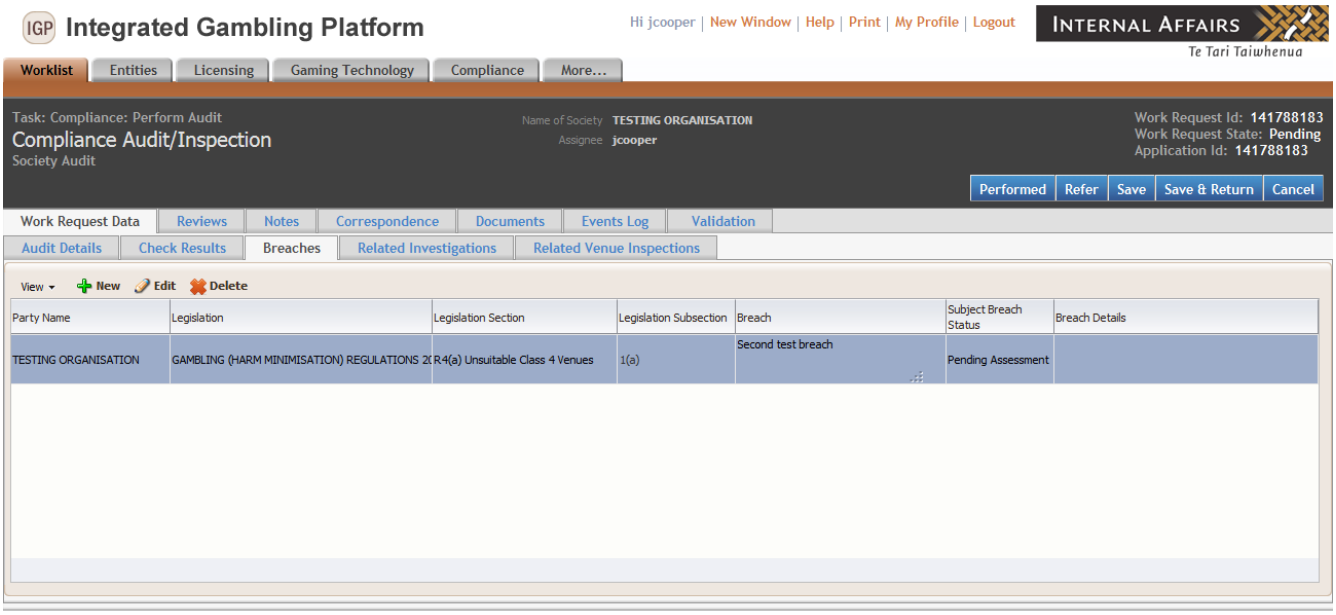


Figure 22: Lodging Breaches during an Audit

Incident / Complaint Module

This add-on GLS workflow module enables the logging of Incidents or Complaints against entities recorded in the GLS database. It is a configurable module with functionality similar to Audit. The module is very flexible in that it allows the recording of unlimited configurable incident types, and it includes more than 100 pre-configured custom fields for recording information on locations, venues, businesses people, accounts, vehicles, and multiple other items.

The requested multi-line comments feature requested is natively provided by the Notes functionality which is present in all workflow-enabled GLS modules (see Notes section under Advanced Licensing).

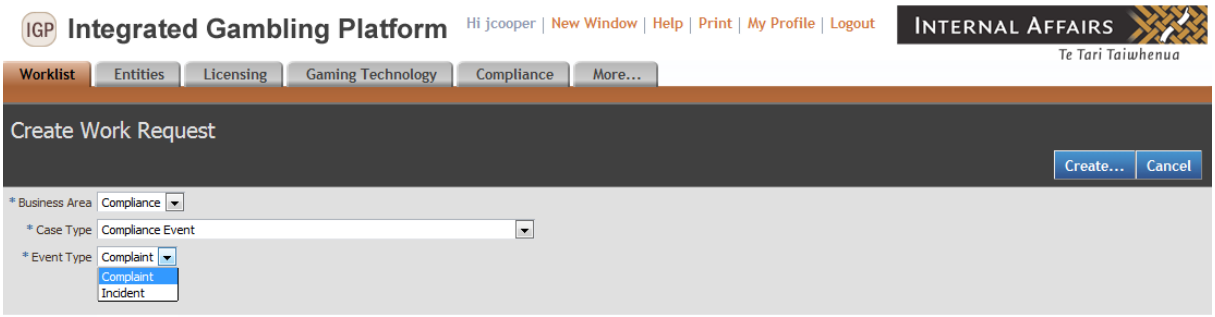


Figure 23: Initiating an Incident / Complaint

4.4.12 PERMITS (OPERATIONS)

4.4.12.1 Every LVL machine in West Virginia is assigned a permit number, and no operator or owner operator may have more machines than permits. Permits are transferrable from VLT to VLT as disposals and acquisitions occur. The CMS design provides controls that prohibit a permit holder from enrolling more VLT's than the number of machines allowed by the Lottery.

INTRALOT understands that every LVL machine is assigned a permit number and that no operator or owner operator may have more machines than permits. We further understand that permits are transferrable from VLT to VLT as disposals and acquisitions occur over time. The iGEM CMS tightly controls and prohibits a permit holder from enrolling more VLT's than the number of machines allowed by the Lottery. The system will only allow operation of those VLTs defined on the system in exact accordance with each operator or owner-operators permit allowance. Any VLTs requesting authorization on the CMS without a valid permit along with other required credentials/requirements will not be enabled for operation. In addition to not being enrolled for operation, any attempts will be flagged as an exception by the CMS with the appropriate personnel notifications.

The iGEM central system can force a gaming machine/game to lock down (disable), for security and integrity reasons. The most common disable events are:

1. If the software authentication of the Site Controller or the device fails, the Site Controller or the respective device is locked down.
2. If the authentication fails during the site controller sign-in procedure, the site controller application is locked down.
3. When the site controller fails to communicate with the host for more than a certain (configurable) number of days / hours, it will disable all devices connected to it.
4. When a device sends a cash-out voucher with invalid validation ID, it is automatically disabled by the host system, until the issue is resolved.
5. Every time the site controller - device communication is restored, (i.e. at a system startup) or at a certain daily checkpoint the device and game configuration is checked for validity. If this check fails, the device/game is automatically disabled by the host system.
6. Device and game software authentication. At a predefined daily checkpoint and after the Site Controller - device communication is restored, the site controller will request (with a specific seed) from the devices connected to it to transmit the signature of their current software image. If the signature is wrong, the device is automatically disabled by the host system.
7. Device and game verification. At a predefined daily checkpoint and after the SC - device communication is restored; the site controller will request from the central system the information of all devices/games connected to it or of that particular device/game. If the information does not match, the device/game is automatically disabled by the host system. For invalid information or verification, the device/game can either be disabled or an alarm can be recorded and the device/game is marked and reported. Possible reasons for failing verification

include improper device/game combination, game licensing issue, owner/operator licensing, or owner/operator VLT permit issues.

4.4.12.2 Each permit is directly assignable to a VLT and reconcilable to the number of active machines and machines in storage. CMS design provides controls that assure that at no time a permit holder can have more machines than allowed by the Lottery. In addition, an annual permit fee is to be invoiced by the CMS.

This requirement is covered from the GLS side by allocating and maintaining unique individual VLT permit numbers for both VLT Operator Licenses (upon Operator License approval) and VLT Retailer Permit (upon permit award). Their validity is restricted by the validity of the associated License or Permit award.

VLT permit numbers are subject to the specific format defined by the Lottery and will include both migrated VLT Permit data and newly assigned VLT Permit data (for new Operator Licenses and retailer permit awards) and each will be traceable to its associated valid Operator License or Retailer VLT permit award.

The VLT permit numbers are communicated to CMS upon License / retailer permit approval or amendment via the GLS-CMS interface.

INTRALOT understands that each permit is directly assignable to a VLT and must be reconcilable to the number of active machines and machines in storage. Our CMS design provides full controls that assure at no time can a permit holder have more machines than allowed by the Lottery. In addition to the control and notifications provided by the verification process for VLT enrollment, our asset management system will notify the designated personnel when a permit holder has more VLTs than allowed by their permits. The INTRALOT CMS will also properly invoice permit holders an annual permit fee.

The central system controlling application can enable or disable devices and games by:

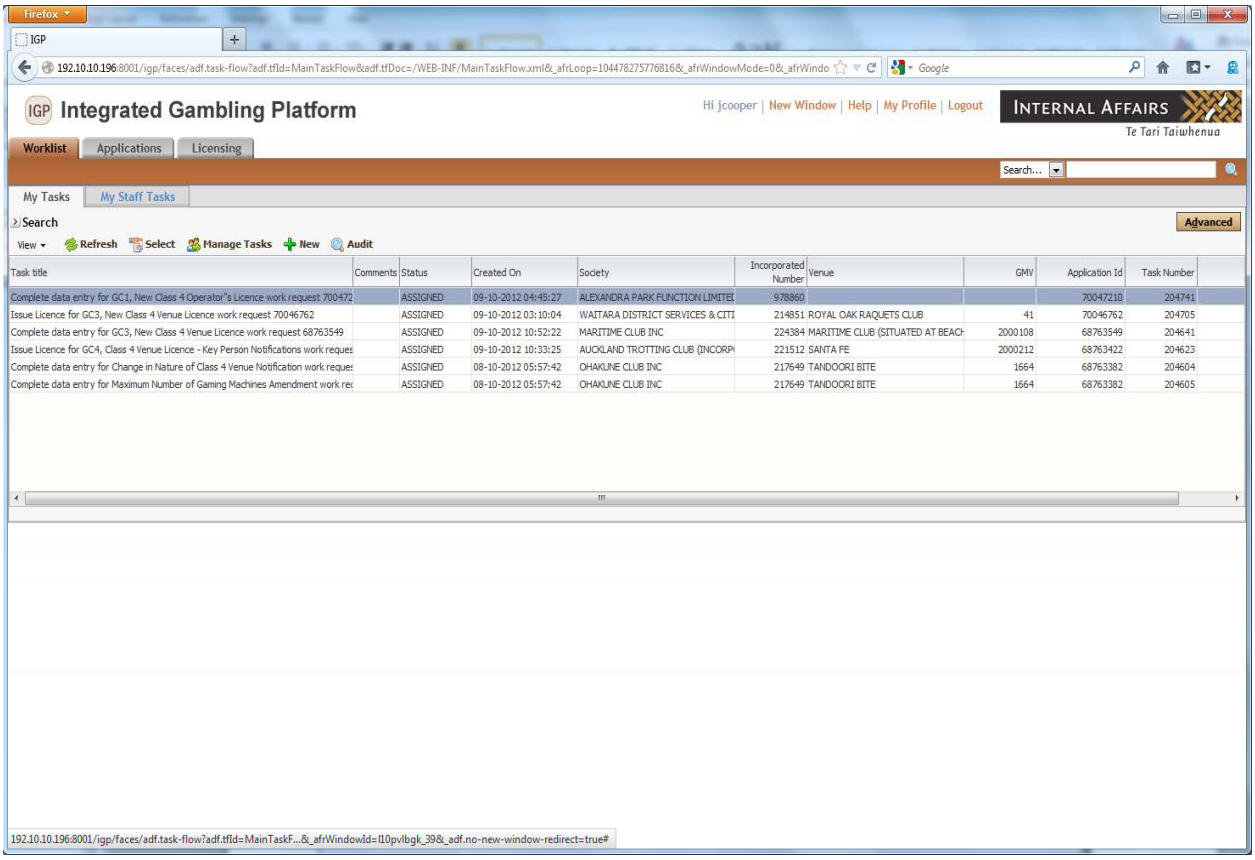
- Manufacturer.
- Operator.
- Software version.
- Location (site).
- Area.
- Statewide.
- Software image.
- Game name.
- Game ID.
- Permit status/assignment.
- License number/status.

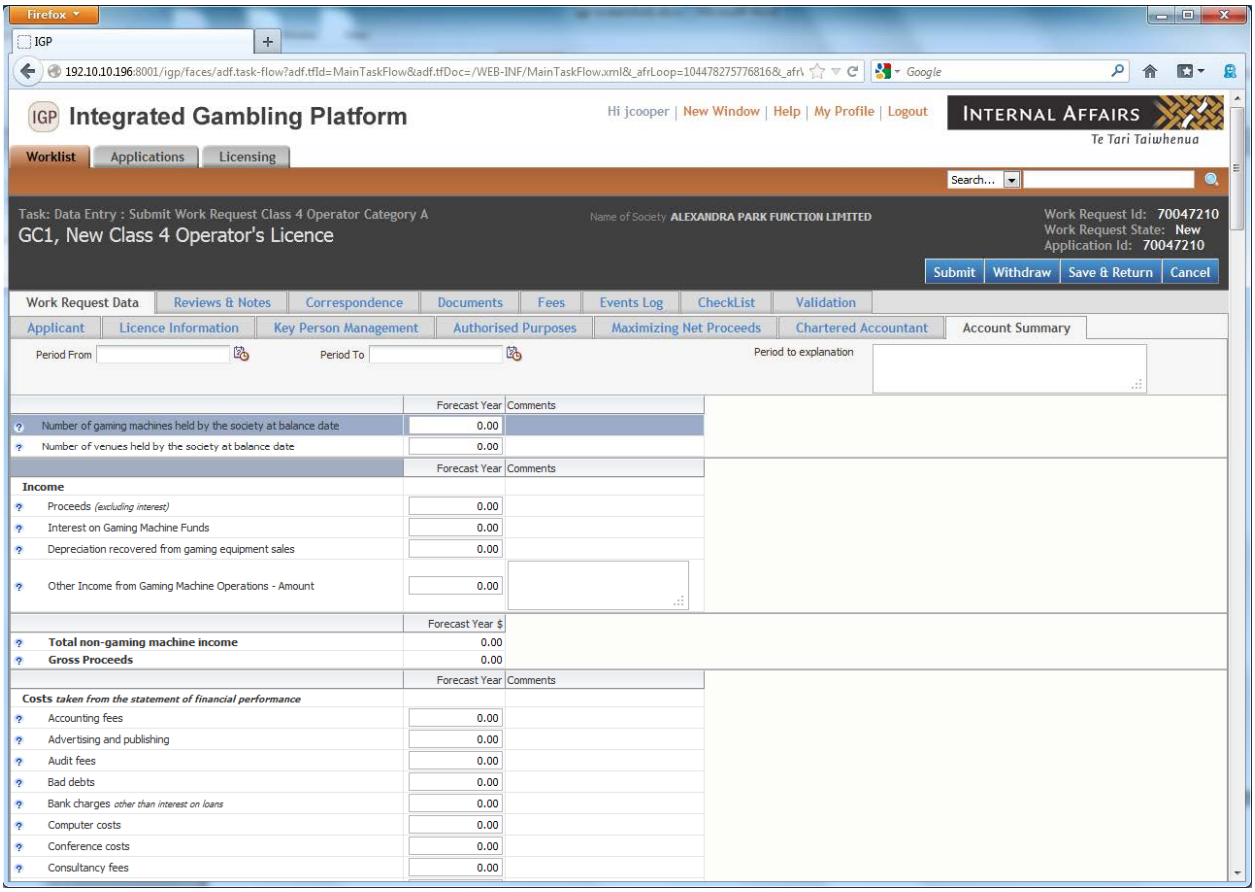
4.4.12.3 Reporting requirements are listed in Appendix 5 -Required Reports.

INTRALOT has reviewed the reporting requirements specified in ***Appendix 5 – Required Reports***. INTRALOT's iGEM CMS will provide all of the reports required in Appendix 5, along with other currently available reports and those yet to be specified by the Lottery over the course of the contract. Any data point can be added to the database, and a report can be configured and generated to contain any subset of the available data points. With the proposed iGEM CMS, there is no reasonable limitation to the data captured, quantity of reports, or the data contents of any report. During the functional requirements stage of conversion, INTRALOT will work closely with the Lottery to define database structures, reports, report content, and report structure.

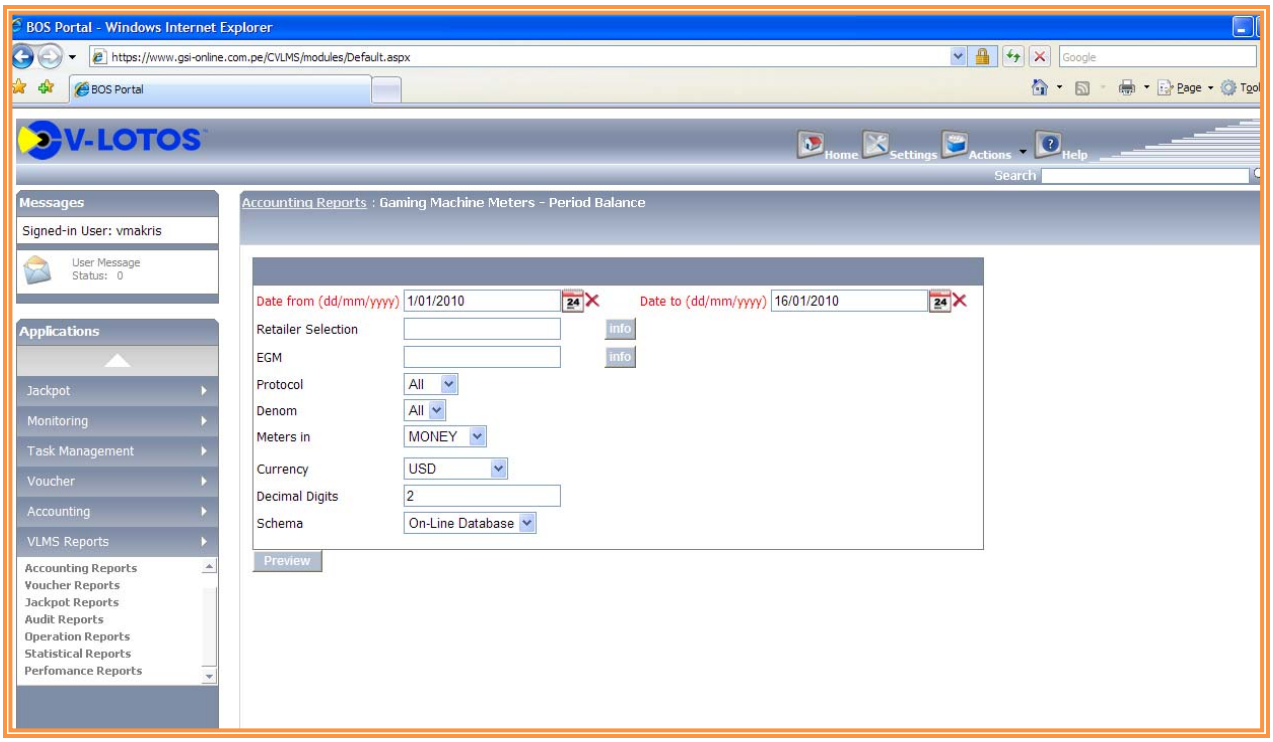
The RFP has identified the following required report categories. INTRALOT has supplied some currently available example menu screens and reports below for each category on our CMS systems. INTRALOT will create or modify any report for the Lottery over the contract term.

Permits and Licensing

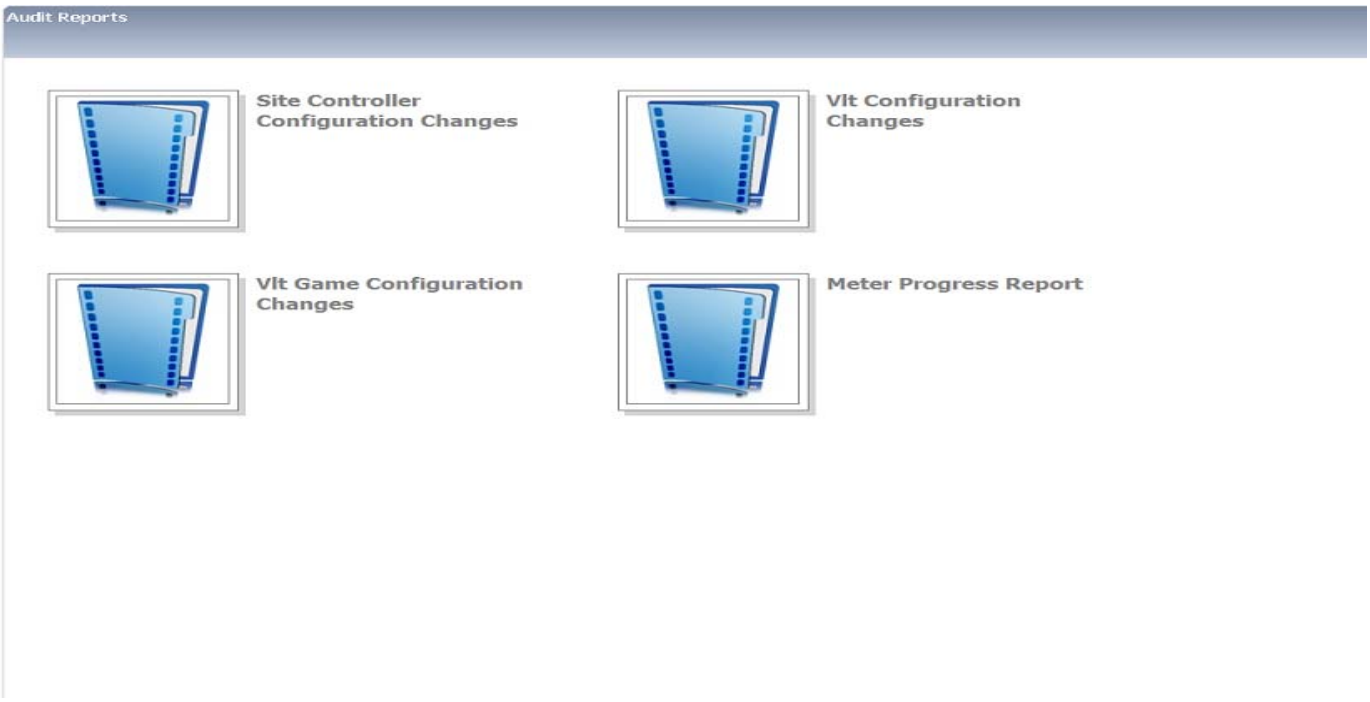


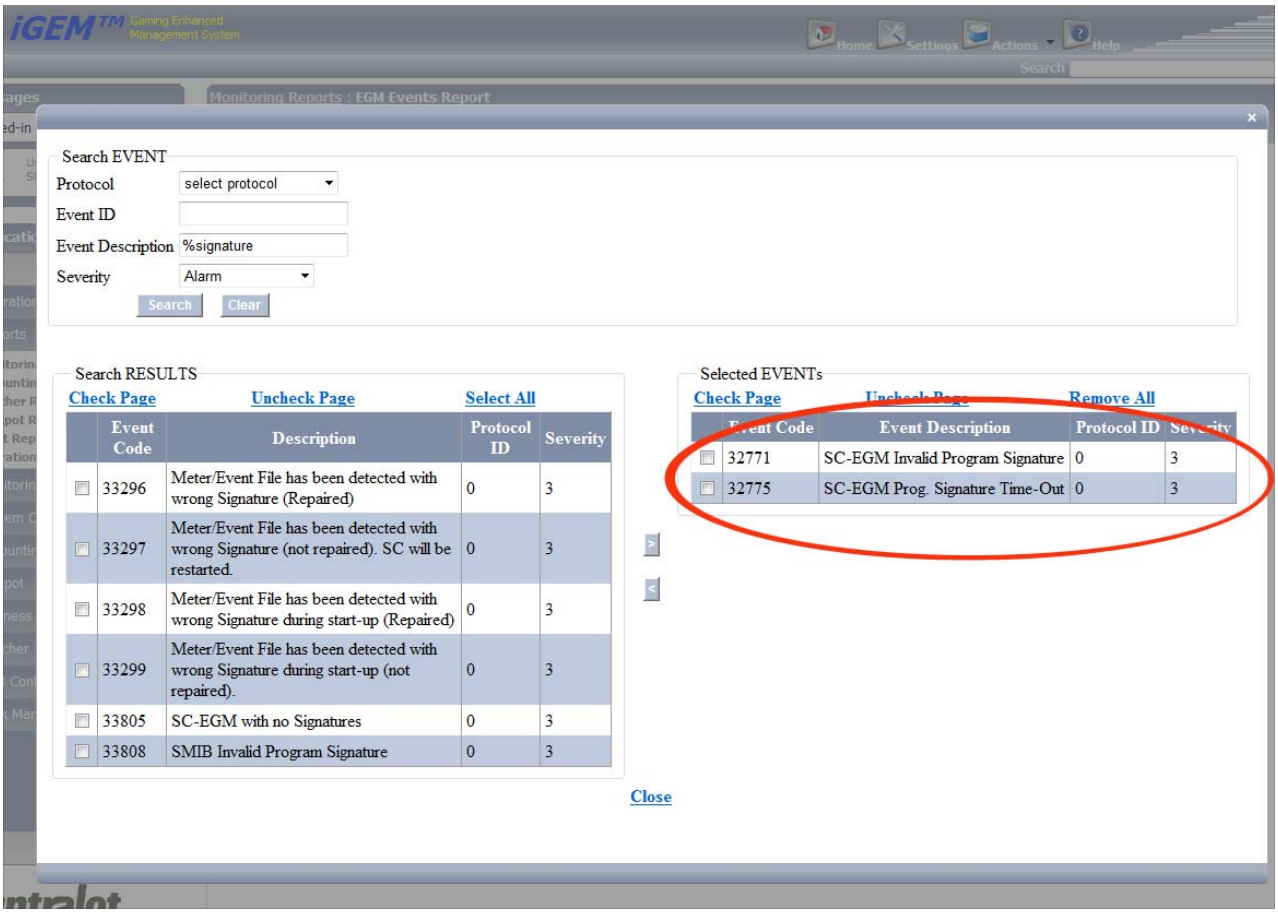

Firefox
IGP
192.10.10.196:8001/igp/faces/adf.task-flow?adf.tfId=MainTaskFlow&adf.tfDoc=/WEB-INF/MainTaskFlow.xml&_afrLoop=104478275776816&_afr\
Google
Integrated Gambling Platform
Hi jcooper | New Window | Help | My Profile | Logout
INTERNAL AFFAIRS
Te Tari Taiwhenua
Worklist
Applications
Licensing
Search...
Task: Data Entry : Submit Work Request Class 4 Operator Category A
GC1, New Class 4 Operator's Licence
Name of Society ALEXANDRA PARK FUNCTION LIMITED
Work Request Id: 70047210
Work Request State: New
Application Id: 70047210
Submit
Withdraw
Save & Return
Cancel
Work Request Data
Reviews & Notes
Correspondence
Documents
Fees
Events Log
CheckList
Validation
Applicant
Licence Information
Key Person Management
Authorised Purposes
Maximizing Net Proceeds
Chartered Accountant
Account Summary
Period From
Period To
Period to explanation
Forecast Year
Comments
Number of gaming machines held by the society at balance date 0.00
Number of venues held by the society at balance date 0.00
Income
Proceeds (excluding interest) 0.00
Interest on Gaming Machine Funds 0.00
Depreciation recovered from gaming equipment sales 0.00
Other Income from Gaming Machine Operations - Amount 0.00
Forecast Year $
Total non-gaming machine income 0.00
Gross Proceeds 0.00
Costs taken from the statement of financial performance
Accounting fees 0.00
Advertising and publishing 0.00
Audit fees 0.00
Bad debts 0.00
Bank charges other than interest on loans 0.00
Computer costs 0.00
Conference costs 0.00
Consultancy fees 0.00

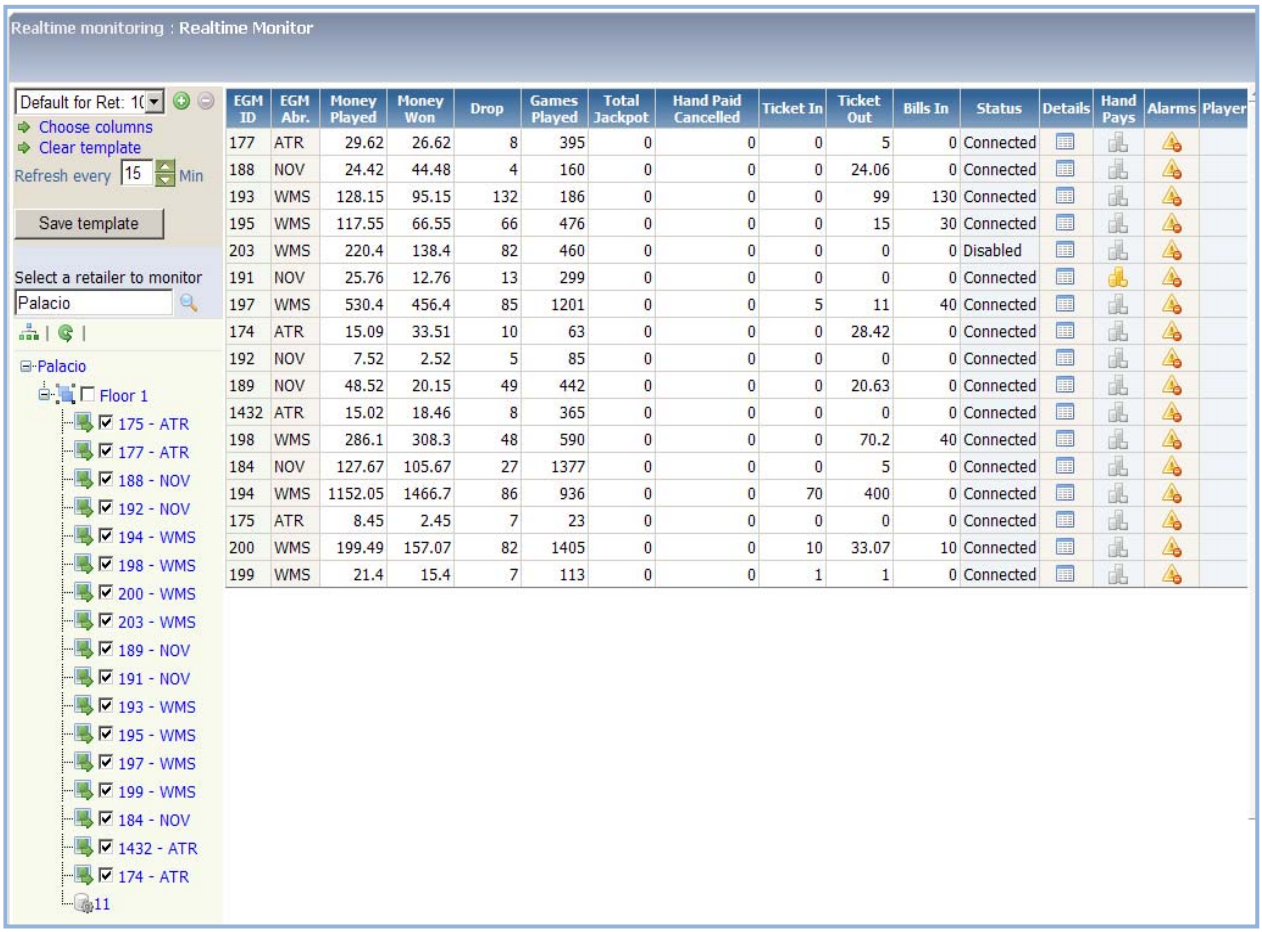
Errors and Alerts




Monitoring Reports
Daily Slot Machine Gross Meters
Recent Slot Machine Gross Meters
Daily Slot Machine Net Meters
Daily Game Gross Meters
Recent Game Gross Meters
Daily Game Net Meters
Slot Machine Events Report
SC Events Report
EGM Master File
Missing Meters Report
EGM Master File Extended
Meter Info For Exceptions


Audit Reports
Site Controller Configuration Changes
Vlt Configuration Changes
Vlt Game Configuration Changes
Meter Progress Report


iGEM™ Gaming Enhanced Management System
Home
Settings
Actions
Help
Search
Monitoring Reports : EGM Events Report
Search EVENT
Protocol
select protocol
Event ID
Event Description
%signature
Severity
Alarm
Search
Clear
Search RESULTS
Check Page
Uncheck Page
Select All
Event Code
Description
Protocol ID
Severity
33296
Meter/Event File has been detected with wrong Signature (Repaired)
0
3
33297
Meter/Event File has been detected with wrong Signature (not repaired). SC will be restarted.
0
3
33298
Meter/Event File has been detected with wrong Signature during start-up (Repaired)
0
3
33299
Meter/Event File has been detected with wrong Signature during start-up (not repaired).
0
3
33805
SC-EGM with no Signatures
0
3
33808
SMIB Invalid Program Signature
0
3
Selected EVENTs
Check Page
Remove All
Event Code
Event Description
Protocol ID
32771
SC-EGM Invalid Program Signature
0
3
32775
SC-EGM Prog. Signature Time-Out
0
3
Close



EGM ID	EGM Abr.	Money Played	Money Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In	Ticket Out	Bills In	Status	Details	Hand Pays	Alarms	Player
177	ATR	29.62	26.62	8	395	0	0	0	5	0	Connected				
188	NOV	24.42	44.48	4	160	0	0	0	24.06	0	Connected				
193	WMS	128.15	95.15	132	186	0	0	0	99	130	Connected				
195	WMS	117.55	66.55	66	476	0	0	0	15	30	Connected				
203	WMS	220.4	138.4	82	460	0	0	0	0	0	Disabled				
191	NOV	25.76	12.76	13	299	0	0	0	0	0	Connected				
197	WMS	530.4	456.4	85	1201	0	0	5	11	40	Connected				
174	ATR	15.09	33.51	10	63	0	0	0	28.42	0	Connected				
192	NOV	7.52	2.52	5	85	0	0	0	0	0	Connected				
189	NOV	48.52	20.15	49	442	0	0	0	20.63	0	Connected				
1432	ATR	15.02	18.46	8	365	0	0	0	0	0	Connected				
198	WMS	286.1	308.3	48	590	0	0	0	70.2	40	Connected				
184	NOV	127.67	105.67	27	1377	0	0	0	5	0	Connected				
194	WMS	1152.05	1466.7	86	936	0	0	70	400	0	Connected				
175	ATR	8.45	2.45	7	23	0	0	0	0	0	Connected				
200	WMS	199.49	157.07	82	1405	0	0	10	33.07	10	Connected				
199	WMS	21.4	15.4	7	113	0	0	1	1	0	Connected				

SC Events Report

Schema On-Line Database
Date from 1/1/2010
Retailer Selection All

Nr.of Days 13
Date to 1/13/2010

Business Date 01/01/2010 (399) **Report Business Date** 01/01/2010 (399)

Retailer Code 104001 **Retailer Description** Las Vegas **Terminal Code** 5

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		01/01/2010 19:39:48

Retailer Code 107004 **Retailer Description** Huaraz **Terminal Code** 94

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:27

Retailer Code 123005 **Retailer Description** Real 777 Cajamarca **Terminal Code** 96

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:02:51

Retailer Code 123007 **Retailer Description** Real 777 Rimac **Terminal Code** 81

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:28

Retailer Code 124002 **Retailer Description** WIN HOUSE **Terminal Code** 88

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:17

Retailer Code 129001 **Retailer Description** JR. UNION **Terminal Code** 16

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 00:03:15

Business Date 02/01/2010 (400) **Report Business Date** 02/01/2010 (400)

Retailer Code 107005 **Retailer Description** GRAU **Terminal Code** 84

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 20:38:14

Retailer Code 123002 **Retailer Description** SAN JUAN I TAURI **Terminal Code** 77

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 11:28:42
33283	8203	SC Power On		02/01/2010 11:28:39
33283	8203	SC Power On		02/01/2010 11:28:32

Retailer Code 123003 **Retailer Description** SAN JUAN II TAURI **Terminal Code** 92

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 11:28:45
33283	8203	SC Power On		02/01/2010 11:28:24

Retailer Code 123006 **Retailer Description** REAL 777 MAGDALENA **Terminal Code** 116

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 10:41:02

Retailer Code 155001 **Retailer Description** Asia **Terminal Code** 118

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
33283	8203	SC Power On		02/01/2010 14:11:49

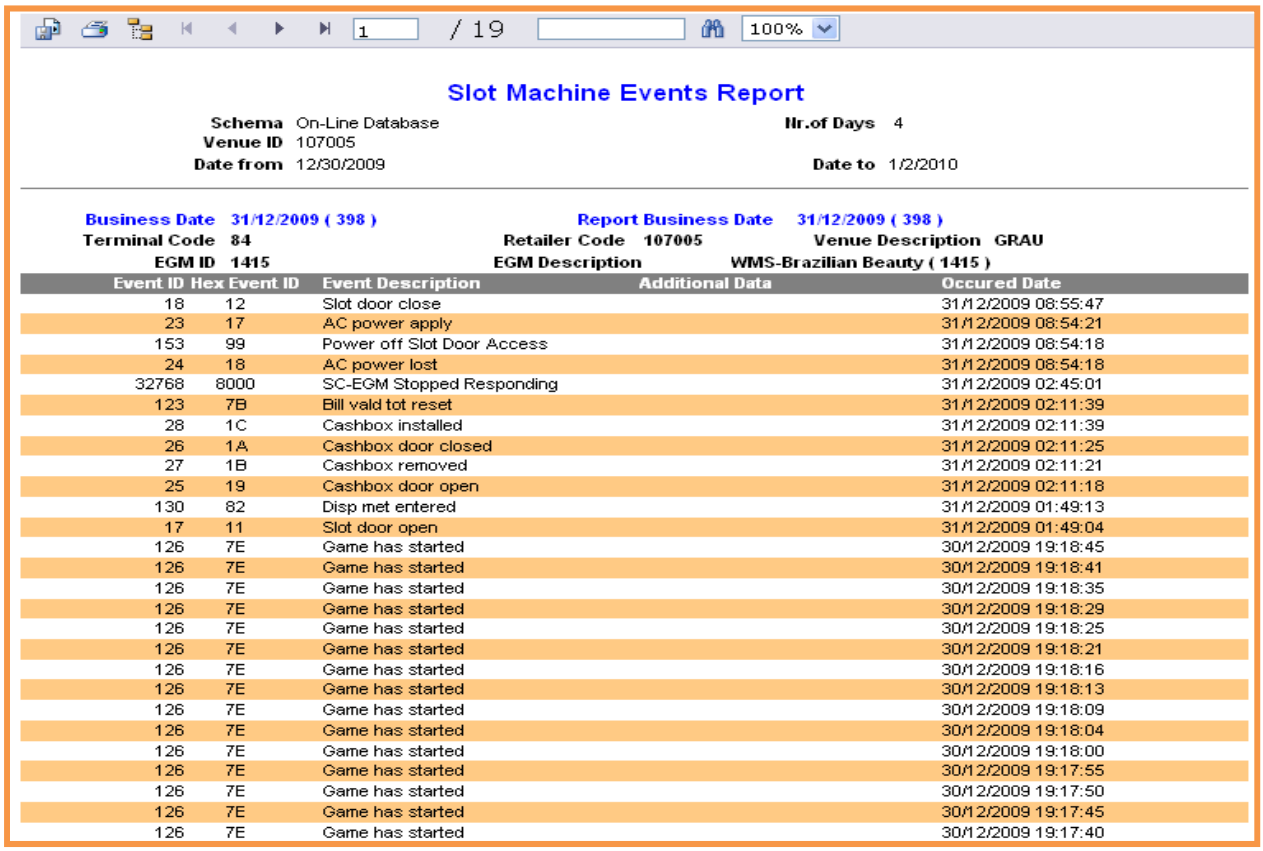
Missing Meters Report

Type Missing Meters

Date from 25/10/2010 **Retailer Selection** All

Retailer Code 148001 **Retailer Description** Moneda de la Suerte

EGM ID	EGM Description	Alias	Manufacturer
1481	WMS-Neptune Kingdoms II	30546	WMS
1482	WMS-Goosing Around	30740	WMS
1484	WMS-Jungle Wild	30825	WMS
1487	WMS-SURVIVOR	30715	WMS
1488	WMS-Jewels of the Night	30511	WMS
1489	WMS-Enchanted Kingdom	30466	WMS
1490	WMS-Palace of the Riches	30695	WMS
1491	WMS-Kilauea	30795	WMS
1493	WMS-Treasures Diver	30604	WMS



1 / 19 100%

Slot Machine Events Report

Schema On-Line Database **Nr.of Days** 4
Venue ID 107005
Date from 12/30/2009 **Date to** 1/2/2010

Business Date 31/12/2009 (398) **Report Business Date** 31/12/2009 (398)
Terminal Code 84 **Retailer Code** 107005 **Venue Description** GRAU
EGM ID 1415 **EGM Description** WMS-Brazilian Beauty (1415)

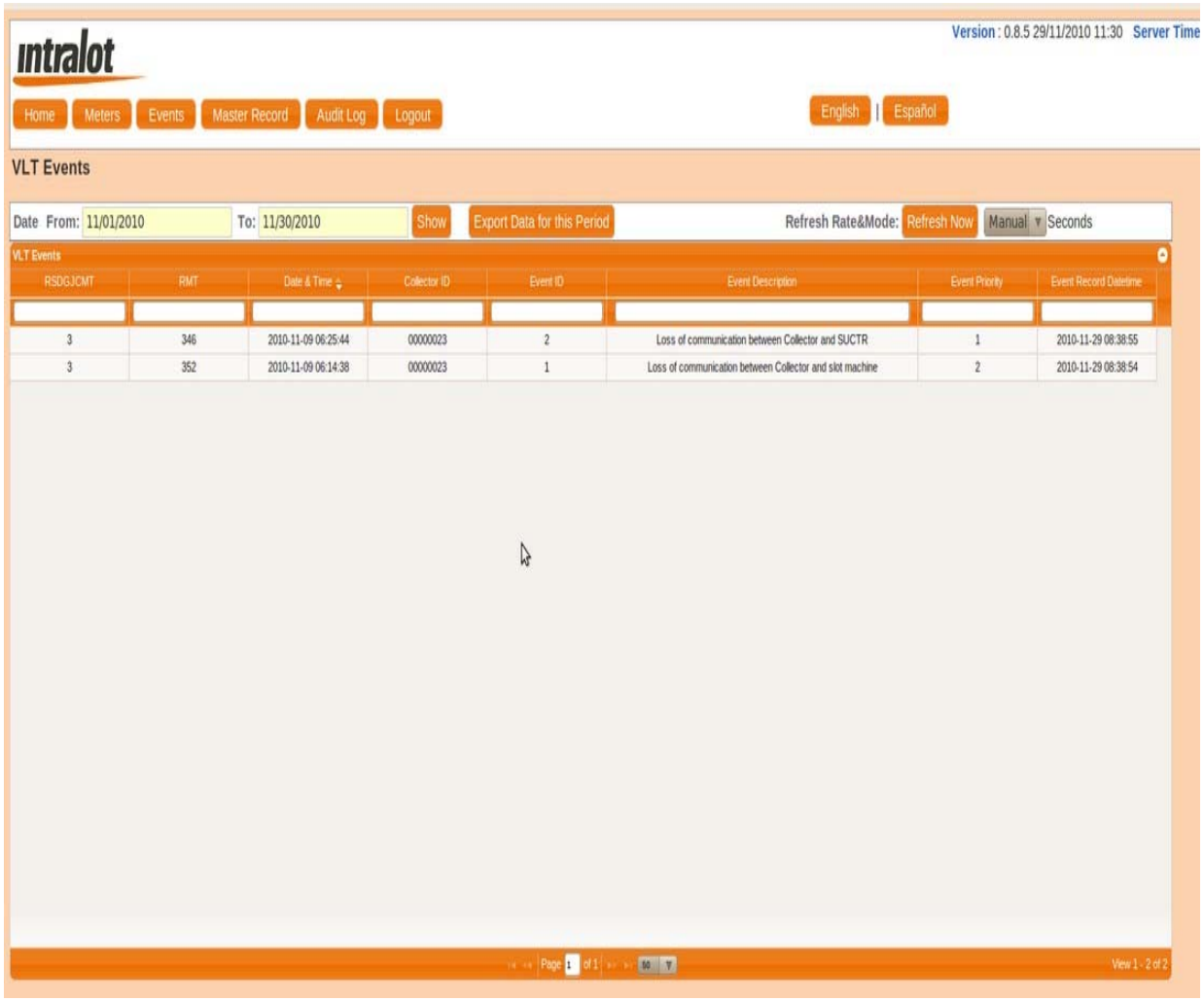
Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
18	12	Slot door close		31/12/2009 08:55:47
23	17	AC power apply		31/12/2009 08:54:21
153	99	Power off Slot Door Access		31/12/2009 08:54:18
24	18	AC power lost		31/12/2009 08:54:18
32768	8000	SC-EGM Stopped Responding		31/12/2009 02:45:01
123	7B	Bill vald tot reset		31/12/2009 02:11:39
28	1C	Cashbox installed		31/12/2009 02:11:39
26	1A	Cashbox door closed		31/12/2009 02:11:25
27	1B	Cashbox removed		31/12/2009 02:11:21
25	19	Cashbox door open		31/12/2009 02:11:18
130	82	Disp met entered		31/12/2009 01:49:13
17	11	Slot door open		31/12/2009 01:49:04
126	7E	Game has started		30/12/2009 19:18:45
126	7E	Game has started		30/12/2009 19:18:41
126	7E	Game has started		30/12/2009 19:18:35
126	7E	Game has started		30/12/2009 19:18:29
126	7E	Game has started		30/12/2009 19:18:25
126	7E	Game has started		30/12/2009 19:18:21
126	7E	Game has started		30/12/2009 19:18:16
126	7E	Game has started		30/12/2009 19:18:13
126	7E	Game has started		30/12/2009 19:18:09
126	7E	Game has started		30/12/2009 19:18:04
126	7E	Game has started		30/12/2009 19:18:00
126	7E	Game has started		30/12/2009 19:17:55
126	7E	Game has started		30/12/2009 19:17:50
126	7E	Game has started		30/12/2009 19:17:45
126	7E	Game has started		30/12/2009 19:17:40

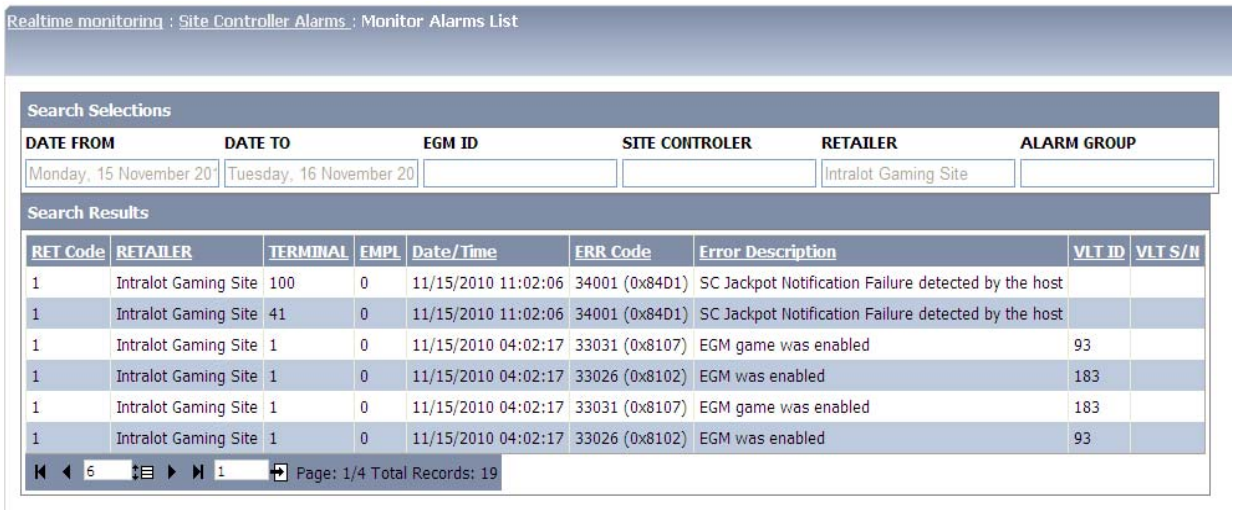
Slot Machine Events Report

Schema On-Line Database
Venue ID All
Date from 1/11/2010
Egm Category All
Nr.of Days 2
Operator Selection All
Date to 2/11/2010

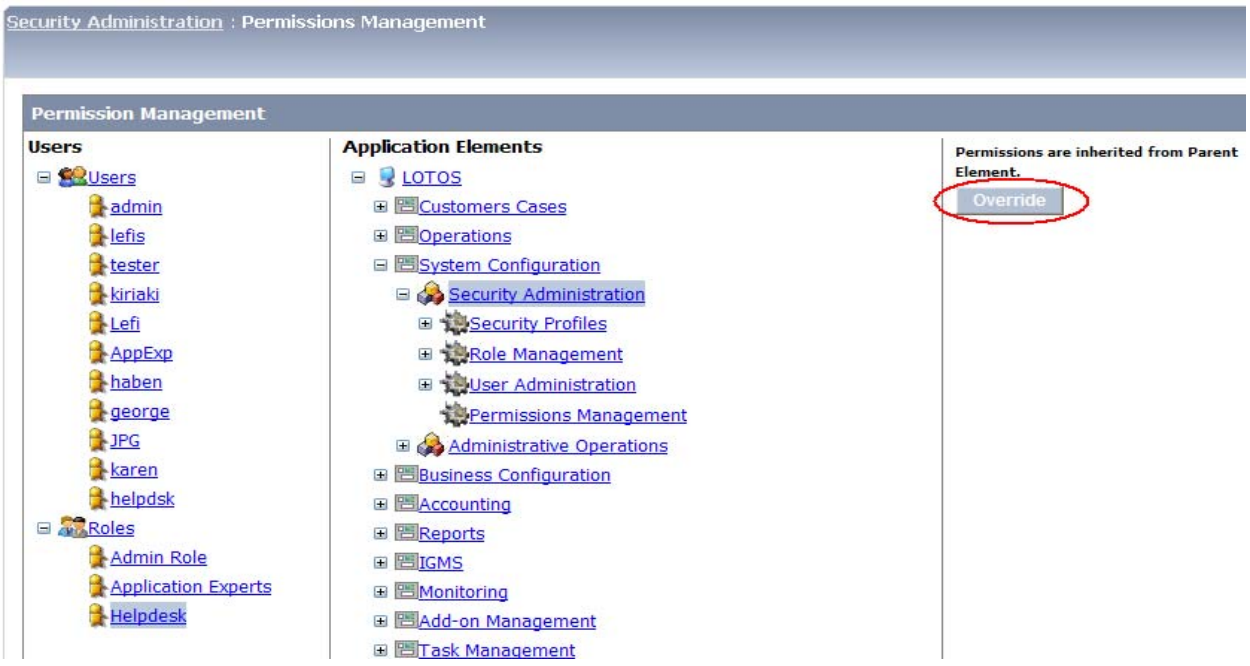
Business Date 01/11/2010 (703)
Report Business Date 01/11/2010 (703)
Terminal Code 171
Retailer Code 164001
Venue Description MAXIMUS
EGM ID 3647
EGM Description NOV(M)Hot Spot II (3647) 20119 NOV

Event ID	Hex Event ID	Event Description	Additional Data	Occured Date
131	83	Disp met exited		02/11/2010 05:50:21
130	82	Disp met entered		02/11/2010 05:49:02
22	16	Card cage closed		02/11/2010 01:41:28
64	40	Reel Tilt - # not specified		02/11/2010 01:37:26
61	3D	Cash out tick. print		02/11/2010 00:56:25
119	77	Replace printer ribb		02/11/2010 00:51:24
52	34	EEPROM err data err		02/11/2010 00:46:16
61	3D	Cash out tick. print		02/11/2010 00:37:32
61	3D	Cash out tick. print		02/11/2010 00:13:42
26	1A	Cashbox door closed		02/11/2010 00:10:15
18	12	Slot door close		01/11/2010 23:43:37
17	11	Slot door open		01/11/2010 23:41:17
33	21	Coin in tilt		01/11/2010 23:37:43
26	1A	Cashbox door closed		01/11/2010 23:35:20
32	20	General Tilt		01/11/2010 23:34:25
61	3D	Cash out tick. print		01/11/2010 22:45:36
113	71	Change lamp on		01/11/2010 22:07:46
113	71	Change lamp on		01/11/2010 22:07:43
114	72	Change lamp off		01/11/2010 22:07:43
114	72	Change lamp off		01/11/2010 22:07:21
113	71	Change lamp on		01/11/2010 22:07:20
19	13	Drop door open		01/11/2010 21:54:36
32769	8001	SC-EGM Resumed Responding		01/11/2010 21:41:41
64	40	Reel Tilt - # not specified		01/11/2010 21:39:44
114	72	Change lamp off		01/11/2010 21:28:08
75	4B	$ 50 Bill Acc		01/11/2010 20:50:28
43	2B	Bill rejected		01/11/2010 20:49:21
61	3D	Cash out tick. print		01/11/2010 20:34:44
61	3D	Cash out tick. print		01/11/2010 20:15:50
73	49	$ 10 Bill Acc		01/11/2010 19:59:22
61	3D	Cash out tick. print		01/11/2010 19:41:15
64	40	Reel Tilt - # not specified		01/11/2010 19:35:21
75	4B	$ 50 Bill Acc		01/11/2010 19:31:36
49	31	CMOS RAM err datarec		01/11/2010 19:08:24
130	82	Disp met entered		01/11/2010 19:02:10
73	49	$ 10 Bill Acc		01/11/2010 18:59:46
61	3D	Cash out tick. print		01/11/2010 15:48:50


intralot
Version : 0.8.5 29/11/2010 11:30 Server Time
Home
Meters
Events
Master Record
Audit Log
Logout
English | Español
VLT Events
Date From: 11/01/2010
To: 11/30/2010
Show
Export Data for this Period
Refresh Rate&Mode:
Refresh Now
Manual
Seconds
VLT Events
RSDGJCMT
RMT
Date & Time
Collector ID
Event ID
Event Description
Event Priority
Event Record Datetime
3 346 2010-11-09 06:25:44 00000023 2 Loss of communication between Collector and SUCTR 1 2010-11-29 08:38:55
3 352 2010-11-09 06:14:38 00000023 1 Loss of communication between Collector and slot machine 2 2010-11-29 08:38:54
Page 1 of 1
View 1 - 2 of 2


Realtime monitoring : Site Controller Alarms : Monitor Alarms List
Search Selections
DATE FROM
DATE TO
EGM ID
SITE CONTROLER
RETAILER
ALARM GROUP
Monday, 15 November 20
Tuesday, 16 November 20
Intralot Gaming Site
Search Results
RET Code | RETAILER | TERMINAL | EMPL | Date/Time | ERR Code | Error Description | VLT ID | VLT S/N
1 Intralot Gaming Site 100 0 11/15/2010 11:02:06 34001 (0x84D1) SC Jackpot Notification Failure detected by the host
1 Intralot Gaming Site 41 0 11/15/2010 11:02:06 34001 (0x84D1) SC Jackpot Notification Failure detected by the host
1 Intralot Gaming Site 1 0 11/15/2010 04:02:17 33031 (0x8107) EGM game was enabled 93
1 Intralot Gaming Site 1 0 11/15/2010 04:02:17 33026 (0x8102) EGM was enabled 183
1 Intralot Gaming Site 1 0 11/15/2010 04:02:17 33031 (0x8107) EGM game was enabled 183
1 Intralot Gaming Site 1 0 11/15/2010 04:02:17 33026 (0x8102) EGM was enabled 93
Page: 1/4 Total Records: 19


BOS Portal
Home
Settings
Actions
Search
Messages
Signed-in User: devteam
User Message
Status: 0
Applications
Business Configuration
System Configuration
Security Administration
Administrative Operations
Task Management
Monitoring
Security Administration
Permissions Management
Permissions Management
User Administration
User Administration
Roles Management
Roles Management
Security Profiles
Security Profiles


Security Administration : Permissions Management
Permission Management
Users
Users
admin
lefis
tester
kiriaki
Lefi
AppExp
haben
george
JPG
karen
helpdsk
Roles
Admin Role
Application Experts
Helpdesk
Application Elements
LOTOS
Customers Cases
Operations
System Configuration
Security Administration
Security Profiles
Role Management
User Administration
Permissions Management
Administrative Operations
Business Configuration
Accounting
Reports
IGMS
Monitoring
Add-on Management
Task Management
Permissions are inherited from Parent Element.
Override

EGM Master File Extended

Retailer Selection 50868 | EGM Status Active | Manufacturer IGT
Terminal Code | Protocol All | Egm Category Single Game

Shop ID 150002 | Company Crystal Palace SA | Shop Name 3rd Party Crystal Palace | Shop Location

EGM ID	EGM Description	EGM GSI ID	EGM Serial No.	Manufacturer	Commission	Opp Firmware Version	Game Firm. Ver. (EPROM_ID)	JCM Firmware Version	Return %	Denom	Validation
3192	IGT-King Cheetah (3192) 185 IGT	185	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3193	IGT-Cleopatra II (3193) 187 IGT	187	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3194	IGT-Enchanted Unicorn (3194) 30 IGT	30	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3195	IGT-Aztec Temple (3195) 186 IGT	186	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3196	IGT-Buffet Mania (3196) 63 IGT	63	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3197	IGT-Risque Business (3197) 124 IGT	124	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3198	IGT-Turkey Shoot (3198) 74 IGT	74	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3199	IGT-Totally Plus (3199) 61 IGT	61	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3200	IGT-Mystical Mermaid (3200) 117 IGT	117	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3201	IGT-Wild Taxi (3201) 26 IGT	26	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3202	IGT-Lobstermania (3202) 72 IGT	72	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3203	IGT-Supercherry (3203) 332 IGT	332	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3204	IGT-Tailgate Party (3204) 75 IGT	75	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3205	IGT-Texas Tea (3205) 28 IGT	28	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3206	IGT-Money Storm (3206) 27 IGT	27	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3207	IGT-Mr Lucky Fortune Cookie (3207) 29 IGT	29	1	IGT	03/11/2010	1	1	1	92,00%	0.01	No Voucher
3208	IGT-Enchanted Unicorn (3208) 138 IGT	138	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher
3209	IGT-Risque Business (3209) 37 IGT	37	1	IGT	05/08/2010	1	1	1	92,00%	0.01	No Voucher

EGM admin.	Site Controller IP	SC Host (LCP) IP	LCP	Host Port
1006	192.168.36.55	157 192.168.95.42	2	1400
1007	192.168.36.55	157 192.168.95.42	2	1400
1008	192.168.36.55	157 192.168.95.42	2	1400
1009	192.168.36.55	157 192.168.95.42	2	1400
1010	192.168.36.55	157 192.168.95.42	2	1400
1011	192.168.36.55	157 192.168.95.42	2	1400
1012	192.168.36.55	157 192.168.95.42	2	1400
1013	192.168.36.55	157 192.168.95.42	2	1400
1014	192.168.36.55	157 192.168.95.42	2	1400
1015	192.168.36.55	157 192.168.95.42	2	1400
1016	192.168.36.55	157 192.168.95.42	2	1400
1017	192.168.36.55	157 192.168.95.42	2	1400
1001	192.168.36.59	159 192.168.95.42	2	1400
1002	192.168.36.59	159 192.168.95.42	2	1400
1003	192.168.36.59	159 192.168.95.42	2	1400
1004	192.168.36.59	159 192.168.95.42	2	1400
1005	192.168.36.59	159 192.168.95.42	2	1400
1006	192.168.36.59	159 192.168.95.42	2	1400

Inventory Management

Site Controller Configuration Changes

Nr.of Days 9
Date from 26/10/2010 Date to 3/11/2010
Retailer Selection 50926 Device All

Retailer Code 150002 Retailer Description 3rd Party Crystal Palace

Terminal Code 159

Device (1) Main Configuration (-1) Configuration Main Configuration (1)

Version Code 9 User VMANOSALVA Update Date 02/11/2010 12:28

Change Type Update

Field Description	Old Value	New Value
Offline Deactivation time (11)	01/01/0001 00:00:00	01/01/001 00:00:00
Frame Error Threshold (6)	1000	100

Version Code 10 User VMANOSALVA Update Date 02/11/2010 12:28

Change Type Update

Field Description	Old Value	New Value
Offline Deactivation time (11)	01/01/0001 00:00:00	01/01/001 00:00:00
Frame Error Threshold (6)	100	1000

Vlt Configuration Changes

Nr.of Days 8
Date from 3/11/2010 Date to 10/11/2010
Device All

Retailer Code 150002 Retailer Description 3rd Party Crystal Palace

EGM Description IGT-Mr Lucky Fortune Cookie (3207)

Device (1) Main Configuration (-1) Configuration Main Configuration (1)

Version Code 3 User FSANCHEZ Update Date 03/11/2010 18:06

Change Type Update

Field Description	Old Value	New Value
Status (1)	Active	To be deleted

Version Code 4 User APPSVHOST Update Date 03/11/2010 18:10

Change Type Update

Field Description	Old Value	New Value
Status (1)	To be deleted	Deleted

Version Code 5 User FSANCHEZ Update Date 03/11/2010 18:11

Change Type Update

Field Description	Old Value	New Value
Status (1)	Deleted	To be activated

Version Code 6 User APPSVHOST Update Date 03/11/2010 18:15

Change Type Update

Field Description	Old Value	New Value
Status (1)	To be activated	Active

1 / 2 100%

Vlt Game Configuration Changes

Date from 2/11/2010
Nr.of Days 3
Date to 4/11/2010
Configuration All

Retailer Code 150002 Retailer Description 3rd Party Crystal Palace

Vlt Game Triple Play (271) Configuration Main Configuration (-1)

Version Code 1 User FSANCHEZ

Change Type Insert

Field Description	Old Value	New Value	Update Date
Status (1)	NULL	Active	03/11/2010 18:53
Status (1)	NULL	Active	03/11/2010 19:26

Vlt Game Deuces Triple Play (301) Configuration Main Configuration (-1)

Version Code 1 User FSANCHEZ

Change Type Insert

Field Description	Old Value	New Value	Update Date
Status (1)	NULL	Active	03/11/2010 18:53
Status (1)	NULL	Active	03/11/2010 19:26

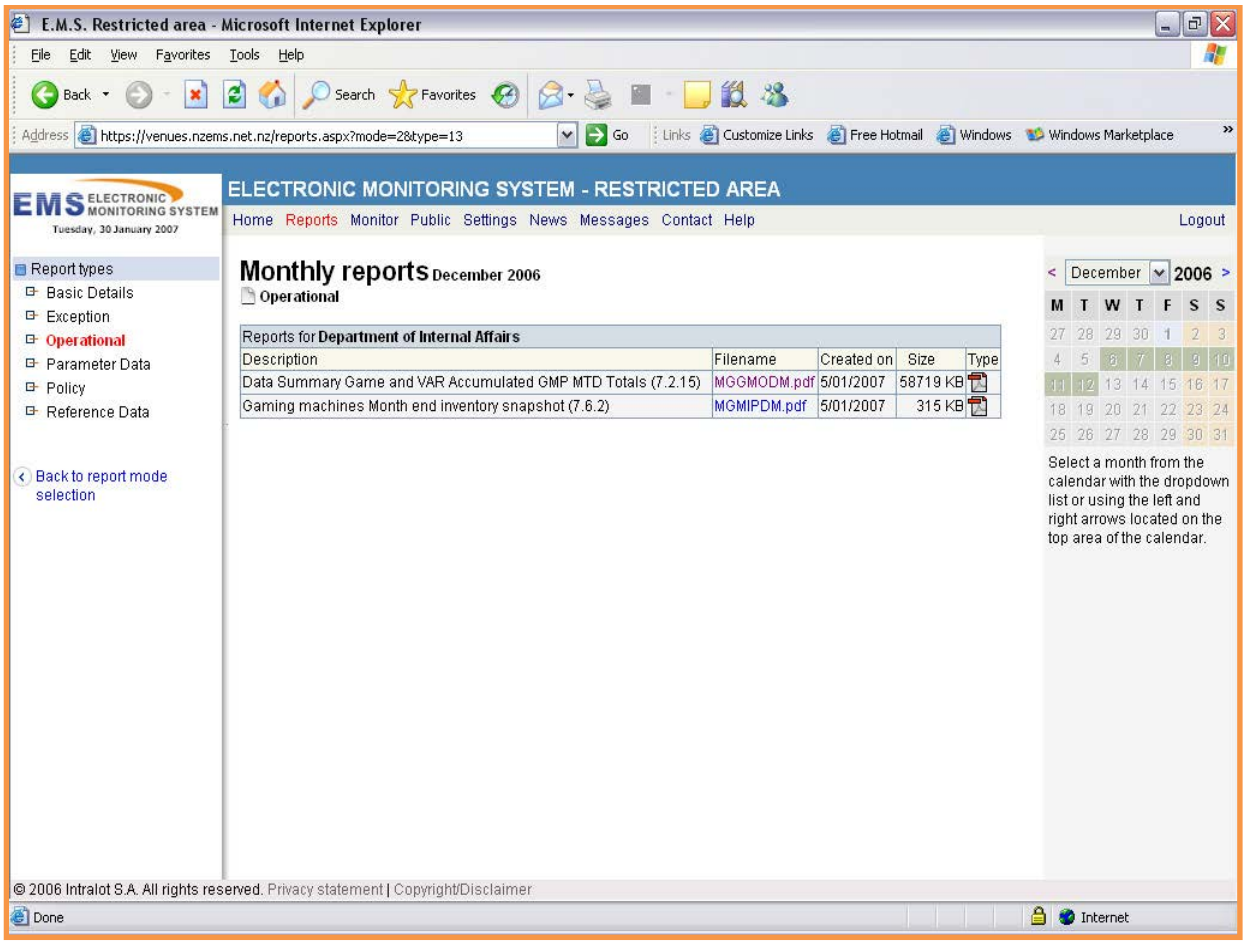
Vlt Game Double Bonus Triple Play (302) Configuration Main Configuration (-1)

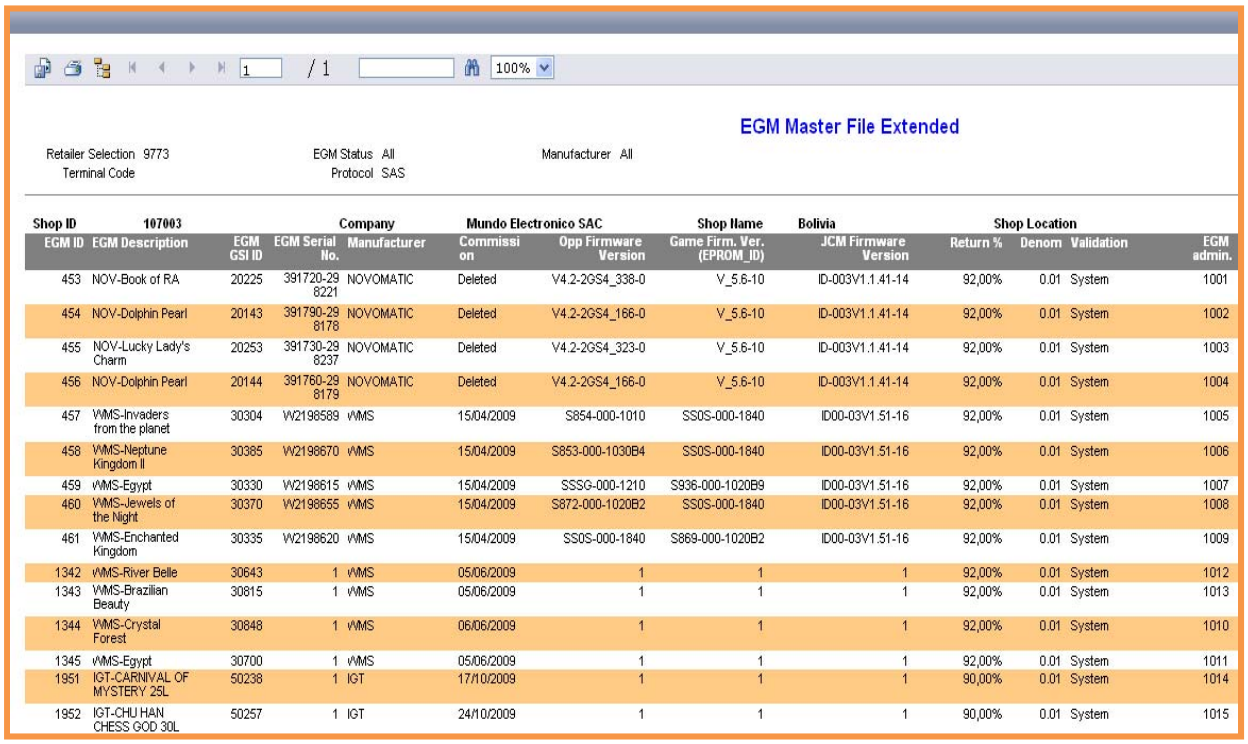
Version Code 1 User FSANCHEZ

Change Type Insert

Field Description	Old Value	New Value	Update Date
Status (1)	NULL	Active	03/11/2010 18:54
Status (1)	NULL	Active	03/11/2010 19:26

Vlt Game Bonus Triple Play (303) Configuration Main Configuration (-1)





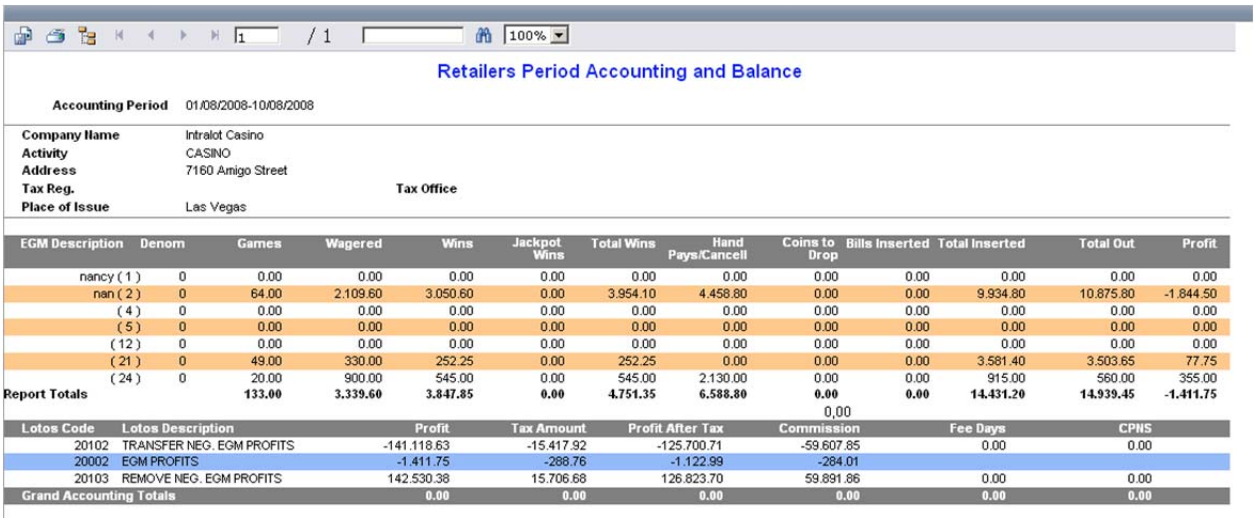
EGM Master File Extended

Retailer Selection 9773 EGM Status All Manufacturer All
Terminal Code Protocol SAS

Shop ID 107003 Company Mundo Electronico SAC Shop Name Bolivia Shop Location

EGM ID	EGM Description	EGM GSI ID	EGM Serial No.	Manufacturer	Commission	Opp Firmware Version	Game Firm. Ver. (EPROM_ID)	JCM Firmware Version	Return %	Denom	Validation	EGM admin.
453	NOV-Book of RA	20225	391720-29 8221	NOVOMATIC	Deleted	V4.2-2GS4_338-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1001
454	NOV-Dolphin Pearl	20143	391790-29 8178	NOVOMATIC	Deleted	V4.2-2GS4_166-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1002
455	NOV-Lucky Lady's Charm	20253	391730-29 8237	NOVOMATIC	Deleted	V4.2-2GS4_323-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1003
456	NOV-Dolphin Pearl	20144	391760-29 8179	NOVOMATIC	Deleted	V4.2-2GS4_166-0	V_5.6-10	ID-003V1.1.41-14	92,00%	0.01	System	1004
457	WMS-Invaders from the planet	30304	W2198589	WMS	15/04/2009	S854-000-1010	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1005
458	WMS-Neptune Kingdom II	30385	W2198670	WMS	15/04/2009	S853-000-1030B4	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1006
459	WMS-Egypt	30330	W2198615	WMS	15/04/2009	SSSG-000-1210	S936-000-1020B9	ID00-03V1.51-16	92,00%	0.01	System	1007
460	WMS-Jewels of the Night	30370	W2198655	WMS	15/04/2009	S872-000-1020B2	SS0S-000-1840	ID00-03V1.51-16	92,00%	0.01	System	1008
461	WMS-Enchanted Kingdom	30335	W2198620	WMS	15/04/2009	SS0S-000-1840	S869-000-1020B2	ID00-03V1.51-16	92,00%	0.01	System	1009
1342	WMS-River Belle	30643	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1012
1343	WMS-Brazilian Beauty	30815	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1013
1344	WMS-Crystal Forest	30848	1	WMS	06/06/2009	1	1	1	92,00%	0.01	System	1010
1345	WMS-Egypt	30700	1	WMS	05/06/2009	1	1	1	92,00%	0.01	System	1011
1951	IGT-CARNIVAL OF MYSTERY 25L	50238	1	IGT	17/10/2009	1	1	1	90,00%	0.01	System	1014
1952	IGT-CHU HAN CHESS GOD 30L	50257	1	IGT	24/10/2009	1	1	1	90,00%	0.01	System	1015

Invoicing



Retailers Period Accounting and Balance

Accounting Period 01/08/2008-10/08/2008

Company Name Intralot Casino
Activity CASINO
Address 7160 Amigo Street
Tax Reg. **Tax Office**
Place of Issue Las Vegas

EGM Description	Denom	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
nancy (1)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
nan (2)	0	64.00	2.109.60	3.050.60	0.00	3.954.10	4.458.80	0.00	0.00	9.934.80	10.875.80	-1.844.50
(4)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(5)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(12)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(21)	0	49.00	330.00	252.25	0.00	252.25	0.00	0.00	0.00	3.581.40	3.503.65	77.75
(24)	0	20.00	900.00	545.00	0.00	545.00	2.130.00	0.00	0.00	915.00	560.00	355.00
Report Totals		**133.00**	**3.339.60**	**3.847.85**	**0.00**	**4.751.35**	**6.588.80**	**0.00**	**0.00**	**14.431.20**	**14.939.45**	**-1.411.75**

0,00

Lotos Code	Lotos Description	Profit	Tax Amount	Profit After Tax	Commission	Fee Days	CPNS
20102	TRANSFER NEG. EGM PROFITS	-141.118.63	-15.417.92	-125.700.71	-59.607.85	0.00	0.00
20002	EGM PROFITS	-1.411.75	-288.76	-1.122.99	-284.01		
20103	REMOVE NEG. EGM PROFITS	142.530.38	15.706.68	126.823.70	59.891.86	0.00	0.00
Grand Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Derivative & Adjustments Meters

Schema On-Line Database
Report Date 1/11/2010
Retailer Selection 50875

Meters Group Accounting

Business Date 01/11/2010 (703)
Retailer Code 133007 **Retailer Description** 4 Ases Huaraz

EGM Description	Total Inserted	Total Out	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancelled	Bills Inserted	Coins Inserted	Games	GMP
ATR-Mystic Pearls (2165) 40121 ATR	493,04	562.19	1,011.95	1,081.10	0.00	1,081,10	0,00	20,00	368,00	1.991	-69.15
WMS-Game of Dragons II (2166) 30483 WMS	171,72	87.23	346.53	262.04	0.00	262,04	0,00	0,00	114,00	1.394	84.49
WMS-Running Wild (2167) 30427 WMS	239,00	235.59	393.00	389.59	0.00	389,59	0,00	150,00	89,00	893	3.41
WMS-Brazilian Beauty (2168) 30449 WMS	151,10	122.00	376.30	347.20	0.00	347,20	0,00	100,00	43,00	1.234	29.10
IGT-Stinkin' Rich (2171) 50354 IGT	210,86	102.25	714.31	605.70	0.00	605,70	0,00	80,00	88,00	2.786	108.61
IGT-South Pacific Intl (2172) 50339 IGT	67,00	57.23	140.62	130.85	0.00	130,85	0,00	40,00	27,00	813	9.77
WMS-Egypt (2173) 30446 WMS	69,95	70.20	151.80	152.05	0.00	152,05	0,00	30,00	36,00	618	-0.25
WMS-Life of Luxury (3540) 30591 WMS	57,33	23.08	198.93	164.68	0.00	164,68	0,00	0,00	52,00	1.224	34.25
NOV(M)Gaminator - Mix 20 - 94% (3541) 20340 NOV	387,00	197.08	1,034.82	844.90	0.00	844,90	0,00	290,00	97,00	3.751	189.92

Adjustments

Original											
Adjusted											
Difference											
Original Total											
Adjusted Total											
Difference Total											
Retailers Total:	1.847,00	1.456,85	4.368,26	3.978,11	0,00	3.978,11	0,00	710,00	914,00	14.704	390.15
Plus Adjustments	1.847,00	1.456,85	4.368,26	3.978,11	0,00	3.978,11	0,00	710,00	914,00	14.704	390.15
Total for the Day	1.847,00	1.456,85	4.368,26	3.978,11	0,00	3.978,11	0,00	710,00	914,00	14.704	390.15
Plus Adjustments	1.847,00	1.456,85	4.368,26	3.978,11	0,00	3.978,11	0,00	710,00	914,00	14.704	390.15

Meter Adjustments

Date from 1/11/2010 **Date to** 5/11/2010
Retailer Selection All **Nr.of Days** 5
EGM 50878 **Egm Category** All

Business Date 28/10/2010 **Report Business Date** 28/10/2010 **Adj Date** 03/11/2010
Retailer Code 103006 **Retailer Description** San Juan I Wari

EGM Description	Meter Description	Gross Value	Net Value	Original GMP	Reason Type	Status	Adj Net Value	Auth User Name	Adj User Name
WMS-Pyramid of the Kings (569) 30154 WMS	Credits Played (0)	35.117.665,00	653,400.37	-31,236.36	Machine fault condition - Communication failure between SC and EGM	Applied	377.093	pmedina 04/11/2010 03:41:10	pmedina 03/11/2010 08:32:28
WMS-Pyramid of the Kings (569) 30154 WMS	Credits Won (1)	31.901.427,00	684,636.73	-31,236.36	Machine fault condition - Communication failure between SC and EGM	Applied	296.795	pmedina 04/11/2010 03:41:14	pmedina 03/11/2010 08:32:53
WMS-Pyramid of the Kings (569) 30154 WMS	Credits In (2)	10.227.677,00	899,314.47	-31,236.36	Machine fault condition - Communication failure between SC and EGM	Applied	131.312	pmedina 04/11/2010 03:41:18	pmedina 03/11/2010 08:33:12
WMS-Pyramid of the Kings (569) 30154 WMS	Games Played (4)	739.241,00	992,699.16	-31,236.36	Machine fault condition - Communication failure between SC and EGM	Applied	7.087	pmedina 04/11/2010 03:41:21	pmedina 03/11/2010 08:33:37
WMS-Pyramid of the Kings (569) 30154 WMS	Legacy Bonus in Credits (6)	600.537,00	1,000,000.00	-31,236.36	Machine fault condition - Communication failure between SC and EGM	Applied	0	pmedina 04/11/2010 03:41:25	pmedina 03/11/2010 08:34:02
WMS-Pyramid of the Kings (569) 30154 WMS	Total Hand paid Cancelled Credits (8)	77.172,00	999,623.34	-31,236.36	Machine fault condition - Communication failure between SC and EGM	Applied	37.506	pmedina 04/11/2010 03:41:29	pmedina 03/11/2010 08:34:35


Perfomance Reports
Perfomance per EGM Type
EGM Averages
Monthly EGM Perfomance Progress
Retailer Performance
Weekly EGM Perfomance Progress


Accounting Reports
Daily Derivative Meters
Derivative & Adjustment Report
Meter Adjustments
Gaming Machine Payout
Gaming Machine Meters - Daily Balance
Gaming Machine Meters - Period Balance
Daily Count of EGM Ticket Transactions
Daily EGM Results
Gaming Machine Financial Transactions: (Handpays / Jackpots / Vouchers / Other)
Retailers Daily Accounting
Retailers Period Accounting
Retailers Period Accounting and Balance

Weekly EGM Perfomance Progress

Week From 22/06/2009 - 28/06/2009 | Week To 07/09/2009 - 13/09/2009 | Meters Group Accounting

Meter: Total Inserted | Show EGMs False | Show Daily Averages True | Jackpot EGMs False

	22/06/2009 - 28/06/2009	29/06/2009 - 05/07/2009	06/07/2009 - 12/07/2009	13/07/2009 - 19/07/2009	20/07/2009 - 26/07/2009	27/07/2009 - 02/08/2009	03/08/2009 - 09/08/2009	10/08/2009 - 16/08/2009	17/08/2009 - 23/08/2009	24/08/2009 - 30/08/2009	31/08/2009 - 06/09/2009	07/09/2009 - 13/09/2009	Total
Venue 133001				4 ASES TRUJILLO									
Total EGMs	9	9	9	9	9	9	9	9	9	9	9	9	
EGM Days	63	63	63	63	63	63	63	63	63	63	63	63	756
Average	230,04	218,82	281,69	231,76	282,43	283,71	245,57	214,72	236,94	307,28	276,70	247,25	254,74
Totals:	14.492,75	13.785,87	17.746,43	14.600,94	17.792,83	17.874,04	15.470,80	13.527,14	14.927,17	19.358,56	17.431,89	15.576,52	192,584.94
Venue 133002				4 Ases Canete									
Total EGMs	13	13	13	13	13	16	16	16	16	16	16	16	
EGM Days	91	91	91	91	91	100	112	112	112	112	112	112	1227
Average	523,35	589,87	636,54	620,38	650,32	664,78	651,68	602,68	565,15	540,17	665,82	570,81	606,46
Totals:	47.625,15	53.677,84	57.924,73	56.454,81	59.179,10	66.478,17	72.988,13	67.499,92	63.296,70	60.499,08	74.571,53	63.930,61	744,125.77
Report Totals													
EGMs	22	22	22	22	22	25	25	25	25	25	25	25	
EGM Days	154	154	154	154	154	163	175	175	175	175	175	175	1983
Average/Day	403.36	438.08	491.37	461.40	499.82	517.50	505.48	463.01	446.99	456.33	525.73	454.33	472.37
Totals:	62.117,90	67.463,71	75.671,16	71.055,75	76.971,93	84.352,21	88.458,93	81.027,06	78.223,87	79.857,64	92.003,42	79.507,13	936,710.71

Retailers Period Accounting and Balance

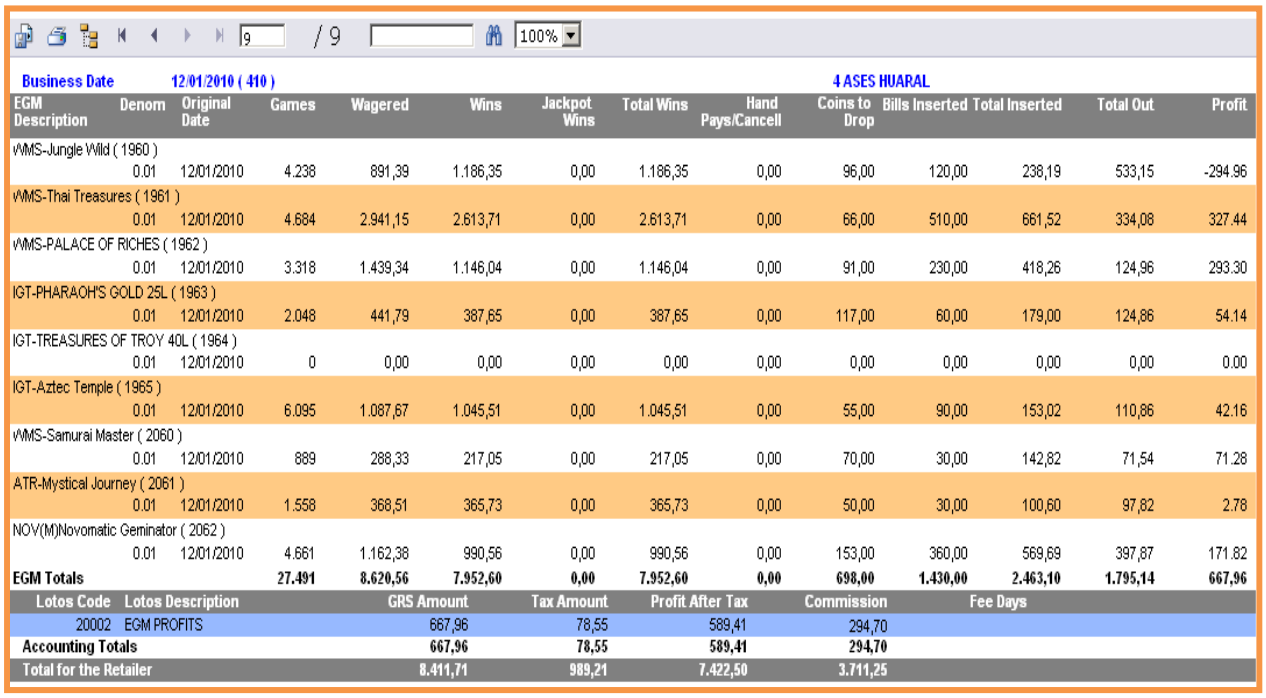
Accounting Period 01/08/2008-10/08/2008

Company Name	Intralot Casino		
Activity	CASINO		
Address	7160 Amigo Street		
Tax Reg.		**Tax Office**	
Place of Issue	Las Vegas		

EGM Description	Denom	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
nancy (1)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
nan (2)	0	64.00	2.109.60	3.050.60	0.00	3.954.10	4.458.80	0.00	0.00	9.934.80	10.875.80	-1.844.50
(4)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(5)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(12)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(21)	0	49.00	330.00	252.25	0.00	252.25	0.00	0.00	0.00	3.581.40	3.503.65	77.75
(24)	0	20.00	900.00	545.00	0.00	545.00	2.130.00	0.00	0.00	915.00	560.00	355.00
Report Totals		**133.00**	**3.339.60**	**3.847.85**	**0.00**	**4.751.35**	**6.588.80**	**0.00**	**0.00**	**14.431.20**	**14.939.45**	**-1.411.75**

0,00

Lotos Code	Lotos Description	Profit	Tax Amount	Profit After Tax	Commission	Fee Days	CPNS
20102	TRANSFER NEG. EGM PROFITS	-141.118.63	-15.417.92	-125.700.71	-59.607.85	0.00	0.00
20002	EGM PROFITS	-1.411.75	-288.76	-1.122.99	-284.01		
20103	REMOVE NEG. EGM PROFITS	142.530.38	15.706.68	126.823.70	59.891.86	0.00	0.00
Grand Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

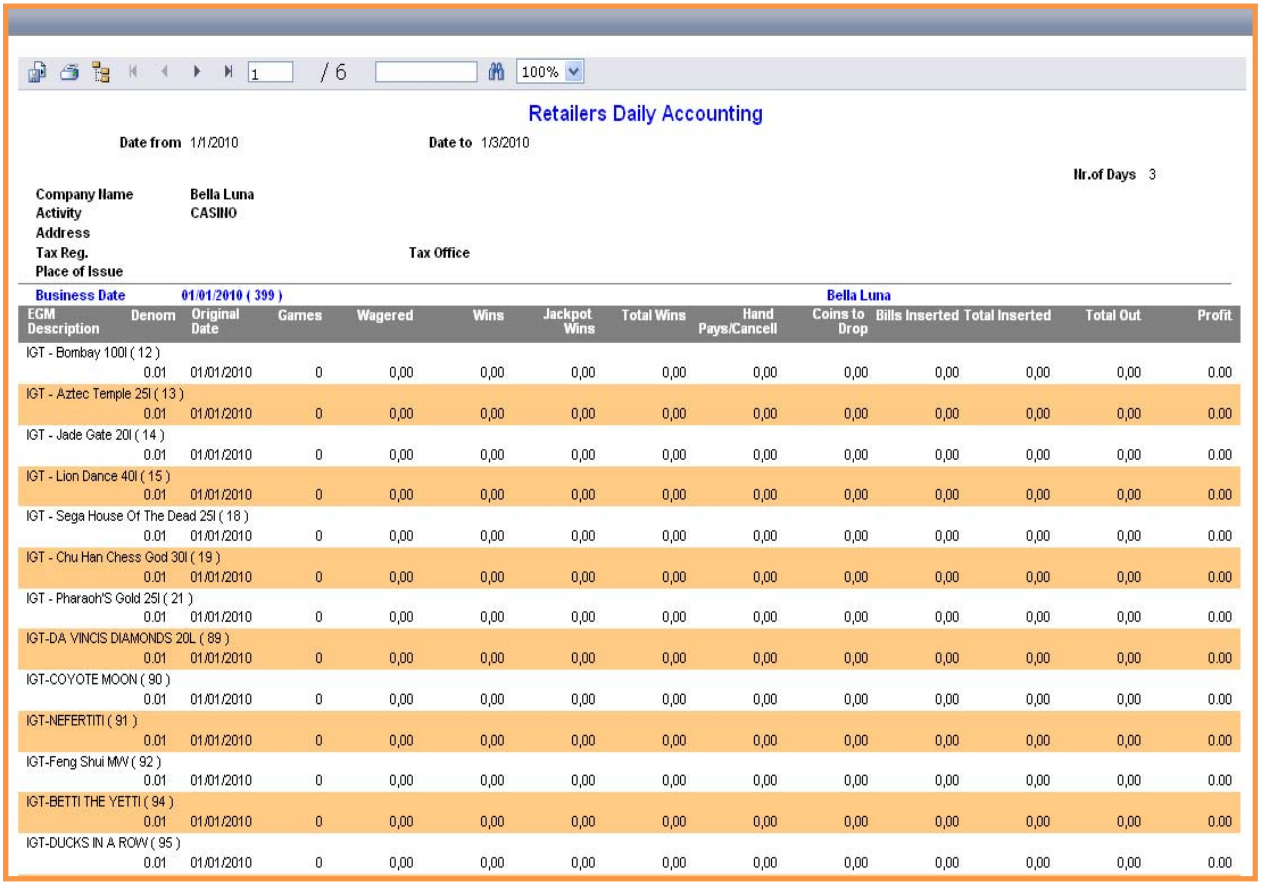


9 / 9 100%

Business Date 12/01/2010 (410) — 4 ASES HUARAL

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
VMS-Jungle Wild (1960)	0.01	12/01/2010	4.238	891,39	1.186,35	0,00	1.186,35	0,00	96,00	120,00	238,19	533,15	-294.96
VMS-Thai Treasures (1961)	0.01	12/01/2010	4.684	2.941,15	2.613,71	0,00	2.613,71	0,00	66,00	510,00	661,52	334,08	327.44
VMS-PALACE OF RICHES (1962)	0.01	12/01/2010	3.318	1.439,34	1.146,04	0,00	1.146,04	0,00	91,00	230,00	418,26	124,96	293.30
IGT-PHARAOH'S GOLD 25L (1963)	0.01	12/01/2010	2.048	441,79	387,65	0,00	387,65	0,00	117,00	60,00	179,00	124,86	54.14
IGT-TREASURES OF TROY 40L (1964)	0.01	12/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Aztec Temple (1965)	0.01	12/01/2010	6.095	1.087,67	1.045,51	0,00	1.045,51	0,00	55,00	90,00	153,02	110,86	42.16
VMS-Samurai Master (2060)	0.01	12/01/2010	889	288,33	217,05	0,00	217,05	0,00	70,00	30,00	142,82	71,54	71.28
ATR-Mystical Journey (2061)	0.01	12/01/2010	1.558	368,51	365,73	0,00	365,73	0,00	50,00	30,00	100,60	97,82	2.78
NOV(M)Novomatic Geminator (2062)	0.01	12/01/2010	4.661	1.162,38	990,56	0,00	990,56	0,00	153,00	360,00	569,69	397,87	171.82
EGM Totals			**27.491**	**8.620,56**	**7.952,60**	**0,00**	**7.952,60**	**0,00**	**698,00**	**1.430,00**	**2.463,10**	**1.795,14**	**667,96**

Lotos Code	Lotos Description	GRS Amount	Tax Amount	Profit After Tax	Commission	Fee Days
20002	EGM PROFITS	667,96	78,55	589,41	294,70	
Accounting Totals		**667,96**	**78,55**	**589,41**	**294,70**	
Total for the Retailer		**8.411,71**	**989,21**	**7.422,50**	**3.711,25**	



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Retailers Daily Accounting

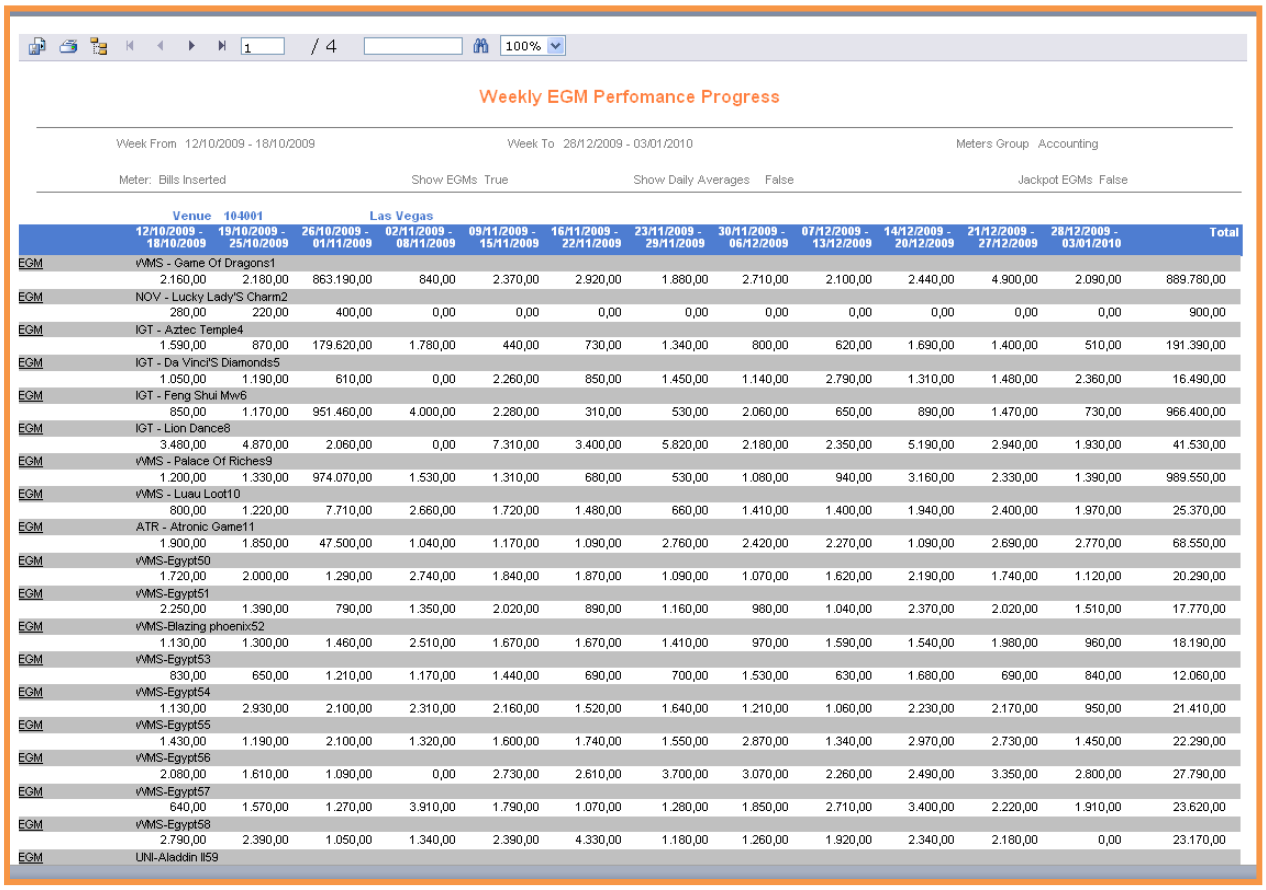
Date from 1/1/2010 **Date to** 1/3/2010

Nr.of Days 3

Company Name Bella Luna
Activity CASINO
Address
Tax Reg. **Tax Office**
Place of Issue

Business Date 01/01/2010 (399) — Bella Luna

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
IGT - Bombay 100l (12)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Aztec Temple 25l (13)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Jade Gate 20l (14)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Lion Dance 40l (15)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Sega House Of The Dead 25l (18)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Chu Han Chess God 30l (19)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT - Pharaoh'S Gold 25l (21)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DA VINCIS DIAMONDS 20L (89)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-COYOTE MOON (90)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-NEFERTITI (91)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Feng Shui MW (92)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-BETTI THE YETTI (94)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-DUCKS IN A ROW (95)	0.01	01/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00



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Weekly EGM Perfomance Progress

Week From 12/10/2009 - 18/10/2009 Week To 28/12/2009 - 03/01/2010 Meters Group Accounting

Meter: Bills Inserted Show EGMs True Show Daily Averages False Jackpot EGMs False

Venue 104001 Las Vegas

		12/10/2009 - 18/10/2009	19/10/2009 - 25/10/2009	26/10/2009 - 01/11/2009	02/11/2009 - 08/11/2009	09/11/2009 - 15/11/2009	16/11/2009 - 22/11/2009	23/11/2009 - 29/11/2009	30/11/2009 - 06/12/2009	07/12/2009 - 13/12/2009	14/12/2009 - 20/12/2009	21/12/2009 - 27/12/2009	28/12/2009 - 03/01/2010	Total
EGM	vWMS - Game Of Dragons1	2.160,00	2.180,00	863.190,00	840,00	2.370,00	2.920,00	1.880,00	2.710,00	2.100,00	2.440,00	4.900,00	2.090,00	889.780,00
EGM	NOV - Lucky Lady'S Charm2	280,00	220,00	400,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	900,00
EGM	IGT - Aztec Temple4	1.590,00	870,00	179.620,00	1.780,00	440,00	730,00	1.340,00	800,00	620,00	1.690,00	1.400,00	510,00	191.390,00
EGM	IGT - Da Vinci'S Diamonds5	1.050,00	1.190,00	610,00	0,00	2.260,00	850,00	1.450,00	1.140,00	2.790,00	1.310,00	1.480,00	2.360,00	16.490,00
EGM	IGT - Feng Shui Mw6	850,00	1.170,00	951.460,00	4.000,00	2.280,00	310,00	530,00	2.060,00	650,00	890,00	1.470,00	730,00	966.400,00
EGM	IGT - Lion Dance8	3.480,00	4.870,00	2.060,00	0,00	7.310,00	3.400,00	5.820,00	2.180,00	2.350,00	5.190,00	2.940,00	1.930,00	41.530,00
EGM	vWMS - Palace Of Riches9	1.200,00	1.330,00	974.070,00	1.530,00	1.310,00	680,00	530,00	1.080,00	940,00	3.160,00	2.330,00	1.390,00	989.550,00
EGM	vWMS - Luau Loot10	800,00	1.220,00	7.710,00	2.660,00	1.720,00	1.480,00	660,00	1.410,00	1.400,00	1.940,00	2.400,00	1.970,00	25.370,00
EGM	ATR - Atronic Game11	1.900,00	1.850,00	47.500,00	1.040,00	1.170,00	1.090,00	2.760,00	2.420,00	2.270,00	1.090,00	2.690,00	2.770,00	68.550,00
EGM	vWMS-Egypt50	1.720,00	2.000,00	1.290,00	2.740,00	1.840,00	1.870,00	1.090,00	1.070,00	1.620,00	2.190,00	1.740,00	1.120,00	20.290,00
EGM	vWMS-Egypt51	2.250,00	1.390,00	790,00	1.350,00	2.020,00	890,00	1.160,00	980,00	1.040,00	2.370,00	2.020,00	1.510,00	17.770,00
EGM	vWMS-Blazing phoenix52	1.130,00	1.300,00	1.460,00	2.510,00	1.670,00	1.670,00	1.410,00	970,00	1.590,00	1.540,00	1.980,00	960,00	18.190,00
EGM	vWMS-Egypt53	830,00	650,00	1.210,00	1.170,00	1.440,00	690,00	700,00	1.530,00	630,00	1.680,00	690,00	840,00	12.060,00
EGM	vWMS-Egypt54	1.130,00	2.930,00	2.100,00	2.310,00	2.160,00	1.520,00	1.640,00	1.210,00	1.060,00	2.230,00	2.170,00	950,00	21.410,00
EGM	vWMS-Egypt55	1.430,00	1.190,00	2.100,00	1.320,00	1.600,00	1.740,00	1.550,00	2.870,00	1.340,00	2.970,00	2.730,00	1.450,00	22.290,00
EGM	vWMS-Egypt56	2.080,00	1.610,00	1.090,00	0,00	2.730,00	2.610,00	3.700,00	3.070,00	2.260,00	2.490,00	3.350,00	2.800,00	27.790,00
EGM	vWMS-Egypt57	640,00	1.570,00	1.270,00	3.910,00	1.790,00	1.070,00	1.280,00	1.850,00	2.710,00	3.400,00	2.220,00	1.910,00	23.620,00
EGM	vWMS-Egypt58	2.790,00	2.390,00	1.050,00	1.340,00	2.390,00	4.330,00	1.180,00	1.260,00	1.920,00	2.340,00	2.180,00	0,00	23.170,00
EGM	UNI-Aladdin II59													

Report Date 11/1/2010 **Retailer Selection** 118001
EGM All

EGM Description ATR(M)Atronic(477)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	98.00	0.00	98.00	100.00
10 Euro Bill	10.00	0.00	10.00	100.00
20 Euro Bill	200.00	0.00	200.00	100.00
50 Euro Bill	100.00	0.00	100.00	100.00
Ticket	113.29	0.00	113.29	100.00
Ticket Totals	**521.29**	**0.00**	**521.29**	

EGM Description ATR(M)Atronic(478)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	67.00	0.00	67.00	100.00
Ticket	142.25	0.00	142.25	100.00
Ticket Totals	**209.25**	**0.00**	**209.25**	

EGM Description ATR(M)Atronic(479)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	121.00	0.00	121.00	100.00
10 Euro Bill	20.00	0.00	20.00	100.00
20 Euro Bill	20.00	0.00	20.00	100.00
50 Euro Bill	50.00	0.00	50.00	100.00
Ticket	11.08	0.00	11.08	100.00
Ticket Totals	**222.08**	**0.00**	**222.08**	

EGM Description WMS(M)Williams(480)

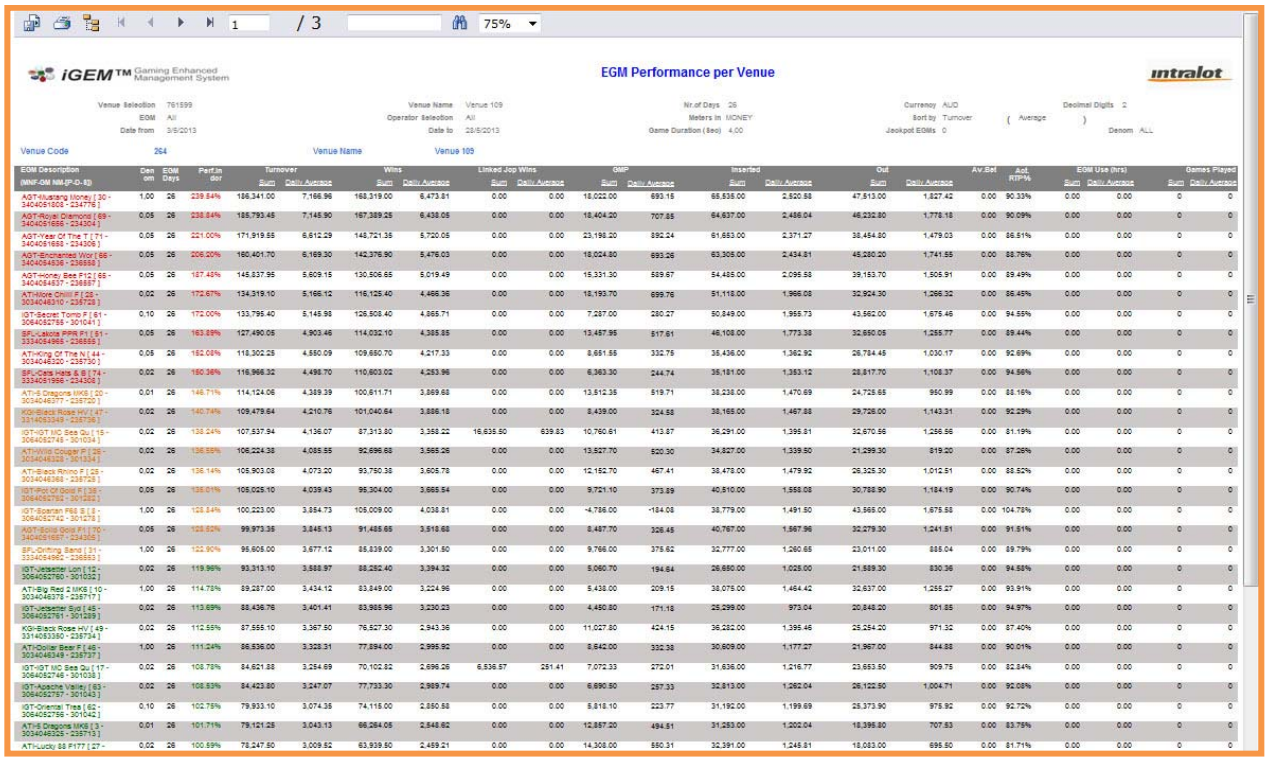
Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	250.00	0.00	250.00	100.00
10 Euro Bill	50.00	0.00	50.00	100.00
20 Euro Bill	400.00	0.00	400.00	100.00
50 Euro Bill	600.00	0.00	600.00	100.00
Ticket	247.69	0.00	247.69	100.00
Ticket Totals	**1,547.69**	**0.00**	**1,547.69**	

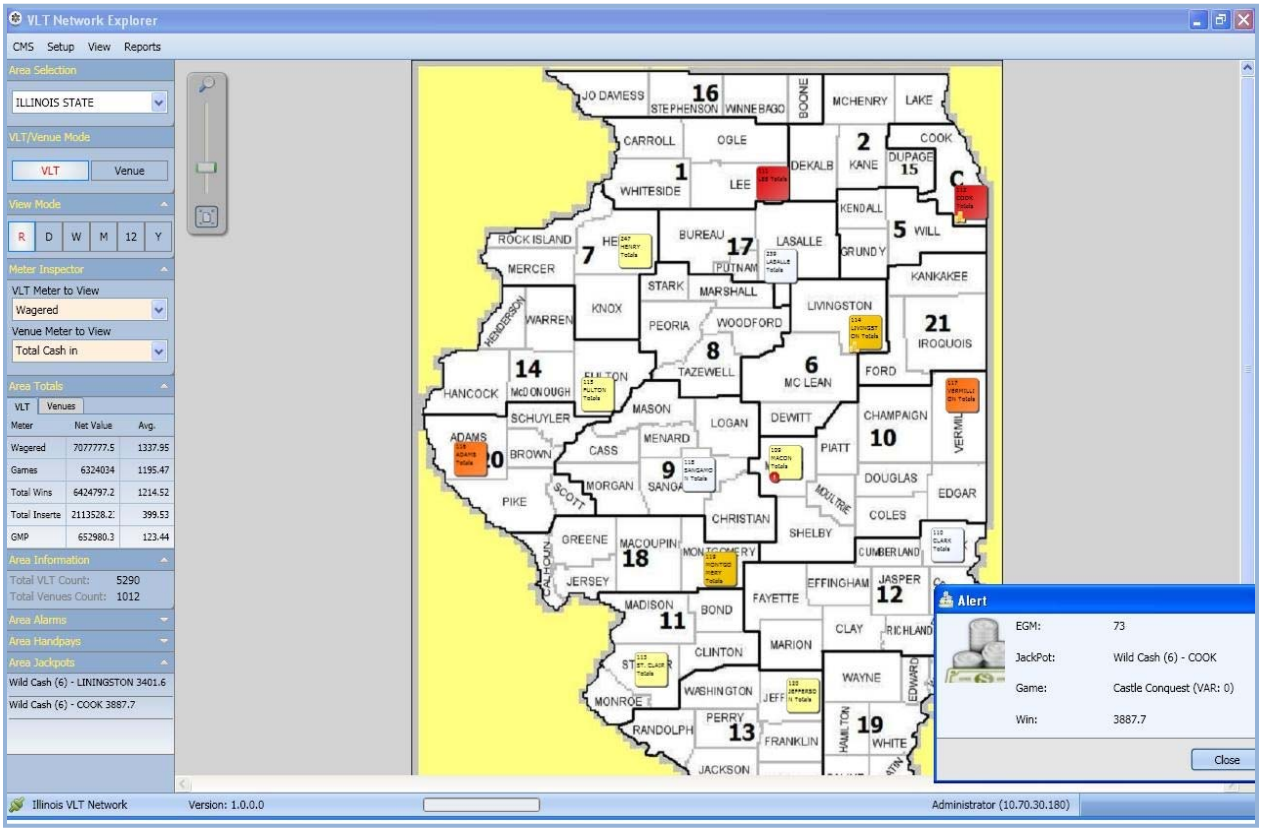
EGM Description WMS(M)Williams(481)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)
1 Euro Coin	113.00	0.00	113.00	100.00
10 Euro Bill	60.00	0.00	60.00	100.00
20 Euro Bill	20.00	0.00	20.00	100.00
Ticket	302.84	0.00	302.84	100.00
Ticket Totals	**495.84**	**0.00**	**495.84**	

EGM Description ATR(M)Atronic(482)

Entity Description	Meter Amount	Operational Amount	Difference	Variance(%)


iGEM™ Gaming Enhanced Management System
EGM Performance per Venue
intralot


VLT Network Explorer
CMS
Setup
View
Reports
Area Selection
ILLINOIS STATE
VLT/Venue Mode
VLT
Venue
View Mode
Meter Inspector
VLT Meter to View
Wagered
Venue Meter to View
Total Cash in
Area Totals
Area Information
Total VLT Count: 5290
Total Venues Count: 1012
Area Alarms
Area Handpays
Area Jackpots
Wild Cash (6) - LININGSTON 3401.6
Wild Cash (6) - COOK 3887.7
Alert
EGM: 73
JackPot: Wild Cash (6) - COOK
Game: Castle Conquest (VAR: 0)
Win: 3887.7
Close
Illinois VLT Network
Version: 1.0.0.0
Administrator (10.70.30.180)

V-LOTOS Report's Date: 19/09/2007 06:55:27 PAGE 1 / 1

Machine Meters Per Shop - All measurements - VLT Level (NUEVO SOL)

FROM BUSINESS DAY 16/09/2007 06:00:00-17/09/2007 05:59:59(R) TO BUSINESS DAY 17/09/2007 06:00:00-18/09/2007 05:59:59(R)
FROM SHOP 106000 TO SHOP 106999

BUSINESS DAY	SHOP ID	Vlt Description	Vlt Code	Vlt Poll	Games Played	Average Credits Per Game	Credits In	Credits Played	Credits Won	Credits Out	Credits Cancelled	Gross Profit	Gross Profit in Loc.Currency	Gross Profit In EURO	Actual Payout
16/09/2007															
	106001														
10/9 09:18 16/09 17:43		COOK BOOK	10125	3	991	66,6	19.000	65.980	52.595	5.615	475	13.385	133,85	0,00	79,7 %
12/9 15:13 16/09 17:43		FIESTA	10145	5	3.586	24,1	40.000	86.536	67.046	20.510	4.195	19.490	194,90	0,00	77,5 %
12/9 15:31 16/09 17:43		ILLUSION	10129	8	1.462	36,4	13.000	53.183	45.112	4.929	0	8.071	80,71	0,00	84,8 %
12/9 15:31 16/09 17:43		NANUK	10101	6	2.001	34,2	24.000	68.420	51.705	7.285	1.680	16.715	167,15	0,00	75,6 %
12/9 15:27 16/09 17:43		WILD WEST	10116	4	1.145	32,4	12.000	37.065	33.285	8.220	1.120	3.780	37,80	0,00	89,8 %
Totals	106001	5			9.185	33,9	108.000	311.184	249.743	46.559	7.470	61.441	614,41	0,00	80,26 %
17/09/2007															
	106001														
10/9 09:18 18/09 04:31		COOK BOOK	10125	3	3.598	38,3	30.000	137.665	120.170	12.505	1.540	17.495	174,95	0,00	87,3 %
12/9 15:13 18/09 04:31		FIESTA	10145	5	4.980	26,4	58.000	131.545	111.095	37.550	7.240	20.450	204,50	0,00	84,5 %
12/9 15:31 18/09 04:32		ILLUSION	10129	8	3.408	38,2	24.000	130.048	124.037	17.989	770	6.011	60,11	0,00	95,4 %
12/9 15:31 18/09 04:31		NANUK	10101	6	1.344	46,9	18.000	63.090	52.410	7.320	3.000	10.680	106,80	0,00	83,1 %
12/9 15:27 18/09 04:31		WILD WEST	10116	4	1.789	33,5	18.000	59.975	53.921	11.946	1.360	6.054	60,54	0,00	89,9 %
Totals	106001	5			15.119	34,5	148.000	522.323	461.633	87.310	13.910	60.690	606,90	0,00	88,38 %
								TOTALS							
Grand Totals	5				24.304	34,3	256.000	833.507	711.376	133.869	21.380	122.131	1.221,31	0,00	85,35 %

1 / 1 100%

Missing Meters Report

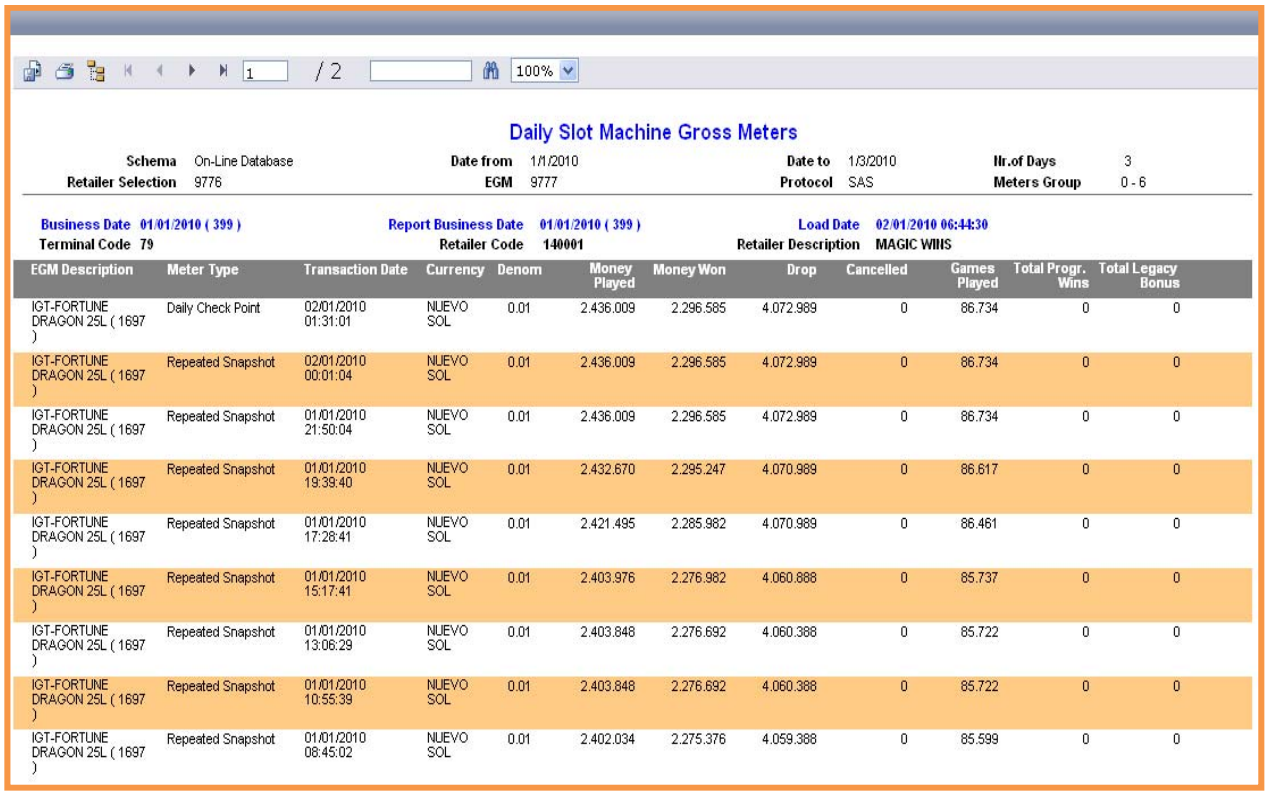
Date from 1/5/2010 **Type** Missing Meters
Retailer Selection All

Retailer Code 140001 **Retailer Description** MAGIC WINS

EGM ID	EGM Description	Alias	Manufacturer
1287	WMS-Thai Treasures	30570	WMS
1288	WMS-Jewels of the Night	30518	WMS
1289	WMS-PALACE OF RICHES	30588	WMS
1294	ATR-DRAGON MASTER	40229	ATRONIC
1295	WMS-Luau Loot	30531	WMS
1296	WMS-Samurai Master	30553	WMS
1297	WMS-Enchanted Kingdom	30473	WMS
1298	WMS-Neptune Kingdom II	30543	WMS
1302	ATR-XANADA - CITY OF LUCK	40272	ATRONIC
1640	WMS-Game of Dragons	30361	WMS
1641	WMS-Zeus	30725	WMS
1643	IGT-NEFERTITI	50278	IGT
1645	IGT-LOTUS FLOWER 20L	50258	IGT
1648	ATR-MIGHTY MINER	40216	ATRONIC
1697	IGT-FORTUNE DRAGON 25L	50213	IGT
1698	IGT-Bombay 100L	50218	IGT

Retailer Code 149001 **Retailer Description** Mardi Gras

EGM ID	EGM Description	Alias	Manufacturer
1701	IGT-CHU HAN CHESS GOD 30L	50152	IGT
1826	NOV(M)Novomatic Geminator	20344	NOVOMATIC
1827	NOV(M)Novomatic Geminator	20399	NOVOMATIC
1829	NOV(M)Novomatic Geminator	20342	NOVOMATIC
1839	IGT-NEFERTITI	50274	IGT
1840	IGT-TREASURES OF TROY 40L	50381	IGT
1841	IGT-House of Dead	50319	IGT
1848	NOV(M)Novomatic Geminator	20390	NOVOMATIC
1849	NOV(M)Novomatic Geminator	20373	NOVOMATIC
1850	NOV(M)Novomatic Geminator	20316	NOVOMATIC
1851	NOV(M)Novomatic Geminator	20312	NOVOMATIC
1852	NOV(M)Novomatic Geminator	20320	NOVOMATIC
1853	NOV(M)Novomatic Geminator	20363	NOVOMATIC
1854	NOV(M)Novomatic Geminator	20362	NOVOMATIC
1861	IGT-Moolah	50263	IGT
1917	NOV(M)Novomatic Geminator	20354	NOVOMATIC
1918	NOV(M)Novomatic Geminator	20322	NOVOMATIC
1919	NOV(M)Novomatic Geminator	20318	NOVOMATIC



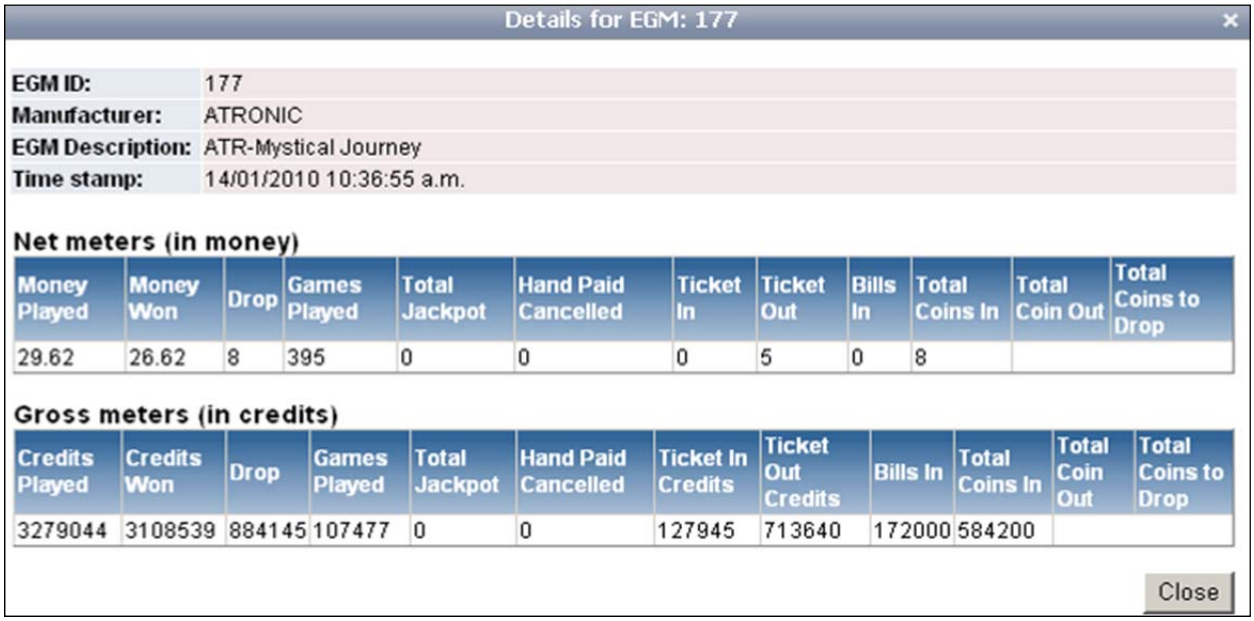
1 / 2 100%

Daily Slot Machine Gross Meters

Schema On-Line Database | Date from 1/1/2010 | Date to 1/3/2010 | Nr.of Days 3
Retailer Selection 9776 | EGM 9777 | Protocol SAS | Meters Group 0 - 6

Business Date 01/01/2010 (399) | Report Business Date 01/01/2010 (399) | Load Date 02/01/2010 06:44:30
Terminal Code 79 | Retailer Code 140001 | Retailer Description MAGIC WINS

EGM Description	Meter Type	Transaction Date	Currency	Denom	Money Played	Money Won	Drop	Cancelled	Games Played	Total Progr. Wins	Total Legacy Bonus
IGT-FORTUNE DRAGON 25L (1697)	Daily Check Point	02/01/2010 01:31:01	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	02/01/2010 00:01:04	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 21:50:04	NUEVO SOL	0.01	2.436.009	2.296.585	4.072.989	0	86.734	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 19:39:40	NUEVO SOL	0.01	2.432.670	2.295.247	4.070.989	0	86.617	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 17:28:41	NUEVO SOL	0.01	2.421.495	2.285.982	4.070.989	0	86.461	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 15:17:41	NUEVO SOL	0.01	2.403.976	2.276.982	4.060.888	0	85.737	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 13:06:29	NUEVO SOL	0.01	2.403.848	2.276.692	4.060.388	0	85.722	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 10:55:39	NUEVO SOL	0.01	2.403.848	2.276.692	4.060.388	0	85.722	0	0
IGT-FORTUNE DRAGON 25L (1697)	Repeated Snapshot	01/01/2010 08:45:02	NUEVO SOL	0.01	2.402.034	2.275.376	4.059.388	0	85.599	0	0



Details for EGM: 177

EGM ID:	177
Manufacturer:	ATRONIC
EGM Description:	ATR-Mystical Journey
Time stamp:	14/01/2010 10:36:55 a.m.

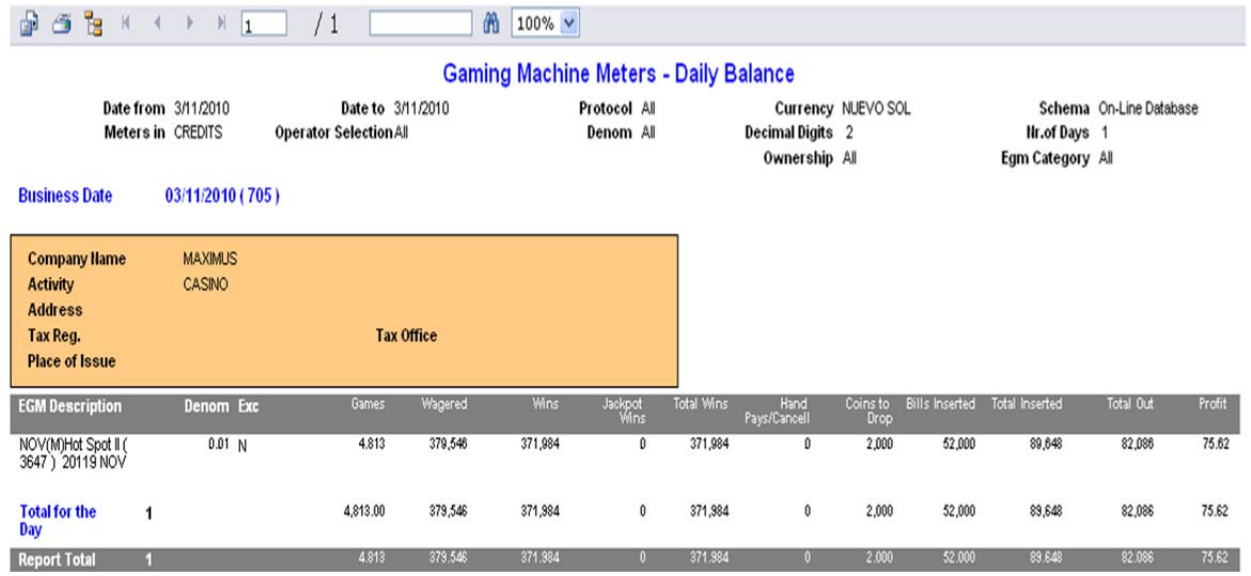
Net meters (in money)

Money Played	Money Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In	Ticket Out	Bills In	Total Coins In	Total Coin Out	Total Coins to Drop
29.62	26.62	8	395	0	0	0	5	0	8		

Gross meters (in credits)

Credits Played	Credits Won	Drop	Games Played	Total Jackpot	Hand Paid Cancelled	Ticket In Credits	Ticket Out Credits	Bills In	Total Coins In	Total Coin Out	Total Coins to Drop
3279044	3108539	884145	107477	0	0	127945	713640	172000	584200		

Close



1 / 1 100%

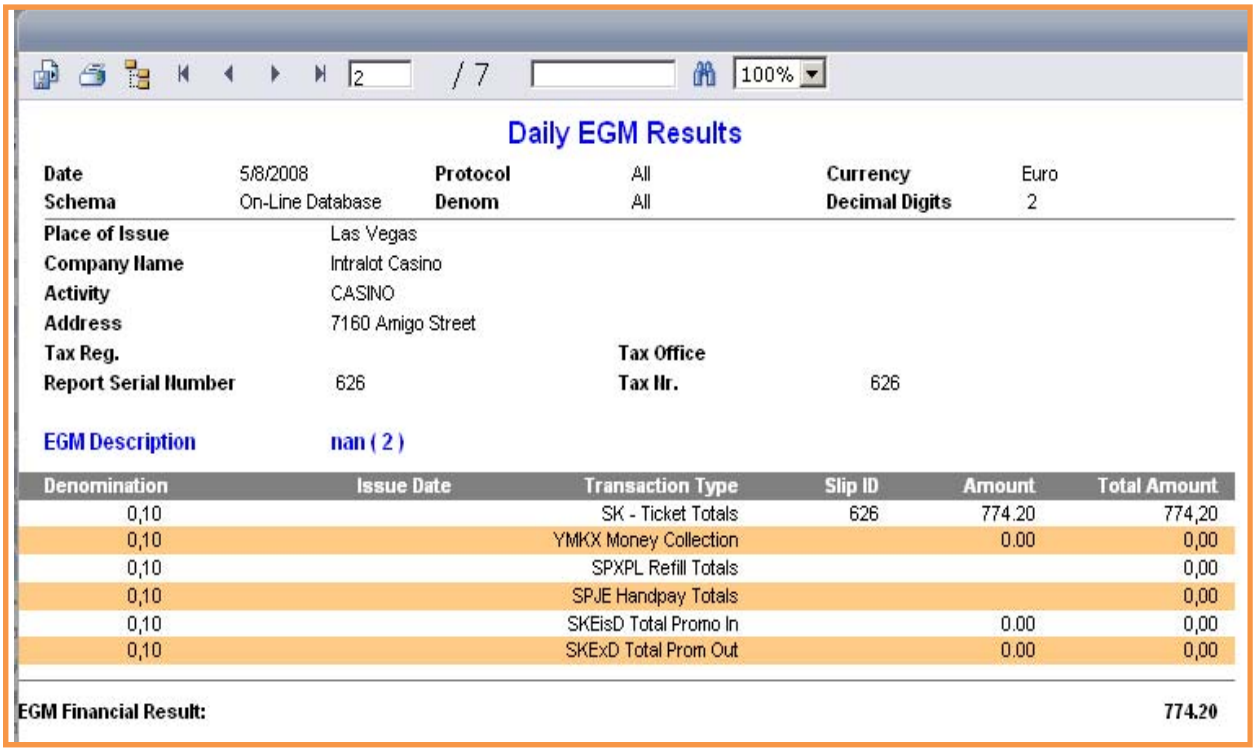
Gaming Machine Meters - Daily Balance

Date from 3/11/2010	Date to 3/11/2010	Protocol All	Currency NUEVO SOL	Schema On-Line Database
Meters in CREDITS	Operator Selection All	Denom All	Decimal Digits 2	Nr.of Days 1
			Ownership All	Egm Category All

Business Date 03/11/2010 (705)

Company Name	MAXIMUS		
Activity	CASINO		
Address			
Tax Reg.		Tax Office	
Place of Issue			

EGM Description	Denom	Exc	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
NOV(M)Hot Spot II (3647) 20119 NOV	0.01	N	4,813	379,546	371,984	0	371,984	0	2,000	52,000	89,648	82,086	75.62
Total for the Day	1		4,813.00	379,546	371,984	0	371,984	0	2,000	52,000	89,648	82,086	75.62
Report Total	1		4,813	379,546	371,984	0	371,984	0	2,000	52,000	89,648	82,086	75.62



2 / 7 100%

Daily EGM Results

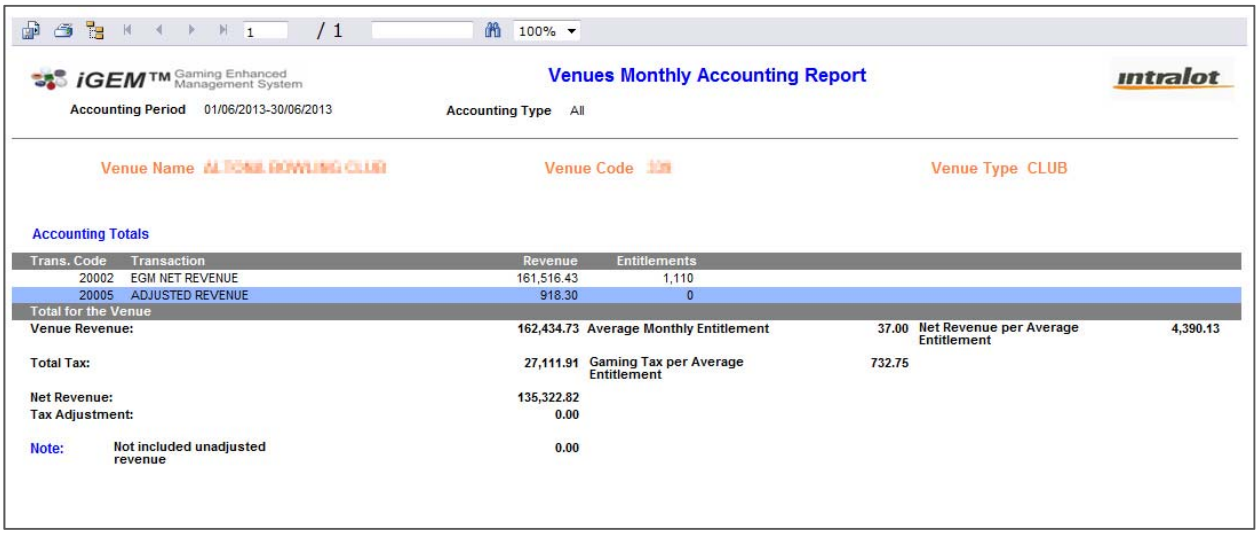
Date	5/8/2008	Protocol	All	Currency	Euro
Schema	On-Line Database	Denom	All	Decimal Digits	2

Place of Issue	Las Vegas		
Company Name	Intralot Casino		
Activity	CASINO		
Address	7160 Amigo Street		
Tax Reg.		Tax Office	
Report Serial Number	626	Tax Nr.	626

EGM Description nan (2)

Denomination	Issue Date	Transaction Type	Slip ID	Amount	Total Amount
0,10		SK - Ticket Totals	626	774.20	774,20
0,10		YMKX Money Collection		0.00	0,00
0,10		SPXPL Refill Totals			0,00
0,10		SPJE Handpay Totals			0,00
0,10		SKEisD Total Promo In		0.00	0,00
0,10		SKExD Total Prom Out		0.00	0,00

EGM Financial Result: 774.20



iGEM™ Gaming Enhanced Management System

Venues Monthly Accounting Report

intralot

Accounting Period 01/06/2013-30/06/2013 **Accounting Type** All

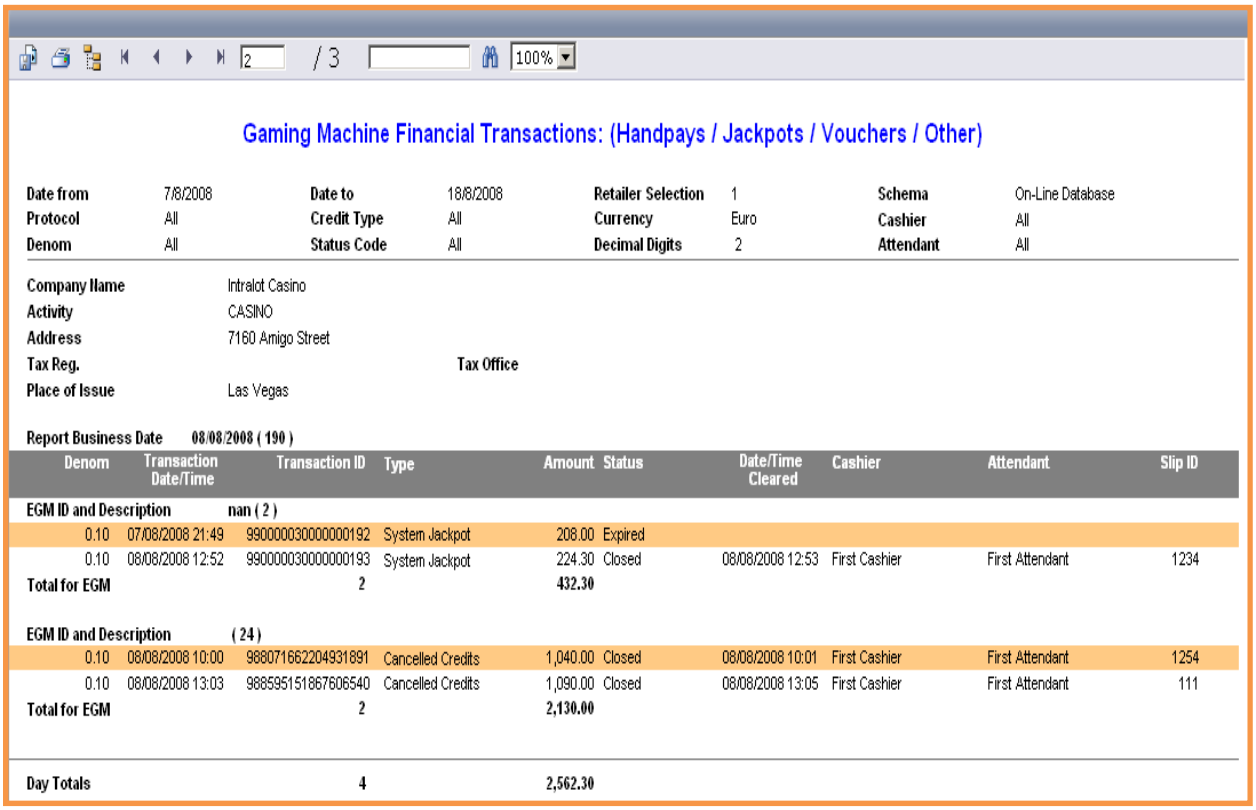
Venue Name [redacted] **Venue Code** [redacted] **Venue Type** CLUB

Accounting Totals

Trans. Code	Transaction	Revenue	Entitlements
20002	EGM NET REVENUE	161,516.43	1,110
20005	ADJUSTED REVENUE	918.30	0

Total for the Venue

Venue Revenue:	162,434.73	**Average Monthly Entitlement**	37.00	**Net Revenue per Average Entitlement**	4,390.13
Total Tax:	27,111.91	**Gaming Tax per Average Entitlement**	732.75		
Net Revenue:	135,322.82				
Tax Adjustment:	0.00				
Note: Not included unadjusted revenue	0.00				



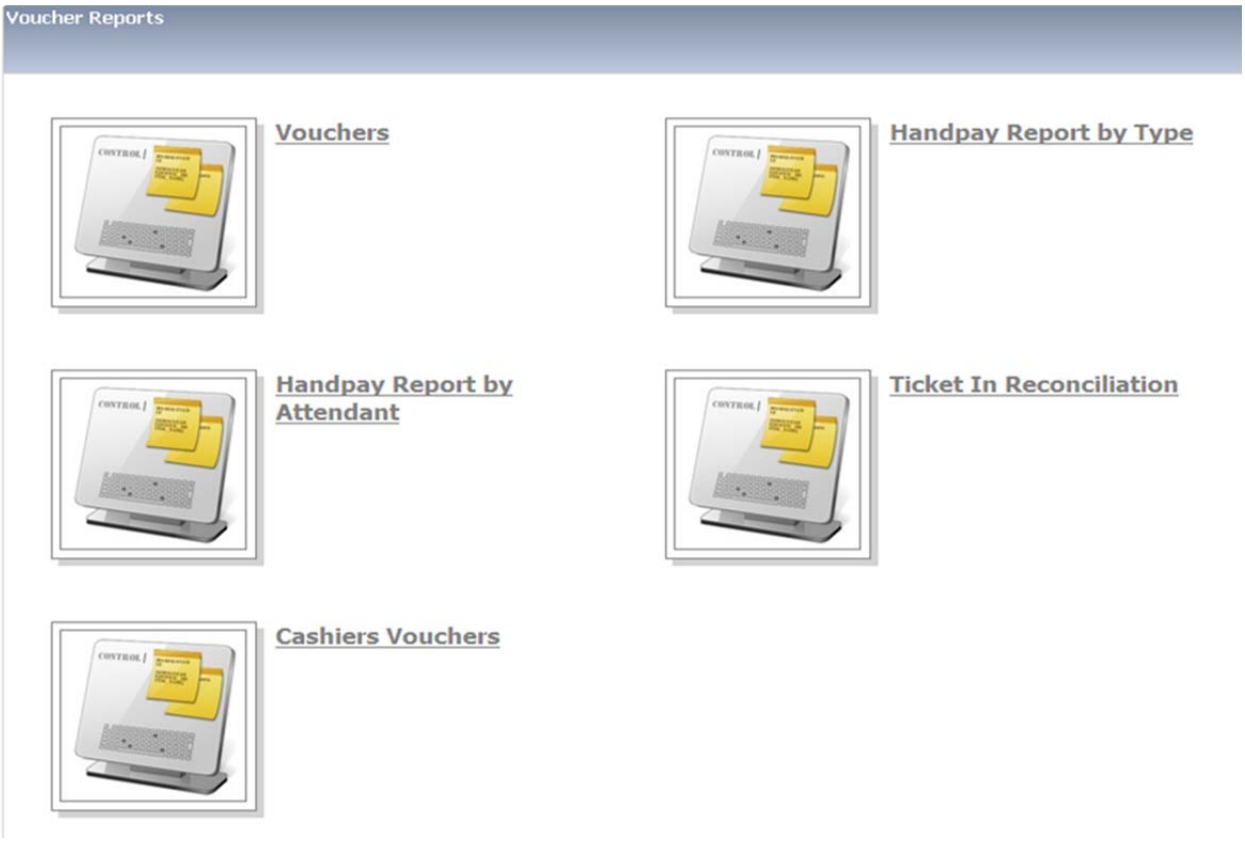
Gaming Machine Financial Transactions: (Handpays / Jackpots / Vouchers / Other)

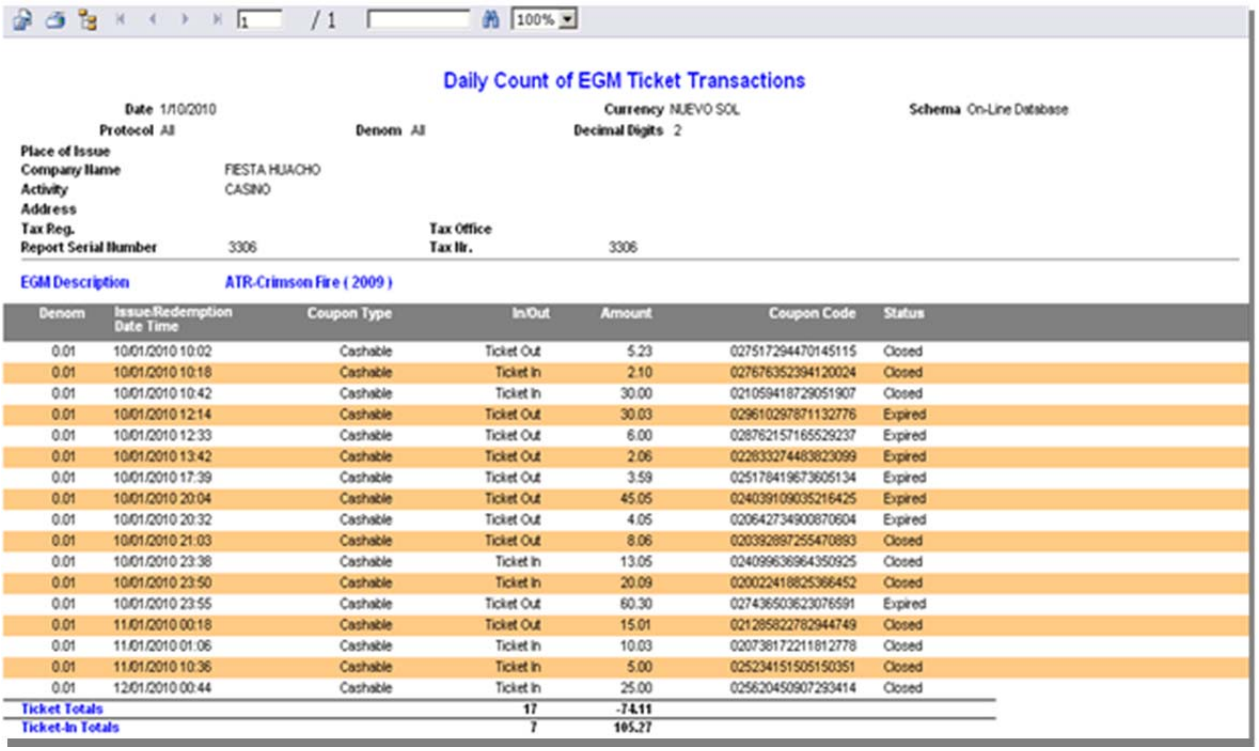
Date from	7/8/2008	**Date to**	18/8/2008	**Retailer Selection**	1	**Schema**	On-Line Database
Protocol	All	**Credit Type**	All	**Currency**	Euro	**Cashier**	All
Denom	All	**Status Code**	All	**Decimal Digits**	2	**Attendant**	All

Company Name Intralot Casino
Activity CASINO
Address 7160 Amigo Street
Tax Reg. **Tax Office**
Place of Issue Las Vegas

Report Business Date 08/08/2008 (190)

Denom	Transaction Date/Time	Transaction ID	Type	Amount	Status	Date/Time Cleared	Cashier	Attendant	Slip ID
EGM ID and Description		**nan (2)**							
0.10	07/08/2008 21:49	990000030000000192	System Jackpot	208.00	Expired				
0.10	08/08/2008 12:52	990000030000000193	System Jackpot	224.30	Closed	08/08/2008 12:53	First Cashier	First Attendant	1234
Total for EGM		2		**432.30**					
EGM ID and Description		**(24)**							
0.10	08/08/2008 10:00	988071662204931891	Cancelled Credits	1,040.00	Closed	08/08/2008 10:01	First Cashier	First Attendant	1254
0.10	08/08/2008 13:03	988595151867606540	Cancelled Credits	1,090.00	Closed	08/08/2008 13:05	First Cashier	First Attendant	111
Total for EGM		2		**2,130.00**					
Day Totals		4		**2,562.30**					


Voucher Reports
Vouchers
Handpay Report by Type
Handpay Report by Attendant
Ticket In Reconciliation
Cashiers Vouchers



Daily Count of EGM Ticket Transactions

Date 1/10/2010 **Currency** NUEVO SOL **Schema** On-Line Database
Protocol All **Denom** All **Decimal Digits** 2
Place of Issue
Company Name FIESTA HUACHO
Activity CASINO
Address
Tax Reg. **Tax Office**
Report Serial Number 3306 **Tax Itr.** 3306

EGM Description ATR-Crimson Fire (2009)

Denom	Issue/Redemption Date Time	Coupon Type	In/Out	Amount	Coupon Code	Status
0.01	10/01/2010 10:02	Cashable	Ticket Out	5.23	027517294470145115	Closed
0.01	10/01/2010 10:18	Cashable	Ticket In	2.10	02767635239412002 4	Closed
0.01	10/01/2010 10:42	Cashable	Ticket In	30.00	021059418729051907	Closed
0.01	10/01/2010 12:14	Cashable	Ticket Out	30.03	029610297871132776	Expired
0.01	10/01/2010 12:33	Cashable	Ticket Out	6.00	02878215716552923 7	Expired
0.01	10/01/2010 13:42	Cashable	Ticket Out	2.06	022633274483823099	Expired
0.01	10/01/2010 17:39	Cashable	Ticket Out	3.59	025178419673605134	Expired
0.01	10/01/2010 20:04	Cashable	Ticket Out	45.05	024039109035216425	Expired
0.01	10/01/2010 20:32	Cashable	Ticket Out	4.05	020642734900870604	Expired
0.01	10/01/2010 21:03	Cashable	Ticket Out	8.06	020392897255470893	Closed
0.01	10/01/2010 23:38	Cashable	Ticket In	13.05	024099636964350925	Closed
0.01	10/01/2010 23:50	Cashable	Ticket In	20.09	020022418825366452	Closed
0.01	10/01/2010 23:55	Cashable	Ticket Out	60.30	027436503623076591	Expired
0.01	11/01/2010 00:18	Cashable	Ticket Out	15.01	021285822782944749	Closed
0.01	11/01/2010 01:06	Cashable	Ticket In	10.03	020738172211812778	Closed
0.01	11/01/2010 10:36	Cashable	Ticket In	5.00	025234151505150351	Closed
0.01	12/01/2010 00:44	Cashable	Ticket In	25.00	025620450907293414	Closed
Ticket Totals			**17**	**-74.11**		
Ticket-In Totals			**7**	**105.27**		

1 / 1 100%

Vouchers

Schema On-Line Database **Nr.of Days** 1
Date from 1/4/2010 **Date to** 1/4/2010
Retailer Selection All **Paid/Unpaid** All
EGM 9787 **Validation Type** All **Payment Type** All

Business Date 04/01/2010 (402) **Report Business Date** 04/01/2010 (402)

Terminal Code 74 **Retailer Code** 115001 **Retailer Description** LAS MAQUINITAS

EGM Description	Date Issue	Validation	Amount	Win	Cancelled	Tax	Redeem Data: Employee	Redeem Data: Amount	Redeem Data: EGM	Redeem Data: Retailer	Redeem Data: Terminal	Redeem Data: Pay Date
						Paid/Unpaid	*Validation Type*	*Payment Type*		*Currency*		
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 22:36:04	023224461146719054	1.00	1.00	0.00	0.00		0.00			74	
						Expired	*System - SAS*			*NUEVOSOL*		
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 20:58:56	028701755410770316	350.00	350.00	0.00	0.00		0.00			74	
						Expired	*System - SAS*			*NUEVOSOL*		
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 19:50:19	023597153060315180	300.04	300.04	0.00	0.00		0.00			74	
						Expired	*System - SAS*			*NUEVOSOL*		
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 18:05:41	022763988562312203	5.00	5.00	0.00	0.00		0.00			74	
						Expired	*System - SAS*			*NUEVOSOL*		
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 12:39:26	029071810663907347	12.03	12.03	0.00	0.00		0.00			74	
						Expired	*System - SAS*			*NUEVOSOL*		
NOV-Dolphin Pearl (1215) 20127 NOV	04/01/2010 11:45:32	028659183702447373	15.00	15.00	0.00	0.00		0.00			74	
						Expired	*System - SAS*			*NUEVOSOL*		
Terminal Totals		**6**	**683.07**	**683.07**	**0.00**	**0.00**		**0.00**				
Day Totals			683.07	683.07	0.00	0.00		0.00				

Number of Venue 1 **Number of Vlts** 1 **Number of Vouchers:** 6

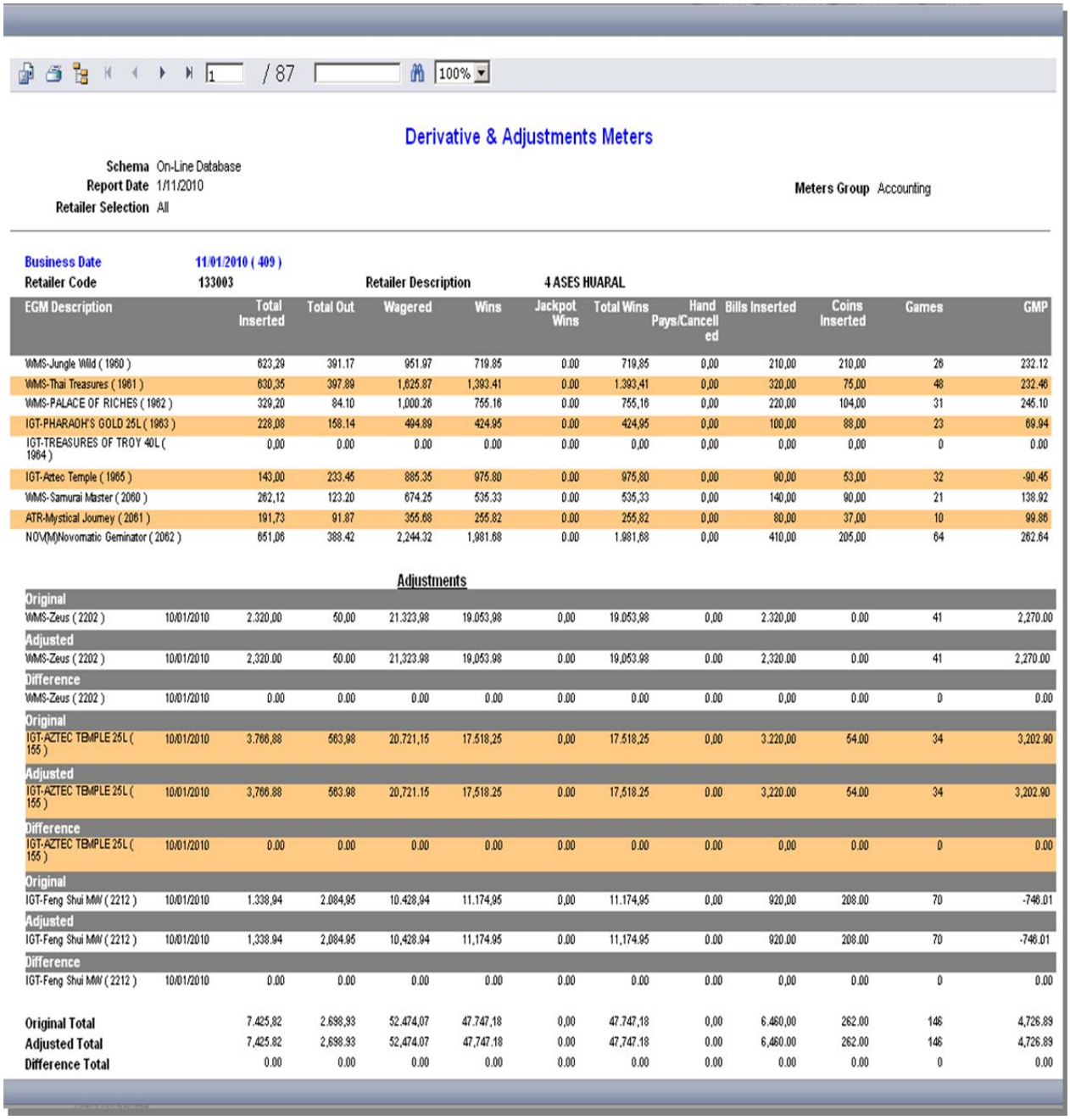
Meter Adjustments

Date from 1/1/2010 **Date to** 1/13/2010
Retailer Selection All **Nr.of Days** 13

Business Date 06/01/2010 **Report Business Date** 06/01/2010 **Adj Date** 10/01/2010
Retailer Code 140001 **Retailer Description** MAGIC WINS

EGM Description	Meter Description	Gross Value	Net Value	Original GMP	Reason Type	Status	Adj Net Value	Auth User Name	Adj User Name
WMS-Jewels of the Night (1288)	Credits Played (0)	24.250.412,00	1,000,950.53	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	95.053	Avgeris	Avgeris
								11/01/2010 04:59:43	11/01/2010 04:16:23
WMS-Jewels of the Night (1288)	Credits Won (1)	22.458.865,00	1,000,886.23	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	88.623	Avgeris	Avgeris
								11/01/2010 04:59:47	11/01/2010 04:16:48
WMS-Jewels of the Night (1288)	Credits In (2)	10.636.637,00	1,000,858.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	85.814	Avgeris	Avgeris
								11/01/2010 05:03:27	11/01/2010 04:17:10
WMS-Jewels of the Night (1288)	Games Played (4)	736.731,00	1,000,034.18	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	3.418	Avgeris	Avgeris
								11/01/2010 05:03:22	11/01/2010 04:17:27
WMS-Jewels of the Night (1288)	Total Ticket In (9)	3.507.637,00	494.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	49.414	Avgeris	Avgeris
								11/01/2010 05:03:02	11/01/2010 04:28:20
WMS-Jewels of the Night (1288)	Total Ticket Out (10)	8.744.459,00	1,000,793.84	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	79.384	Avgeris	Avgeris
								11/01/2010 05:02:58	11/01/2010 04:19:28
WMS-Jewels of the Night (1288)	Total Credits from Coin Acceptor (12)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris	Avgeris
								11/01/2010 05:02:48	11/01/2010 04:30:15
WMS-Jewels of the Night (1288)	Total Credits from Coins to Drop (14)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris	Avgeris
								11/01/2010 05:02:43	11/01/2010 04:30:30

Report Created: 13/01/2010 3:33:10AM User: devteam Page 1 / 6



1 / 87 100%

Derivative & Adjustments Meters

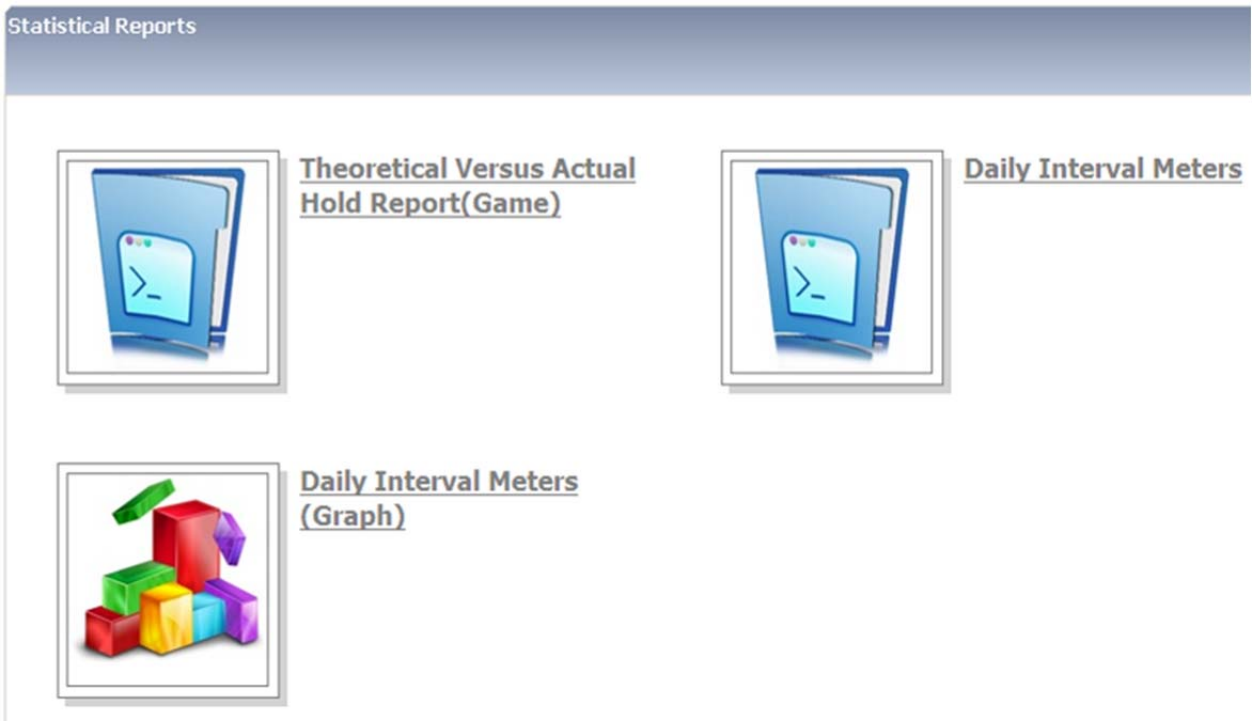
Schema On-Line Database
Report Date 1/11/2010
Retailer Selection All
Meters Group Accounting

Business Date 11/01/2010 (409)
Retailer Code 133003 **Retailer Description** 4 ASES HUARAL

EGM Description	Total Inserted	Total Out	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancelled	Bills Inserted	Coins Inserted	Games	GMP
WMS-Jungle Wild (1960)	623,29	391.17	951.97	719.85	0.00	719,85	0,00	210,00	210,00	26	232.12
WMS-Thai Treasures (1961)	630,35	397.89	1,625.87	1,393.41	0.00	1.393,41	0,00	320,00	75,00	48	232.46
WMS-PALACE OF RICHES (1962)	329,20	84.10	1,000.26	755.16	0.00	755,16	0,00	220,00	104,00	31	245.10
IGT-PHARAOH'S GOLD 25L (1963)	228,08	158.14	494.89	424.95	0.00	424,95	0,00	100,00	88,00	23	69.94
IGT-TREASURES OF TROY 40L (1964)	0,00	0.00	0.00	0.00	0.00	0,00	0,00	0,00	0,00	0	0.00
IGT-Aztec Temple (1965)	143,00	233.46	885.35	975.80	0.00	975,80	0,00	90,00	53,00	32	-90.46
WMS-Samurai Master (2060)	262,12	123.20	674.25	535.33	0.00	535,33	0,00	140,00	90,00	21	138.92
ATR-Mystical Journey (2061)	191,73	91.87	355.68	255.82	0.00	255,82	0,00	80,00	37,00	10	99.86
NOV(M)Novomatic Geminator (2062)	651,06	388.42	2,244.32	1,981.68	0.00	1.981,68	0,00	410,00	205,00	64	262.64

Adjustments

Original											
WMS-Zeus (2202)	10/01/2010	2.320,00	50,00	21.323,98	19.053,98	0,00	19.053,98	0,00	2.320,00	0.00	41	2,270.00
Adjusted											
WMS-Zeus (2202)	10/01/2010	2,320.00	50.00	21,323.98	19,053.98	0.00	19,053.98	0.00	2,320.00	0.00	41	2,270.00
Difference											
WMS-Zeus (2202)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3.766,88	563,98	20.721,15	17.518,25	0,00	17.518,25	0,00	3.220,00	54.00	34	3,202.90
Adjusted											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3,766.88	563.98	20,721.15	17,518.25	0.00	17,518.25	0.00	3,220.00	54.00	34	3,202.90
Difference											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original											
IGT-Feng Shui MW (2212)	10/01/2010	1.338,94	2.084,95	10.428,94	11.174,95	0,00	11.174,95	0,00	920,00	208.00	70	-746.01
Adjusted											
IGT-Feng Shui MW (2212)	10/01/2010	1,338.94	2,084.95	10,428.94	11,174.95	0.00	11,174.95	0.00	920.00	208.00	70	-746.01
Difference											
IGT-Feng Shui MW (2212)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original Total		7.425,82	2.698,93	52.474,07	47.747,18	0,00	47.747,18	0,00	6.460,00	262.00	146	4,726.89
Adjusted Total		7,425.82	2,698.93	52,474.07	47,747.18	0.00	47,747.18	0.00	6,460.00	262.00	146	4,726.89
Difference Total		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00


Statistical Reports
Theoretical Versus Actual Hold Report(Game)
Daily Interval Meters
Daily Interval Meters (Graph)

Theoretical Versus Actual Hold Report(Game)

Date from 1/12/2009 **Date to** 1/13/2010 **Nr.of Days** 44
EGM All **Variance(%)** 100

Retailer Code 133003 **Retailer Description** 4 ASES HUARAL

EGM Description	Game ID	Game Description	Variation ID	Variation Description	Theoretical Payout	Actual Payout	Variance(%)
WMS-Jungle Wild (1960)	12	Jungle Wild	0	Var 90%	90.00	89.98	0.02
WMS-Thai Treasures (1961)	110	Thai Treasures	1	Var 90%	90.00	90.98	-0.98
WMS-PALACE OF RICHES (1962)	65	PALACE OF RICHES	1	Var 90%	90.00	91.97	-1.97
IGT-PHARAOH'S GOLD 25L (1963)	74	PHARAOH'S GOLD 25L	1	Var 92%	92.00	93.28	-1.28
IGT-TREASURES OF TROY 40L (1964)	116	TREASURES OF TROY 40L	1	Var 90%	90.00	85.42	4.58
IGT-Aztec Temple (1965)	21	Aztec Temple	0	var 90%	90.00	91.31	-1.31
WMS-Samurai Master (2060)	113	Samurai Master	1	Var 90%	90.00	88.07	1.93
ATR-Mystical Journey (2061)	96	Mystical Journey	1	Var 90%	90.00	87.46	2.54
NOV(M)Novomatic Geminator (2062)	6	Book of RA	2	Var 90%	90.00	97.00	-7.00
NOV(M)Novomatic Geminator (2062)	8	Queen of Hearts	3	Var 90%	90.00	91.03	-1.03
NOV(M)Novomatic Geminator (2062)	53	Cities Of Gold	2	Var 90%	90.00	81.47	8.53
NOV(M)Novomatic Geminator (2062)	101	Dolphin Pearl	1	Var 90%	90.00	98.20	-8.20
NOV(M)Novomatic Geminator (2062)	155	INDIAN SPIRIT	2	Var 90%	90.00	91.55	-1.55
NOV(M)Novomatic Geminator (2062)	165	LUXURY EXPRESS	2	Var 90%	90.00	94.25	-4.25
NOV(M)Novomatic Geminator (2062)	189	PHARAONS GOLD	2	Var 90%	90.00	88.44	1.56
NOV(M)Novomatic Geminator (2062)	203	LADIES CHARM DLX	2	Var 90%	90.00	78.80	11.20
NOV(M)Novomatic Geminator (2062)	204	MING DYNASTY	2	Var 90%	90.00	79.99	10.01
NOV(M)Novomatic Geminator (2062)	208	MAGIC FLUTTE	1	Var 90%	90.00	79.87	10.13

Report Created: 13/01/2010 6:19:12AM User: devteam Page 1 / 1

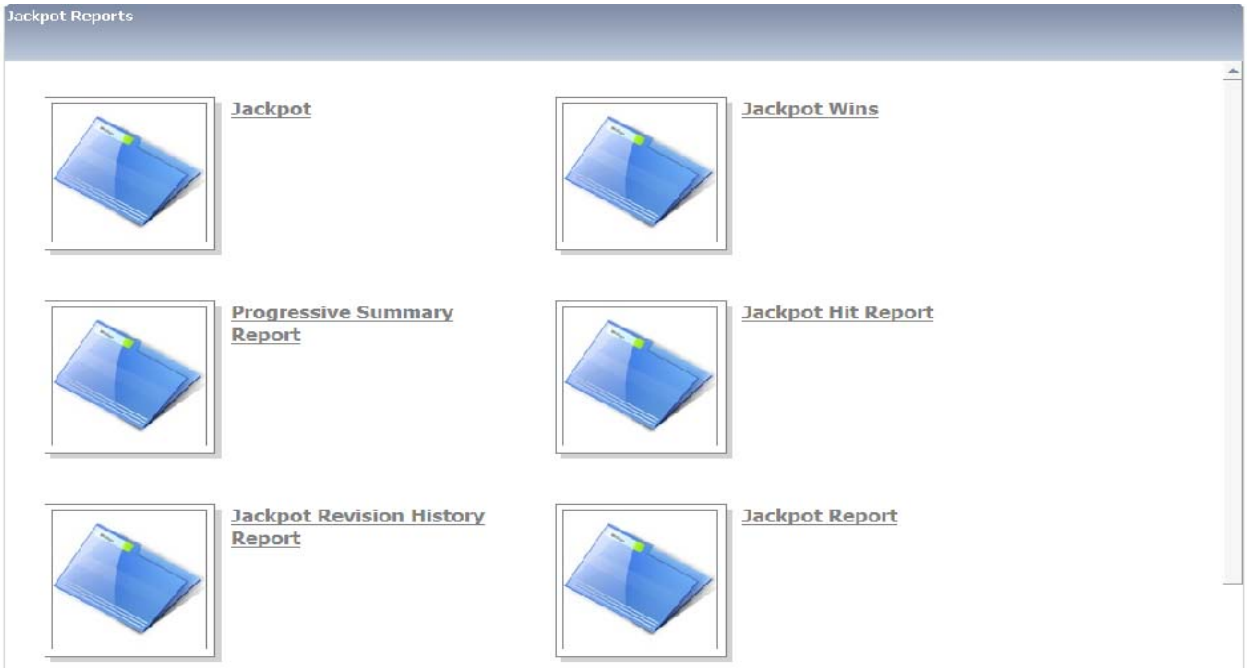
Gaming Machine Payout

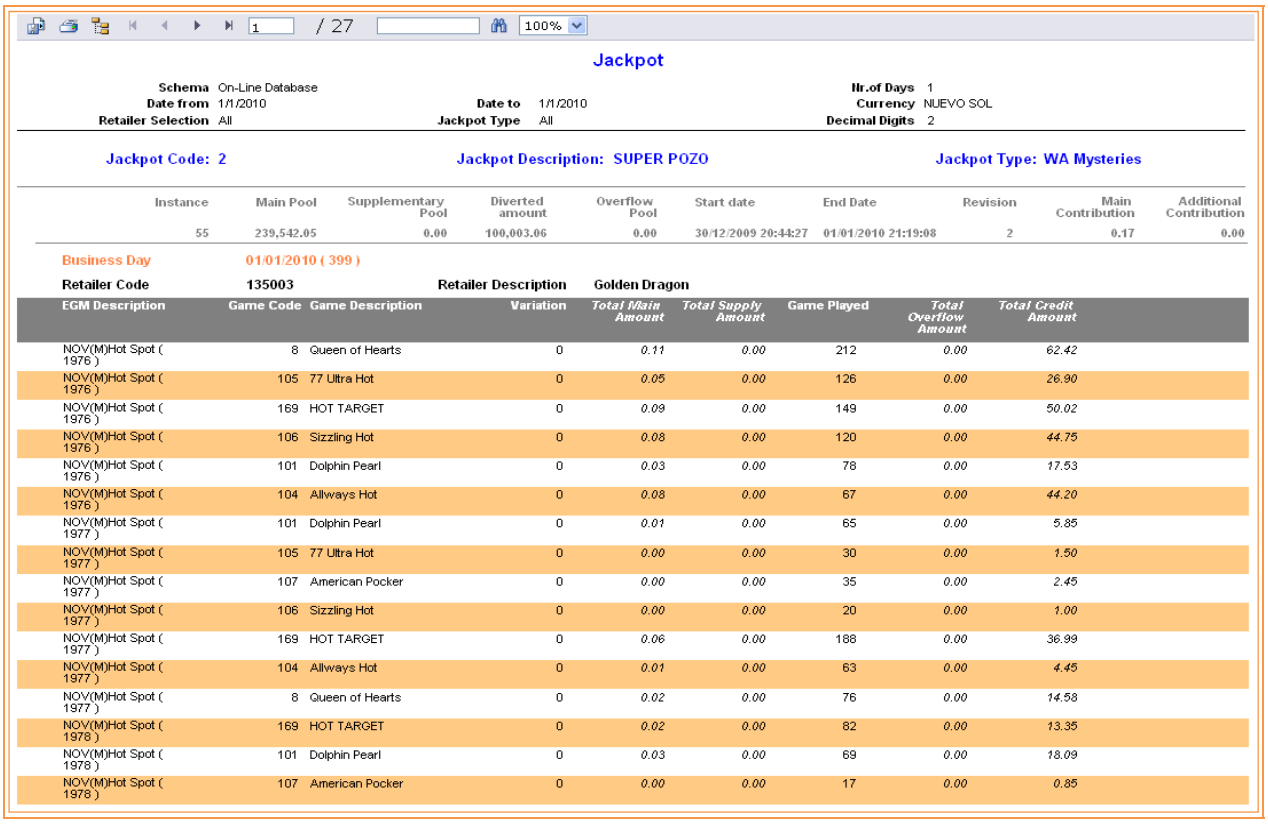
Date from	2/11/2010	Date to	4/11/2010	Currency	NUEVO SOL	Schema	On-Line Database	Nr.of Days	
Protocol	All	Denom	All	Decimal Digits	2	Meters in	CREDITS	3	
						Egm Category	All		

Company Name	Megatragamonedas		
Activity	CASINO		
Address			
Tax Reg.		Tax Office	
Place of Issue			
Terminal Code	164	Retailer Code	103002

EGM Description	Denom	Wagered	Wins	Jackpot Wins	System Wins	Total Wins	Profit	Actual Payout	Theoretical Payout
BAL-Hot Shot (3674) 60111 BAL	0.01	508,496	498,528	0	0	498,528	99.68	98.04	92.00
Report Total		508,496	498,528	0	0	498,528	99.68		

Progressives





1 / 27 100%

Jackpot

Schema	On-Line Database			**Nr.of Days**	1
Date from	1/1/2010	**Date to**	1/1/2010	**Currency**	NUEVO SOL
Retailer Selection	All	**Jackpot Type**	All	**Decimal Digits**	2

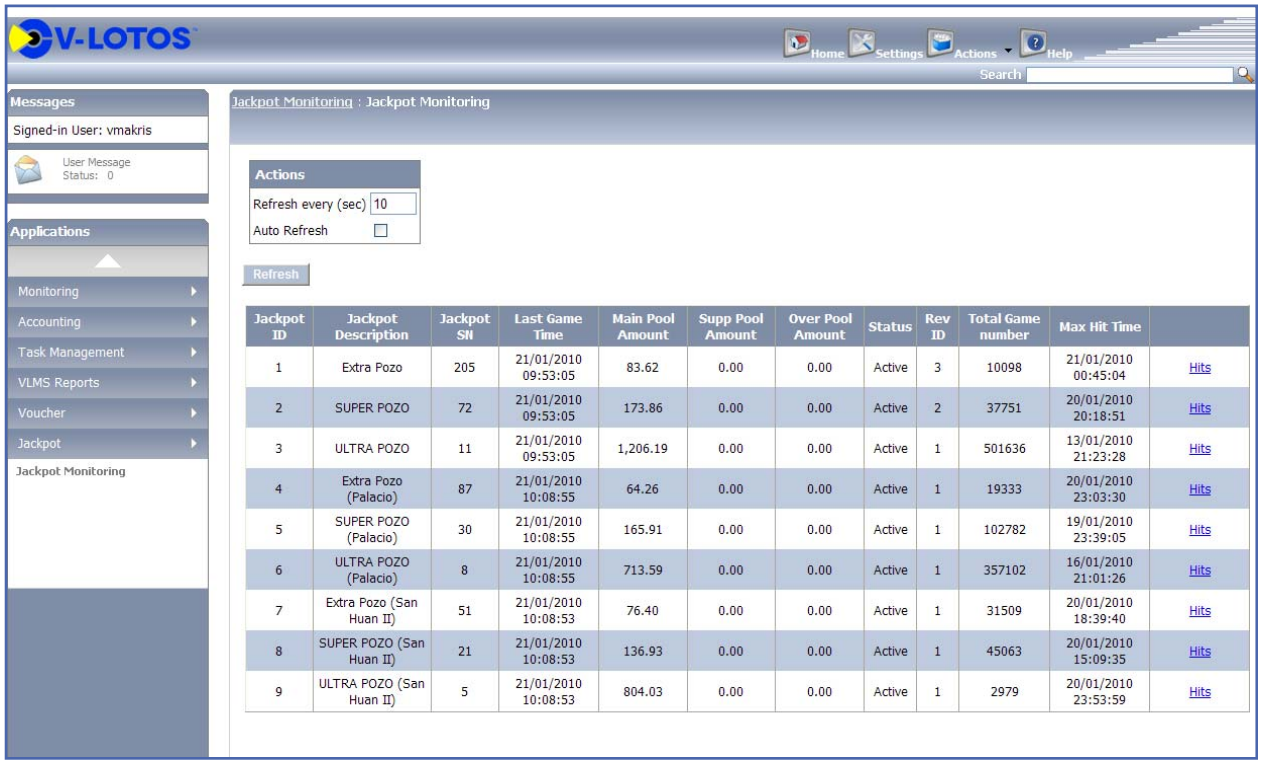
Jackpot Code: 2 **Jackpot Description: SUPER POZO** **Jackpot Type: WA Mysteries**

Instance	Main Pool	Supplementary Pool	Diverted amount	Overflow Pool	Start date	End Date	Revision	Main Contribution	Additional Contribution
55	239,542.05	0.00	100,003.06	0.00	30/12/2009 20:44:27	01/01/2010 21:19:08	2	0.17	0.00

Business Day 01/01/2010 (399)

Retailer Code 135003 **Retailer Description** Golden Dragon

EGM Description	Game Code	Game Description	Variation	Total Main Amount	Total Supply Amount	Game Played	Total Overflow Amount	Total Credit Amount
NOV(M)Hot Spot (1976)	8	Queen of Hearts	0	0.11	0.00	212	0.00	62.42
NOV(M)Hot Spot (1976)	105	77 Ultra Hot	0	0.05	0.00	126	0.00	26.90
NOV(M)Hot Spot (1976)	169	HOT TARGET	0	0.09	0.00	149	0.00	50.02
NOV(M)Hot Spot (1976)	106	Sizzling Hot	0	0.08	0.00	120	0.00	44.75
NOV(M)Hot Spot (1976)	101	Dolphin Pearl	0	0.03	0.00	78	0.00	17.53
NOV(M)Hot Spot (1976)	104	Allways Hot	0	0.08	0.00	67	0.00	44.20
NOV(M)Hot Spot (1977)	101	Dolphin Pearl	0	0.01	0.00	65	0.00	5.85
NOV(M)Hot Spot (1977)	105	77 Ultra Hot	0	0.00	0.00	30	0.00	1.50
NOV(M)Hot Spot (1977)	107	American Pocker	0	0.00	0.00	35	0.00	2.45
NOV(M)Hot Spot (1977)	106	Sizzling Hot	0	0.00	0.00	20	0.00	1.00
NOV(M)Hot Spot (1977)	169	HOT TARGET	0	0.06	0.00	188	0.00	36.99
NOV(M)Hot Spot (1977)	104	Allways Hot	0	0.01	0.00	63	0.00	4.45
NOV(M)Hot Spot (1977)	8	Queen of Hearts	0	0.02	0.00	76	0.00	14.58
NOV(M)Hot Spot (1978)	169	HOT TARGET	0	0.02	0.00	82	0.00	13.35
NOV(M)Hot Spot (1978)	101	Dolphin Pearl	0	0.03	0.00	69	0.00	18.09
NOV(M)Hot Spot (1978)	107	American Pocker	0	0.00	0.00	17	0.00	0.85



V-LOTOS

Home Settings Actions Help

Search

Messages

Signed-in User: vmakris

User Message Status: 0

Applications

- Monitoring
- Accounting
- Task Management
- VLMS Reports
- Voucher
- Jackpot

Jackpot Monitoring

Jackpot Monitoring : Jackpot Monitoring

Actions

Refresh every (sec) 10

Auto Refresh

Refresh

Jackpot ID	Jackpot Description	Jackpot SN	Last Game Time	Main Pool Amount	Supp Pool Amount	Over Pool Amount	Status	Rev ID	Total Game number	Max Hit Time	
1	Extra Pozo	205	21/01/2010 09:53:05	83.62	0.00	0.00	Active	3	10098	21/01/2010 00:45:04	Hits
2	SUPER POZO	72	21/01/2010 09:53:05	173.86	0.00	0.00	Active	2	37751	20/01/2010 20:18:51	Hits
3	ULTRA POZO	11	21/01/2010 09:53:05	1,206.19	0.00	0.00	Active	1	501636	13/01/2010 21:23:28	Hits
4	Extra Pozo (Palacio)	87	21/01/2010 10:08:55	64.26	0.00	0.00	Active	1	19333	20/01/2010 23:03:30	Hits
5	SUPER POZO (Palacio)	30	21/01/2010 10:08:55	165.91	0.00	0.00	Active	1	102782	19/01/2010 23:39:05	Hits
6	ULTRA POZO (Palacio)	8	21/01/2010 10:08:55	713.59	0.00	0.00	Active	1	357102	16/01/2010 21:01:26	Hits
7	Extra Pozo (San Huan II)	51	21/01/2010 10:08:53	76.40	0.00	0.00	Active	1	31509	20/01/2010 18:39:40	Hits
8	SUPER POZO (San Huan II)	21	21/01/2010 10:08:53	136.93	0.00	0.00	Active	1	45063	20/01/2010 15:09:35	Hits
9	ULTRA POZO (San Huan II)	5	21/01/2010 10:08:53	804.03	0.00	0.00	Active	1	2979	20/01/2010 23:53:59	Hits

Jackpot Monitoring : Jackpot Monitoring

Actions

Refresh every (sec) 10

Auto Refresh

Refresh

Jackpot ID	Jackpot Description	Jackpot SN	Last Game Time	Main Pool Amount	Supp Pool Amount	Over Pool Amount	Status	Rev ID	Total Game number	Max Hit Time	
21	Peania - Mega Cash	11	01/01/1970 02:00:00	100.00	0.00	0.00	Active	1	0	05/06/2009 15:31:31	Hits
22	Peania - Extra Cash	57	01/01/1970 02:00:00	50.00	0.00	0.00	Active	6	0	13/10/2009 14:29:14	Hits
23	Peania - Golden Cash	51	01/01/1970 02:00:00	50.00	0.00	0.00	Active	9	0	26/02/2009 12:53:47	Hits
25	FTP 2	734	26/10/2010 10:05:56	100.00	0.00	1,627.48	Active	20	2	26/10/2010 10:05:48	Hits
26	FTP 3	746	26/10/2010 10:05:56	122.00	0.00	0.00	Active	15	9	26/10/2010 10:04:36	Hits
27	TFP 1	159	01/11/2010 11:39:01	583.73	0.00	0.00	Active	2	2695	18/05/2010 17:04:23	Hits
33	Paras 6	4	01/01/1970 02:00:00	0.00	0.00	0.00	Active	1	0		Hits
34	Betas 1	77	01/11/2010 11:39:01	406.85	0.00	0.00	Active	2	1182	01/06/2010 12:07:54	Hits
35	Stress Test 1	17	25/10/2010 13:04:22	691.19	0.00	0.00	Active	2	199694	18/12/2009 16:29:12	Hits
36	Accounting	3	12/04/2010 13:46:37	12.50	0.00	0.00	Active	1	26	02/12/2009 16:48:23	Hits
52	Jackpot NL	18	25/10/2010 16:03:35	80.60	0.00	0.00	Active	4	9	13/09/2010 16:03:51	Hits

Jackpot Description: Extra Pozo (Maximus)		Jackpot Code: 92		Jackpot Type: 2		Revision 1
Start	18/10/2010 12:04:44					
Main Contribution	0,20%			Number of Venue	1	
Pool Limits	200,00	100,00		Nr. of EGMs	16	
End Pool	155,83					
Starting Pool	100.00					
Hits	2	Total Wins	368.45	End Instance	8	

Business Day	Games	Wagers	Main Contribution	Total Contribution	Overflow	JP Win	Pool Value	Hits
04/11/2010	19.939	15.935,51	31.87	31.87	0.00	189.49	114.24	1
			0,20%	0,20%	0,00%	1,19%		
01/11/2010	29.109	12.269,65	24.54	24.54	0.00	178.96	123.77	1
			0,20%	0,20%	0,00%	1,46%		
JP NAME totals	49.048	28.205,16	56.41	56.41	0.00	368.45		2
			0,20%	0,20%	0,00%	1,31%		

Jackpot Description: Extra Pozo (Bella Luna)		Jackpot Code: 93		Jackpot Type: 2		Revision 1
Start	25/10/2010 09:58:43					
Main Contribution	0,20%			Number of Venue	1	
Pool Limits	200,00	100,00		Nr. of EGMs	14	
End Pool	161,10					
Starting Pool	100.00					
Hits	9	Total Wins	1,253.07	End Instance	18	

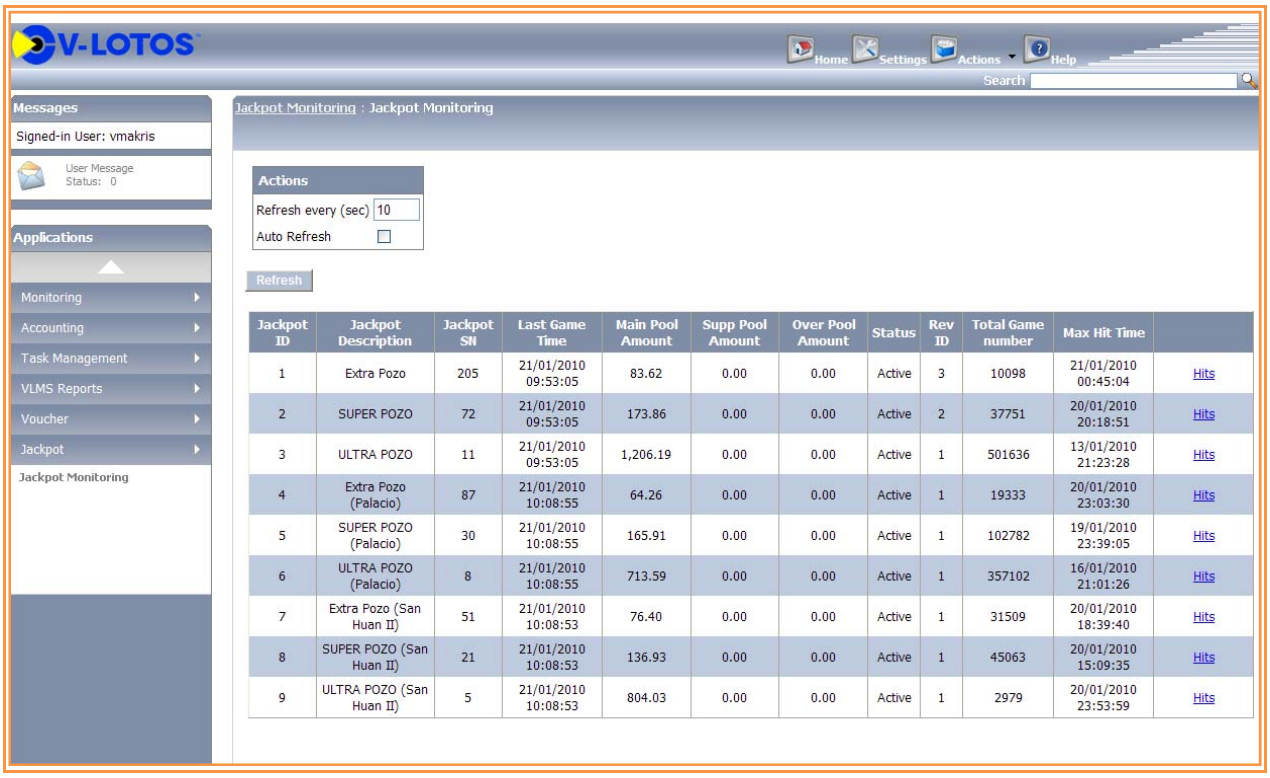
Business Day	Games	Wagers	Main Contribution	Total Contribution	Overflow	JP Win	Pool Value	Hits
05/11/2010	67.544	33.628,43	67.26	67.26	0.00	108.69	161.10	1
			0,20%	0,20%	0,00%	0,32%		
04/11/2010	66.335	31.233,71	62.47	62.47	0.00	290.66	102.53	2
			0,20%	0,20%	0,00%	0,93%		
03/11/2010	69.382	53.822,75	107.65	107.65	0.00	399.12	130.71	3
			0,20%	0,20%	0,00%	0,74%		
02/11/2010	65.471	32.641,74	65.28	65.28	0.00	284.81	122.17	2
			0,20%	0,20%	0,00%	0,87%		
01/11/2010	51.446	21.700,99	43.40	43.40	0.00	169.79	141.69	1
			0,20%	0,20%	0,00%	0,78%		
JP NAME totals	320.178	173.027,62	346.06	346.06	0.00	1,253.07		9
			0,20%	0,20%	0,00%	0,72%		

Jackpot Description: Extra Pozo (San Juan II)		Jackpot Code: 95		Jackpot Type: 2		Revision 1
Start	25/10/2010 11:43:27					
Main Contribution	0,20%			Number of Venue	1	
Pool Limits	200,00	100,00		Nr. of EGMs	15	
End Pool	171,48					
Starting Pool	100.00					
Hits	4	Total Wins	625.72	End Instance	12	

Business Day	Games	Wagers	Main Contribution	Total Contribution	Overflow	JP Win	Pool Value	Hits
04/11/2010	52.810	24.610,85	49.22	49.22	0.00	146.48	102.94	1
			0,20%	0,20%	0,00%	0,60%		
03/11/2010	61.266	25.941,41	51.88	51.88	0.00	426.87	100.20	3
			0,20%	0,20%	0,00%	1,65%		
02/11/2010	47.101	30.509,57	61.02	61.02	0.00	186.97	140.57	1
			0,20%	0,20%	0,00%	0,61%		
JP NAME totals	161.177	81.061,83	162.12	162.12	0.00	760.32		5
			0,20%	0,20%	0,00%	0,94%		

Jackpot Description: Super Pozo (San Juan II)		Jackpot Code: 98		Jackpot Type: 2		Revision 1
Start	25/10/2010 11:44:13					

Report Created: 15/11/2010 3:28:38PM User: devteam



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Site Controllers

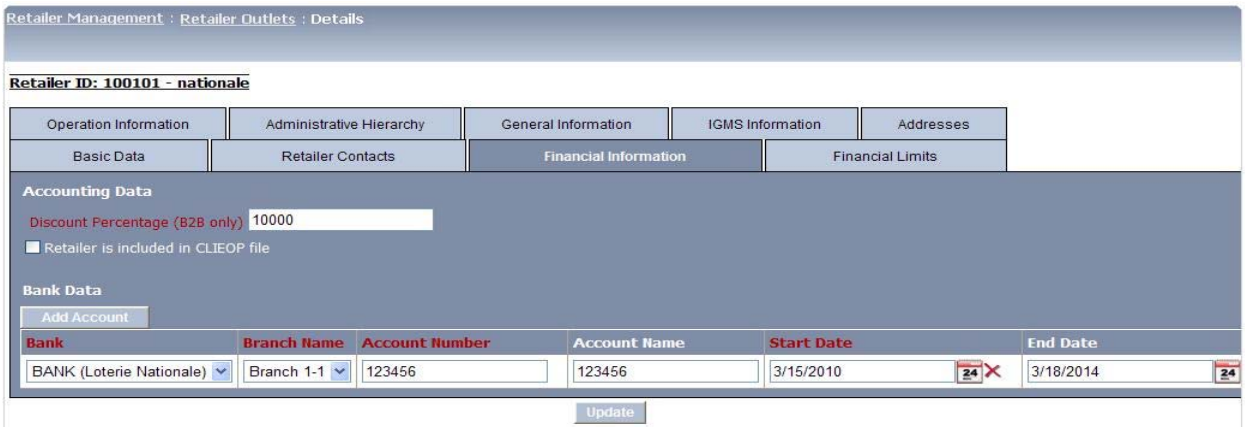
Business Date 12/01/2010 (410) — 4 ASES HUARAL

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
VMS-Jungle Wild (1960)	0.01	12/01/2010	4.238	891,39	1.186,35	0,00	1.186,35	0,00	96,00	120,00	238,19	533,15	-294.96
VMS-Thai Treasures (1961)	0.01	12/01/2010	4.684	2.941,15	2.613,71	0,00	2.613,71	0,00	66,00	510,00	661,52	334,08	327.44
VMS-PALACE OF RICHES (1962)	0.01	12/01/2010	3.318	1.439,34	1.146,04	0,00	1.146,04	0,00	91,00	230,00	418,26	124,96	293.30
IGT-PHARAOH'S GOLD 25L (1963)	0.01	12/01/2010	2.048	441,79	387,65	0,00	387,65	0,00	117,00	60,00	179,00	124,86	54.14
IGT-TREASURES OF TROY 40L (1964)	0.01	12/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Aztec Temple (1965)	0.01	12/01/2010	6.095	1.087,67	1.045,51	0,00	1.045,51	0,00	55,00	90,00	153,02	110,86	42.16
VMS-Samurai Master (2060)	0.01	12/01/2010	889	288,33	217,05	0,00	217,05	0,00	70,00	30,00	142,82	71,54	71.28
ATR-Mystical Journey (2061)	0.01	12/01/2010	1.558	368,51	365,73	0,00	365,73	0,00	50,00	30,00	100,60	97,82	2.78
NOV(M)Novomatic Geminator (2062)	0.01	12/01/2010	4.661	1.162,38	990,56	0,00	990,56	0,00	153,00	360,00	569,69	397,87	171.82
EGM Totals			**27.491**	**8.620,56**	**7.952,60**	**0,00**	**7.952,60**	**0,00**	**698,00**	**1.430,00**	**2.463,10**	**1.795,14**	**667,96**

Lotos Code	Lotos Description	GRS Amount	Tax Amount	Profit After Tax	Commission	Fee Days
20002	EGM PROFITS	667,96	78,55	589,41	294,70	
Accounting Totals		**667,96**	**78,55**	**589,41**	**294,70**	
Total for the Retailer		**8.411,71**	**989,21**	**7.422,50**	**3.711,25**	

4.4.13 FINANCE & ADMINISTRATION (OPERATIONS)

INTRALOT's iGEM CMS Back Office System (BOS) provides a complete venue accounting and billing system. It provides detailed billing and reporting. The Lottery staff will have the ability to easily manage account adjustments and manage weekly and ad hoc EFTs. All the iGEM software functions are completely integrated and allow users easy movement from management function to management function.



The Venue's Financial Data tab contains banking and other relevant financial information. The Financial Data screen contains the option to sweep for either a venue, a group of venues, or by operator for invoices. The default selection would be EFT Sweep This Location. A second option is Sweep Parent – an option that will use the parent/operator of the venue(s) for the EFT sweep. A third option is COD – an option that will not roll the invoice forward, and will not include the venue in the EFT sweep.

The Banking Data Frame contains retailer banking information and provides authorized users the ability to define banks and banking information. From the banking application, users are able to define banking elements, their routing number, and any other information required by the Lottery. From the Banking Data Frame, users will be able to search for banks by name, routing number or ID number. Sweep Days of Week defaults to the Lottery's bank sweep day. Once the correct bank has been found, the user can relate the bank to the retailer. No additional banking information is needed or required when COD is selected. Banking information will be stored in a history table to show an archive of account history. Account types will be defined based on Lottery requirements. Standard account types will be checking and savings.

The following fields are available:

- Bank: The bank that issued the account.
- Branch Name: The branch of the bank.
- Account Number: The account number, as issued by the bank.
- Account Name: The bank account name, as issued by the bank.

- Start Date: The date as of which the account is valid from. A venue/operator must have a valid account in order for the system to update a bank transfer file. If there is no valid bank account, the sweep will fail.
- End Date: If the venue/operator changes account details, the user must close the account and create a new one. Any sweeps before the end date will be related to the current bank account. Any sweeps after the end date will either (a) Fail, if no new bank account is associated, or (b) Run for the new bank account.

At the end of the accounting period, the CMS creates electronic files of the debits and credits of the venue's sales and informs the collaborating banks for electronic collection (sweep) to the Lottery. The content of these files, as well as the manner in which the banks are informed is defined separately for each venue/operator through their financial data. Financial data is divided into accounting data and banking data. INTRALOT will create the data files necessary in the format and timing required by the Lottery and the bank. We are accustomed to best practices in this area.

The Lottery will be getting a system well proven in the industry which contains the flexibility to take care of whatever needs the Lottery may have for financial accounting, invoicing, EFT, etc.

INTRALOT will provide and support all required network access to a venue / operator website for the Lottery in order to accommodate the financial reporting required for all stakeholders.

- Convenience for venues and operators.
- Provide all financials and reporting as needed for venue management and operators.
- Allow venues to request technical support.
- Provide training.

INTRALOT will provide accounting through the iGEM Back Office System (BOS), which includes a comprehensive Accounting System using a browser-based interface to facilitate the management of accounting activities for both independent venues and operators. Accounting and settlement features permit users and operators to view daily sales, weekly sales, and invoice information, each in a single consolidated format. Using the iGEM reporting system the Lottery has at a minimum all capability required in order to inquire on a variety of search criteria, including day, billing week, retailer number, date range, machine type / model, county and city.

INTRALOT's iGEM standard accounting and reporting fully includes the capability to print detailed and summary statements for corporate and non-corporate accounts for the billing cycle and all historical billing cycles.

The reporting engine of iGEM central system is based on Crystal Reports, which provides the ability to export report data in all major report formats used, including: Excel formatted, Excel raw data, Adobe PDF, CVS, XML, HTML, text, etc.

4.4.13.1 The CMS design includes a monthly reporting feature that will be utilized for invoicing VLT gaming activity. The CMS accommodates invoicing requirements for LVL, limited gaming facility, and RVL. Invoices have options for sorting by operator/chain and include cover pages designed for mailing.

INTRALOT's proposed iGEM CMS design includes a reporting feature that can be utilized for invoicing VLT gaming activity on a recurring schedule defined by the Lottery – daily, weekly, monthly, or ad-hoc. It will accommodate all of your RFP invoicing requirements for LVL, limited gaming facility, and RVL venues. All invoices have options for sorting by operator/chain and include custom cover pages designed for mailing.

The sequence of functions that are performed are the following:

1. VLT gross meter data collection.
2. Calculation of net meter values.
3. Exception/Adjustment handling.
4. Calculation of derivative meters (accounting commissions, taxation, balances, payments, etc.).
5. Generation of Accounting Reports.
6. Processing of venue Accounting Schemas (like: sales, gross winnings, net drop, taxation).
7. Generation of account balances and Invoices – individual or by rolled up operator.
8. End of Accounting Period Processing, EFT, etc.

4.4.13.2 Invoicing functionality is to be variable and customizable for a specific retailer group. The CMS has to accommodate for tax rate changes and be configurable in the event that a rate is changed during a specific tax period. In addition, there shall be user defined gaming date ranges for billing to accommodate the various governing Acts in the West Virginia Code.

INTRALOT's iGEM invoicing functionality is variable and highly customizable for a specific retailer group. It can easily accommodate tax rate changes or variable tax rates in the event that a rate is changed during a specific tax period. As stated in ***Section 4.4.13.2***, invoicing cycles are totally configurable including the capability for user defined gaming date ranges for billing in order to accommodate the various governing Acts in the West Virginia Code.

The following accounting items and attributes, which are configurable, are used in the iGEM™ accounting:

- Accounting/Billing Periods (month, week, day, to/from date, arbitrary, etc.).
- Venue/ Venue Group accounting (an accounting group shares the same accounting attributes).
- Organization accounting.
- Payments Commissions: ability to define several payment schemes (e.g. fixed fees or percentage fees per turnover or net drop level).

  iGEM™ supports different commission schemes and taxation for different VLT Groups, Venues, Venue Groups, Operators, Cities, Counties, etc. as the case maybe

- Ability to define new accounting Organizations and assign a commission schema to them

A commission schema has the following payment attributes:

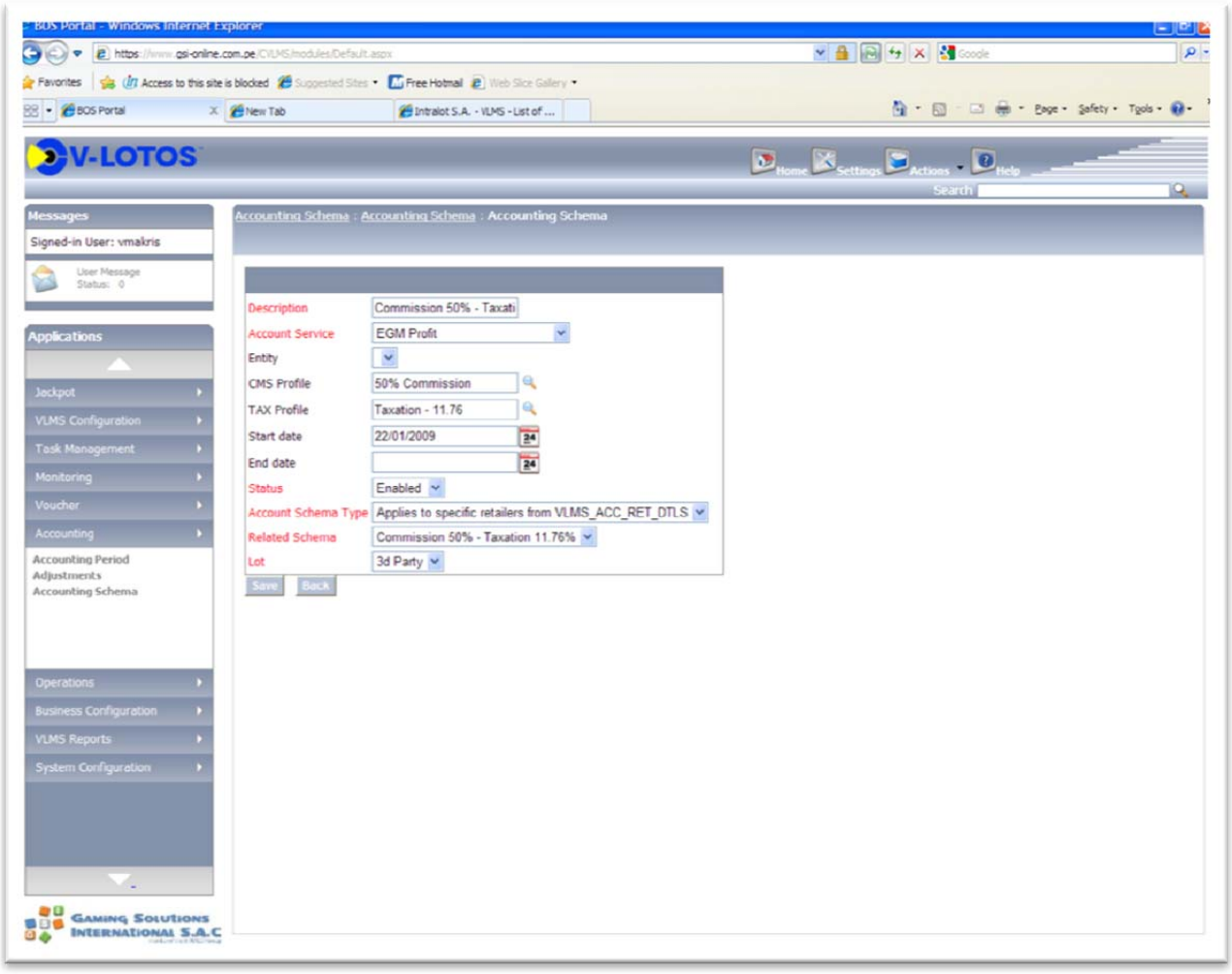
- Amount on which the payment applies (e.g., Turnover, net drop).
- Fixed Fee - One off, and the trigger event for this payment.
- Fixed Fee – Recurring, and the period and frequency of recurrence.
- Percentage fee, Level 1 on net drop range {0-x} USD.
- Percentage fee, Level 2 on net drop range {x-y} USD.

As an example, the multilevel percentage fee can be computed as follows:

A% for the first $50 of net drop.

B% for the second $50 of net drop.

C% on the remaining amount.



Accounting Schema Definition for a specific gaming venue operator group

4.4.13.3 Billing is based on variable tax rates and will be custom for each retailer group. Tax rate changes are to be Lottery configurable and updates to the tax rate are to be identifiable to a tax period. A manual adjustment process at the Venue level is also be included.

INTRALOT understands that billing is to be based on variable tax rates and will be custom for each retailer group. Also, tax rate changes are to be Lottery configurable, and updates to the tax rate are to be identifiable to a tax period. We will ensure that all Lottery requirements are met in regard to variable configurable tax rates, changes, updates, and tax period identification. As discussed in our proposal, a Venue-level manual adjustment process is also included with the iGEM system. Batch file loading of adjustments are also included.

Below is a sample of an actual iGEM customized accounting report showing a fee deduction by code, taxation, and adjustments for a specific location.

iGEM™ Gaming Enhanced Management System

Venues Monthly Accounting Report

intralot

Accounting Period 01/06/2013-30/06/2013 Accounting Type All

Venue Name [redacted] Venue Code [redacted] Venue Type CLUB

Accounting Totals

Trans. Code	Transaction	Revenue	Entitlements
20002	EGM NET REVENUE	161,516.43	1,110
20005	ADJUSTED REVENUE	918.30	0

Total for the Venue

Venue Revenue:	162,434.73	Average Monthly Entitlement	37.00	Net Revenue per Average Entitlement	4,390.13
Total Tax:	27,111.91	Gaming Tax per Average Entitlement	732.75		
Net Revenue:	135,322.82				
Tax Adjustment:	0.00				
Note: Not included unadjusted revenue	0.00				

4.4.13.4 The CMS design is to be configurable to download to tape, disk or other standard data storage devices of the information necessary to facilitate the Electronic Funds Transfer (EFT) sweeps of LVL permit holders including Excel, tab delimited, and .xml formats.

The iGEM CMS design proposed by INTRALOT is fully configurable to download to tape, disk or other standard data storage devices the information necessary to facilitate the Electronic Funds Transfer (EFT) sweeps of LVL permit holders including Excel, tab delimited, and XML formats. These features are standard functionality with the iGEM CMS.

The reporting engine of iGEM™ is based on Crystal Reports, which provides the ability to export report data in all major report formats used, including: Excel formatted, Excel raw data, PDF, TSV, CSV, XML,

HTML, text, etc. Furthermore, iGEM is built on Oracle. INTRALOT will create any file, interfaces, or formats needed.

Our system can process funds collection and provide an electronic funds transfer (EFT) file. The collections related to coin in, coin out, prize validations, adjustments, prior payments, credits, commissions, returns, and other accounting activity will be summarized and reported to the retailer before the EFT sweep. The Lottery can even designate manual payments from the venue if an EFT collection process is not available. The system will allow accounts to be suspended because of insufficient funds or other collection problems.

All pre-generated reports (daily, weekly, monthly, yearly, custom) are created automatically by the iGEM report scheduler. These are static files and can be produced in many formats (PDF, XML, HTML, text, etc.), and can be placed in the iGEM web portal or FTP servers for downloading by the designated authorized users, as well as emailed to a designated recipient. Gaming venues in our other jurisdictions are using this reporting mechanism for viewing and printing their own invoices.

INTRALOT's systems are already providing EFT sweeps for many Lotteries around the world. INTRALOT will customize the iGEM EFT systems in order to provide the exact requirements and functionality as may be requested by the Lottery.

4.4.13.5 The CMS design includes options for delivery of invoices other than by US Mail. These could include email options or an operator portal whereby invoices could be retrieved and printed locally as desired. The CMS has options to define invoice recipients by LVL location so that each operator and their accounting staff could be included in addition to the retailer. The CMS has the ability to restrict access to only authorized individuals. An operator or chain could view all retailers under their control but no retailer could view another retailer's invoice. Some operators will delegate this function to their independent accountant.

iGEM has a separate Invoicing system with configurable parameters for payments /fee /commission /taxation schema. The invoices produced by the system can be re-configured to the needs of the Lottery. Once the Invoice are produced (through iGEM Reporting System) they are available to the authorized users. These users can be one of the following:

- Lottery authorized personnel.
- Retailer authorized user: iGEM User Security components does not allow a retailer to have access to another's retailer data. The same is also valid for retailer's invoices.
- Operator (or chain) authorized users: iGEM User Security components does not allow an operator to have access to invoices (or any other data) of retailers that are not linked with the specific operator. The same is also valid for retailer's invoices.

As described in Section 4.4.13.4, INTRALOT's CMS design includes options for delivery of invoices other than by US Mail. These include email options and an operator portal where invoices can be retrieved

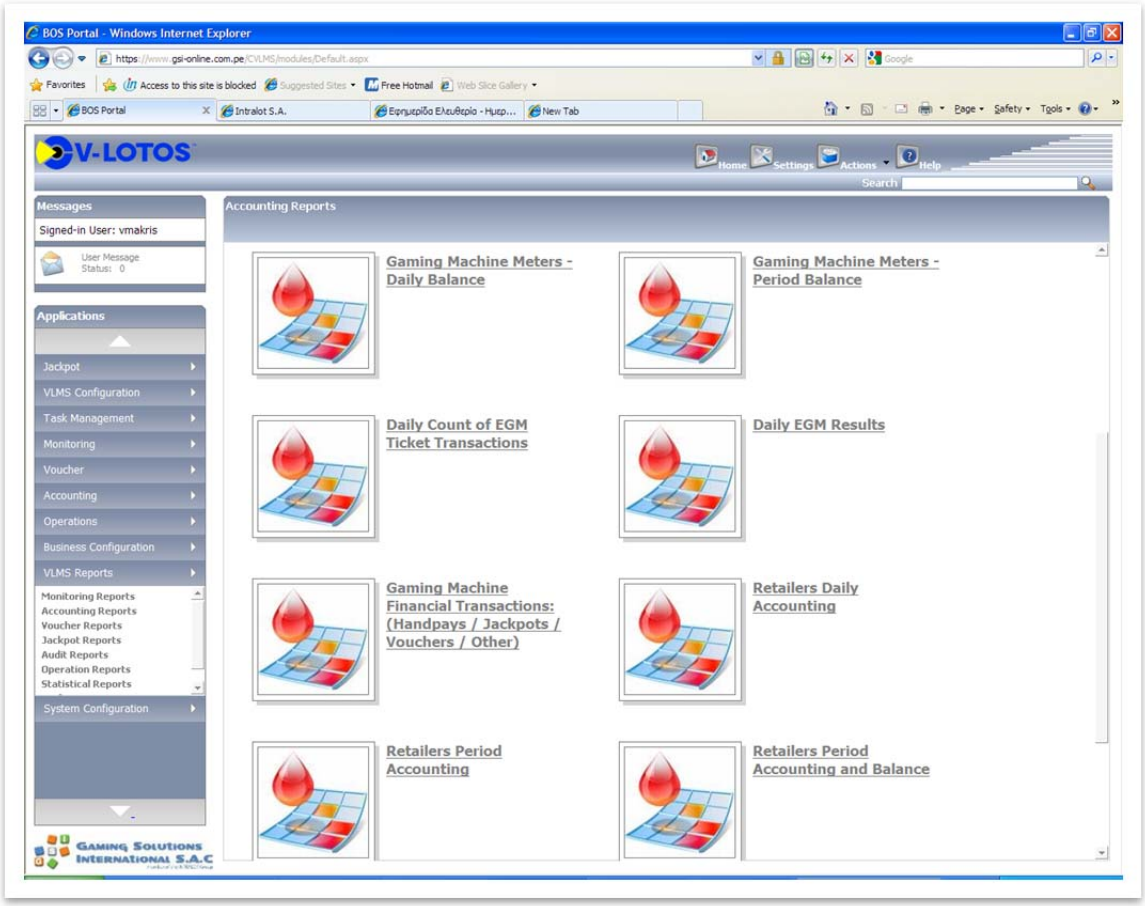
and printed locally as desired. Invoice recipients can be defined by LVL location so each operator and their accounting staff can be included in addition to the retailer. Our security implementation is robust and will restrict access to only authorized individuals. An Operator or chain will be able to view all retailers under their control, but no retailer would be able to view another retailer's invoice. INTRALOT understands that some operators will delegate this function to their independent accountant, which can easily be accommodated by iGEM.

Following the accounting period process described above, the iGEM system-reporting module is used to generate Invoices for the Venues and Operators, as needed. Invoices are generated by the iGEM reporting system, and each invoice is then made available for downloading or emailed and posted to the Venue Website for inquiry, review, and printing venue operator or other authorized users.

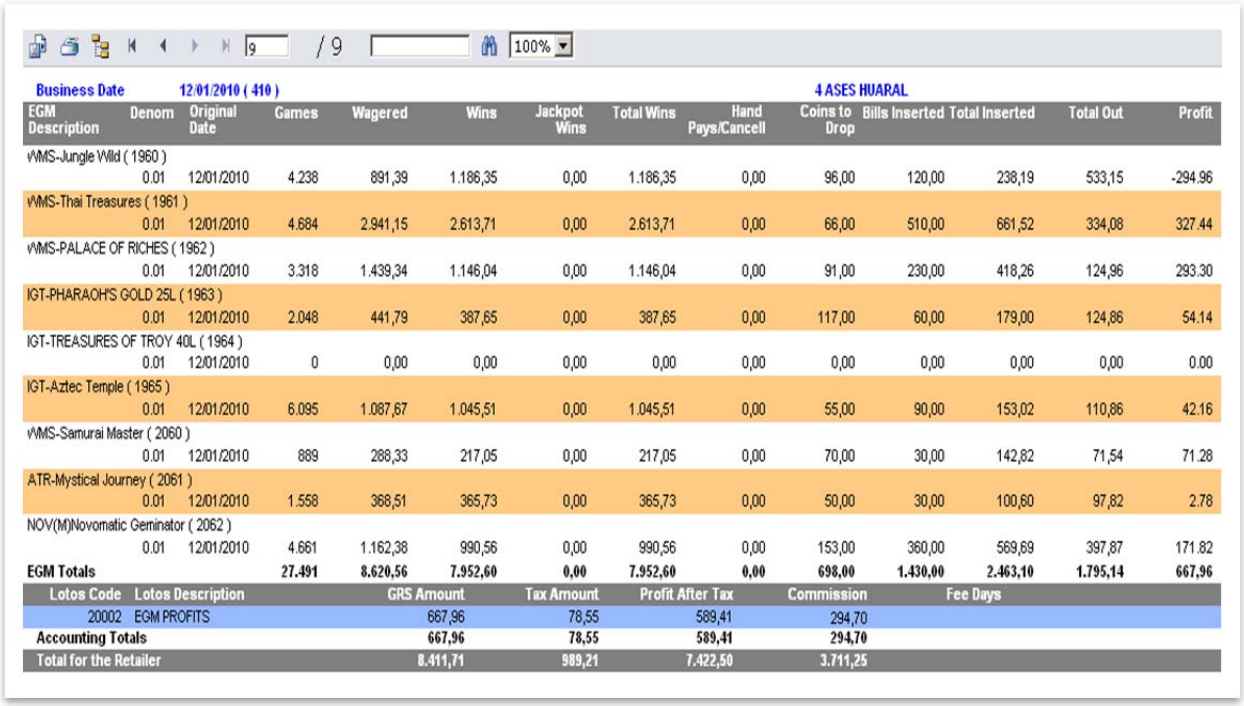
The iGEM™ reporting module is used to generate Invoices for the Gaming Venues and Operators, as needed. Invoices are generated by the iGEM™ reporting system, and each invoice is then downloaded to the designated venue terminal (Payment Terminal) and posted to the venue website for inquiry, review, and printing the next morning by the venue operator or other authorized users.

The results of the accounting process are viewed in the accounting reports. The iGEM™ system includes a variety of standard accounting reports, which are described in detail the following Reporting section. All iGEM™ accounting reports are usually customized in accordance with specific needs of the casino and local regulations.

The following figures show samples of daily and period accounting reports developed for a specific iGEM™ installation:



iGEM™ Accounting Reports selection screen



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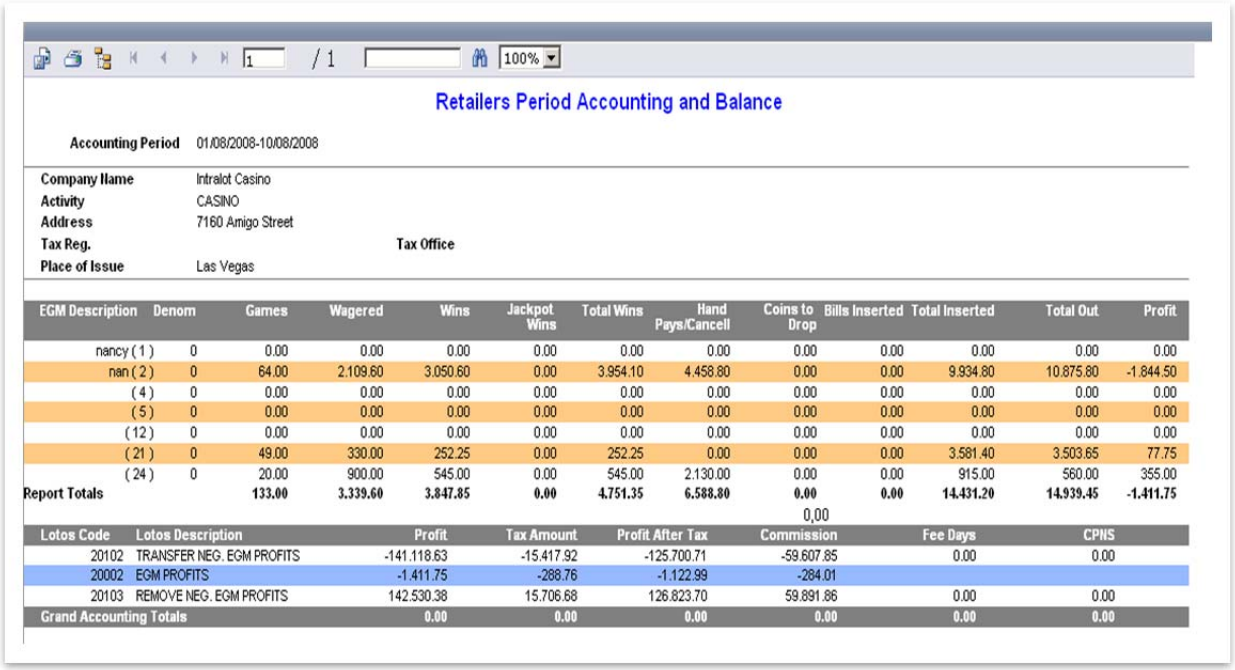
Business Date 12/01/2010 (410) **4 ASES HUARAL**

EGM Description	Denom	Original Date	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
vWMS-Jungle Wild (1960)													
	0.01	12/01/2010	4.238	891,39	1.186,35	0,00	1.186,35	0,00	96,00	120,00	238,19	533,15	-294.96
vWMS-Thai Treasures (1961)													
	0.01	12/01/2010	4.684	2.941,15	2.613,71	0,00	2.613,71	0,00	66,00	510,00	661,52	334,08	327.44
vWMS-PALACE OF RICHES (1962)													
	0.01	12/01/2010	3.318	1.439,34	1.146,04	0,00	1.146,04	0,00	91,00	230,00	418,26	124,96	293.30
IGT-PHARAOH'S GOLD 25L (1963)													
	0.01	12/01/2010	2.048	441,79	387,65	0,00	387,65	0,00	117,00	60,00	179,00	124,86	54.14
IGT-TREASURES OF TROY 40L (1964)													
	0.01	12/01/2010	0	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0.00
IGT-Aztec Temple (1965)													
	0.01	12/01/2010	6.095	1.087,67	1.045,51	0,00	1.045,51	0,00	55,00	90,00	153,02	110,86	42.16
vWMS-Samurai Master (2060)													
	0.01	12/01/2010	889	288,33	217,05	0,00	217,05	0,00	70,00	30,00	142,82	71,54	71.28
ATR-Mystical Journey (2061)													
	0.01	12/01/2010	1.558	368,51	365,73	0,00	365,73	0,00	50,00	30,00	100,60	97,82	2.78
NOV(M)Novomatic Geminator (2062)													
	0.01	12/01/2010	4.661	1.162,38	990,56	0,00	990,56	0,00	153,00	360,00	569,69	397,87	171.82
EGM Totals			**27.491**	**8.620,56**	**7.952,60**	**0,00**	**7.952,60**	**0,00**	**698,00**	**1.430,00**	**2.463,10**	**1.795,14**	**667,96**

Lotos Code	Lotos Description	GRS Amount	Tax Amount	Profit After Tax	Commission	Fee Days
20002	EGM PROFITS	667,96	78,55	589,41	294,70	
Accounting Totals		**667,96**	**78,55**	**589,41**	**294,70**	
Total for the Retailer		**8.411,71**	**989,21**	**7.422,50**	**3.711,25**	

iGEM™ Daily Accounting Report per Venue - Sample



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Retailers Period Accounting and Balance

Accounting Period 01/08/2008-10/08/2008

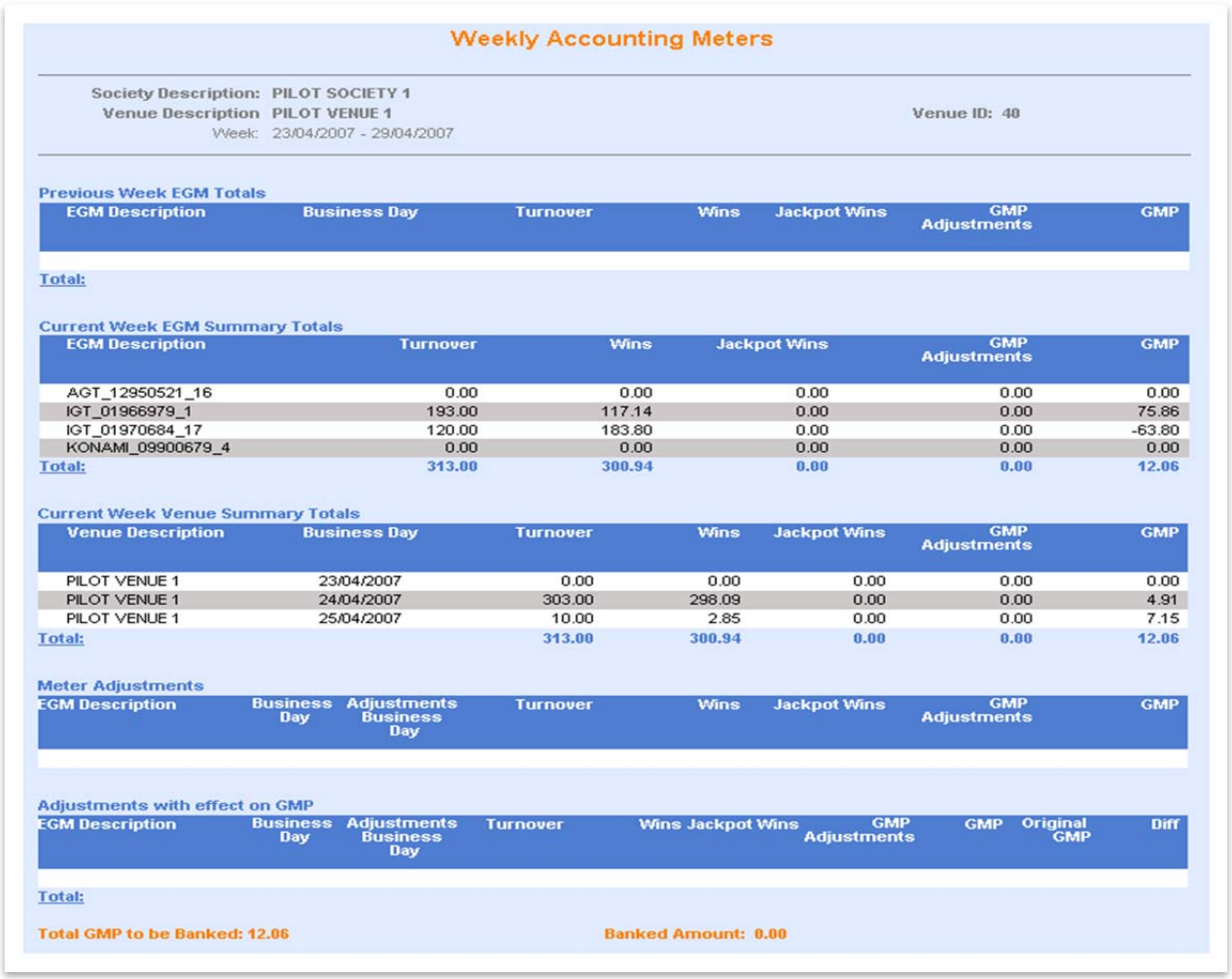
Company Name Intralot Casino
Activity CASINO
Address 7160 Amigo Street
Tax Reg. **Tax Office**
Place of Issue Las Vegas

EGM Description	Denom	Games	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancell	Coins to Drop	Bills Inserted	Total Inserted	Total Out	Profit
nancy (1)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
nan (2)	0	64.00	2.109.60	3.050.60	0.00	3.954.10	4.458.80	0.00	0.00	9.934.80	10.875.80	-1.844.50
(4)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(5)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(12)	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
(21)	0	49.00	330.00	252.25	0.00	252.25	0.00	0.00	0.00	3.581.40	3.503.65	77.75
(24)	0	20.00	900.00	545.00	0.00	545.00	2.130.00	0.00	0.00	915.00	560.00	355.00
Report Totals		**133.00**	**3.339.60**	**3.847.85**	**0.00**	**4.751.35**	**6.588.80**	**0.00**	**0.00**	**14.431.20**	**14.939.45**	**-1.411.75**

0,00

Lotos Code	Lotos Description	Profit	Tax Amount	Profit After Tax	Commission	Fee Days	CPNS
20102	TRANSFER NEG. EGM PROFITS	-141.118.63	-15.417.92	-125.700.71	-59.607.85	0.00	0.00
20002	EGM PROFITS	-1.411.75	-288.76	-1.122.99	-284.01		
20103	REMOVE NEG. EGM PROFITS	142.530.38	15.706.68	126.823.70	59.891.86	0.00	0.00
Grand Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

iGEM™ Accounting Period Report per Venue - Sample



Weekly Accounting Meters

Society Description: PILOT SOCIETY 1
Venue Description PILOT VENUE 1 Venue ID: 40
Week: 23/04/2007 - 29/04/2007

Previous Week EGM Totals

EGM Description	Business Day	Turnover	Wins	Jackpot Wins	GMP Adjustments	GMP
Total:						

Current Week EGM Summary Totals

EGM Description	Turnover	Wins	Jackpot Wins	GMP Adjustments	GMP
AGT_12950521_16	0.00	0.00	0.00	0.00	0.00
IGT_01966979_1	193.00	117.14	0.00	0.00	75.86
IGT_01970684_17	120.00	183.80	0.00	0.00	-63.80
KONAMI_09900679_4	0.00	0.00	0.00	0.00	0.00
Total:	313.00	300.94	0.00	0.00	12.06

Current Week Venue Summary Totals

Venue Description	Business Day	Turnover	Wins	Jackpot Wins	GMP Adjustments	GMP
PILOT VENUE 1	23/04/2007	0.00	0.00	0.00	0.00	0.00
PILOT VENUE 1	24/04/2007	303.00	298.09	0.00	0.00	4.91
PILOT VENUE 1	25/04/2007	10.00	2.85	0.00	0.00	7.15
Total:		313.00	300.94	0.00	0.00	12.06

Meter Adjustments

EGM Description	Business Day	Adjustments Business Day	Turnover	Wins	Jackpot Wins	GMP Adjustments	GMP

Adjustments with effect on GMP

EGM Description	Business Day	Adjustments Business Day	Turnover	Wins	Jackpot Wins	GMP Adjustments	GMP	Original GMP	Diff
Total:									

Total GMP to be Banked: 12.06 Banked Amount: 0.00

iGEM™ Weekly Accounting Report for a Venue – (Sample from New Zealand)

Reports can be made available from the Web services of the iGEM™ system through the System's Intranet or the System Web Sites, or remotely, subject to customer specifications and approvals and network configuration. Specific users/groups can have access to specific reports according to their user rights and operational needs. In addition, it is possible to provide, only to authorized employees/users, direct access to reporting tools to conduct queries upon demand.

4.4.13.6 The CMS has the ability to calculate an aggregate daily average gross revenue based on the prior three months results, in order to determine a percentage of gross profits due the commission for LVL revenues in the next period.

INTRALOT's proposed CMS will provide the ability to calculate aggregate daily average gross revenue based on the prior three (3) months results to determine a percentage of gross profits due to the Commission for LVL revenues in the next period. The calculations can be scheduled in the CMS to run on designated dates for the prescribed periods. The resulting report can also be configured to automatically notify designated personnel or sent automatically via email to the authorized persons.

4.4.13.7 The CMS has the ability to calculate and provide extract files related to revenue distributions to counties and municipalities by specific fund types as established by code (See Appendix 1). The CMS provides the data used to calculate these payouts on a periodic basis for LVL and RVL. The payout is distributed according to relative populations and the CMS design has the ability to carry forward a negative calculation in the event of a high payout impacting a specific county/municipality to a forward period. RVL distributions also include benchmark criteria which will impact the calculated distribution.

Building on tax related details discussed in ***Sections 4.4.13.2 and 4.4.13.3*** of our proposal, the INTRALOT iGEM CMS has the ability to calculate and provide extract files related to revenue distributions to counties and municipalities by specific fund types as established by Code. Per-venue local, county, and state tax rates are configurable in the system, as well as any special fund amounts to be extracted. Any such distributions can be calculated by the accounting system based on any defined period for each individual venue, venues in a defined city or county, Operators in a defined city or county, Owner/Company/Chain headquarters in a defined city or county, etc. These calculations are available regardless if the venue is a LVL or RVL location.

The CMS will also provide for the capability to distribute payout according to relative populations, and to carry forward a negative calculation in the event of a high payout impacting a specific county/municipality to a forward period. Demographic information for payout distribution will be defined in a table that can be edited by authorized personnel or updated as needed by batch upload. INTRALOT will include benchmark criteria for RVL distributions that will impact the calculated distribution. The Lottery and Intralot will finalize the functionality for these features during the requirements definition phase of the project.

4.4.13.8 The intended CMS has the ability to calculate settlement reports between the retailer and operator for those LVL retailers who are not independent. The Lottery believes this will require an email routing system and e-signature process that will result in creation and retention of a settlement report according to revenue sweep cycles. Those settlement reports will require retention for two (2) complete fiscal (6/30 year end) cycles.

For the CMS, INTRALOT will provide the ability to calculate settlement reports between the retailer and operator for those LVL retailers who are not independent. As in other INTRALOT CMS jurisdictions, a calculation can be pre-configured to determine a retailer or operator *take* based on a flat fee, a percentage, or a combination of both to include tiered fees/percentages based upon invoice amounts. The delivered functionality will also include an authorization and electronic signature process that will create and retain settlement reports according to revenue sweep cycles. These settlement reports will be retained for the life of the contract including any extensions.

As far as the methodology to be utilized for authorization process, INTRALOT will provide a method that meets the requirements of and is approved by the Lottery. Email routing can be utilized but some

concern for the security of the process is incurred if personal or external email servers are incorporated. For this reason, INTRALOT would provide a much more secure method of settlement report routing and approval verification to the Lottery if deemed acceptable.

We suggest utilizing the venue/operator website for handling settlement report authorizations between operators and their retailers. Access and authentication to the website is tightly controlled. During the authorization steps, the operator and associated retailers could view their invoice and digitally sign approval using their system credentials. Should there ever be any authorization concern by any of the entities, the authorization details will always be available to the Lottery for forensic review. Just some of these details are:

- Source IP address of user.
- Date/Time of login/logout.
- User system authentication – UID, firewall, etc.
- Session task tracking.
- Logging of all the above items in the permanent system records.

4.4.14 SYSTEM ACCOUNTING AUDIT & ANALYSIS (OPERATIONS)

The CMS design is to monitor the operation of each VLT and create reports using data received from SAS 6.02 or any later approved standard related to commands and meter code values.

As discussed in **Section 4.4.1.4** of our proposal, the INTRALOT iGEM CMS will monitor the operation of each VLT and create reports using data received from SAS 6.02, or any later approved standard related to commands and meter code values.

Accounting in iGEM™ is based on the collected VLT meter data and produces a series of accounting results and reports. The sequence of functions that are performed are the following (end of day procedure):

1. VLT gross meter data collection.
2. Calculation of net meter values.
3. Exception/Adjustment handling.
4. Calculation of derivative meters (accounting commissions, taxation, balances, payments, etc.).
5. Generation of Daily/Weekly/Monthly/Yearly Accounting Reports.
6. Daily processing of venue Accounting Schemas (like: sales, gross winnings, net drop, taxation).
7. Generation of account balances and Invoices.
8. End of Accounting Period Processing.

Accounting Attributes

The following accounting items and attributes, which are configurable, are used in the iGEM™ accounting:

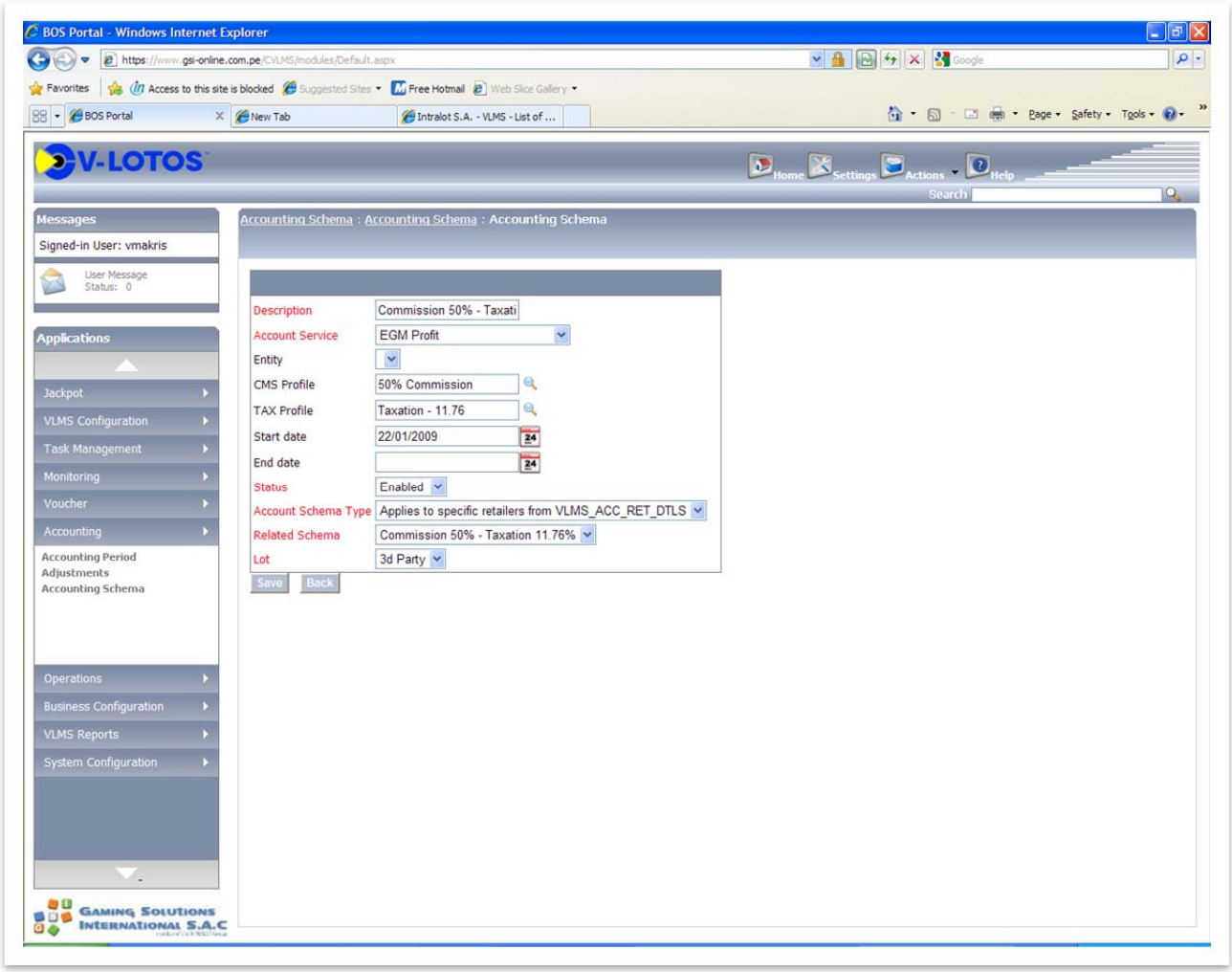
- Accounting Periods (month, week, day, arbitrary, etc.).
- Venue/ Venue Group accounting (an accounting group shares the same accounting attributes).
- Organization accounting.
- Payments Commissions: ability to define several payment schemes (e.g. fixed fees or percentage fees per turnover or net drop level).
  iGEM™ supports different commission schemes and taxation for different VLT Groups, Venues, Venue Groups, Operators, States, etc. as the case maybe.
- Ability to define new accounting Organizations and assign a commission scheme to them.

A Commission Schema has the following payment attributes:

- Amount on which the payment applies (e.g., Turnover, net drop).
- Fixed Fee - One off, and the trigger event for this payment.
- Fixed Fee – Recurring, and the period and frequency of recurrence.
- Percentage fee, Level 1 on net drop range {0-x} USD.
- Percentage fee, Level 2 on net drop range {x-y} USD.

As an example, the multilevel percentage fee can be computed as follows:

A% for the first $50 of net drop.
B% for the second $50 of net drop.
C% on the remaining amount.



Accounting Schema Definition for a specific gaming venue operator group (iGEM™ screen sample)

Accounting Processing and Results

The Basic Accounting functionality includes:

- End-of-Day Procedure: This procedure is executed by the system administrator at the end of a business day (or other user defined period). It consists of the following steps:
    - Load in database events, accounting meters, transactions and tickets/vouchers gathered by the Central System from Site Controllers during the last business day.
    - Find missing meters or meters that need adjustment (if any).
    - Calculate net daily meters for each VLT.
    - Calculate derivative meters. The final phase of the daily data processing is to produce the daily derivative meters. These meters are derived from the machine net meters, using predefined formulas. There could be various sets of derivative meters. The most important set is the accounting derivative meters. At the end of this calculation, the GMP for each gaming machine is also calculated. The accounting set of derivative meters consist of the following entities:

        - Total Inserted.
        - Total Paid Out.
        - Total Paid Out as tickets.
        - Total Wagered.
        - Total VLT Wins.
        - Total Jackpot Wins.
        - Total Wins.
        - Hand Pays/Cancelled.
        - Bills / Coins Inserted.
        - Games Played.
        - System Wins (originated by System Jackpots not transferred to the VLT).
        - Inserted via Electronic Transfers (if EFTs/AFTs are used).
        - Paid Out via Electronic Transfers (if EFTs/AFTs are used).
        - Wide Area Jackpot Contributions (in case Progressive Jackpots are used).
        - Tax.
        - Commissions (more than one commission schemes per VLT group can be defined based on used services).

      This set of meters is common for all supported VLT protocols. This set of derivative meters provides unified accounting data independent from any supported VLT protocol. A new derivative meter can be configured in the system at any time, following a corresponding request from the Gaming Operator or Regulator.

    - Meter Adjustment: If any invalid meters (negative meters, zero meters or "exceptional" meters, which are meters that deviate significantly from average meters) are displayed on the Meter Exception report, a manual adjustment must be made to the net meter

values if deemed necessary. The typical cause of zero and invalid meters is malfunction of VLTs or improper RAM clear of VLTs. The data gathering for determining the values of the adjustments requires a coordinated effort and authorization between venue floor supervisors, technicians, accounting staff and authorities (inspectors) in accordance to the regulations.

- The billing task uses the meter data to produce charges for the various fees and accounts distributed according to predefined rules. The billing task also provides for adjustments to the supported accounts, tracks accounts receivable, and generates reports and invoices from the billing data.
- When the End-of-Day accounting and transaction processing functions finish, new sets of accounting data and Invoices are produced and stored in the database, and all account balances are updated. This signifies the "closing" of the business day in the iGEM™ system, which allows this day to be included in the accounting reports of the system.

The results of the accounting process are viewed in the accounting reports. The iGEM™ system includes a variety of standard accounting reports, which are described in detail in the following Reporting section. All iGEM™ accounting reports are usually customized in accordance with specific needs of the casino and local regulations.

4.5 INTERFACES

4.5.1 INTERFACES (DATABASES)

4.5.1.1 The Lottery maintains off-system databases containing various types of information related to financial, licensing and security aspects of the video lottery program. Therefore, the CMS is to provide a relational database management system that is OLE DB or ODBC compliant. The CMS is to transfer and receive "pipe delimited" (I) flat files of all required data elements for importation into the Lottery sub-system.

INTRALOT understands that the Lottery maintains off-system databases containing various types of information related to financial, licensing, and security aspects of the Video Lottery program. The iGEM CMS will provide a relational database management system that is OLE DB and ODBC compliant. The proposed CMS will transfer and receive pipe-delimited flat files of all required data elements for importation into the Lottery sub system.

INTRALOT utilizes Microsoft SQL Server 2012 in its implementation of the data warehouse and the iWare report sub system that exchanges data with our CMS Oracle database. Therefore, the provider/consumer relationship between the Lottery's off-system databases and that of INTRALOT's CMS is fully enabled to support data interchange between systems.

4.5.1.2 All data is confidential and is the sole property of the West Virginia.

INTRALOT understands that all data is confidential and is the sole property of the West Virginia Lottery and the State of West Virginia. We maintain confidentiality of information for all of our customers world-wide every day. INTRALOT will meet all data security and confidentiality requirements required by the Lottery.

4.5.1.3 The Vendor response is to provide a detailed, functional database schema for the data warehouse (DW) that can be utilized by the Lottery database administrator.

INTRALOT will provide our iWare reporting sub system as the data warehouse solution for the Lottery. As stated previously, iWare provides data mining capabilities from a data warehouse located outside of the production CMS environment for heightened security, and to guarantee no impact to CMS functionality from reporting workloads. The iWare data warehouse will be fed by a near real time feed from the iGEM Oracle based CMS so that it has up to date information for reporting purposes. INTRALOT will build any data fields and customization required by the Lottery into the data warehouse, and reporting which may be required by the Lottery and the Lottery's database administrator.

At this time, due to confidentiality and trade secret requirements and protection of INTRALOT's database design, we have not provided a detailed, functional database schema for the data warehouse within our proposal. INTRALOT will be pleased to provide a detailed, functional database schema for the data warehouse (DW) that can be utilized by the Lottery database administrator if the Lottery is able to sign a mutual nondisclosure agreement, and also if INTRALOT is selected for the project.

As stated above, INTRALOT will provide any modifications to the iGEM and iWare schemas to best suit and meet Lottery requirements.

4.5.1.4 The Vendor is to provide a security model that will provide a wide range of Lottery employees varying levels of access to this data.

Access to the databases and interfaces is approached by INTRALOT no differently than that for the entire CMS. Our security, as detailed throughout ***Section 4.1.4.12*** and other areas of our proposal, is second to none. As proposed and delivered, INTRALOT's iGEM CMS will provide a security model that will enable a wide range of Lottery employees to have varying levels of access to this data.

INTRALOT has been the first international vendor to achieve a WLA SCS / ISO 27001 certification. INTRALOT's Information Security Management System (ISMS) includes detailed audit processes and reviews on an annual basis in order to ensure that security functions and physical security are continuously monitored and improved. This certified ISMS would be deployed for protecting the operation.

The system provides a flexible and powerful Role Based Access (RBAC) Security scheme for data access and application access to specific users based on their privileges. Segregation of duties is a fundamental security control according to the certified ISMS that must be deployed strictly in order to ensure a need-to-access rule based on job descriptions and avoid the granting of superpowers to any role in the system. Rules of least privilege are implemented throughout the iGEM solution.

INTRALOT's CMS includes a powerful authentication and user-management tool for operational relationships that manages access to the platform applications and systems and supports the following functions:

- User management and access rights.
- Role management and user groups.
- Access-policy management and implementation.
- Role-based user certification and access authentication.

User Management

Every user granted access to the system is given a unique identity in the context of the authentication tool of the system. This identity is used to grant the user access to various applications and systems within the central monitoring system. Information including name, password, e-mail, etc., is securely stored for every user.

User Categories

A user is an entity representing anyone who exchanges information with the central monitoring system and applications. Main user categories may include, but are not limited to:

- Venue agents.
- Security administrator/user administrator.
- Architecture manager.
- Customer service representative.
- Application experts & users.
- Lottery & other governmental bodies users.

User Password Management

The system enables the definition and application of a number of policies to support secure password management (i.e., secure password policies). Secure password policies can be applied to individual users, role-based user groups, or at directory tree hierarchy level. In the case of the latter, secure password policies apply to all users in the specified directory tree hierarchy level.

Secure password policies minimize the risks associated with easy passwords, and require the passwords to be changed either by the user on the basis of a predefined schedule or the selection of unusual passwords. Moreover, these policies enable locking the user account after a series of failed authentication attempts.

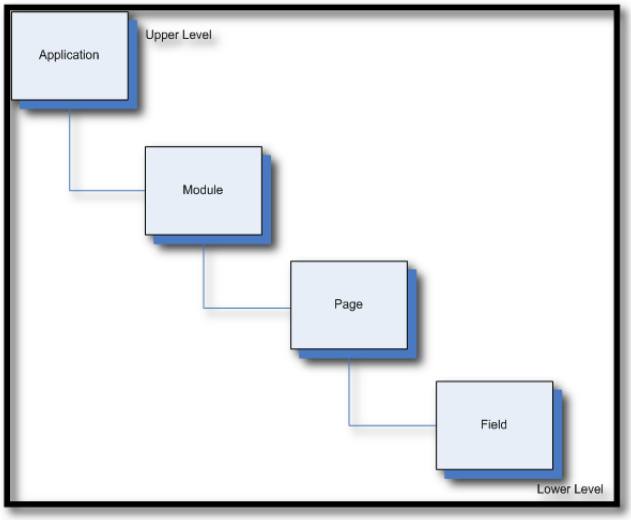
Secure password policies may include, but are not limited to, the following parameters:

- Password change at first connection. Users are required to change their password when their first connection is made or after a password change by the administrator.
- Password expiry. Passwords are associated with a predefined validity period.
- Password expiry warning. Users are notified that their personal password is about to expire.
- Password syntax check. Requires the execution of password syntax checks to ensure password alphanumeric compliance with the requirements.
- Password length. Specifies password minimum length.
- Password minimum age. Restricts users from reusing a password for a specific period of time. Combined with the "Password history" parameter, it prevents users from reusing passwords that have been used in the past.
- Password history. Specifies the maximum number of passwords per user that may be stored in password history.
- Password encryption. Specifies the encryption to be used in storing passwords in the directory tree (e.g., SHA, Salted Secure Hash Algorithm (SSHA), or UNIX CRYPT algorithm).

Access Rights and Policy Management

The system enables user access rights definition and management as follows:

With the authentication tool, the administrator is allowed to grant access rights to users at application, module, page, and field level. When a right is granted at one level, all lower levels inherit it.



The system supports nominal access rights assigned to each user individually, and group access rights grouped by roles that can be assigned to several users. Users may be assigned nominal rights and/or rights inherited through their role. Users may have one or more rights. These rights are graded, while hierarchy and inheritance rules apply. In the case that additional rights have been granted at any system level (such as module, page, or field), then these rights will overwrite the original role rights assigned to the user.

Pursuant to the rule of inheritance and as illustrated in the figure above, when access rights are assigned to one level, all lower levels inherit this right. For instance, if updated rights are assigned at a module level and it is not restricted at another level, then the user is capable of updating the module, module pages and page fields. However, the user will not have the same rights for the remaining application modules, since the application is higher in the hierarchy and the rights have not been defined at that level. In order to fully control user access, the administrator may assign detailed access rights per user at field level. In addition, the administrator may define procedures to be followed requesting approval by a second administrator in order to assign access rights to a user for a particular field.

Using the authentication tool, the administrator is able to designate the applications in which access is granted to the roles defined. For instance, the "System Administrator" role could be assigned with access rights to all platform applications and systems. Access rights are thus grouped in roles that are then assigned to users. Based on the role assigned to them, users have access to specific data. The system enables the administrator to assign individual users with more rights than those defined in their respective role. Thus, the administrator selects the specific applications, modules, pages or fields and assigns the relevant access rights.

Five types of rights can be assigned at each application level:

- **Insert**: The right to insert information enables the user to enter new information in the system.
- **Read**: The read right enables the user to read information and, consequently, read field information.
- **Update**: The update right enables the user to change information in the system.
- **Delete**: The right to delete enables the user to delete information in the system.
- **Full Access**: The right to full access to the system enables the user to inherit all above access rights.

To ensure system data protection and functionality even further, an additional password may be required to confirm any changes effected on system information by any other user assigned with a different gradation level. Moreover, it is possible to specify that a second user authentication level is required. This way, an extra security measure is at work and can be defined at all application levels, even at field level, ensuring the system's full control.

4.5.1.5 The CMS, as designed by the Vendor, is to be capable of interfacing with Microsoft SQL Server 2008 or higher in their implementation of the CMS and DW Relational Database Management System.

INTRALOT is proposing its integrated iWare product for the Lottery. The iWare data warehouse utilizes Microsoft SQL Server 2012 that interfaces fully with our Oracle-based CMS database. As designed, INTRALOT's proposed CMS solution is capable of natively interfacing with Microsoft SQL Server 2008 or higher.

4.5.1.6 The Vendor design includes creating and maintaining a real time data warehouse (OW) at the PDC and near real time OW at the BOC for Lottery reporting purposes. The warehouse will be a SQL Server compatible database and maintained at the current version as the production environment.

INTRALOT's design includes the creation and maintenance of real time data warehouses at both the PDC and BDC for Lottery reporting purposes. The data warehouse will be based on Microsoft SQL Server 2012, and will be maintained at the current version as the production environment.

4.5.1.7 The Vendor design includes designing and maintaining a metadata model and database diagram of the DW database system in order for the Lottery to understand the relationships between tables. This model is to be in an organized format so that the Lottery's OBA and related "super users" can easily identify data elements and their relationship.

INTRALOT will design and maintain a metadata model and a database diagram of the data warehouse database system so that the Lottery can easily understand the relationships between tables. It will be prepared and maintained in an organized format so that the Lottery's DBA and related super users can

easily and readily identify data elements and their relationships. The metadata model and database diagram will be updated and maintained for the life of the contract.

4.5.1.8 The Vendor shall maintain a model (such as a relational database) specifically for the Lottery containing data elements and relationships to be agreed upon by the Lottery and the Vendor. Data items are to be made current in real time or as close to real time as possible. Database information includes all information collected by the system. Lottery system users need to be able to, using the relational database architecture, develop, modify, save and schedule individual reports. All information retrieved from the relational database architecture in user-developed reports is intended to be able to be indexed and sorted. This relational database is also referred to as the DW or EDW in other sections.

INTRALOT will provide the Lottery with our iWare data warehousing and reporting tool based on Microsoft SQL Server 2012 and includes SQL Server Report Builder. We will design and maintain a data warehouse model specifically tailored to the data elements and relationships agreed upon with the Lottery over the term of the contract. The iWare database will remain current through real-time and near-real-time replication from the CMS of all information collected by the system.

Using the browser-based GUI, Lottery users will be able to develop, modify, save, export, and schedule individual reports. The design of the system allows versatile sorting and indexing of all information contained in the database so that users can develop reports to their specific need. Any item of data that exists on the CMS can be replicated to the data warehouse.

4.5.1.9 The CMS design is to send machine update data (location/attribute changes, enables, disables) back to the Lottery maintained databases as they occur.

INTRALOT will supply the Lottery with a CMS design that will send real-time machine update data to the Lottery-maintained databases as they occur. During the functional specification phase of the conversion, INTRALOT will work closely with the Lottery to define the data required and the update process(s). INTRALOT will adjust the data transfer requirements over the course of the contract upon request from the Lottery.

4.5.1.10 The Vendor response documents how they can control the flow of data between the CMS and external databases. The Vendor is encouraged to document how they can maintain data integrity with certain data elements flowing forward from the external databases to the CMS. This would include items like object identity and demographics. At the same time, certain data elements from the CMS would flow back to the external database such as machine status changes. In both cases, the interfaces would consist of flat file formats to be developed during system configuration with appropriate controls.

(See Appendix 6 -Data Definitions Documentation)

The iGEM IFC Module is a full blown file exchange system that can handle various input and output source locations and any given file. It is seamlessly integrated with the back office and files may be generated/imported as task or even daily operational procedures.

The system provides an interface to interchange files Ad-hoc, by interval, or by some daily operational tasks, such as but not limited to:

- Business day operations.
- Accounting period related operations (daily, weekly, monthly).

Information flow may be achieved by interchanging files from various locations like:

- Locally on the servers.
- Windows network share.
- Ftp location.
- Sftp location.

The above location may also be mixed, which means a file can be retrieved by a windows network share for import, and a file may be exported to multiple mixed locations simultaneously i.e. : a file is generated and then the same file is published concurrently with two windows network shares and one sftp server.

The System always keeps a local copy of any input or output file on the local servers disk for reference and automatically archives in a folder tree structure on a per day basis.

Each file is dated and timed for auditing purposes when kept in those locations. Audit logs are kept on the iGEM CMS which identifies the user that triggered the operation, and the exact file that was interfaced (time, date and various other information is kept also).

The interface files are entities based on their file extension. Every entity may have an input/output location source assigned and the system when triggered will poll these locations to get or output data.

The file formats commonly used are:

- Any delimiter-separated text format (flat files) used by databases or spreadsheet programs (i.e. .CSV, .TXT etc.).
- XML Format.

The system also supports processing of various imports simultaneously as a batch operation, for example five .CSV files placed on an input location and processed together as one operation.

Data flow between CMS and external databases is achieved by binding various external files based on an interval by producing only deltas from the external source. The system can be configured to transform those into the entities used by the CMS. Various reference maps can be specified in order to maintain integrity and numbering between one or many external systems. The IFC module can handle sequential operations of import to export onto external sources in order to achieve complicated file exchange structures. The CMS is able to exchange data for all major entities residing on its database. The data may be exchanged to any external source by speaking its "own language" when referred to any entity, i.e. using another serialization numbering format for VLT's instead of the ones used in CMS.

The IFC module is represented in the iGEM User & Roles Management Module, and all actions may be allowed, restricted etc. on per user basis or group as in all CMS modules.

The iGEM IFC Module has already various implemented import/export interfaces than can be customized according to the Lottery's requirements. Some the existing interfaces are the following:

- Demographics Import/Export.
- Venues Import.
- VLT Software Sets Import.
- VLT Models Import.
- VLTs Import.
- Daily VLT results Export.
- Venue Accounting Info Export.
- Payments/Invoices Export.

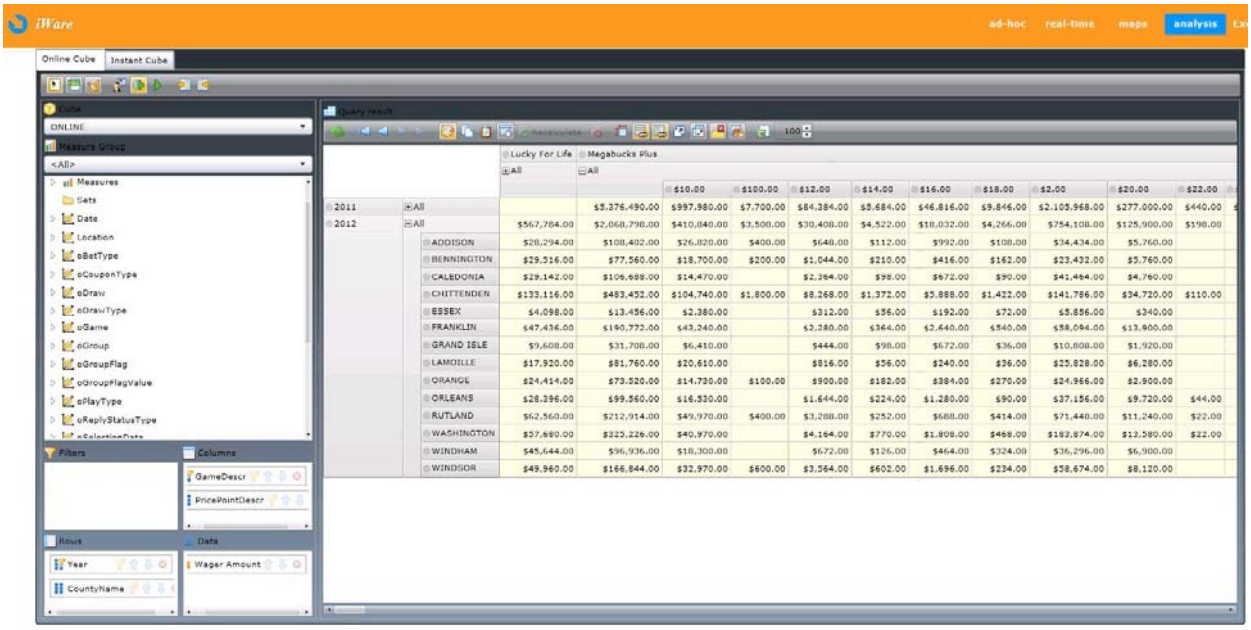
4.6 REPORTING

4.6.1 REPORTING REQUIREMENTS (REPORTING)

INTRALOT's iGEM central system provides both a very robust user friendly standard reporting as well as pre-defined reports. In addition, we also provide iWare, which is a menu driven application that provides user defined and pre-defined reports, Ad Hoc query, data warehouse and a data mining system.

Both applications require an authorized user ID and password, and may utilize Internet Explorer or other industry standard browser in order to access them. All functionality is presented via user-friendly graphical user interface format and content.

iWare will give Lottery personnel the ability to easily analyze data from many vantage points. It allows in depth analysis of data from a panoramic view of years of data down to the details of individual transactions. iWare defaults to the Analysis Module, but there are four other modules from which the user can choose: Ad Hoc, real-time, maps, and executive dashboards.

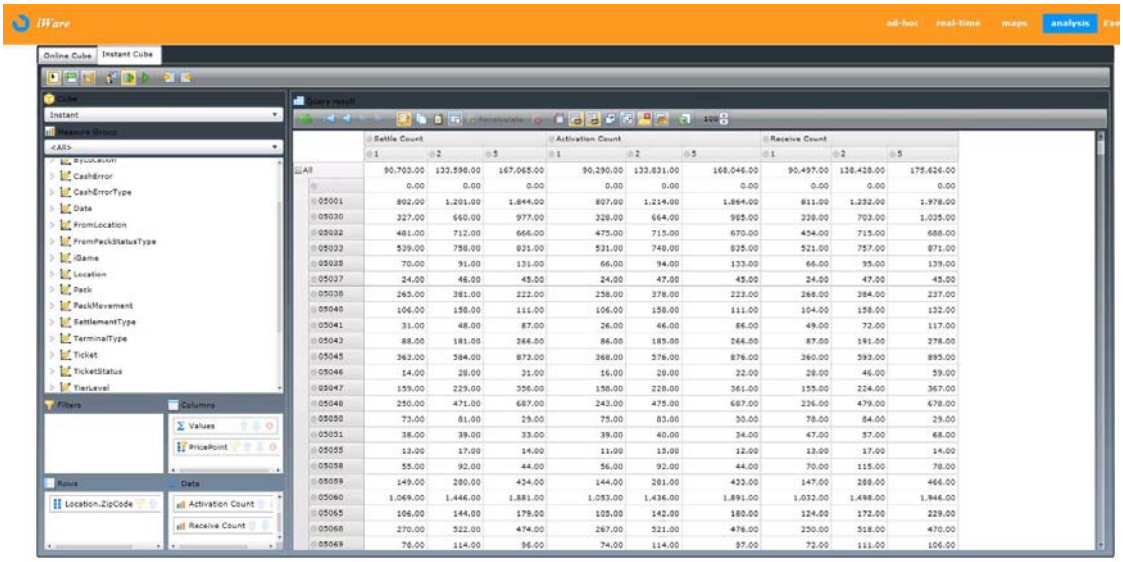


iWare's database is fed in real-time by the iGEM CMS. Activity captured includes all facility data associated with those transactions. This allows iWare to get very granular. An Extract, Transform, and Load (ETL) process feeds the data into iWare's data warehouse where it is processed by the OnLine Analytical Processing (OLAP) Cubes.

iWare's data warehouse is built on an OLAP database running on Microsoft SQL Server. SQL Server Analysis Services is used to consume the OLAP database to process the OLAP cubes. iWare provides the ability to create new views of data by dragging and dropping data parameters into the rows, columns or

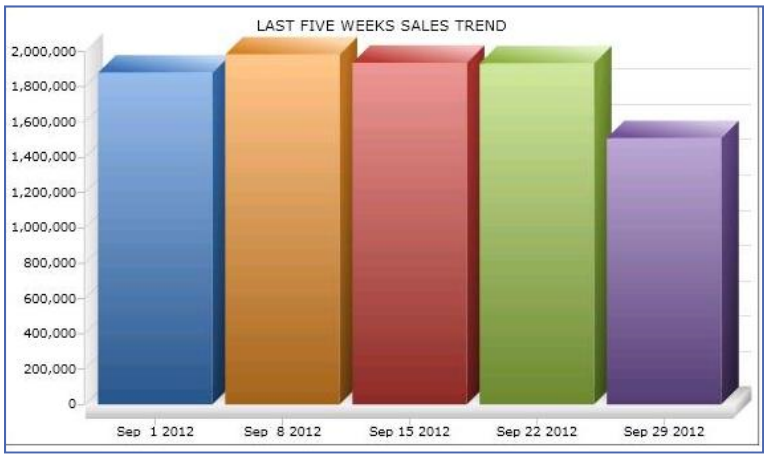
data quadrants, and then tuning the data with filters. While the CMS is designed to manage and report data from a transaction view, iWare's OLAP is designed to analyze and report data from any view.

The iWare system resides physically outside the system firewalls logically and physically separate from the CMS. iWare Cubes consist of dimensions and measures to analyze the data.



SQL Server Reporting Services is used for creating, maintaining and running reports and dashboards which consume the cubes as its data sources. iWare provides rich graphic reporting allowing drill down from large aggregations of data down to atomic level data:

The executive dashboard in iWare shows real time statistics of current data and high level comparisons of key metrics.

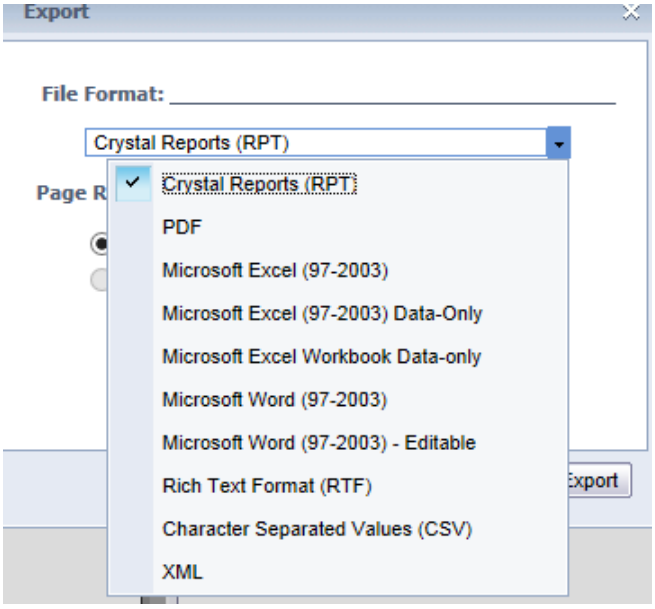


4.6.1.1 The CMS provides reports on a "business day" format, defined as 6:00:00 a.m. through 5:59:59 a.m. the following calendar date. The business date is defined as the calendar day that begins at 6:00:00 am.

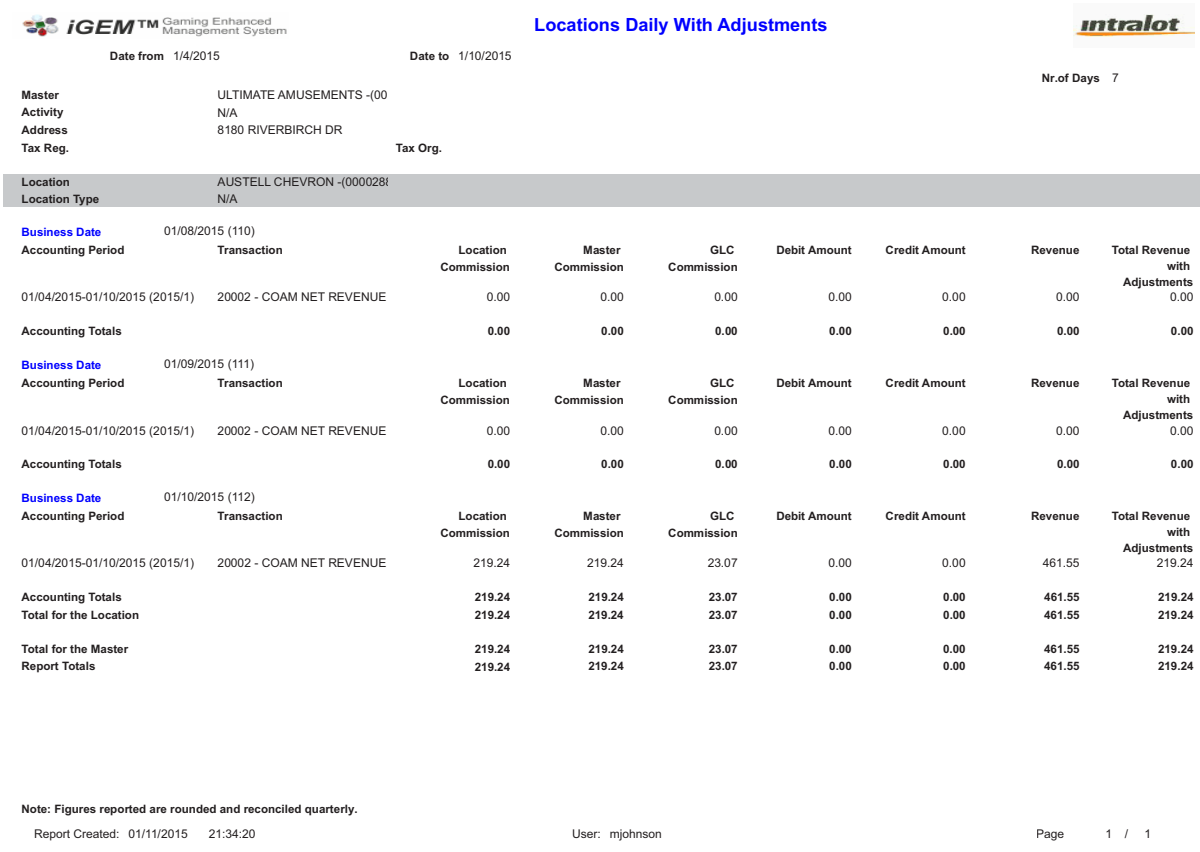
INTRALOT understands and agrees that the CMS is to provide reports on a business day format, defined as 6:00:00 a.m. through 5:59:59 a.m. the following calendar date, and that the business date is defined as the calendar day that begins at 6:00:00 a.m. The proposed iGEM CMS can start and end the business day as required by the RFP, and can be changed at a later date should the Lottery desire.

4.6.1.2 Describe how the CMS provides the ability for all data to be capable of extracting/exporting to such tools as Excel, Access, text format, etc. Describe how all reports can be exportable with and without headings in CSV format, Excel data only format, printable in PDF format or as an XML file, and have date, time and user imbedded in the report.

The iGEM CMS will provide for all data to be capable of extracting and reporting to such tools as Excel, Access, text formats, etc. All reports are exportable with or without headings in CSV format, Excel data only format, printable in PDF format or as an XML file, and have the date, time, and user information embedded in the report. All of these requirements are standard capabilities of the proposed system that we currently supply our customers every day.



The following report contains a date and time stamp along with the user that requested the report. This information can be easily placed within the header or footer of any report.



iGEM™ Gaming Enhanced Management System

Locations Daily With Adjustments

intralot

Date from 1/4/2015 **Date to** 1/10/2015

Nr.of Days 7

Master ULTIMATE AMUSEMENTS -(00
Activity N/A
Address 8180 RIVERBIRCH DR
Tax Reg. **Tax Org.**

Location AUSTELL CHEVRON -(000028
Location Type N/A

Business Date 01/08/2015 (110)

Accounting Period	Transaction	Location Commission	Master Commission	GLC Commission	Debit Amount	Credit Amount	Revenue	Total Revenue with Adjustments
01/04/2015-01/10/2015 (2015/1)	20002 - COAM NET REVENUE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Business Date 01/09/2015 (111)

Accounting Period	Transaction	Location Commission	Master Commission	GLC Commission	Debit Amount	Credit Amount	Revenue	Total Revenue with Adjustments
01/04/2015-01/10/2015 (2015/1)	20002 - COAM NET REVENUE	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Accounting Totals		**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Business Date 01/10/2015 (112)

Accounting Period	Transaction	Location Commission	Master Commission	GLC Commission	Debit Amount	Credit Amount	Revenue	Total Revenue with Adjustments
01/04/2015-01/10/2015 (2015/1)	20002 - COAM NET REVENUE	219.24	219.24	23.07	0.00	0.00	461.55	219.24
Accounting Totals		**219.24**	**219.24**	**23.07**	**0.00**	**0.00**	**461.55**	**219.24**
Total for the Location		**219.24**	**219.24**	**23.07**	**0.00**	**0.00**	**461.55**	**219.24**
Total for the Master		**219.24**	**219.24**	**23.07**	**0.00**	**0.00**	**461.55**	**219.24**
Report Totals		**219.24**	**219.24**	**23.07**	**0.00**	**0.00**	**461.55**	**219.24**

Note: Figures reported are rounded and reconciled quarterly.

Report Created: 01/11/2015 21:34:20 User: mjohnson Page 1 / 1

4.6.1.3 The CMS is to be capable of generating all daily, weekly, monthly, and yearly reports and invoices as well as *Ad Hoc* reports as requested by the Lottery utilizing user defined date ranges.

INTRALOT's proposed iGEM CMS will be fully capable of generating all daily, weekly, monthly, and yearly reports and invoices, as well as Ad Hoc reports as requested by the Lottery, utilizing user defined date ranges and any other quantifiers or combination of quantifiers. With the included reporting tools, reports may be real-time, on-demand, scheduled and automatically distributed, pre-defined, or Ad Hoc. INTRALOT will customize our reporting sub systems to provide any report and format the Lottery desires.

4.6.1.4 Describe how the CMS has the capability of processing reports so users are able to perform daily tasks while reports are processing in the background without locking the user's workstation. All reports are to be viewable with the report progress and status available.

The iGEM reporting subsystem provides the capability of processing reports so that users are able to perform daily tasks while reports are processing in the background without locking the user's workstation. Our reporting sub systems do not require a dedicated workstation or consume its resources with processor-intensive tasks.

Access to all of our reporting sub systems is accomplished though a standard web browser interface. Once a report is requested in a browser window, a user can access other web-based content in a new tab or window without detriment to either task, as well as access any other application on their workstation. Switching back to the report window will allow a user to view the progress of their requested report and status. Once the report is ready, the user will be notified and then they can view or export the report.

4.6.1.5 The CMS requires the capability of immediately cancelling a requested report or queued report without system degradation.

The CMS constantly tracks each user and their respective active tasks. The CMS provides the capability for a user to simply and immediately cancel a requested or queued report with no system degradation whatsoever.

4.6.1.6 The Lottery requires maximum flexibility in utilizing the information that is contained on the System. The CMS design has the ability to execute reports based on various attributes, and is to support the selection of multiple attributes concurrently. Users are to have the ability to add or remove attributes as needed. At the minimum, attributes include: date, Venue, VLT, operator/owner, software version, VLT manufacturer, region, county, retailer group, chain, and site controller.

INTRALOT is highly aware that the Lottery requires maximum flexibility in utilizing the information that is contained within the System. Throughout our proposal, such as in ***Sections 4.1.1.4, 4.1.8.1, and 4.6.1***, we have detailed how the iGEM CMS design has the ability to execute reports based on various attributes, as well as fully supporting the concurrent selection of multiple attributes. Users can add or remove attributes as needed to refine the report to their exact requirements. INTRALOT ensures that the delivered system, at a minimum, will provide attributes that include date, Venue, VLT, operator/owner, software version, VLT manufacturer, region, county, retailer group, chain, and site controller. We will implement the attribute fields that the Lottery desires over the term of the contract.

4.6.1.7 The CMS provides at least two types of reporting sub systems: The first sub system is defined as **"regularly scheduled reports/Ad Hoc reporting".** The *Ad Hoc* reports will include the ability for filtering input data, defining sort fields and grouping fields as well as the ability to restrict the display of non-key field columns. The Vendor is to create new standard scheduled reports and *Ad Hoc* reports, within agreed upon schedules. CMS report modifications and new reports will be required during the life of the contract and are to be considered as routine requests to be completed according to mutually agreeable schedules. The reports and/or modifications are to be completed and submitted to the Lottery within 20 business days after functional specifications are approved. *Ad Hoc* report writing shall be available to the Lottery at a user group level assignment.

INTRALOT's proposed CMS solution includes multiple reporting subsystems. Ad Hoc reporting provided by the CMS includes the ability to filter input data, defining sort fields and grouping fields, as well as the ability to restrict the display of non-key field columns. INTRALOT's CMS will create any new standard scheduled and Ad Hoc reports desired by the Lottery within the agreed upon schedules. We fully understand that CMS report modifications and new reports will be required during the life of the contract, and INTRALOT will complete these requests according to schedules mutually agreeable to the Lottery. All reports and modifications will be completed and submitted to the Lottery within 20 business days after functional specifications are approved. INTRALOT will also provide the Lottery user group level assignment for Ad Hoc report writing and the ability to schedule regular report delivery.

4.6.1.8 The second sub system will be an **integrated report writing tool,** which may be supplied by a third party, and integrated with the CMS, if desired by the Vendor. This report writing tool will have the ability to include different levels of detail segments, design report formats, and include sorting and grouping capabilities. Output formats will include paper, PDF, Excel, XML and/or CSV.

The iGEM CMS provides INTRALOT's own integrated report writing tool, iWare, as stated in **Section 4.6.1.** The included iWare report writing tool provides a wealth of abilities that include, but are not limited to, different levels of detail segments, design report formats, and sorting and grouping capabilities. Output formats with iWare, like our other reporting sub systems, include outputs to screen, paper/printing, and file export capabilities like PDF, Excel, Excel data only, XML, and CSV. INTRALOT will provide the Lottery with a report writing tool that includes all the capabilities you require.

4.6.1.9 Pre-designed reports requested by the Lottery from the CMS are to be accurate and readily available to be generated by the Lottery on demand. (See Appendix 5 – Required Reports).

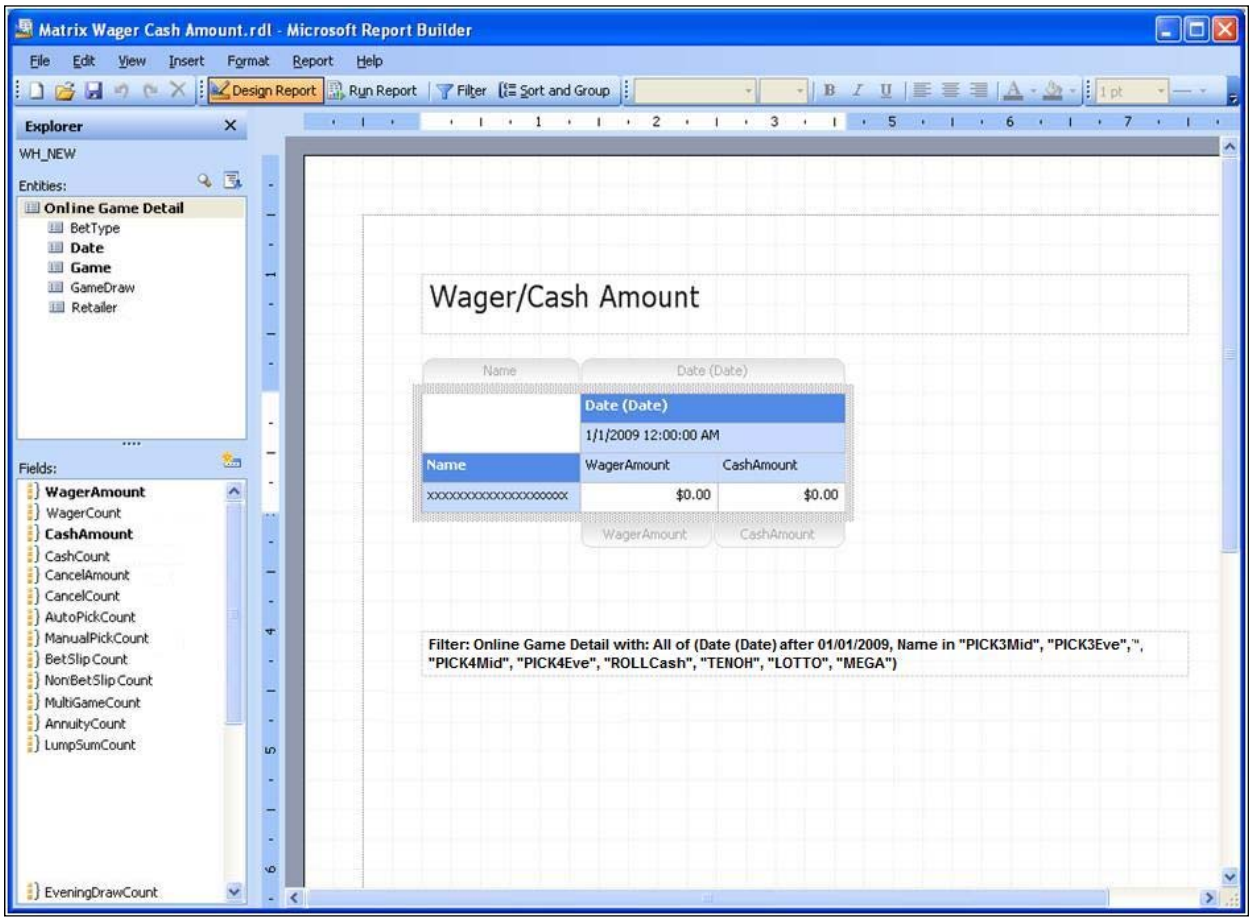
INTRALOT has read and agrees that all pre-designed reports requested by the Lottery from the CMS will be accurate and readily available to be generated by the Lottery on demand. Our proposed CMS will provide for all reporting required by ***Appendix 5*** of the RFP.

4.6.1.10 The Vendor will describe how the proposed CMS will meet these requirements.

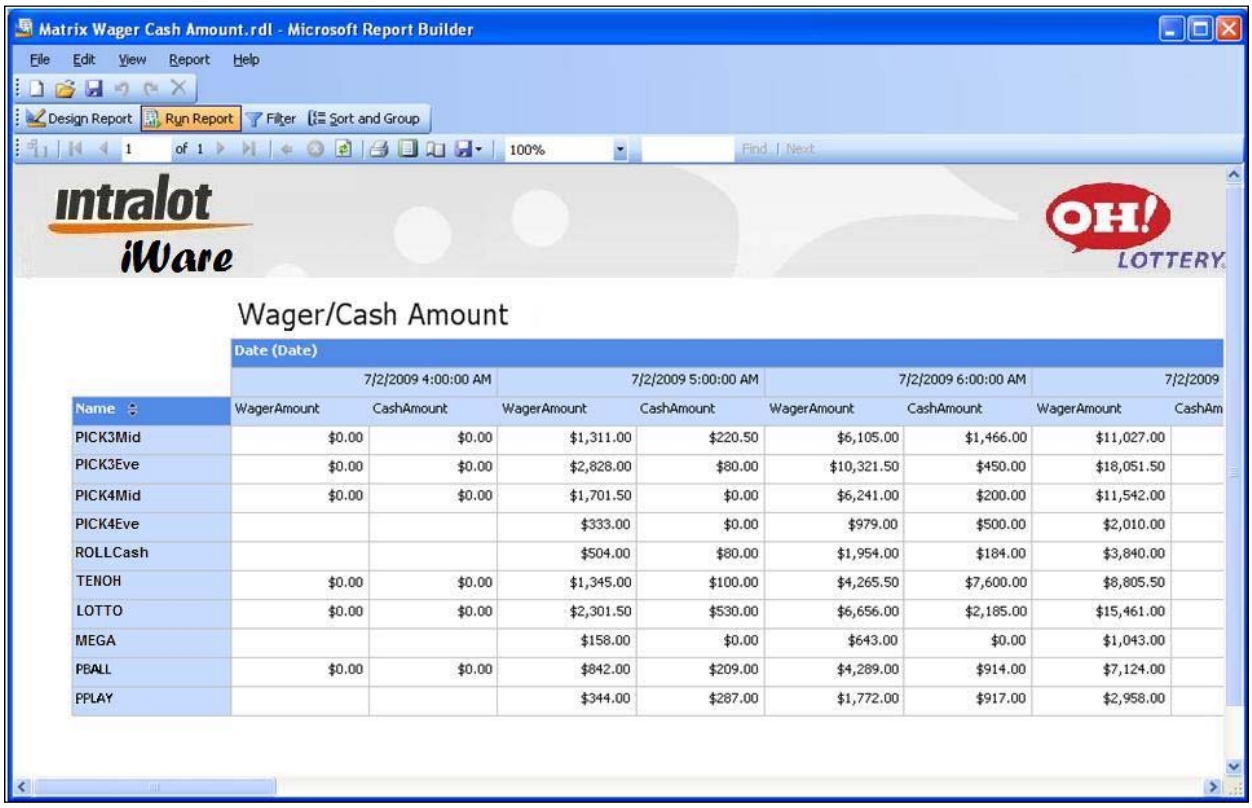
INTRALOT has described how the proposed CMS will meet these requirements within this section of our response and others. The iWare reporting tool is routinely provided to our customers to enhance their ability to run their business, make definitive decisions, and grow sales.

iWare provides users with an Ad Hoc Reports Designer that can be used to create new user defined reports. The Ad Hoc Reports Designer is a Windows report designer that allows users to select specific

fields from the database to include on a report. Once the report is designed, the user can specify the criteria to run the report.



iWare AdHoc Report Designer



Sample Report

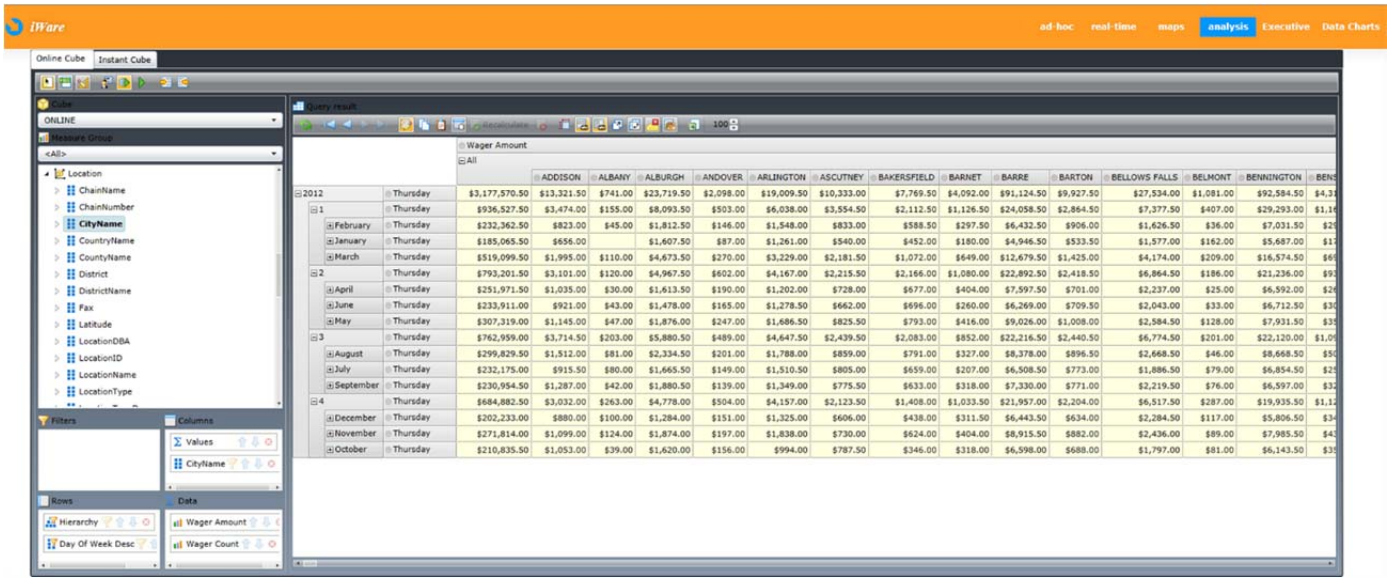
INTRALOT's iWare data warehouse provides additional reporting and analysis capabilities that are uniquely easy to learn and use in the Lottery industry. Ad Hoc reporting, data mining, and complex analysis are the specialties of our easy-to-use, drag and drop iWare data reporting product. iWare uses the same data structures as the iGEM™ Oracle databases used by the CMS. Data from the Oracle databases are replicated to iWare SQL Server databases (OLTP), and subsequently stored in table schemas (OLAP) that are more conducive to the complex queries associated with data mining. iWare stores the data and allows the creation of multi-aspect views of time, license, permit, transaction, venue(s), VLT, game, and other historical data. Both Ad Hoc and saved reports allow unlimited analysis of Lottery VLT, game, and venue productivity.

INTRALOT's iWare data warehouse and data mining system provides easy access and analysis of all historical data. iWare stores all transaction data in near real time through the gaming system's Oracle databases. iWare permits complex analysis and reporting of user defined aggregations, and views of transaction data versus time, venue, geography, machine, product and many other variables. Like all our reporting systems, iWare will store data from go live through the end of the contract.

iWare is hosted on the MS SQL servers. iWare receives real time TCP/IP transaction feeds from the CMS, the asset database system, and the iGEM CMS using Oracle data access. The real time transaction feed

data is first captured in the iWare online transaction processing (OLTP) database. This data (and the data from the Oracle databases) undergoes an extraction, transitioning, and loading process.

This process loads the data into another iWare database for online application processing (OLAP). The data is then stored in formats that enable rapid collection and modeling of vast amounts of data. The data can then be processed into cubes and made available to the iWare web user interface. The example screenshot below of iWare, showing the sales on Thursdays, by month and city, shows how very easy this drag and drop data mining and reporting application really is. iWare supports, Ad Hoc, real time, data mapping, data mining, executive dashboards, and charting:



iWare reports can be developed and run Ad Hoc, or saved and run on a scheduled basis. INTRALOT will fully train Lottery personnel on every aspect of iWare and any other reporting needs, including specific queries and data mining requests.

All the information created in the reporting database and in iWare's pivot tables may be indexed and sorted according to user Ad Hoc requests. In addition, INTRALOT will create any routine sorting and indexing the Lottery requires automatically prepared. Ad Hoc reports developed that are needed on a regular basis may be automatically scheduled, and delivered via email and/or automatically printed.

INTRALOT is leading the way with significant economical advancements in the use of data mining and analysis technologies through close collaboration with specialized partners. The main areas of data mining and relative technologies on which we focus our collaborative efforts include:

- Advanced data mining algorithms.
- Complex event processing engines.
- Predictive modeling and analytical solutions.
- Data mining and text mining integration technologies.

INTRALOT's Data Warehousing system is designed to support the Lottery's requirements for data analysis and mining, by offering a state of the art data warehouse system capable of exceeding current and future needs for on-demand business analysis and report generation.

The data warehousing system receives updated information from all internal systems, as well as from external sources using a set of tools and well-structured work flows that are deployed to meet the demanding data mining, analysis, and reporting needs of the Lottery. The data warehouse and iWare reporting solution does not affect system performance since it is physically separated from any transaction processing resources of the proposed system.

The iWare application is a dynamic information management system that offers comprehensive and flexible reporting functions. The extensive reporting capabilities provided by the iWare module cover every aspect of ongoing operations. Users will be trained to produce both canned and Ad Hoc reports, including:

- By product type, ranking.
- By game, region, venue, machine specific identifier(s).
- Product mix.
- Venue analysis of sales, payouts, promotions.
- Plans versus budget.
- Forecasting.
- Jackpots.
- Performance and marketing charts and graphs.
- Sales and payouts by virtually any demographic.
- Venue Census tracking.
- Geographical information.
- Performance reporting for business reviews.
- End-of-year reporting.

Lottery staff and management will have inquiry capability for all information residing in the iGEM CMS master database and in our iWare data warehouse. INTRALOT will provide adequate licenses to meet your business needs. INTRALOT will also provide all training and upgrades to this utility to keep it current.

Please refer to ***Section 4.1.1.4*** of our proposal for additional detail on the reporting capabilities of the iGEM CMS, and many examples of reports that are already available on the system.

4.7 CONVERSION

4.7.1 CONVERSION REQUIREMENTS (CONVERSION)

4.7.1.1 Conversion Plan: Describe and include a proposed Conversion Plan. The Vendor is to submit within sixty (60) days after the Notice to Proceed, a detailed and finalized version of this Conversion Plan which, when approved by the Lottery, is to become the basis for Conversion.

INTRALOT has read and will comply with the requirement. INTRALOT has included a first draft proposed Conversion Plan for the Lottery's review which is described in this section of our response and included in the CONFIDENTIAL BINDER under the **Tab:** ***Implementation Plan.*** INTRALOT understands that a detailed and finalized version of the Conversion Plan must be submitted within sixty (60) days after the Notice to Proceed is issued by the Lottery. When approved by the Lottery, we further understand that the finalized version of the Plan will become the basis for the Conversion.

4.7.1.2 This Conversion Plan includes, but is not limited to, the following:

4.7.1.2.1 Executive Summary: This Executive Summary provides the Lottery with a concise but functional summary of each phase of the Conversion Plan and includes a table of milestones for the Lottery to use in reviewing the Plan. Each phase is to be listed in chronological order in order to achieve a February 2018 cutover.

In the following pages, INTRALOT has provided an Executive Summary that includes a concise but functional summary of each phase of the Conversion plan. A table of milestones is also included to assist the Lottery in reviewing our proposed plan. Each phase is listed in chronological order to achieve a complete cutover to the new system by February 2018. Following the award of the contract, INTRALOT will be ready to assume the central coordination of all core system implementation tasks in cooperation with all involved parties. This will ensure a synchronized and successful installation of the core system and the related tasks. Such coordination will require that all critical points from the involved stakeholders be clearly identified and observed.

The main objectives of Project Management are the planning, specification, coordination, monitoring, control, and reporting on the project activities by all involved parties in order to ensure timeliness and quality of project results.

The Project Management team will consider all details, risks, and assumptions that may affect the project implementation. Procedures will be defined, roles will be assigned, and the Detailed and Finalized Conversion Plan will be developed in cooperation with the Lottery, reviewed and executed according to schedule.

PROJECT PLAN DRAFT: HIGH LEVEL EXECUTIVE SUMMARY

	Task Name	Duration	Start	Finish
1	PROJECT LIFE CYCLE	573 days	Fri 1/1/16	Fri 3/9/18
2	WP1 - CONTRACT NEGOTIATIONS	19 days	Fri 1/1/16	Wed 1/27/16
6	WP2 - PROJECT PLANNING AND ADMINISTRATION	573 days	Fri 1/1/16	Fri 3/9/18
7	Internal Management	90 days	Fri 1/1/16	Thu 5/5/16
15	Project Management Assignments	6 days	Thu 5/5/16	Thu 5/12/16
19	Key Project Team Ownerships	2 days	Thu 1/28/16	Fri 1/29/16
31	Conversion Project Management	546 days	Fri 1/1/16	Wed 1/31/18
34	Post Project Review	17 days	Thu 2/8/18	Fri 3/2/18
43	WP3 - HUMAN RESOURCES AND RECRUITMENT	119 days	Thu 1/28/16	Fri 7/8/16
64	WP4 - SOFTWARE DELIVERY	192 days	Mon 2/1/16	Fri 10/21/16
65	iGEM	185 days	Wed 2/10/16	Fri 10/21/16
103	iGEM BOS (Back Office Software)	192 days	Mon 2/1/16	Fri 10/21/16
132	Data Conversion - Preliminary	120 days	Mon 2/1/16	Wed 7/13/16
138	WP5 - DOCUMENTATION	276 days	Wed 2/10/16	Mon 2/27/17
139	Business Continuity Documents	122 days	Wed 2/10/16	Tue 7/26/16
155	Hotline Documents	116 days	Wed 6/15/16	Mon 11/21/16
161	Operations Documents	74 days	Wed 6/15/16	Thu 9/22/16
172	Service Documents	126 days	Wed 6/15/16	Mon 12/5/16
178	Specialized Document Preparation	112 days	Fri 9/23/16	Mon 2/27/17
182	WP 6 - FACILITY READINESS	102 days	Wed 2/10/16	Thu 6/30/16
252	WP7 - SYSTEMS, HARDWARE, TESTING READINESS	68 days	Fri 5/6/16	Fri 8/5/16
253	Hardware Requirements	11 days	Fri 5/6/16	Fri 5/20/16
259	Hardware Procurement	26 days	Mon 5/23/16	Mon 6/27/16
267	Systems Installation	31 days	Tue 6/28/16	Fri 8/5/16
288	WP8 - COMMUNICATIONS CIRCUITS, HARDWARE, READINESS	130 days	Fri 5/6/16	Tue 11/1/16
289	Communications Requirements	5 days	Fri 5/6/16	Thu 5/12/16
295	Communications Hardware	29 days	Fri 5/6/16	Wed 6/15/16
305	Communications Backbone	46 days	Fri 5/13/16	Wed 7/13/16
329	Venue Communications	130 days	Fri 5/6/16	Tue 11/1/16
352	Critical Deliverable Checkpoints	123 days	Thu 5/5/16	Fri 10/21/16
353	Business Requirement Docs Delivered - <60d after NTP	0 days	Thu 5/5/16	Thu 5/5/16
354	Project Plan Delivered - <60d after NTP	0 days	Thu 5/5/16	Thu 5/5/16
355	SRS/Specifications Due - <45d after approved Bus Req/Proj Plan	0 days	Tue 6/14/16	Tue 6/14/16
356	PDC/BDC/Test/HW/SW Complete - >60d before 1st conversion	0 days	Fri 10/21/16	Fri 10/21/16
357	WP9 - TRAINING	428 days	Wed 6/15/16	Wed 1/31/18
381	WP10 - TESTING AND QUALITY ASSURANCE	328 days	Mon 8/8/16	Wed 11/8/17
382	INTRALOT Internal Functional Baseline Testing	7 days	Mon 8/8/16	Tue 8/16/16
402	System Integration	3 days	Fri 10/21/16	Wed 10/26/16
406	Quality Assurance Team	270 days	Thu 10/27/16	Wed 11/8/17
414	Intralot Internal Testing with Test Script	20 days	Thu 10/27/16	Wed 11/23/16
417	Intralot Internal Parallel Testing/Re-Test	60 days	Thu 11/24/16	Wed 2/15/17
420	Lottery Acceptance Testing	60 days	Thu 11/24/16	Wed 2/15/17
428	WP11 - Venue Deployment and Conversion	250 days	Thu 2/16/17	Wed 1/31/18

INTRALOT proposes a Management Committee as the main policy making and monitoring body for the project. The Management Committee will have the following responsibilities:

- Reviewing and approving the Detailed and Finalized Conversion Plan.
- Clarifying contractual responsibilities when necessary.
- Ensuring that all parties engage all the necessary resources needed to meet their obligations.
- Monitoring the project implementation according to the plan.
- Removing any obstacles to on-time conversion that occur during the project duration.
- Approving and appointing project staff (Project Manager and Project Teams).

The Management Committee will be assembled and meet periodically (e.g. on a weekly basis or as needed) during the project implementation. This Committee will be composed of high-ranking staff members of both parties. The INTRALOT Project Manager will be responsible for day-to-day management of Project Teams. Heads of Project Teams will report to the Project Manager and the Project Manager to the Management Committee.

Immediately after the award of the contract, INTRALOT will utilize a structured Risk Management mechanism with appropriate methodologies and tools (i.e. a Risk Register along with the corresponding strategies and actions for risk mitigation and elimination).

INTRALOT will utilize our most experienced managers and technical personnel during the project implementation. If required, the expert resources from the parent organization will also provide on-site support.

As a total integrator, INTRALOT will utilize existing business partnerships, existing partnerships that the Lottery may prefer, proven company mechanisms, and technical/operational expertise in order to secure adequate service provision levels needed in order to keep the project on schedule and to provide tight control of system and equipment quality.

In cooperation with the involved parties, INTRALOT will define and document the procedures and the communication plan for all activities during the implementation of the new iGEM Central Monitoring System, and distribute the appropriate documentation to the corresponding parties.

INTRALOT will provide structured training to relevant stakeholders involved in the implementation of the new iGEM Central Monitoring System.

INTRALOT will set up dedicated test systems, which will be used for testing new software releases, independent third party testing, and for training purposes. INTRALOT will assist with operation of a Testing Lab, where VLTs and ancillary equipment will be tested for compatibility and interoperability with the iGEM Central Monitoring System and site controllers. The establishment of such Testing Labs is critical. Our experience from other jurisdictions shows that there may be special technical issues with specific versions and models of VLT gaming equipment, even if this equipment has been previously tested by third-party, accredited testers.

INTRALOT will closely work with the various stakeholders and use its best endeavours to:

- Secure a timely and thorough procedure for any required system-to-system testing.
- Secure interoperability with all VLTs that are deployed in the field and make the optimum use of the site controllers.
- Address any special VLT facility requests and requirements regarding facility infrastructure setup.

Description of Work Packages. The main work packages for a successful conversion are listed and described below:

- WP 1. Contract Negotiations and Notice to Proceed.
- WP 2. Project Planning and Administration.
- WP 3. Human Resources and Recruitment.
- WP 4. Software Delivery – Business Requirements, Software Requirements Specification (SRS), Development.
- WP 5. Documentation.
- WP 6. Facility Readiness.
- WP 7. Systems, Hardware, and Testing Readiness.
- WP 8. Communications – Circuit and Hardware Readiness.
- WP 9. Training.
- WP 10. Testing and Quality Assurance.
- WP 11. Venue Deployment and Conversion.

WP 1 PROJECT MANAGEMENT – CONTRACT NEGOTIATIONS AND NOTICE TO PROCEED

Following the award of the contract, INTRALOT will begin contract negotiations with the Lottery that will include Senior Management along with Key Stakeholders and Project Management team involvement to ensure all requirements are met. Once the contract negotiations are concluded, INTRALOT will continue to involve the key personnel required to start the project, and arrange for the arrival of personnel on the ground locally while awaiting the Notice to Proceed from the Lottery. We will commit the required resources from day one so that critical time is not lost.

Milestones and Deliverables:

- Deliverables – Successful completion of contract, project scope refinement, preliminary identification of internal key stakeholders, and receipt of Notice to Proceed.
- Milestone – Notice to Proceed received.

WP 2 PROJECT PLANNING AND ADMINISTRATION

INTRALOT will be ready to assume the central coordination of all implementation tasks, in cooperation with the involved parties. This will ensure a synchronized and successful installation and commissioning of the CMS. Our project planning team will garner full support of our Executive management for the assignment of critical initial tasks, such as key business requirements and specifications personnel, and project deliverable ownerships.

Business Requirements will be created while working closely with your personnel to gain an in-depth knowledge of your business processes and tools, identify the required functionalities, and document any changes to and/or additional functionality desired. We will compile the draft requirements, review with the internal stakeholders, and produce the final Business Requirement documents and Project Plan to submit to the Lottery for review and approval.

INTRALOT will utilize structured risk management, supported by appropriate tools (i.e. a Risk Register along with the corresponding strategies and actions for risk assessment and mitigation). We have included a conversion summary and review process to be initated after conversion of the last venue is completed.

Milestones and Deliverables:

- Deliverables – Business Requirement Documents and Project Plans: Project Management, Quality Assurance, Sub-Vendor Management, Risk Management, Systems Engineering Management, Training, Project Implementation and Baseline Schedule (along with sub-plans for CMS and venues).
- Resource Scheduling Completed.
- Key Executive-level Ownerships Finalized.
- Milestone - Business Requirement Documents and Project Plans submitted to the Lottery.
- Milestone - Project Management in place – Oversight and reporting structure/process initiated.

WP 3 HUMAN RESOURCES AND RECRUITMENT

INTRALOT will engage our Human Resources department immediately to begin the recuitment processes required to staff-up local support, and plan for later staff acquisitions for conversion and ongoing support of the project. Key project staff selections will be finalized and submitted to the Lottery for approval. Ongoing recruiting, orientation, and training will continue throughout the conversion period to ensure that the proper staff is ready for each phase of the conversion.

INTRALOT will establish the local support team, which will draw on INTRALOT's group capabilities and experience from previous CMS operations. The local organization managers and staff resources will be trained in the specific installation and operation of the iGEM system.

Milestones and Deliverables:

- Deliverables – Project Staffing Plan, Hiring and Orientation Phases Documented.
- Milestone - Conversion Staff Finalized.
- Milestone - Key Ongoing Support Staff Finalized and Approved.

WP 4 SOFTWARE DELIVERY

Immediately after the contract award, INTRALOT will commence with the development of both the CMS Business Requirements documents (one for each functional area), and the Project Plan. Close

collaboration with the Lottery is expected during the development of these documents, in order to ensure that all business and user requirements are elicited and accurately documented. Once approved by the Lottery, INTRALOT will continue this close relationship with the Lottery to develop SRS/Specification documents.

A Requirements Traceability Matrix will also be established, which will document the linking of requirements to their origin, track requirements over the project lifecycle, give a structure for managing scope changes, and facilitate definition of clear acceptance criteria.

CMS Reporting Specifications will be included in the SRS, for the initial set of reports that will be delivered on the go-live date. As with all systems of this size and functionality, it is anticipated that additional reports and fine tuning of existing reports will be performed during commercial operation of the CMS. All specifications will be delivered in compliance with the dates requested in the RFP.

During this period, INTRALOT will request database structures and sample data for all concerned systems and interfaces to be extablished. We will utilize this information to prepare scripts for data conversion and thoroughly test the conversion and data interchange processes. INTRALOT feels that this process must begin early so that proper data exchange and updates are ready to support the parallel systems operation during the venue conversion process.

INTRALOT Software Development will not wait until the SRS/Specifications are approved to begin sizing the work involved with customizing the iGEM system to West Virginia's exact needs. This process will begin in tandem with the final specification process. The benefits of this process are to begin Development's familiarity with the Lottery's requirements early on, speed the final development process, and better prepare the project for success.

Milestones and Deliverables:

- Deliverables – Detailed GAP Analysis Report, Requirements Traceability Matrix, Software Requirements Specifications, Software Customization, Data Conversion Methodology, Data Exchange Requirements and Interface Processes.
- Milestone – CMS Software Requirements Submitted to the Lottery for Approval.
- Milestone – Software Development Completed and System 1st Release.
- Milestone – Conversion Scripts and Data Exchange Processes Tested and Approved.

WP 5 DOCUMENTATION

Documentation will also begin early during the conversion process to establish the baseline documents supporting the hardware, software, operational, security, and business continuity requirements. Some of the documents that will be created consist of:

- Operations Security Plan.
- Business Continuity Plan.
- Disaster Recovery Plan.

- Risk Management Plan.
- Infrastructure Protection Plan.
- Hardware and Software Documentation.
- Network and Communications Infrastructure Documentation and Diagrams.
- Operations Documents.
- Hotline/Call Center Documentation and Troubleshooting Flows.
- Field Service/Support Documentation.
- Venue Operational and Support Documentation.
- Any Other Specialized Documentation.

Technical writers will create the initial documents and then work closely with the proper subject matter experts to finalize the documents. After a Red Team review of the finalized documents, they will be submitted for Lottery review.

Milestones and Deliverables:

- Deliverables – Manuals: Business Continuity/Disaster Documents, Technical Documents, CMS System Manuals, CMS Operational Procedures Manuals, CMS End-User Manuals, Field Support Manuals and Procedures.
- Milestone – CMS Documentation complete.

WP 6 FACILITY READINESS

Facility readiness plays a major role in the conversion process as so many other facets of the project are dependent on its completion. INTRALOT makes every effort to nail down facility specifics early in discussions with our customers. Communication termination points upon which circuit orders rely can not be placed until the facilities have been approved.

In the case of this contract, INTRALOT will need to coordinate closely with the Lottery to finalize the plan of the data center equipment that will be placed in State of West Virginia facilities. We will locate an acceptable building to house our local business office, bench repair and warehouse facility. There will also be the independent test lab(s) to identify, survey, and design.

In our submitted timeline, INTRALOT has taken into account the acquisition, build-out, and installation of all system, network, and the environments for the facilities required under the contract. INTRALOT will ensure that all items are ready by the dates shown in our submitted plan or as mutually agreed with the Lottery in the final plan. Maintaining these dates will be essential to provide the basis for training, system 1st release, internal testing, and final acceptance testing completion by the Lottery.

Milestones and Deliverables:

- Deliverables – Facility considerations, Equipment Readiness, Workspace and Amenity installation, Environmental Controls, Physical and Electronic Security Controls.
- Milestone – PDC/BDC planning and Installation Plan Compete.

- Milestone – Local Business Office and Warehouse Certificate of Occupancy Received.
- Milestone – Test Labs Ready for Equipment Installation.
- Milestone – Off-site Storage and Escrow Locations Secured.

WP 7 SYSTEMS, HARDWARE, AND TESTING READINESS

This work package begins with a detailed review of the final Software Requirements Specification documents and other required deliverables to ensure that all of the systems, hardware, and testing requirements are properly accounted for on the Bill of Materials and final delivery.

System, hardware, and cabling specifications will be finalized and submitted to the Lottery for review and approval. Once approved, all items will be procured and delivered to the appropriate location. As the items are received, INTRALOT personnel will begin to stage and assemble the equipment. The required cabling and interconnections will be completed along with the final baseline configurations, Operating Systems, and ancillary software. Preliminary testing will be undertaken to ensure that all equipment and cabling is functioning correctly. Testing lab backend equipment will also installed at this point.

Milestones and Deliverables:

- Deliverables – Equipment Finalization and Approval, Procurement, Delivery, Installation, Baseline Configurations and Testing.
- Milestone – PDC/BDC Systems Complete.
- Milestone – Local Business Office and Warehouse Technology Installed.
- Milestone – Test Systems and Backend Testing accommodation Complete.

WP 8 COMMUNICATIONS CIRCUITS AND HARDWARE READINESS

Upon completion of the Business Requirements phase or sooner if so agreed, INTRALOT will finalize the communications plan with the Lottery along with supporting documentation. In unison, we will begin procurement of all required communications hardware and place orders with providers for the required communications connectivity.

Upon receipt of the equipment, INTRALOT will install, configure and test connectivity once circuits are installed by the providers. Security appliances and configurations will be completed according to Lottery requirements and subject to your final review and approval.

The design for VLT venue connectivity will also be finalized during this phase. Communications installation forms and approval letters will be drafted and submitted to the Lottery. INTRALOT routinely creates and distributes letters to retailers/venues to provide them information about their upcoming installations, new equipment, new communications, and other requirements so they are adequately informed and prepared for the process when the time comes.

INTRALOT personnel will perform site surveys at all venue locations to verify space, evironmental conditions, and communications suitability. These surveys will be electronically recorded and available for review by the Lottery as they are completed. This will ensure that the Lottery has full oversight of our progress, and any issues that we may encounter in the field can be identified and resolved in a timely manner. Taking into account the results of our surveys, INTRALOT will prepare final communications needs documentation that will be submitted to the Lottery for review and approval.

Once approved, we will place orders for venue communications equipment. As the equipment begins arriving, INTRALOT will complete installations within all of the test environments in preparation for the start of testing.

Milestones and Deliverables:

- Deliverables – Communications Plan, Venue Communications Plan, Venue Installation Letters and Helpful Venue Documentation, Communications Equipment Procurement, Communications Circuit Orders/Installations, Telephony Installation/Configuration, Venue Site Surveys, Survey Results, Venue Communications Needs Documentation, Venue Communications Equipment Delivery, Test Lab Communications Installation.

- Milestone – Communications Installation Completed and Tested.
- Milestone – Venue Communications Plan Finalized.
- Milestone – Venue Communications Equipment Delivered.
- Milestone – Test Lab Communications Complete.

CRITICAL DELIVERABLES CHECKPOINTS

At this point in our submitted project plan, we have included those key items that the Lottery has defined as critical in meeting the converstion goals. These items will remain in our final project plan to serve as a reminder to all, and are directly linked to the corresponding predecessor in the plan.

- Milestone – Business Requirements Documentation Delivered to the Lottery within Sixty (60) Days of Notice to Proceed.
- Milestone – Project Plan Delivered to the Lottery within Sixty (60) Days of Notice to Proceed.
- Milestone – Software Requirement Specification Documents Due to the Lottery within Fourty Five (45) Days of Lottery Approval of Business Requirement Documents and Project Plan.
- Milestone – All PDC, BDC, Test Labs, Hardware, Software Completed Greater than Sixty (60) Days Before Conversion of the 1st Venue.

WP 9 TRAINING

INTRALOT's approach to training is seen as no less critical than any other facet of the conversion. Thorough training is essential to a successful conversion and ongoing operational parnership. As discussed earlier in the process, Human Resources will be involved early on in the project to ensure that

the proper personnel are in place in time to be adequately trained to support the mission. We will ensure that not only our own personnel receive substantial and individualized training, but Lottery and venue personnel as well. Our training needs documentation along with our training plan will be submitted to the Lottery for approval.

INTRALOT will prepare specialized training material that is customized to the West Virginia project by individual specialty and job assignment. All Lottery, INTRALOT, and 3rd party personnel will be fully trained in advance in order to prepare for system operation, support, testing, and conversion. Of particular importance are those Lottery personnel that will participate in testing and acceptance of the system, including those Lottery personnel that will utilize the backend systems, accounting, and reporting capabilities. We have found that the involvement of key end-users of the system, in addition to those personnel staffing the test lab, are critical to the successful on-time completion of acceptance testing and a quality delivery.

Venue training will commence later in the project timeline in two stages. The first stage of training will be for those venues that will take place in the pilot conversion process. In addition to any possible training requirement or approach changes identified as part of this pilot, any other venue installation/conversion processes can be fine tuned to meet any requirements. Upon successful review and approval of the pilot conversion phase, INTRALOT will begin the full scale training effort for each venue in lock-step with their individualized conversion timeslot. It is planned that your RVL locations will be trained by a multi-dicipline team as equipment and connectivity is finalized, while LVL locations will be trained once the Field Support Technician completes installation of the new site controllers. At this time the FST can review the installation, the location of each piece of equipment, the routing of any cabling, the communications interface, and the operation and care of the venue equipment with venue personnel.

Milestones and Deliverables:

- Deliverables – Training Material, Training Guides, Lottery/INTRALOT/3rd Party Training, Venue Training.
- Milestone – Training Material, Guides, and Documentation Approved.
- Milestone – Operational Staff Training Completed.
- Milestone – Venue Training Completed.

WP 10 TESTING AND QUALITY ASSURANCE

The testing and quality assurance phase begins after the delivery and installation of the systems, networks, communications circuits, and the initial configuration of the above. Each of the CMS data center facilities, PDC and BDC, are granularly tested individually to ensure local functionality is maintained. Once each facility is tested, testing between the two facilities is completed including failover testing.

Testing is also completed for other facilities and users to make sure that system connectivity is properly functioning and maintained in the event that either the PDC or BDC is taken off-line. Security and penetration testing is performed by our network and system specialists, and they will make certain that security is configured properly to meet Lottery requirements and approval. During this time, power systems such as UPS and generator subsystems are confirmed to be configured and operating properly.

With the data centers tested for proper operation and connectivity between each other and to all outside locations and users, the first release of software will be completed and loaded onto the test systems.

In addition to our conversion team personnel and local technical resources, our Quality Assurance team will be on-site to oversee our internal testing. They will document our testing efforts, results, and assist with the correction of any issues found during the course of INTRALOT's internal testing. The QA team will also prepare the final acceptance testing documentation and results report on our internal testing for submission to and approval of the Lottery.

From this point, our personnel including the QA team will assist the Lottery with your acceptance testing and our continued parallel testing. All of these resources will remain on-site through the conversion of the last venue and assist with any issues that may arise.

Milestones and Deliverables:

- Deliverables – PDC/BDC and Interoperability Testing, Inter-Site Connectivity Testing, Failover Testing, Support Connectivity Testing, Power Support Testing, Security and Penetration Testing, System 1st Release and Environment Installation, QA Team Onsite, INTRALOT Internal Testing, Acceptance Testing Entry Documentation Submission, Acceptance Testing Support, Parallel Testing.
- Milestone – PDC/BDC Complete and Tested.
- Milestone – Inter-site Connectivity Complete and Tested.
- Milestone – Quality Assurance Support for Internal Testing.
- Milestone – Internal Testing Results and Acceptance Testing Documentation Submitted.
- Milestone – Lottery Acceptance Testing Completed and System Accepted.

WP 11 VENUE DEPLOYMENT AND CONVERSION

Once the system is accepted by the Lottery, the pilot venue conversion can commence. Our submitted plan calls for the pilot conversion of one RVL location and ten (10) LVL retailer venues. INTRALOT will work closely with the Lottery and the pilot venues to install the necessary communications and equipment, train venue personnel and convert them to the new system. We will then work closely to monitor the parallel processing and data exchange components of the system to ensure that existing data is converted and ongoing data is being handled properly. Our conversion personnel, local resources, and QA team members will be on-site to assist with any procedural or technical issues encountered during the pilot phase of conversion.

Following review of the pilot conversion results and Lottery approval to proceed with the full-scale conversion of the venue network, INTRALOT will begin the installation, training, and cutover of the remaining locations. We will track our progress daily and the status of the conversion process will be fully available for Lottery review. Field Quality Assurance team members will follow in lock-step with the venue conversion schedule to review installation and training quality with venue personnel. Again, these findings will be electronically recorded and available immediately for Lottery review.

Milestones and Deliverables:

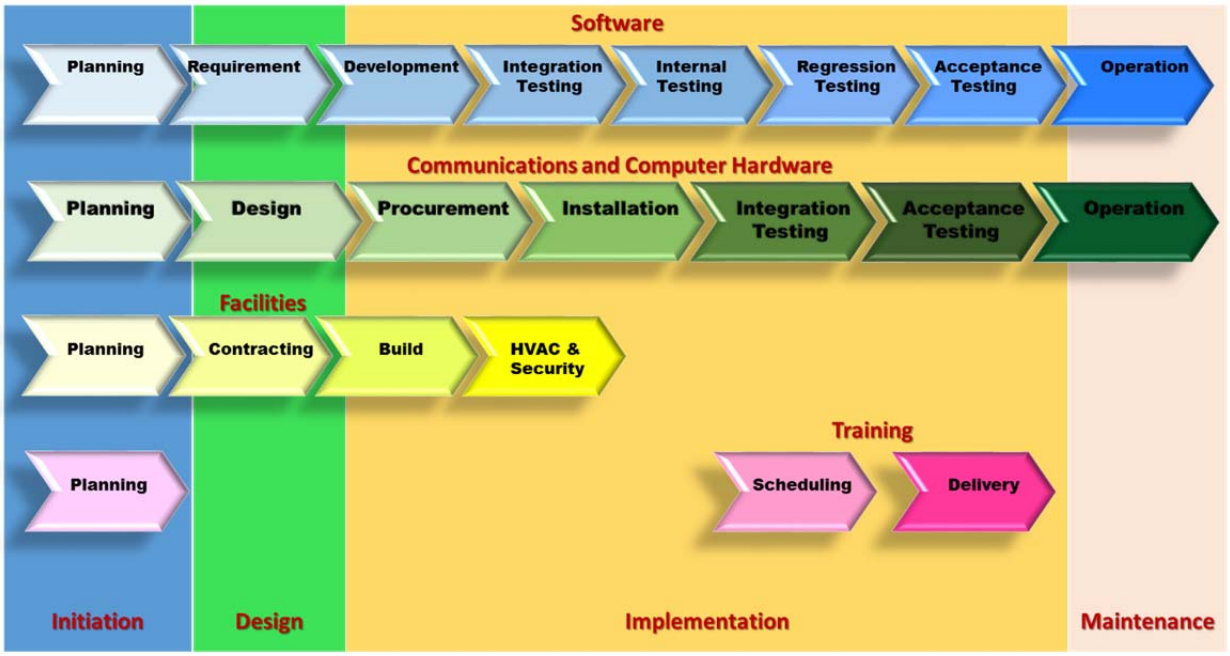
- Deliverables – Pilot Location Installation and Training, Pilot Venue Conversion, Pilot Conversion Review, Phased Full-Scale Venue Conversion, Parallel Processing Between New/Old System, Conversion of Historical Data as Converted, Quality Assurance Visits/Corrections/Reporting.
- Milestone – Pilot Installations Completed.
- Milestone – Pilot Conversions Review and Accepted by the Lottery.
- Milestone - RVL/LVL Network Converted.

4.7.1.2.2 High Level Conversion Plan: This includes a brief description, start and end dates, roles and responsibilities, dependencies, input and outputs and deliverables, and ensures a smooth start-up of the CMS. This Plan includes a timeline beginning with the Contract award date.

INTRALOT provides the following description, start and end dates, roles and responsibilities, dependencies, inputs and outputs and deliverables to ensure a smooth start-up of the CMS. Our submitted plan begins with the Contract award date and ends with a post-conversion review that will encompass the entire project conversion period.

INTRALOT's approach to project management and standards adhere very closely to those established by the Project Management Institute. Use of PMI's planning process provides a consistent method to manage very complex multi-discipline projects such as the Lottery's conversion to a new CMS. Careful monitoring by both Lottery and INTRALOT executives throughout the implementation process provides the ability to correct any project issues and enables process improvement in near real time. Each INTRALOT project consists of the following phases:

- Project Initiation.
- Design/Development.
- Implementation.
- Maintenance.



All phases are supported by INTRALOT's ISO9001:2000 certified procedures. A report will be provided to the Lottery detailing execution at the completion of each phase.

PHASE I - PROJECT INITIATION

Project initiation has already begun. Our Project Manager is already appointed. We have already planned the general framework, delivery time, and cost of the project. The Lottery's early involvement in the project initiation process is of vital importance, since we will establish mutual agreements and joint foundations upon which the project will be delivered.

Contract Negotiations (Starting 1/1/2016) – Upon contract award, INTRALOT will meet with the Lottery and begin negotiations for the ongoing contract. Besides formalizing the contract between us, these negotiations will provide us with detailed information in regard to the deliverables INTRALOT will need to provide the Lottery, and lay the groundwork for business requirement generation. Once the contract is finalized, INTRALOT assumes that it will receive the required Notice to Proceed from the Lottery on or about 1/27/2016.

Project Planning and Administration (Starting 1/1/2016) – In unison with the award of the contract, INTRALOT will begin the internal project planning work, initiate key project team ownerships, finalize project/ongoing staff organizational charts, project contact/escalation lists, and engage the project management team full-time. Our project management team and subject matter experts will then work closely with Lottery personnel to begin defining business requirements and finalize the project plan. The resulting Business Requirements documents and Project Plan will then be prepared and submitted to the Lottery for approval within the timeframe specified in the RFP.

During the initial period, the project management team with finalize project reporting structures, meeting/review schedules, and other reporting guidelines with the Lottery. Project management and reporting will continue beyond the successful conversion of the last venue, and finalize with a review of the project with the Lottery on or about 2/20/2018.

Human Resources and Recruitment (Starting 1/28/2016) – INTRALOT will engage Human Resources very early in the project to coordinate the assignment and transition of the required personnel resources to the project. They will prepare and review the reporting structures that will be submitted to the Lottery for approval. Human Resources will then prepare the proper job descriptions and personnel requirements and hiring timelines to support the phases of the conversion. They will remain involved in the recruitment, interview, hiring, and orientation process for all personnel. Human Resource involvement will continue throughout the life of the contract.

Documentation (Starting 2/10/2016) – The Documentation team will also start early in the project lifecycle to orient themselves to the project requirements and begin to generate required documentation. These Technical Writers will be critical for the generation of Business Requirement, Business Continuity, and Technical documentation deliverables. They will work with the INTRALOT technical team in close contact with Lottery personnel for the creation of the Business Requirement documents and the SRS/Specification documents that follow according to schedule. The team will also be tasked with creating training guides and materials for the technical specialties, Lottery, and venue training. Their involvement will curtail once all initial documentation efforts are completed on or about 2/27/2017. Ongoing maintenance of documentation and manuals will rest primarily with local technical staff.

PHASE II – DESIGN/DEVELOPMENT

The Design and Development phase of the project will consist of those efforts to finalize hardware, software, communications, and facility design along with the procurement of the required hardware and services.

Software Delivery – Definition and Design (Starting 2/10/2016) – Software Development will start reviewing requirements early in the project so that they can better familiarize themselves with the Lottery's unique requirements and begin to size the software effort needed. Once business requirements are finalized and approved by the Lottery, Software Development will work closely with Project Management and our software specialists to prepare and finalize the SRS/specification documents for submission to the Lottery on 6/17/2016. This milestone is completed once the SRS/specifications are approved by the Lottery on 7/1/2016.

Facility Readiness – Design and Build-out – PDC/BDC (Starting 2/10/2016) – With requirements review underway, INTRALOT will begin to prepare for the data center installations. We will survey the locations with the Lottery, and then finalize our plan that will be submitted to the Lottery for approval by 3/10/2016. At that point, INTRALOT will coordinate internally and secure contractors for any needed 3rd

party work such as in-house cabling that may be required. The final designs will be submitted to the Lottery for approval by 4/18/2016.

Facility Readiness – Design and Build-out – Local Office/Warehouse (Starting 4/1/2016) – Commencing at the same time as the PDC/BDC design, INTRALOT will submit our plan to the Lottery for approval by 3/8/2016. INTRALOT will then complete lease agreements for our space and begin designing the facility with our building contractor. Final designs will be submitted to the Lottery with approval by 5/18/2016.

Systems, Hardware, Testing Readiness – Hardware Requirements/Procurement (Starting 5/6/2016) – After a review of the final business requirements, INTRALOT will finalize the systems configurations and specifications for submission to the Lottery for approval by 5/16/2016. Once requirements are approved by the Lottery, INTRALOT will order all of the systems hardware and associated software on 5/30/2016.

Communications Circuits, Hardware, Readiness – Requirements/Hardware (Starting 5/6/2016) – INTRALOT will begin by finalizing the communications plan and needs documentation for the backbone network and connectivity to all other facilities and network providers. We will also begin preparing communications installation letters for the venue locations. This package will be submitted to the Lottery for approval by 5/10/2016. In lock step, INTRALOT will also begin pre-work for ordering all of the required site communications and network hardware. Once the Lottery approves the communications plan on 5/12/2016, INTRALOT will place orders for all hardware.

Communications Circuits, Hardware, Readiness – Venue Communications – Requirements and Definition (Starting 5/6/2016) – INTRALOT will begin by reviewing communications needs with the Lottery and any 3rd parties. We suggest that part of our discussions include representatives from all of your RVL locations since these locations will be complex installations. We will finalize the documents for our plan along with any venue installation approval letters and submit them to the Lottery for approval on 6/20/2016. Once plans are approved, INTRALOT will perform site surveys of all venues while entering our results in an on-line database. Once the surveys are completed, we will review results and formulate our venue communications needs documentation for submission to the Lottery on 9/6/2016.

Documentation – Preparation and Submission of Continuity Documents (Starting 2/10/2016) – With the documentation effort underway early in the project, the team will prepare the business continuity and security documents. This package will be submitted to the Lottery for review and approval by 6/14/2016. Once approved, INTRALOT will produce copies of the preliminary documents and distribute to the Lottery on 7/26/2016. During this period and following, the documentation team will work on finalizing the training material and manuals, along with updating existing documentation as the project progresses.

Training - Documents (Starting 6/15/2016) – The training team will begin work with Documentation and technical specialists to prepare the training material, manuals, and plans needed for all operational and user segments. The training packages will be submitted to the Lottery for review and approval on 7/11/2016.

PHASE III - IMPLEMENTATION

The implementation phase covers software production, facility build-outs, hardware delivery, physical installations, configurations, testing, and conversion of the venues.

Software Delivery – Development (Starting 7/3/2016) – Core software development will be undertaken utilizing the detailed requirements, SRS, and software specification documents. Development will conclude with the system first release scheduled for 10/21/2016.

Facility Readiness – Design and Build-out – Build-out - Local Office/Warehouse (Starting 5/19/2016) – Once the design is approved by the Lottery, the local office and warehouse facility will be built-out by the contractors. This will include physical construction, environmental, fire, security, furniture, and amenities. Final inspection of the area is to be completed, and a Certificate of Occupancy received on 6/30/2016.

Systems, Hardware, Testing Readiness – Systems Installation (Starting 6/28/2016) – With hardware delivered, INTRALOT will begin to work with the Lottery and any other concerned parties to complete installation of the PDC and BDC facilities. This includes placing and installing the system, network, and communications hardware required, as well as any in-house cabling to connect to redundant communications access points and inter-office wiring. After preliminary configuration, internal site testing will be completed by 7/19/2016. Equipment placement, configuration, and testing at our local business office and warehouse facility will take place concurrent with that of the PDC/BDC effort. Final testing at this location is to be completed on 7/25/2016. Lottery and test lab installation is scheduled to start on 7/20/2016 and testing is to be completed by 8/5/2016.

Communications Circuits, Hardware, Readiness – Provisioning and Installation (Starting 5/16/2016) – This process is initiated by the placement of orders with all communications providers for the circuits needed for the project. These circuits will be provisioned, installed and turned on by the providers no later than 7/1/2016. All required telephony circuits would also be installed. The phone systems will be configured, auto-attendant messaging programmed, and the system tested including failover by 7/13/2016.

Communications Circuits, Hardware, Readiness – Venue Communications – Hardware Acquisition (Starting 9/14/2016) – With the venue communications plan approved by the Lottery, INTRALOT will move forward to procure the required venue communications hardware and communications type with the latter determined by site survey results. All venue communications hardware is to be received by 11/1/2016.

Training - Delivery (Starting 7/18/2016) – With hardware, software, and other items being prepared, training will be delivered prior to the readiness of the system for testing as driven by the system first release. This action will begin by the scheduling of Lottery and INTRALOT personnel for systems training that will include the back office interfaces. Systems' training is slated to begin on 7/20/2016 and end on 8/30/2016. Incremental and remedial training will continue throughout the conversion and contract period. Hotline and Field training will begin in August 2016 with Lottery personnel invited to attend.

Venue training will be conducted next as the physical conversion of these locations approaches. As previously stated, this will be a two-phased undertaking. The pilot locations will be trained first as their equipment gets installed. From that point, we will review the installation and training processes with the Lottery and those pilot locations to determine if any adjustments are needed to the processes. Full-scale training of venue personnel will commence on 4/27/2017 and end on 1/31/2018. As with Lottery and INTRALOT training, venue personnel training will continue over the life of the contract.

Testing and Quality Assurance – PDC/BDC/Inter-site (Starting 8/8/2016) – The testing and quality assurance effort begins with internal functional baseline testing of the systems and communications. All iGEM CMS systems and configurations are tested along with failover and connectivity tests to/from all points of access. Power testing will also take place along with another round of security and penetration testing that will conclude on 8/16/2016. At this point, the systems are ready for interim or final CMS software.

Testing and Quality Assurance – Software Integration and Internal Testing (Starting 10/21/2016) – Beginning with the system 1st release, the baseline software will be integrated and the systems readied for the official start of testing as of 10/26/2016. With the arrival of INTRALOT's QA Team, our internal testing will commence on 10/27/2016. We will check and double-check all CMS functionality while documenting our findings including any issues and rectification actions. A proposed schedule for Lottery acceptance testing will be prepared and our final testing results compiled and presented to the Lottery for review by 11/16/2016 for the schedule and 11/23/2016 for our testing results.

Testing and Quality Assurance – Lottery Acceptance Testing (Starting 11/24/2016) – With the acceptance testing schedule that includes test scripts along with our test results delivered to the Lottery, your acceptance testing can begin. Our entire technical team including QA will be at your disposal to assist in your testing as required. During this time, INTRALOT will rectify any and all issues found during your testing as expeditiously as possible and within all RFP time requirements. The Lottery's acceptance testing is scheduled to conclude on 2/15/2017 with system acceptance. It should be noted that INTRALOT would continue testing in parallel to the Lottery's acceptance testing process within our test lab.

Venue Deployment – Pilot Locations (Starting 2/16/2017) – INTRALOT will begin to install the pilot locations once the Lottery has approved the system and given us permission to begin conversion of the VLT network. We will work closely with these venues leading up to their conversion to ensure all processes and procedures are in place. The pilot conversions are to be completed on 3/29/2017. At that point, INTRALOT will review the process and post-conversion operation of these venues with the Lottery. Data conversion will be undertaken and proper operation/accounting on the iGEM system will be verified including parallel processing with your current system. After operation is verified and confirmed by the Lottery, INTRALOT will begin the full-scale conversion of the remaining venue network.

Venue Deployment – Full Venue Network (Starting 4/27/2017) – With Lottery approval of the pilot conversion effort, INTRALOT will begin the full-scale conversion of the remaining venue network. Utilizing updated procedures and processes as a result of our pilot conversion review, the remaining

venues will be installed, trained, and verified at the system level. Data conversions and parallel operation with your existing CMS will continue through the conversion process until the last venue is transferred to the iGEM CMS on or before 1/31/2018. During the entire venue network conversion, our field quality assurance team will visit the venues to speak with their personnel about the conversion process, review the physical installation, answer questions, and provide additional training as required along with recording their findings for review. Any conversion issues found during this process will be utilized to improve the remaining conversion efforts through completion.

PHASE IV - OPERATIONS AND MAINTENANCE

Once the first venue is converted, the iGEM CMS will be in a fully operational state. Once the last venue is converted to the new system and proper operation is verified by the Lottery, the implementation portion of the project will begin to wrap up and transition primarily to the local staff and other assigned support personnel.

Project Planning and Administration – Conversion Project Management (Starting 1/1/2016) – Conversion project management is scheduled to remain on-site until 3/9/2018. The Lottery will always have a Technical Project Manager (TPM) assigned to the project for the entire term of the contract. The TPM will be heavily and continuously involved in the operation of the CMS including any software and hardware changes that will take place over the term.

Project Planning and Administration – Post Project Review (Starting 2/8/2018) – After conversion of the last venue, the project management team, project technical team, and local staff will hold conversion review meetings. The review meetings will cover the entire time period from contract award and touch every facet of the conversion. Our results will be assembled and a review document will be created and submitted to our Executive staff. Once reviewed at the highest levels internally, our review documentation will be provided to the Lottery, and we will meet with you to discuss our findings and answer your questions. Any Lottery action items emanating from our review meetings will be undertaken, and the appropriate response action provided to the Lottery in a timely fashion. It will then undergo another internal executive review and the finalized report delivered back to the Lottery by 3/2/2018.

> 4.7.1.2.3 Conversion: The CMS and components are to be delivered and operational by a date specified by the Lottery in which live operations will commence at that time. All CMS hardware, software, equipment, and all other required components are to be successfully tested by both the Vendor and the Lottery and are to be in place and operational by the specified date.

INTRALOT understands and accepts that the CMS and components are to be delivered and operational by a date specified by the Lottery in which live operations will commence at that time. All CMS hardware, software, equipment, and all other required components will be fully and successfully tested by INTRALOT and the Lottery. INTRALOT attests that all required items will be in place and operational by the specified dates.

Within our submitted project plan and timeline, we have allowed ample time for the completion of all deliverables. Once the contract is awarded to INTRALOT and meetings take place with the Lottery, we can review the timeline and make adjustments accordingly. INTRALOT can provide the Lottery with those tasks that we feel comfortable about delivering sooner, and the Lottery may have some tasks that you prefer to have extended. The conversion of the venue network is a task where we feel a sizeable amount of time can be recovered should the Lottery want to complete conversion sooner, or to account for those tasks the Lottery would prefer to spend more time on. We look forward to discussing your desires once the contract is awarded, and we will strive to accommodate your wishes wherever possible during the implementation and conversion process.

4.7.1.2.4 Project Reporting and Monitoring Requirements: Describe how you will have weekly conversion reviews in person involving the Lottery and the Vendor. The Vendor is to prepare weekly reports detailing the progress made on accomplishing the goals by the deadlines stated in the conversion plan and shall electronically submit these to the Lottery in an agreed format.

INTRALOT's project management practice is well defined. We have stipulated weekly conversion reviews and reporting within our submitted project plan. The review meetings will be in person and attended by the project management team. The project management team will interact with the Lottery on a daily basis during the implementation and conversion period with impromptu in person meetings whenever needed or requested.

As part of the weekly reporting, the project plan and timeline will be updated by INTRALOT project management and reviewed during the scheduled weekly meetings or any other time as required by the Lottery. Detailed reporting will reflect the most up to date status of the project and reflect the progress made on accomplishing goals by the deadlines stated in the conversion plan. INTRALOT will supply all project reporting documentation in an electronic format according to schedule and whenever needed or requested.

INTRALOT will ensure that any business change opportunities identified during the project are promptly communicated, coordinated, agreed upon, and carefully managed. We will identify the appropriate documentation, specifications, processes, procedures, and approval levels for authorizing changes that may affect project deliverables. Business changes will be managed as they are introduced and may affect:

- Scope – includes features, functions, products, or services as well as all related objectives and deliverables.
- Baseline plans and documents – including activity list, planned activity sequencing, activity duration estimates, resource plan, and base line schedule.
- Measurement plans – includes risk management plan, communications plan, quality management plan, and procurement plan.
- Issues – includes any items that arise that must be accommodated in the plan utilizing processes to monitor and manage them.

It is assumed that a request for business changes may occur in many forms – oral or written, direct or indirect, externally or internally initiated, and legally mandated or optional. Regardless of how they are initiated, they will always be documented, reviewed, and properly approved prior to implementation. As such, the goals of Change Management are:

- Appropriate change activities are planned.
- Business changes are identified, defined, evaluated, approved, and tracked through the change management process and configuration management process.
- Appropriate training is conducted to ensure that process execution staff is able to successfully execute the new business processes.
- Technical changes (software) to facilitate the new business processes are designed, developed, and tested using the new business processes.
- Project documents are changed to reflect the approved changes and placed under configuration control in the CMDB.
- Changes are communicated to all affected parties.

Change Management will involve the project team, the Change Management Board (CMB), and other relevant stakeholders. At the onset of the project initiation phase, all plans, project artifacts, and documents will be controlled (configuration items). These controlled items will be kept with revision history in a centralized CMDB SharePoint repository viewable through a web portal.

Configuration Item Change Management is the process of limiting changes to approved configuration items by limiting approval for change to a Configuration Management Board (CMB). Documents, requirements, designs, code, processes, procedures, and physical items like equipment configurations need to undergo configuration control via the Change Management processes described previously. Configuration items are assigned control numbers, version numbers and either descriptions of the nomenclature's configuration or if a documentary artifact, the document itself. All approved configuration items or configuration item descriptions are maintained in the CMDB that is viewable through a web portal.

ISSUE MANAGEMENT

INTRALOT's issue management process provides a mechanism for organizing, maintaining, and tracking the resolution of issues. Issue control mechanisms and well-defined issue management processes enable our project team to identify, prioritize, and address problems and issues.

A standardized template will be utilized to report issues and problems. It will provide a method to document the problem, assess the impact of the problem, submit recommendations, and to determine the time required for resolving the problem if known. Any supporting documentation is attached and the completed package will be assigned a control number. Issues will be maintained and managed in an Issues database.

Critical issues will be immediately reported to the Lottery and staffed for immediate resolution. All issues will be reviewed during regularly scheduled project meetings. All issues will be assigned to a

responsible party designated to research the issue and develop a solution. If the solution requires change to a configuration item, the issue resolution will enter the configuration management and change control processes. If it requires changes to software, it will enter the release management process. The resulting approved changes or action plan will then be incorporated into the project documentation stored in the CMDB. After conversion, issues will enter the Incident Management process and progress as required through the Problem Management process. Changes developed during the Problem Management processes that require documentation, technology, process, or procedure changes will enter the Change Management and Configuration Management processes.

COMMUNICATION STRATEGY

INTRALOT's stakeholder communication strategy is critical to successful project management. During the project initiation phase, INTRALOT creates the project Communication Management Plan describing how we will execute our communications strategy. The Communication Plan defines the information needs of project stakeholders, when it will be communicated, and how they will receive it. Communications planning is a process that overlays all project phases because it is the way in which we communicate what needs to be done, how it will be done, when it needs to be done, by whom it will be done, etc.

INTRALOT's Communications Plan describes the following:

- How information will be collected and updated – Our Communications Plan contains information on how information will be gathered from project areas and how often information will be reported.
- How information will be controlled and distributed – we provide a description of how project information will flow between the parties, and who will make decisions on where information flows. It will also document which stakeholders and team members will have access to which particular areas of information. This is not to limit team members from being able to access data that they need, but to provide a structure to secure sensitive information.
- How information will be stored – gives project members an idea where physical project tiles will be kept, as well as where electronic media might be stored for project team access.

KNOWLEDGE TRANSFER

INTRALOT will need to review processes with the Lottery to optimize the business requirements documentation and SRS/Specifications documents that it will use to customize the iGEM CMS to your exact requirements. INTRALOT will share our knowledge of operations and product performance around the world with the Lottery to facilitate new products and processes to maximize Lottery offerings and performance.

INTRALOT builds conversion success on lessons-learned. Building on our past conversion successes, we use tools and processes previously shown effective. As part of the transition plan, this knowledge is reviewed with INTRALOT's local staff and the Lottery.

Training for INTRALOT staff and Lottery personnel is incorporated in the project plan and consists of both classroom/group instruction, as well as mentoring/shadowing. In addition to assigned project team, INTRALOT uses experienced personnel from other projects to lead or supplement training efforts. These team members will train personnel on operation of the system, back office applications, iWare and Data Warehousing, call center, and field support.

RELATIONSHIP MANAGEMENT

INTRALOT operates with an open transparent professional relationship approach. While the Project Manger is there to act as the "Official Single Point of Contact", it is important that the critical communications occur between the people most able to deal with whatever is the issue. INTRALOT will always communicate both the good news and issues with equal voracity in a totally open and honest environment. Issues will arise and need to be resolved. We live and operate by a professional code of conduct that applies to every member of the INTRALOT team.

Partnerships are a team effort! INTRALOT fully recognizes that project management is getting work done through others – a team. Our thinking is that the success of the team – The Project – is largely a result of the strength of our processes and these relationships. Direct communications between responsible parties is essential. Information passed between responsible parties needs to be captured and managed in accordance with the Change Management, Issue Management, and Communications Management processes of our project management framework.

INTRALOT will work with the Lottery to identify and institute the proper relationship structures to maximize our professional relationships efficiency and effectiveness.

RISK MANAGEMENT AND MITIGATION

A project risk is any factor that may potentially interfere with successful completion of the project. A risk is not a problem, but the recognition that a problem or opportunity might occur. By recognition of these potential problems, an attempt to avoid or minimize them can be undertaken through proper preemptive or mitigating actions.

Procedures used to manage or mitigate risks will be defined in the Risk Management Plan during the planning phase, and acted upon throughout the execution phase of the project. The procedures will contain risk identification, analysis, and mitigation actions to be utilized. It will prioritize risks based upon probability of occurrence and potential damage. It will also cover who is responsible for managing various areas of risk, how risks will be tracked, contingency planning, and contingency allocation. Our approach to Risk Management includes:

- Risk Management Methodology – our approach, tools, and data sources used to perform risk management is tuned by both the deliverable and the stage of the project. INTRALOT's risk management tool is a database for identifying, planning mitigations, assigning responsibility for dealing with risk events, and risk prioritization.
- Risk Assumptions – we define initial risk assumptions based upon our previous experiences.

- Risk Management Roles and Responsibilities – we define the lead, support, and risk management team membership for each type of action in the Risk Management plan.
- Risk Management Timeframe – we define the frequency and duration of the risk management process, and when it will be performed throughout the project lifecycle.
- Risk Ranking/Scoring – we rank/score methods appropriate for the type and timing of the risk analysis being performed.
- Risk Thresholds – we set criteria for risks that will be acted upon, by whom, and in what manner.
- Risk Communications – we define how the results of the risk management processes will be documented, analyzed, and communicated to the project team, internal and external stakeholders.
- Risk Tracking – we document how activities will be recorded for the benefit of the project and lessons learned.

Project risks will be continually identified, monitored, and carefully managed throughout the life of the project.

TRANSITION REPORTING

There are four main transitions in a conversion project—Kick-Off, Project Planning, Project Execution, and Transition to Operations. A kick-off meeting signifies the transition into the project mode of operations with all the major participants from both the Lottery and the INTRALOT project team. The kick-off meeting includes communicating Project scope, identifying the major players and their roles and responsibilities. An introduction of the INTRALOT project team to the Lottery project team is a critical component of the Kick-Off Meeting. INTRALOT will conduct a Kick-Off Meeting within 2 weeks of contract signing. We will also provide a Kick-Off-Meeting Report within 5 business days following the event. Upon approval by the Lottery, INTRALOT will enter the Kick-Off-Meeting Report into our Configuration Management Data Base as it is a baseline historical record of the conversion project.

Transition reporting is an integral part of the project management process and the means by which the project team, key stakeholders, and executive management stay informed about the progress and key activities. Formal transitions also allow go-no-go decisions for proceeding into the next project phase. Transitions aren't automatic. The goals of each stage must be met before the project will proceed into the follow-on stage. The Lottery will be involved in each transition decision and a signatory of the Transition Decision Document. Transition Decision Documentation will contain required transition activities, accomplishments, milestones, identified issues, and a summary of the major milestones of the follow-on phase.

INTRALOT will provide the Lottery an Execution Transition Report at the conclusion of the Project Planning Phase. It will reference the various project artifacts that have been placed under configuration control, and which are viewable via our SharePoint web portal. The transition to execution will begin with collection of functional requirements and proceed through development and testing. The transition to operations will be marked by formal acceptance of the Lottery's new gaming system and the conversion of the first venue. All throughout the project independent of the transition milestones

just described, INTRALOT will provide weekly project status reporting, updates to plans and discussion of issues, risks, and ideas.

4.7.1.2.5 Definition of Business Requirements: During the first sixty (60) calendar days after the Notice to Proceed date, the Vendor's business analysts are to thoroughly familiarize themselves with the Lottery's business processes operations and the Venues' business operations related to VLTs. The Vendor's analysts are to observe the business processes and meet with end users as part of this process.

INTRALOT understands that during the first sixty (60) calendar days after the Notice to Proceed date, its business analysts are to thoroughly familiarize themselves with the Lottery's business processes, operations, and the Venue's business operations related to the VLTs. As shown in our submitted project plan and stated within this section of our proposal, our management and the technical team that includes analysts, will meet with the Lottery and end users to observe the business processes as part of this process.

4.7.1.3 At the conclusion of this sixty (60) calendar day period, the Vendor is to deliver to the Lottery a separate business requirements specification document for each major functional area ("Business Requirements"). The purpose of the business requirements documents is for the Vendor to demonstrate its understanding of the Lottery's operational needs. The Lottery will review and approve these documents within thirty (30) days of receipt. The documents address each business process currently performed by the Lottery as it relates to the CMS. The documents identify any modifications to current processes. At a minimum, the Vendor is to produce a separate business requirements document for each of the following functional areas that apply to the system:

i. System administration
ii. Daily operations
iii. Maintenance
iv. Accounting and billing
v. Licensing
vi. Security/compliance/asset tracking

INTRALOT has specified within our proposed timeline that, at the conclusion of the sixty (60) calendar day period, it will deliver to the Lottery a separate business requirements specification document for each major functional area. INTRALOT also understands that the Lottery will review and approve these documents within thirty (30) days of receipt as shown in our project timeline. The submitted documents will address each business process currently performed by the Lottery as it relates to the CMS, along with identifying any modifications to current processes and new processes the Lottery desires under the new contract. At a minimum, INTRALOT will produce separate business requirements documents for each of the following functional areas that apply to the system:

- Systems Administration.
- Daily Operations.

- Maintenance.
- Accounting and Billing.
- Licensing.
- Security/Compliance/Asset Tracking.

Please refer to the CONFIDENTIAL BINDER under the **Tab: *Implementation Plan*** for our proposed project timeline where these requirements are addressed within the time limitations set by the Lottery.

4.7.1.4 Software Requirements Specification {"SRS"): Upon receiving the Lottery approved business requirements, the Vendor develops corresponding Software Requirements Specification ("SRS") documents. The Vendor is to deliver these documents to the Lottery for approval no later than 45 business days after receipt of the Lottery approved business requirements.

INTRALOT understands that upon receiving the Lottery approved business requirements, it will develop corresponding Software Requirements Specification (SRS) documents, and that it must deliver these documents to the Lottery for approval no later than 45 business days after receipt of the Lottery approved business requirements. Our submitted project timeline identifies these documents and the dates for these documents to be submitted within the requirement of the RFP. Please refer to ***Work Package 4 – Software Delivery – SRS and Requirements*** in our submitted project plan.

4.7.1.5 The SRS documents specify the functionality of the software applications that will be provided by the Vendor at start-up in support of the Lottery's business processes related to VLTs. The startup software functions as described in the SRS documents which include the following:

INTRALOT will submit SRS documents to the Lottery within the time limitations set forth in the RFP that will specify the functionality of the software applications that it will provide at start-up in support of the Lottery's business processes related to VLTs. The startup software will function as described in the SRS documents, and will include all of the requirements specified in the RFP or mutually agreed to cover the course of the implementation to best meet the needs of the Lottery.

4.7.1.5.1 Each SRS specification references the corresponding business requirement or process in the corresponding business specification document.

Each SRS specification that INTRALOT submits will reference the corresponding business requirement or process in the corresponding business specification document. As stated within our proposal, INTRALOT tracks all project materials, deliverables, issues, and changes electronically. For the business requirements, SRS, and specifications, they are all recorded and both referenced and linked to the corresponding item(s) through the entire process. All of these documents, actions, and resolutions remain within the CMDB for the life of the contract for historical reference.

4.7.1.5.2 For each SRS specification, the Vendor indicates if the functionality exists in the Vendor's base system. If it does not exist, or if modifications to the base system functionality are required, the Vendor provides an estimate of the time it will take to develop the new

functionality or modify the existing functionality. The estimate, development and or modification is to ' be at no additional cost to the Lottery.

For each SRS specification, INTRALOT will indicate if the functionality exists in the base system. For that functionality that doesn't exist or if modifications to base system functionality is required, INTRALOT will provide the Lottery with an estimate of the time it will take to develop the new functionality or modify the existing CMS functionality. All actions including estimating, developing, and modifying will be at no additional cost to the Lottery.

4.7.1.5.3 Lottery approval is required for any subsequent changes to SRS documents. The Lottery may identify changes required during software development and acceptance testing.

INTRALOT understands that Lottery approval is required for any subsequent changes to SRS documents, and that the Lottery may identify changes required during software development and acceptance testing.

We have found through past endeavors that engaging at least one knowledgeable representative from each Lottery end user group vastly improves the final suitability of system functions in meeting the needs of our customers. In some circumstances, an end user group will convey their requirements through a conversion or specification team within the Lottery organization, who will then work with the INTRALOT team to develop the specifications. INTRALOT developers, in turn, utilize the specifications to create the proper software functionality.

By engaging the end user group representatives in the entire development cycle, the system functionality stands a vastly greater change of performing as desired. INTRALOT suggests that the end user group representatives be involved to review the entire development at prescribed checkpoints during the process. They will hear firsthand our understanding of their requirements, and any issues can be resolved at that point. As the software is developed, at checkpoints along the way, interim functionality can be shown to the end user representatives to ensure development is on the right track. This methodology is utilized within our organization as well. Our technical team will interact with Software Development daily to check progress, clarify any issues, and to verify that functionality being developed meets the specifications required. With this being stated, we welcome the involvement of your end user group representatives in the software design and delivery process to the greatest extent possible.

4.7.1.5.4 If modifications or enhancements are required, the following objectives apply:

4.7.1.5.4.1 Software Development: The startup software is to meet the Lottery's business requirements, and future changes to the software are to be accomplished in a timely manner while accurately meeting those business requirements.

INTRALOT will perform any modifications or enhancements to the startup software so that it fully meets the Lottery's business requirements and any future changes to the software will be accomplished in a timely manner while accurately meeting the business requirements.

4.7.1.5.4,2 The Vendor demonstrates its understanding of the Lottery's business requirements and processes before software applications for the CMS are written or modified. The Lottery is to be given the opportunity to thoroughly understand and agree to the functionality of the planned software applications. This goal applies to the development of any initial software applications as well as to subsequent software releases.

INTRALOT will demonstrate its thorough understanding of the Lottery's business requirements and processes before software applications for the CMS are written or modified. We will endeavor at every opportunity to transfer a thorough understanding as to the functionality of the planned software applications to the Lottery. INTRALOT will modify or develop any functionality desired to meet the agreed needs of the Lottery for not only any initial software applications, but also any subsequent software releases that occur over the course of the contract.

4.7.1.6 Conversion Strategy/Conversion Plan: Vendor is to provide a conversion plan for implementing the CMS at each Venue. The Lottery will be operating two CMS systems until the Conversion is completed. The plan includes processes and procedures for conversion to the new CMS, including risks, resources, any downtime, CMS functionality, and estimated timeframe. Alternate conversion strategies may be proposed and the proposal should weigh the advantages and disadvantages of each. The proposal is to contain a detailed conversion plan and time chart detailing the transition from the current CMS to the Vendor's CMS. The Venue plan is to identify the major milestones to be accomplished for the business requirements definition, equipment delivery, software programming, installation, testing, and file conversions. The plan makes clear where items are on the critical path for timely Conversion. (See **Appendix 7** – LVL **Venue Location Map** which provides information related to the physical location of LVL sites, detailed information will be provided subsequent to Contract award).

INTRALOT will provide a conversion plan for implementing the CMS at each Venue, and we fully understand that the Lottery will be operating two CMS systems until the Conversion is completed. Our submitted plan includes processes and procedures for conversion to the new CMS that includes risks, resources, any downtime, CMS functionality, and estimated timeframes. INTRALOT will work diligently together with the Lottery after award to modify the proposed conversion plan and strategy to best suit the needs of the Lottery and its venues.

As stated, our proposal includes a granular conversion plan and time chart that details the transition from the current CMS to the new INTRALOT iGEM CMS. Our detailed Venue plan will identify the major milestones to be accomplished for the business requirements definition, equipment delivery, software programming, installation, testing, and file conversions. Each of these conversion stages and requirements have been covered in our submitted project plan that includes the engagement of venue representatives soon after the Notice to Proceed is given by the Lottery. Throughout this section of our proposal we have identified where the Venues will be involved in site surveys, development of the venue communication plan, equipment delivery, installation, and testing. Also, we have detailed the file conversions, parallel systems cross-checks, and verification of proper operation of the new systems during both the pilot venue conversion, and the full-scale conversion of the remaining venues. We have

also included detail of how we will perform quality assurance visits to converted venues, record results electronically, and provide this information to the Lottery in real time.

INTRALOT's submitted project plan and timeline makes clear where items are on the critical path for a timely Conversion. We look forward to providing you the best conversion experience possible, and understand that more detailed LVL information will be provided subsequent to Contract award.

The implementation of the CMS at each venue is a cooperative process between the venue, the Lottery, and Intralot. The project team is expected to work together to develop the necessary requirements and implementation plans associated with each venue. Cooperation between all parties will be required during all phases of the project; design, construction, installation, configuration, testing, conversion, and full transition to the new CMS. The implementation process will start with kickoff meetings between RVL venue representatives, and any LVL venues or group representatives, the Lottery, and Intralot. The LVL participants can be whomever the Lottery wishes to include. We suggest that the LVL participants chosen include top performing venues if possible.

The agenda for the kickoff meetings will include the following topics:

- Introduction of all parties.
- Establish contacts and communication channels between all parties.
- Venue plan overviews.
- CMS network and facility requirements overview.
- Intralot will be available throughout the implementation process to work with the venues and answer any questions regarding the CMS installation. A venue implementation plan will be updated and customized based on the specific information and implementation of each location.

INTRALOT will provide a staffed call center operation early in the project so that venues with any questions and concerns about the conversion can call a toll-free number for answers and information. INTRALOT will work with the Lottery to develop approved reference material and information that is to be disseminated by call center staff during this period.

4.7.1.7 Responsibilities of the Vendor's conversion team and the Lottery's conversion team are to be identified. Venue roles and responsibilities during conversion are also to be defined. The Vendor shall not proceed with the conversion plan until it is approved by the Lottery.

INTRALOT's submitted project plan and timeline succinctly identifies responsibilities of both the Lottery's conversion team and ours, along with calling out those roles and responsibilities of the Venues during conversion. Our plan also includes any roles or responsibilities of your current vendor and other 3rd parties during the conversion. INTRALOT understands that it is not to proceed with the conversion plan until it is approved by the Lottery. The Lottery and other involved parties are expected to collaborate with INTRALOT in the delivery of the new CMS. The following areas are identified at this stage:

Project Management / Cooperation - The Lottery is expected to:

- Provide all reasonable information and assistance to INTRALOT for the success of the project.
- Respond to all requests of INTRALOT within a reasonable timeframe (to be agreed) from the date the request was received by Lottery.
- Make decisions or contribute to joint decision making with INTRALOT in a timely fashion.
- Agree to the Final Implementation Plan, including identifying any further specific responsibilities that are reasonably incidental to, or contemplated by, the framework described in the agreed implementation approach.
- Promptly notify INTRALOT of any problems or incidents it identifies.
- Work together with INTRALOT to review/agree to the project deliverables.
- Meet its obligations, if any, as set out in the Procedure Manuals that will be documented and agreed.

Requirements & Specifications - The Lottery is expected to:

- Work together with INTRALOT to review/agree the business requirements and software requirements specification documents.
- Work with INTRALOT and any relevant external parties to create detailed specification of interfaces between the CMS and any third-party systems that Lottery may want to possibly interface with CMS.
- Work with INTRALOT to create detailed specification of CMS queries and reports required by Lottery.

Implementation testing - The Lottery is expected to:

- Determine the names, roles and access rights of Lottery end users who must have access to CMS data or reports, and provide that information to INTRALOT prior to Acceptance Testing, and on an on-going basis as required.
- Perform Acceptance Testing of CMS.

Facility setup - The Lottery is expected to take all reasonable steps to:

- Approve the Conversion Plan for the Venues.
- Provide assistance, if needed, to ensure that the venues cooperate effectively and in a timely manner in all activities required to roll out, install, and operate the CMS.

4.8 TRAINING

4.8.1 TRAINING REQUIREMENTS (TRAINING)

4.8.1.1 The CMS Vendor is to provide training on system operations and user interfaces for all applications. The Vendor provides the materials, equipment, training personnel, and temporary Venues for licensee training efforts. The Lottery will provide space for on-site training of Lottery employees.

The successful implementation and on-going success of the project relies substantially on an effective transfer of knowledge. INTRALOT will provide all required training to WVL personnel, as well as that of third-parties (subcontractors, consultants, and associated businesses), so as to ensure a successful operation. To this effect, role-based training will be provided, among other, in the principles and operation of the gaming central monitoring system, including console operations, user interfaces, and operations for all applications.

The training plan shall be the official document describing the objectives, the procedures, the content of the courses and the intended audience, the required infrastructure, the schedule and training locations, and the training deliverables. Once developed, the training plan will be presented to the Lottery for review and any required revisions or other input provided by the Lottery will be taken into consideration, in order to produce a training plan that best serves the training objectives. INTRALOT will then proceed to execute the respective training in accordance with the training plan.

Furthermore, INTRALOT will supply all relevant resources that facilitate a suitable training environment, including customized, high-quality training material per module, to adequately train all required personnel.

TRAINING EXPERIENCE

INTRALOT will capitalize on its extensive training experience around the world so as to develop and implement an effective training program.

The training plan will be developed and implemented by INTRALOT's training department, a dedicated team of training specialists. Our team will utilize advanced training concepts and methods, drawing on the numerous years of accumulated experience of its team members in the field of training and more specifically, in implementing similar training program in numerous jurisdictions globally. In the last four

years alone, INTRALOT has provided documented training services to approximately 20,000 staff and 80,000 venue operators in over thirty Gaming organizations worldwide.

The training department's methodology ensures customized training that corresponds to the specific requirements of any Lottery, addressing the uniqueness of the user community. It complies with INTRALOT's quality management system, which has been certified against ISO 9001:2008, ISO27001/WLA, and the EFQM Excellence Model. The learning center will assign specific persons with distinct roles and discrete responsibilities concerning the training services to be provided.

The training department will assign specific persons with distinct roles and discrete responsibilities concerning this project.

- Training Coordinator: Responsible for day-to-day implementation of the training plan.
- Training Content Developers: Responsible for creating high-quality, customized training material that will meet the specific requirements of the target audience per training course.
- Trainers: Highly-qualified subject-matter experts, with training experience and training skills.

It is highly recommended that the LOTTERY designates one of its personnel members as a Training Coordinator. The designated representative of the LOTTERY will be the contact point of INTRALOT's Training Coordinator concerning training-related matters, and will be perceived as a "member" of the training team facilitating the efficient execution of the training plan.

INTRALOT will ensure the full commitment of the training team to this project as required to successfully implement the training plan.

4.8.1.2 The Vendor response describes in detail the proposed training program for the Lottery, and any training that may be necessary for track or limited video Lottery site staff. (This is in addition to training supplied by the Vendor to its own staff, sub Vendors, consultants, and associated businesses.) The program description describes proposed materials, Venues, staff qualifications, sessions (including length and class size), and schedule.

The general objective of this training category is to ensure that Lottery personnel and venue operators have acquired a good understanding of the equipment at the venue, as well as the reporting web site application and all related procedures in order to be aligned with producing an efficient and productive network operation.

Some of the topics that will be covered include: site controller components and functionality (e.g. initialization, validation, reporting), web site reporting systems, and gaming machine configuration.

TRAINING OBJECTIVES

- Ensure that the technical personnel are thoroughly trained in the use of the relative systems and equipment, as well as on all related technical and operational procedures. This will enable them to perform their duties at the highest level of performance.
- Ensure that the reporting personnel are able to efficiently extract required information and reports, thus enabling them to effectively carry out their monitoring and other tasks.
- Ensure that the support personnel (i.e. help desk personnel, etc.) are well-trained in the use of the relative systems, equipment, and related procedures so that they are in the position to deliver excellent customer service.
- Ensure that all third-party personnel acquire the knowledge and ability to successfully perform their designated tasks (e.g. equipment installation and maintenance, drawing of reports, etc.).

TRAINING PROGRAM

Training shall be in accordance with standards, criteria and subject matter identified by the WVL. The proposed training program outlined below is designed to build solid knowledge, thus creating experts who will run and support the system and related equipment most efficiently. To this effect, the program will be comprised of several main training categories:

- System H/W & middleware.
- System application.
- Equipment hardware.
- Venue equipment & operations.

Each training topic will be comprised of specific courses targeted to different audiences. Indicatively, the main subjects of each training topic are noted below. Other subjects may be included, as specified by the WVL and agreed to with INTRALOT.

SYSTEM HARDWARE & MIDDLEWARE TRAINING

This training category is designed to provide the participants with the ability to operate, monitor and administer the Gaming central monitoring system, including the database operation, networking monitoring, backup and disaster recovery procedures. This extensive training provides role-based access to the system so as to ensure smooth and uninterrupted system operation.

Some of the topics that will be covered in the above modules are: network configuration, data center server configuration, system start up and shutdown procedures, system administration, administration procedures, network procedures, and backup and restore operations.

SYSTEM APPLICATION TRAINING

Modules included in this training category are designed to cover the functional and procedural requirements for operating the central monitoring system by providing exposure to facets of the system's software, including user interface, configuration and administration.

Some of the topics that will be covered in the above modules include: application reports and monitoring –i.e. general information, accounting, sales, etc., system transaction and components monitoring (e.g. transactions per day, node, LCPs, venues, parameters configuration, accounting reports, operation reports, statistical reports, performance reports, audit capabilities, password and security features, etc.).

EQUIPMENT HARDWARE TRAINING

This training category is designed to provide field technicians with the required skill-sets on all relevant equipment and related installation and maintenance procedures, so as to effectively carry out their assigned role. Moreover, it is to provide job-role training to the repair lab technicians, as well as to the personnel of the Call Center regarding how to effectively handle service related calls as they relate to the new equipment.

Some of the topics that will be covered in the above modules include: hardware identification and inspection, initial check and hardware testing, software setup, cable connections, software installation, preventive maintenance procedures, S/W diagnostics, and practice of malfunction recovery.

Provided below is the indicative training program, which will be conducted by INTRALOT experts. It should be noted that the final training program will be formulated upon award of contract after the training needs analysis phase, and will be provided to the LOTTERY for approval and agreement prior to implementation.

Training Module	Duration	Participants/Job Role
System Monitoring	2 days	System Administrators & WVL
Network Monitoring	1 day	Network Engineers & WVL
Database Administration	2 days	Database Administrators
IGEM™ Application, Monitoring & Reporting	5 days	Application Experts/Operators /WVL
IGEM™ Monitoring & Reporting	3 days	Business Users (Reporting)
Equipment Out-of-Box Testing (OOBT)	1 day	Field Technicians

Training Module	Duration	Participants/Job Role
Equipment Installation & Maintenance	2 days	Field Technicians
Equipment Hardware Training for Application Experts	1 day	Technical Operation Manager/Team Leader (Application Experts/Operators & WVL)
Equipment Hardware Training for Call Center Personnel	1 day	Call Center Supervisor Call Center Representatives
'Train-the-Trainer' **Venue Equipment & iGEM™ Reports**	4 days	Trainers of Venue Location Staff

REPORTING ON TRAINING EFFECTIVENESS

INTRALOT pays meticulous attention to the efficiency of training delivery and to the requirements for conveying training information. We will follow a systematic procedure for reporting training courses evaluation and results.

Throughout the training, and upon completion of specific courses, trainees will be asked to perform exercises aimed at evaluating the knowledge and skills attained by the trainees during the training course. The exercise may be written or "hands-on", and will deal with topics or procedures that need to be mastered.

Moreover, and in accordance with ISO quality assurance practices, a detailed course evaluation will be conducted at the end of the course so as to collect not only the feedback of trainees, but also that of the trainer and the training Team Leader. The course evaluation form provided to the participants will include several questions regarding the overall organization, course outline and content, presentation, trainer competency and quality of the material. Trainers will encourage the completion of the evaluation form, and ensure that the sum total of forms handed in corresponds with the number of persons that attended the training module. The Training Evaluation forms will be submitted by the trainees on an anonymous basis. The training Team Leader will process all results from the evaluation forms, draw conclusions and prepare a report, namely the "Training Evaluation Report".

The principal aim is to utilize both the input of the participants, as well as that of the trainers, to ascertain where the training was effective, or where extra training sessions would need to be reorganized to bring about the desired result.

TRAINING SUPPORT STAFF

In addition to passing drug screening, background and reference checks, INTRALOT service desk CSRs are required to complete an extensive in-house training program. This allows them to gain intimate knowledge of all of the venue equipment, including software and hardware, and provides them with the opportunity to be involved in venue training and to begin developing relationships with the venue personnel who will be calling for assistance and information.

To ensure a timely, professional, courteous and accurate response to all calls our staff will be receive extensive training. The training curriculum covers and ensures that the call center staff is proficient in the following areas:

- COAM procedures.
- Rules and regulations.
- Equipment identification.
- Site controller operations.
- Troubleshooting, diagnostics and resolution.
- Communications diagnostics and resolution.
- Telephone etiquette.
- Communication skills.
- Customer service policies.
- Field technician procedures.
- Report preparation and distribution.
- Report data analysis.
- Call handling, tracking, and termination.

Service desk problem resolution training includes:

- Receiving and recording incoming calls.
- Evaluating problems.
- Resolving problems.
- Escalating problems.
- Generating reports.
- Generating terminal preventive maintenance cases in conjunction with the field customer service technician.
- Tracking service requests.
- Ensuring that database information is complete, accurate, and available for review.

INTRALOT service desk staff will be fully trained. This comprehensive training program provides the service desk CSRs with considerable insight into the types of problems that location venues experience and the appropriate resolution techniques. All service desk staff members are trained to be thoroughly familiar with the analysis and diagnosis of communications and site controller problems. In most situations the issues can be resolved by troubleshooting over the phone. If troubleshooting cannot

resolve the issue, a technician can be dispatched for a repair visit. INTRALOT management will review the performance of service desk CSRs and their interactions with callers. This is done to audit staff for performance evaluations, Quality Assurance, and to use for training and activity reporting.

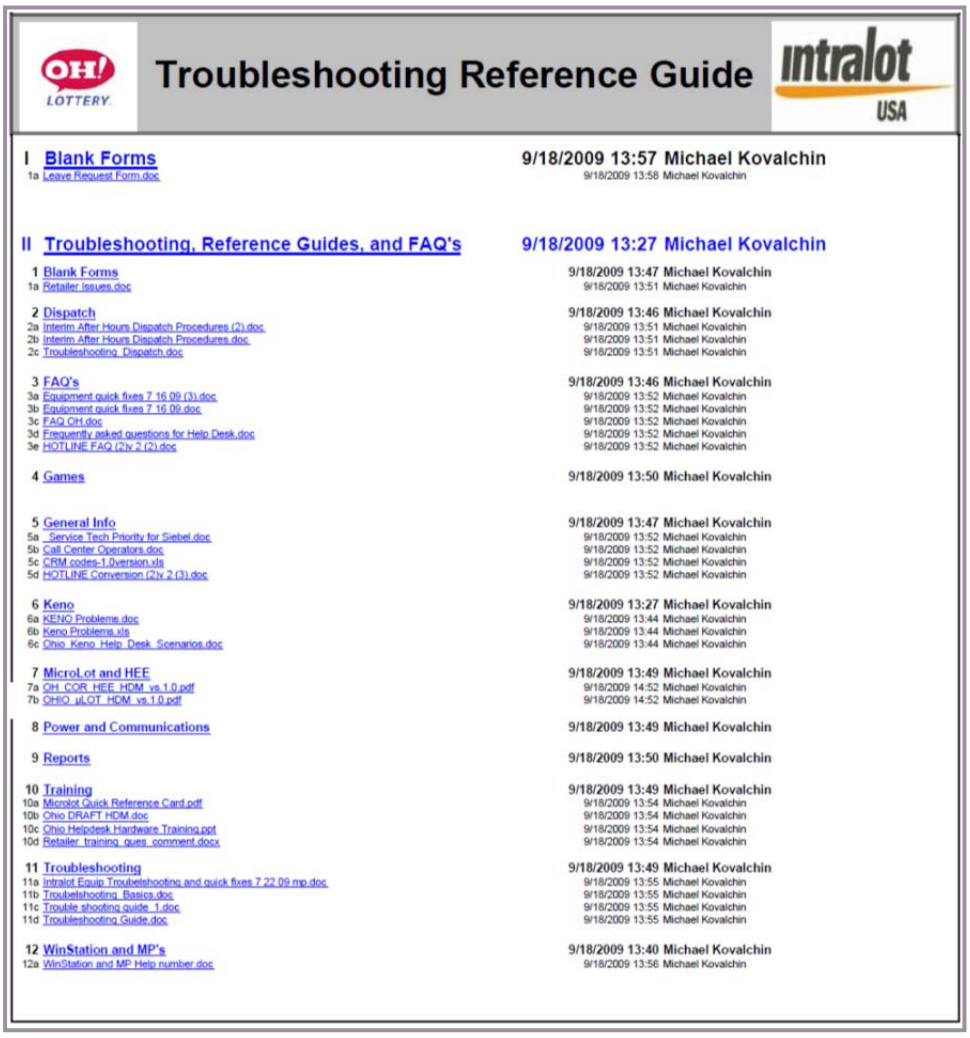
INTRALOT's service desk CSRs will develop close working relationships with the FSTs. When it is determined that a reported issue to the service desk is an operator issue rather than a technical malfunction, the service desk operator will work with location caller for quick remedy.

4.8.1.3 Materials include, at a minimum, (a) training and operational manuals on the correct use and management of the system and (b) updates to these materials with any system changes.

Material specifically designed to meet the learning objectives of each course of the training program will be prepared. The training material and documentation manuals will be different for each training category and course and will include:

- Training and documentation manuals (e.g. Trainer's Guide, Quick Reference Cards, User's Manuals, Technical Manuals, etc.).
- Training presentation material (e.g. power point presentations).
- Training scenarios and exercises (to be executed during 'hands-on' session of the training sessions).

The following is an example reference guide that is regularly maintained by our Ohio service desk, and used not only as part of our training plan but also for ongoing operations.



Troubleshooting Reference Guide

I Blank Forms — 9/18/2009 13:57 Michael Kovalchin
1a Leave Request Form.doc — 9/18/2009 13:58 Michael Kovalchin

II Troubleshooting, Reference Guides, and FAQ's — 9/18/2009 13:27 Michael Kovalchin

1 Blank Forms — 9/18/2009 13:47 Michael Kovalchin
1a Retailer Issues.doc — 9/18/2009 13:51 Michael Kovalchin

2 Dispatch — 9/18/2009 13:46 Michael Kovalchin
2a Interim After Hours Dispatch Procedures (2).doc — 9/18/2009 13:51 Michael Kovalchin
2b Interim After Hours Dispatch Procedures.doc — 9/18/2009 13:51 Michael Kovalchin
2c Troubleshooting_Dispatch.doc — 9/18/2009 13:51 Michael Kovalchin

3 FAQ's — 9/18/2009 13:46 Michael Kovalchin
3a Equipment quick fixes 7 16 09 (3).doc — 9/18/2009 13:52 Michael Kovalchin
3b Equipment quick fixes 7 16 09.doc — 9/18/2009 13:52 Michael Kovalchin
3c FAQ OH.doc — 9/18/2009 13:52 Michael Kovalchin
3d Frequently asked questions for Help Desk.doc — 9/18/2009 13:52 Michael Kovalchin
3e HOTLINE FAQ (2)v 2 (2).doc — 9/18/2009 13:52 Michael Kovalchin

4 Games — 9/18/2009 13:50 Michael Kovalchin

5 General Info — 9/18/2009 13:47 Michael Kovalchin
5a _Service Tech Priority for Siebel.doc — 9/18/2009 13:52 Michael Kovalchin
5b Call Center Operators.doc — 9/18/2009 13:52 Michael Kovalchin
5c CRM codes-1.0version.xls — 9/18/2009 13:52 Michael Kovalchin
5d HOTLINE Conversion (2)v 2 (3).doc — 9/18/2009 13:52 Michael Kovalchin

6 Keno — 9/18/2009 13:27 Michael Kovalchin
6a KENO Problems.doc — 9/18/2009 13:44 Michael Kovalchin
6b Keno Problems.xls — 9/18/2009 13:44 Michael Kovalchin
6c Ohio_Keno_Help_Desk_Scenarios.doc — 9/18/2009 13:44 Michael Kovalchin

7 MicroLot and HEE — 9/18/2009 13:49 Michael Kovalchin
7a OH_COR_HEE_HDM_vs.1.0.pdf — 9/18/2009 14:52 Michael Kovalchin
7b OHIO_µLOT_HDM_vs.1.0.pdf — 9/18/2009 14:52 Michael Kovalchin

8 Power and Communications — 9/18/2009 13:49 Michael Kovalchin

9 Reports — 9/18/2009 13:50 Michael Kovalchin

10 Training — 9/18/2009 13:49 Michael Kovalchin
10a Microlot Quick Reference Card.pdf — 9/18/2009 13:54 Michael Kovalchin
10b Ohio DRAFT HDM.doc — 9/18/2009 13:54 Michael Kovalchin
10c Ohio Helpdesk Hardware Training.ppt — 9/18/2009 13:54 Michael Kovalchin
10d Retailer_training_ques_comment.docx — 9/18/2009 13:54 Michael Kovalchin

11 Troubleshooting — 9/18/2009 13:49 Michael Kovalchin
11a Intralot Equip Troubelshooting and quick fixes 7 22 09 mp.doc — 9/18/2009 13:55 Michael Kovalchin
11b Troubelshooting_Basics.doc — 9/18/2009 13:55 Michael Kovalchin
11c Trouble shooting guide_1.doc — 9/18/2009 13:55 Michael Kovalchin
11d Troubleshooting Guide.doc — 9/18/2009 13:55 Michael Kovalchin

12 WinStation and MP's — 9/18/2009 13:40 Michael Kovalchin
12a WinStation and MP Help number.doc — 9/18/2009 13:56 Michael Kovalchin

User Documentation Updates

INTRALOT will update training material and any related user documentation provided to the WVL and the Venues as required and approved by the Lottery. We will be responsible for ensuring that materials are distributed to the WVL in a timely manner, no later than one (1) month prior to the start date of any new system change. Any changes made to user documentation will also be reflected on the documentation and procedures website.

Site Controller-Based Documentation and Training

The site controller(s) contain a full featured Help System that is easily accessed from the Main Menu screen. The terminal contains help screens that provide the Venue Operator with guidance on performing specific functions. Help screens are always customized for each of our projects to reflect not only Lottery-specific functions and features, but to contain any other information as desired by the Lottery, for example, this could include FAQ screens, contact information, or policy and procedures.

4.8.1.4 The Vendor response includes plans for providing periodic training updates on an ongoing basis throughout the life of the contract and as necessary with upgrades or system modifications in addition to the provision of any training necessitated by upgrades or other system changes.

INTRALOT has read and will comply with the requirements. INTRALOT will provide training where ever and whenever needed throughout the life of the project, especially when necessary as related to upgrades or system modifications and changes. INTRALOT training will be provided both by permanent INTRALOT technical staff living in WV assisting the Lottery with the iGEM system, and from INTRALOT corporate resources on an as needed basis.

INTRALOT will provide users with operational documentation that will provide them with the procedures and processes required to correctly manage the system. INTRALOT creates documentation and training materials and updates to existing materials during the development process. Materials are checked for accuracy and completeness during our internal Quality Assurance phase. The documentation and materials are made available to the Lottery for further review during the Lottery's QA process. This approach ensures all documentation and training materials are complete and accurate before the release is put into production. Documentation will be produced in hard copy and electronic format. Documentation will be reviewed annually for relevant updates, and will always be updated and kept current whenever system changes and functionality are introduced.

4.9 ACCEPTANCE TESTING

4.9.1 ACCEPTANCE REQUIREMENTS (ACCEPTANCE TESTING)

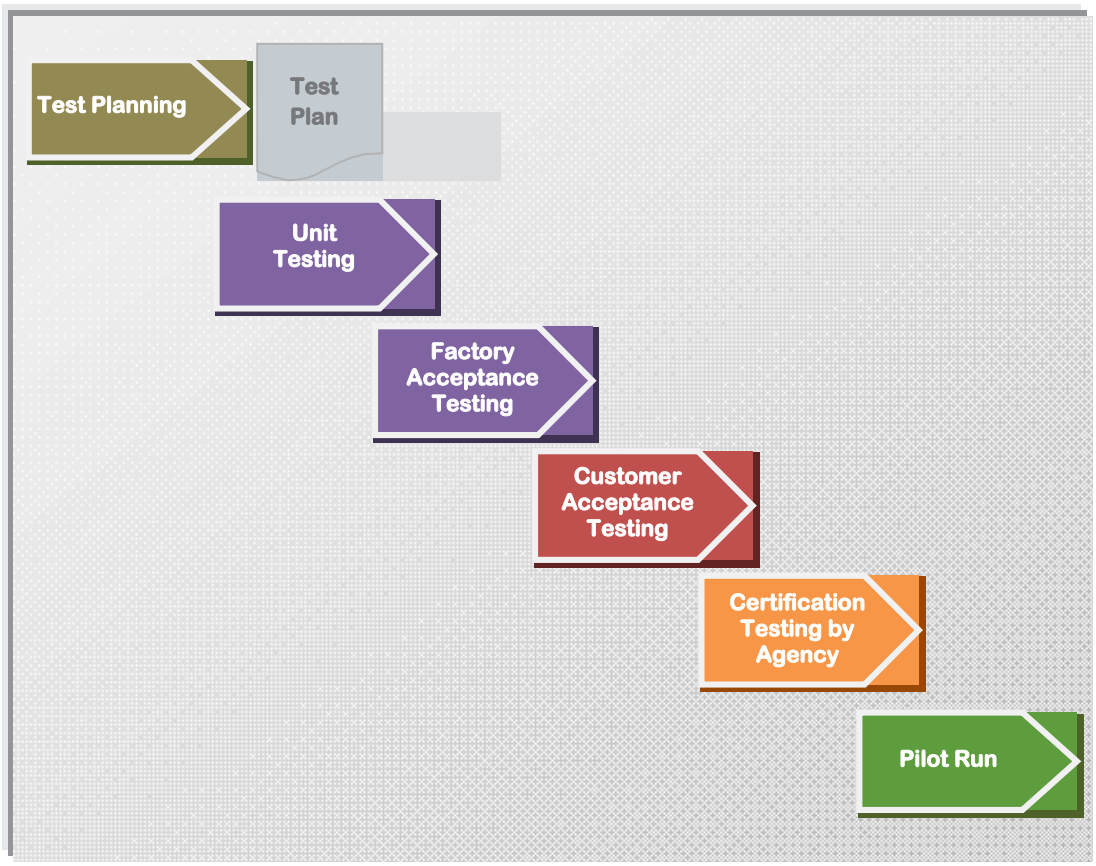
INTRALOT follows industry best practices in order to increase the integrity of our products and service to reduce risks associated with each project, to reduce lost revenue, and to increase public confidence and player satisfaction. INTRALOT's software quality assurance and acceptance testing best practices covers the implementation of new gaming systems and creation, enhancement and maintenance of existing gaming system software.

INTRALOT adopts and complies with Quality Policies, Quality Control and Quality Management Procedures, and has a Certified Quality Management System compliant with the rigorous requirements of ISO 9001:2000 standard. Quality planning constitutes a vital activity with respect to process control. Quality plans contain the procedures and standards that will be used for the generation of all project deliverables. The Software Requirements Specifications will conform to software specification standards similar to the IEEE/ANSI 830-993 specification. Quality reviews, both within INTRALOT and with the Lottery will be used to document activities that will assist in ensuring the utmost customer satisfaction.

INTRALOT uses defined testing processes that include test planning, test requirements, test scripting, and test reporting. Once all systems and software have successfully passed internal quality assurance testing, they are moved to User Acceptance Testing (UAT). Both quality assurance testing and user acceptance testing are subsets of INTRALOT's software delivery project plans. Each phase of our software delivery project includes a handover decision point, where together with the Lottery, INTRALOT facilitates a formal decision meeting to decide whether the project deliverables and testing warrant proceeding into subsequent project phases.

Testing Phases:

1. Development of Test Plans – during the Planning and System Design Phases.
2. Internal testing consisting of Unit and Integration Testing - during the system development.
3. Factory Acceptance Testing – in-house end-to-end testing of all system aspects.
4. User Acceptance Testing.
5. Testing and Certification by an accredited Test Agency.
6. Pilot Run – Operational Testing.



INTRALOT's Testing Life Cycle

For each software release, INTRALOT prepares an acceptance test plan that describes what testing will be performed, how it will be performed, to who results will be reported, and how defects will be remediated. The test plan includes:

- Procedures for installation of system components including the production restore to UAT and checking release notes against release software.
- Training requirements for the new functions.
- Testing schedule and approach.
- How financials will be balanced if affected.

Test scripts that accompany our test plans include:

- Descriptions of what capabilities are to be tested.
- Preconditions for each test.
- Step by step test instructions.
- Expected results.
- Test cleanup instructions.

Before a new software release is ready for User Acceptance Testing, it will have undergone successful quality assurance testing once in development, again in our quality assurance testing department, and finally at the operational level. Only thoroughly and successfully tested software is authorized for installation into UAT systems.

INTRALOT's system change control and configuration management procedures are ISO certified. INTRALOT operates under strictly defined change control and configuration management procedure practices utilizing MSDN Team Foundation server for version control and The Concurrent Versions System (CVS), also known as the Concurrent Versioning System, to store and manage not only source code changes but also to track changes in manuals, procedures, and configuration files.

Configuration changes and asset records are maintained in our configuration management data base (CMDB). INTRALOT will perform these configuration management functions over the entire length of the contract. Accurate configuration information will be maintained and be available for review at all times providing full accounting for all major assets and configurations. This CMDB includes an on-line inventory of the gaming system and network resources and their operating procedures and parameters. Our design includes change management control procedures and tools such as security management software that provides drill down monitoring of the gaming system and attached devices for any changes in configuration. All devices and their operating parameters, including network resources, are housed within an on-line database allowing full inventory, change, and configuration file management.

Network component configurations are stored and archived on centralized servers using the trivial file transfer protocol (TFTP), and configuration changes are managed via SNMP. This ensures that proper configurations are available should a unit fail and need to be rebuilt or a complete configuration is required by a new device. INTRALOT enacts change management and inventory control procedures as part of our normal operations plan.

All configuration and software changes are required to go through quality assurance testing by INTRALOT and acceptance testing. The Lottery and INTRALOT management written approval is required before any changes can be made to production or backup systems. Changes will be installed by computer operations management and engineering personnel from INTRALOT only after all appropriate procedures have been followed, and proper testing and approvals have been received.

4.9.1.1 Initial Acceptance of CMS: At the Vendor's sole cost, the CMS is to be tested and certified, at a minimum, by an independent test laboratory which the Lottery has selected to provide testing services associated with video lottery. The Vendor response provides an additional system, which is of the same architecture, but not necessarily the same size, at the independent testing laboratory for testing purposes. This system is intended to be used for acceptance testing of the new CMS, as well as system upgrades, and to conduct interoperability testing on VLTs designed to communicate with the CMS.

INTRALOT's test environments are fully functional copies of the production environment. Both QA and the User Acceptance Testing (UAT) systems provide the same transactions and reports as the production

systems including management reports, VLT reports, and the ability to research and report transaction history. The hardware for the UAT system is identical to the production systems except UAT systems have fewer redundant components and the entire Test system architecture is Simplex. The UAT environment includes all the communication options so that the site controllers communicate to the Test system using the same communications modes as set up in the field.

INTRALOT, at our cost, will support acceptance testing by an independent testing laboratory of the Lottery's choosing. The test system as described in this proposal will be located at the testing laboratory and made available to laboratory personnel for the express purpose of testing the CMS. The system will remain in place and may be used to test upgrades, and provide integration testing for new VLT's the Lottery may be considering. INTRALOT is accustomed to working with both GLI and BMM. The iGEM system has been certified multiple times previously for other projects by GLI, BMM and Eclipse.

4.9.1.2 The Lottery will conduct acceptance testing during the initial installation of the CMS.

INTRALOT will provide support for acceptance testing by Lottery personnel during the installation phase of the CMS. INTRALOT will provide local resources to support the Acceptance Testing needs of the Lottery, and will assist in the conduct of a full series of acceptance tests.

Our project plan incorporates all steps required to ready the testing systems that include but are not limited to:

- Primary Data Center and Backup Data Center readiness.
- Test Labs ready.
- Full Inter-site Wide Area Network connectivity.
- INTRALOT internal functional baseline testing.
- INTRALOT internal software testing and detailed test results documentation.
- Lottery personnel training complete.

4.9.1.3 The Lottery, or its designee, will conduct a series of acceptance tests, which the Vendor is to support. To support acceptance testing, the Vendor is intended to have the PDC computer hardware, communications hardware, software, as well as video lottery controllers, and test VLTs installed and operational at least sixty (60) days prior to the scheduled conversion date for the first VLT Venue to become operational. At that time, the BDC is also to be ready for testing. Acceptance testing completion and approval is to be achieved prior to initiation of the field machine installations.

Our project plan calls for the PDC computer, BDC computer, communications hardware, software and video controllers and test VLTs to be fully operational at least 60 days prior to the conversion date. The Lottery will then be free to commence acceptance testing. We understand that no field machine installations will take place until acceptance testing is complete and the Lottery and third party laboratory has certified the system. INTRALOT will offer full support from on-site personnel during all phases of acceptance testing.

4.9.1.4 Acceptance testing will include processing through daily, weekly, and monthly tasks, failover to the BDC and file backup and restoration testing.

Before initiating testing, all test procedures and performance standards will be documented in a Test Plan that includes test cases and test scripts. This includes all daily, weekly and monthly processes as well as several failover to BDC scenarios. All file backup and restore functionality will also be included in the Test Plan. INTRALOT encourages the Lottery to recommend additional test scenarios prior to acceptance testing in order to ensure that the system's functionality meets all its expectations and requirements.

4.9.1.5 Venue Acceptance: The Lottery takes a comprehensive approach to Casino Venue acceptance and retains the right to perform any acceptance test that it deems necessary at any Venue. The results of these tests will determine whether the Lottery approves the Venue to implement the CMS. The Lottery has the sole right to determine the pass or fail decision for each of the Venue acceptance and test components.

INTRALOT understands that the Lottery will conduct any acceptance testing deemed necessary at any Venue. INTRALOT will support the Lottery in all venue testing and we pledge to resolve any issues promptly and completely. We understand the Lottery must approve that the Venue has passed all testing and acceptance testing components in order to proceed to implement the CMS. INTRALOT agrees that the Lottery has the sole right to determine the pass or fail decision for each of the Venue acceptance and test components.

4.9.1.6 The Lottery's Venue acceptance test script includes, but is not limited to, the following:

- Validate diverse points of entry into venue;
- Validate disparate backbone paths;
- Validate CMS IDF complete (cable racks);
- Monitoring systems installed and operational;
- All terminations clean and labeled;
- CMS racks installed, secured, and functioning;
- All wires neat using horizontal and vertical management;
- All cabling/terminations (certified);
- CMS communicating to primary site, BDC, and Venues;
- CMS communicating to VLT banks; and,
- CMS communicating to each VLT.

INTRALOT will fully support the Lottery's inspection and testing of all the above scenarios. We will work with the Lottery to identify any additional inspection and testing items that may be beneficial during Venue acceptance testing.

4.9.1.7 The Lottery takes a comprehensive approach to acceptance testing after conditional approval from the external testing lab for conversion of the CMS and for subsequent software releases. Lottery shall have the right to perform any acceptance test that it deems necessary.

INTRALOT will support Lottery in all of the acceptance testing it conducts. On-site support will be provided for the life of the contract. We will gladly assist the Lottery in establishing a comprehensive acceptance test plan with a complete set of test scenarios and expected results.

4.9.1.8 Acceptance testing at the Lottery test laboratory shall last through a complete monthly billing cycle after conditional approval. The results of these tests will determine whether the Lottery accepts the CMS. The Lottery has the sole right for determining the pass or fail decision for each of the acceptance tests and test components and will notify the independent testing lab to issue final certification.

INTRALOT understands that the Lottery will only ask the laboratory to issue the final certification upon successful completion of all test scenarios and components and after a complete monthly billing cycle has been completed. We will support the Lottery and the laboratory whenever possible to ensure the successful issuance of compliance certification and an on-time conversion is achieved.

4.9.1.9 The Lottery requires that acceptance testing be a cooperative effort between the Vendor and the Lottery. The Vendor response describes how the on-site test system is available to the Lottery and that operational resources are available to assist the Lottery in conducting and evaluating the acceptance testing.

We approach acceptance testing as a collaborative effort between INTRALOT and the Lottery. The development of comprehensive test scenarios and a testing schedule will be the result of both parties working together to reach a common goal. INTRALOT will provide any and all resources and personnel needed to fully assist the Lottery and to ensure acceptance testing goes according to schedule and any and all issues are resolved promptly. The on-site in WV TEST system will be available from the primary data center to the Lottery and the Lottery testing lab at all times and whenever the Lottery needs to use it. INTRALOT's instate resident staffing will provide any additional assistance needed. In the case where more assistance is needed we will provide it from our corporate offices and travel to WV if needed by the Lottery.

4.9.1.10 During acceptance testing the Vendor is to provide on-site personnel capable of modifying the support systems and the CMS. The on-site personnel are to be assigned to the Lottery on a full-time basis during acceptance testing and be experienced with the specific hardware and software that is being tested.

All on-site personnel are experienced with the hardware and software being installed and have the ability to resolve both hardware and software issues in a timely manner. The project manager and skilled technical personnel will be on-site during the entire acceptance testing phase and the laboratory testing phase to resolve any issues in a timely manner. Support personnel will remain on-site until the final certification is issued by the laboratory.

4.9.1.11 Performance Criteria: The Vendor response ensures that all CMS support, including any network, software, hardware, meets documented specifications and standards and is required to

pass performance testing criteria and be approved by the Lottery in order to be in compliance with the Contract.

INTRALOT conducts extensive internal acceptance testing prior to making the system available to the Lottery for final acceptance testing. Our internal testing encompasses all function testing, exception testing, as well as performance and throughput testing to ensure all requirements are met before releasing the system to the Lottery for acceptance testing. We guarantee that the system, with all related components, all hardware, software and performance testing criteria, will meet the documented requirements and standards agreed upon working together with the Lottery.

The internal testing conducted includes:

Unit Testing

The unit testing is performed using an incremental approach. System elements (units) that are tested are filtered through to a new directory so as to be appended to the "integrated" system.

This process involves "regression" testing so as to ensure the integrity of the transferred code. During this step the user documentation are prepared, including description of system's functionality, operation, and installation instructions.

Factory Acceptance Test

Upon integration of the entire code, a "Factory Acceptance Test" (FAT) is conducted having the System Test Plan as the basis. Factory Acceptance Testing is in-house end- to-end integration testing at INTRALOT premises of all components of the system, and is conducted by the Software Quality Assurance Department as soon as all involved Departments have completed their respective development/ customization / configurations, and have delivered the modules or applications that will be included in the planned S/W Release to the customer, according to the agreed project plan.

Integration testing is conducted by executing Test Cases, Test Scripts and Test Procedures. This procedure verifies and validates the cross-operation capability of the modules and backwards compatibility with system components that are not affected by current release.

A test management system will be used to define all test cases to be executed, along with their associated expected results. This system will allow us to plan, manage, track, and report on the execution of all test cases identified. In preparation for customer acceptance testing, INTRALOT will be able to easily monitor the total number of test cases executed, passed, failed, blocked, or not yet executed. In addition to using established test scripts, testing will be greatly facilitated through test tools, including simulators that run on both the central system and INTRALOT's site controller, interface board (if used), and payment terminal. The central system simulator will simulate high volumes of traffic and will be useful in testing transaction response times to ensure that the system meets performance requirements.

In the beginning of this phase, each responsible Department delivers the following documentation to Software Quality Assurance Department:

- Test Cases that have been performed to verify that the requested modifications and solution provided are tested and conform to the relevant specification documentation.
- Test Scripts that execute specific test cases to direct testing of specific functionality that is modified or affected.
- Test Procedures that summarize or collect test scripts for a whole system verification procedure.

The first step of the formal process of testing and certifying the system as a whole consists of very high-level tests that determine the stability of the software being released. The output of this procedure is a PASS/FAIL Boolean test of the system and determines if the software is ready to proceed to the functional testing phase. Functional Testing is where the system functionality is tested against specifications.

External official administration and venue environments are simulated within INTRALOT's testing environment. These include hardware equipment, software applications, third party software applications, an acceptable number of terminals, environmental conditions, etc. Once the environment is set up, the system is put through exhaustive testing, by running Test Cases, Test Scenarios and Procedures, with the intention of assessing its functionality against the agreed specifications.

During Factory Acceptance Testing the following tests will be performed:

- Module testing - to test different modules both individually and when operating together as sub systems.
- System integration testing - to test that all the modules and subsystems are properly integrated and operate on a compatible basis with each other and on a sub-system level.
- Functional Testing – The final product's functionality is tested against documented test cases. Testing may include additional ad-hoc tests in order to detect any possible defects in the software. Moreover, functional testing is performed to ensure that each different technical environment making up the system performs the functions that it is intended to perform (as per specifications) either by itself, or with those of the other technical environments with which it is to interact, and with those external systems with which it is to interoperate.
- Script Testing – At this stage, most of the system has gone through the functional testing and most defects have been identified and resolved. The testing elements are very well defined and applied. All inputs are scripted so that there is a determined outcome at the end of the test script.
- Network testing - to ensure that all local area and wide area networks provide the required connectivity.
- Validation testing - against INTRALOT Test Scripts.
- Validation testing - against Customer Test Scripts (if applicable).

- Stress Testing –to determine how well the system reacts and performs during abnormal system situations. Failover and switchover tests are also performed during this phase.
- Security testing - to confirm that the system can operate and perform in a manner that meets the agreed Security Standards.
- Anomaly Testing – to verify system performance in abnormal situations, such as partial loss of communications, failure of a server, etc.
- Disaster Recovery Testing of Failover from Host to Host (includes server to server and node to node) and Switchover from Site to Site.
- Migration Testing – using legacy system data.
- Backup and routines.
- Report production testing.
- Business Readiness – includes system trial lab, operated by trained personnel, to verify system and personnel readiness, Help Desk Readiness, and field service readiness. In addition to routine day-to-day tasks, testing scenarios also include abnormal conditions.

4.9.1.12 Major central system tasks to be completed during the Lottery's acceptance testing of new CMS include, but are not limited to:

- Install machines at a Venue;
- Machine moves;
- Machine software changes;
- Enable and disable a machine;
- Enable and disable of section of track or Venue;
- Enable and disable of Venue;
- Enable and disable of all machines on system;
- Enabling and disabling of VLTs based on full floor, zone, bank or individual VLT;
- Global disable of a game;
- Global disable of software;
- Global disable of binary files;
- Setup of software for games;
- Setup of software for site controllers;
- Downloading of software to site controllers;
- Setup of Venue start to finish;
- Make accounting adjustments;
- Make adjustments for billing (debit and credits) on invoices;
- Merging of files to create a binary image for software;
- Test format of EFT flat file;
- Verify TITO accuracy;
- Verify CMS and VLT general functionality and response time;
- Verify all CMS reporting and accounting is accurate and complete;

- Real-time polling of full set of VLT meters;
- Validating of full set of VLT meters;
- Perform validations and balancing accounting reports;
- Perform transaction look-ups;
- Test of distribution and response of monthly invoice;
- Validate and balance the results of a coin test during installation;
- Balance cash activity to machine financial data;
- Verify exporting of reports -all formats;
- Printing and validation of all security reports;
- Verify asset tracking software;
- Verify system venue circuit failover;
- Verify CMS failover;
- Verify Venue failure/site controller failure and data recovery when back online;
- Check for proper CMS response to thresholds by forcing the CMS to reach its failure levels (transactions, meters, etc.);
- Force VLT failures to verify proper system notification (including create print jams, disconnect power and communication cables, door opens, etc.);
- Force primary and backup system failures to verify proper CMS recovery (disconnect power and communication cables, improper CMS operation, etc.); and,
- Force VLT, network, and system failures by volume testing system performance in transaction rate and capacity.

In conjunction with the Lottery, INTRALOT will develop test scenarios to adequately test the above scenarios in order to successfully meet the Lottery's central system performance requirements. INTRALOT will work with the Lottery before acceptance testing begins to develop any additional testing scenarios that may be required, and produce an acceptance test schedule that meets or exceed the Lottery's requirements and goals.

5.0 MANDATORY REQUIREMENTS

Instructions: The following mandatory requirements MUST be met by the Vendor as a part of the submitted proposal. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the proposal. The terms "MUST", "will", "shall'', "minimum'', "maximum'', or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the Purchasing Division.

5.1 The Vendor MUST have experience in the North American state regulated market with the installation of multiple video gaming networks in the past five years. The Vendor MUST have experience with the conversion of an existing system in the past five years.

INTRALOT's most recent engagements for other clients involving services similar to those requested by this RFP that were successfully performed by INTRALOT include Ohio, Georgia, Victoria-Australia and New Zealand. Short project descriptions are included in the section below.

INTRALOT has great expertise and know-how in delivering integrated, large-scale solutions to government agencies and state-licensed organizations worldwide. INTRALOT is offering an end-to-end service for the WVL based in the iGEM CMS platform.

It is common practice for INTRALOT, in all its projects worldwide, to provide all the necessary support and Project Management by allocating experienced INTRALOT management and working personnel from within the company, and working harmoniously together with local personnel.

INTRALOT has never had implementation delays or cost overruns in any start-ups for CMS VLT/EGM Monitoring System Services. In most cases, central systems and VLTs/EGMs were in place earlier than the planned date and within budget.

Some of these projects have a greater scope, where in addition to monitoring, INTRALOT also supplies the gaming machines (VLTs/EGMs), e.g. in Romania and Peru, and operates miscellaneous Lottery games and betting through the same network and terminal equipment. The enhancement of this scope also includes the monitoring of third party retailer terminals that sell Lottery and betting, in order to secure the authenticity of the terminals and integrity of transactions.

The INTRALOT Central System Projects are described below in a structured format for each project:

OHIO

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
The Ohio Lottery Commission	Electronic monitoring system for VLTs/EGMs	Up to 17,500	7 Facilities	2011	2021

INTRALOT, Inc. (INTRALOT), a wholly owned subsidiary of INTRALOT S.A., was awarded the electronic gaming machine (EGM) monitoring contract for a period of eight years, beginning on September 26, 2011.

Currently more than 10,300 gaming machines at seven racinos in Ohio have been connected to, and are monitored by, the iGEM electronic monitoring system, which is supplied and operated by INTRALOT.

INTRALOT has undertaken a number of VLT/EGM monitoring functions in order to fulfill the State's primary objectives with respect to monitoring services. These primary objectives include ensuring accurate and uninterrupted monitoring of all VLT/EGM transactions, and the capture of data and information with respect to EGMs for regulatory, accounting, research, and related purposes.

Project Description:

- Central monitoring system (CMS), certified by GLI.
- Supply and installation of:
  - Primary central system.
  - Disaster site (same type of equipment as for the primary site.).
  - Fully functional testing system.
  - In-venue site controllers, SMIBs, firewalls, routers, etc.
  - Full wide-area-network telecommunication solution.
  - Operation of fully compliant data center for primary central system.
  - Hosting of disaster data center site.
- Full G2S-protocol central system.
- SAS protocol support via SMIB-based protocol conversion to G2S.
- EGM monitoring, reporting, and accounting services.
- EGM auditing and security events collection.
- Real-time monitoring.
- Software and hardware maintenance.
- Training.
- Field service for site controllers, SMIBs, and telecommunications at sites. Site monitoring and 24-hour helpdesk/technical support.
- System interfacing with third-party systems for data interchange.
- Operational EGM movement reconciliation.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HX5, HS22V
- IBM DS5020 storage controllers
- IBM backup equipment
- IBM rack mount servers
- Cisco network equipment (at data centers)
- Juniper network equipment (at racinos)
- Mitel PBX
- IBM Blade center for virtual site controller servers
- ARM-based SMIBs

Software:

- iGEM application software version V18.0.0.0.5
- Oracle RDBMS version 11g
- IBM AIX
- VMware
- Microsoft server OS
- Linux
- LOTOS monitor
- Siebel CRM

The operational readiness was completed on time in February 2012. This included certification of the system by GLI and build out of the central systems. The rollout to the first racino occurred in May 2012. The initial rollout of 1,800+ EGMs to the first racino was completed in approximately one month and included: telecom, site controller connectivity, SMIBs, VLT/EGM commissioning, and training of the field service VLT/EGM technicians.

The major achievement in this rollout was the connection and commissioning of more than 10,000 EGMs to iGEM, at seven individual and new facilities, an operation that was completed smoothly both for all brand-new venues and a new regulator.

The above-described Electronic Monitoring System (EMS) in Ohio is G2S compliant, and virtually identical to the system being proposed for West Virginia, as both Ohio and West Virginia will utilize the CMS network destination model implementation.

GEORGIA

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
The Georgia Lottery Commission	Central Monitoring System for Coin Operated Amusement Machines (EGDs)	Up to 26,000 EGDs	5,700 facilities or retailer venues	2014	2021

INTRALOT, Inc. (INTRALOT), was awarded the central monitoring accounting system contract for a period of seven years, beginning on May 2014 and running for seven years with two years extension possible.

The Georgia iGEM conversion project and system is fully operational and field rollout is in process. Approximately 26,000 (COAM) Coin Operated Gaming Machines (EGMs) at over 5,700 retailer locations and bars in Georgia are connected and being monitored. The central system primary and backup data centers are fully installed and GLI certification has been obtained. The Georgia Lottery signed off as satisfied on all acceptance testing, and INTRALOT was given the green light for field rollout as of January 8, 2015. The field conversion rollout began on January 9th and will continue for an estimated six months, currently approximately 700 sites with approximately 5,000 machines are connected to iGEM and monitored daily. The iGEM central system is providing the reporting and management the Lottery requires, EFT is being processed weekly, and the Georgia Lottery is satisfied with the system and the progress on the project to date.

INTRALOT is undertaking a number of monitoring functions in order to fulfill the State's primary objectives with respect to central COAM monitoring services. These primary objectives include ensuring accurate and uninterrupted monitoring of EGD transactions, and the capture of data and information with respect to EGMs for regulatory, accounting, research, and related purposes.

Project Description:

- Central monitoring system (CMS), certified by GLI.
- Supply and installation of:
  - Primary central system.
  - Disaster site (same type of equipment as for the primary site.).
  - Fully functional testing system.
  - In-venue site controllers, SMIBs and modems.
  - Full wide-area-network telecommunication solution.
  - Operation of fully compliant data center for primary central system.
  - Hosting of disaster data center site.
- Full SAS-protocol central system.
- SAS protocol support direct to site controllers.
- EGM monitoring, reporting, and accounting services.
- EGM auditing and security events collection.
- Real-time monitoring.
- Software and hardware maintenance.
- Training.

- Field service for site controllers, SMIBs, and telecommunications at sites. Site monitoring and 24-hour helpdesk/technical support.
- System interfacing with third-party systems for data interchange.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HX5, HS22V
- IBM DS5020 storage controllers
- IBM backup equipment
- IBM rack mount servers
- Cisco network equipment (at data centers)
- Juniper network equipment (at racinos)
- Mitel PBX
- IBM Blade center for virtual site controller servers
- ARM-based SMIBs

Software:

- iGEM application software version V18.0.0.0.5
- Oracle RDBMS version 11g
- IBM AIX
- VMware
- Microsoft server OS
- Linux
- LOTOS monitor
- Siebel CRM

As stated earlier, the operational readiness was received by INTRALOT from GLI and the Georgia Lottery on January 8, 2015. This includes certification of the system and build out of the central systems. The rollout is well underway for retailer venues which are upgrading the machines they use to the SAS protocol. The rollout to up to 5,700 locations and more than 26,000 machines will be conducted over the first six months of 2015, with the entire statewide network rollout to be 90% completed by end of June including telecom, site controller connectivity, COAM EGD commissioning, and training of the venue operators and the machine owners.

The above-described Central Monitoring System for the Primary and Backup Central systems in Georgia is similar to the system being proposed for West Virginia, and consists of more than 5,700 venue locations with an average five machines per location up to a maximum of nine.

AUSTRALIA-VICTORIA - A

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
The Victorian Commission for Gambling and Liquor Regulation (VCGLR)	Electronic gaming machine (EGM) monitoring licence	More than 26,000 EGMs	approx. 510	2012	2027

INTRALOT Gaming Services Pty, Ltd. (INTRALOT or IGS), a wholly owned subsidiary of INTRALOT Australia Pty, Ltd., has been awarded the electronic gaming machine (EGM) monitoring license for a period of 15 years, beginning on 16 August 2012. More than 26,000 EGMs in Victoria – not including EGMs in the Melbourne casino – have been transitioned, converted and connected to, and are monitored by the iGEM electronic monitoring system, which is supplied and operated by INTRALOT.

INTRALOT has undertaken a number of EGM monitoring functions in order to fulfill the State's primary objectives with respect to EGM monitoring services. These primary objectives include ensuring accurate and uninterrupted monitoring of EGM transactions, single and multiple-venue linked jackpot arrangements, and the capture of data and information with respect to EGMs for regulatory, taxation, research, and related purposes.

Project Description:

- Central monitoring system (CMS), certified by BMM.
- Supply and installation of: primary central system.
  - Disaster site (same type of equipment as for the primary site.).
  - Fully functional testing system.
  - In-venue site controllers, SMIBs, payment terminals, LAN cabling, routers, etc.
  - Full telecommunication solution.
  - Operation of fully compliant data center for primary central system.
  - Hosting of disaster data center site.
  - Full G2S-protocol central system.
- Multiprotocol (QCOM, VLC, SAS) support via SMIB-based protocol conversion to G2S.
- Conversion from two legacy monitoring systems to iGEM with no downtime.
- EGM Monitoring, reporting, and accounting services.
- EGM auditing and security events collection.
- Validation of payments and money reconciliation services.
- Real-time monitoring.
- Local- and wide-area-linked progressive and mystery jackpots arrangements.
- Software and hardware maintenance and training.
- Field service for site controllers, SMIBs and telecommunications at sites. Site monitoring and 24-hour helpdesk/technical support.
- System interfacing with the VCGLR database and systems.
- System interfacing with third-party systems for data interchange.
- Operational EGM movement reconciliation.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HS12, HS21, JS21, and JS22
- IBM DS4800 storage controllers
- IBM backup equipment
- IBM rackmount servers
- Cisco network equipment
- Cisco firewall equipment
- Siemens PABX
- IBM server site controllers
- ARM-based SMIBs

Software:

- iGEM application software version 4
- Oracle RDBMS version 11g
- IBM AIX
- Microsoft Server OS
- Linux
- Horizon multimedia system
- LOTOS monitor
- Remedy CRM

The operational readiness was completed on time in February 2013. This included the roll-out to 510 venues that was completed in a record time of 6 months (telecom, EGM conversions from legacy systems, cabling, site controller connectivity, SMIBs, commissioning, operational procedures, and training of the shop operators). During the roll-out, the helpdesk and application support teams handled all inquiries for both connected sites and the installation of new sites, responding to record numbers of inquiries.

The major achievement in this roll-out – and generally, in this project implementation – was the conversion of all EGMs that operate in Victoria from two separate legacy monitoring systems to iGEM. This operation was completed smoothly and with no real venue downtime, although it did require a complete technology overhaul in the venues, as well as the establishment of a massive, brand-new telecommunications network.

The above-described Electronic Monitoring System (EMS) in Victoria is similar to the system being proposed for West Virginia.

AUSTRALIA-VICTORIA - B

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
Department of Justice – Office of Liquor, Gaming and Racing (OLGR)	State-wide pre-commitment system	More than 27.000 EGMs	approx. 510	Dec 2015 (system official launch)	2027

INTRALOT Gaming Services Pty Ltd (INTRALOT or IGS), a wholly owned subsidiary of INTRALOT Australia Pty Ltd, has been awarded the implementation and operation of a statewide pre-commitment system for all Gaming machines in Victoria. This includes those at Crown Casino, and will run for a period of 12 years, beginning on 1 December 2015. Pre-commitment will be voluntary for players to use. Players will be able to choose whether or not they want to use pre-commitment, and whether or not to set a limit on their Gaming machines. Players who use pre-commitment when playing Gaming machines will be able to track their play across all gaming machines in Victoria, even if they do not set a limit.

INTRALOT has undertaken to install the pre-commitment system, which will allow players to register and, with use of a player card issued by the system, set limits on their Game play (loss and time limits), and to be tracked during their game play. The system will provide real time information and notifications to players during game play at the machine level via a web portal. It will also provide dynamic or annual reports (annual statements) on their spending and time spent on Gaming machines. In addition, a service desk will be available via a toll free telephone number to players and venues.

Project Description and Offered Services:

- Central pre-commitment system, certified by an ATF.
- Supply and installation of:
  - Primary central system.
  - Disaster site (same type of equipment as for the primary site).
  - Fully functional testing system.
  - In venue site controllers, SMIBs, LAN cabling, routers (common use with the monitoring system).
  - In venue kiosk applications (web portal) and venue PC applications for card issuance and reporting.
  - Full telecommunication solution.
- Operation of fully compliant data center for primary central system.
- Hosting of DR data centre site to IBM data center.
- Multiprotocol (QCOM, VLC, SAS) support, via SMIB based protocol conversion to G2S.
- Player registration, set limits and reporting services.
- Card issuance services (cards can be used by 3rd party loyalty systems).
- Posting of annual player statements.
- Real time game play tracking and reporting.
- Reporting services for the state (OLGR and VCGLR).
- Software and hardware maintenance and venue training.

- Field service for site controllers, SMIBs and telecommunications at sites. Site monitoring and 24 hour helpdesk / technical support.
- System interfacing and data exports for with the OLGR and VCGLR database and systems.
- System interfacing with the Crown Casino systems.
- System interfacing with third party systems for data interchanges (loyalty systems).
- System operation and maintenance services.
- Service desk to players and venues.

Description of Equipment:

- IBM BladeCenter
- IBM Blade servers – HS12, HS21, & JS22
- IBM DS4800 storage controllers
- IBM backup equipment
- IBM rackmount servers
- Cisco network equipment
- Cisco firewall equipment
- Siemens PABX
- IBM server site controllers
- ARM based SMIBs

Software:

- LOTOS player club
- iGEM application software version 4
- Oracle RDBMS version 11g
- IBM AIX
- Microsoft Server OS
- Linux
- Lotos monitor
- Seibel CRM

The project is currently in the Certification and User Acceptance Testing Phase. Field trial and rollout is expected to take place between February and November 2015. Full operational readiness and official launch is planned for December 1st 2015. This includes the roll-out to 510 venues and 28,000 gaming machines (including the 2500 machines at Crown Casino), system installation and commissioning, operational procedures, and training of the shop operators. During the roll-out, the helpdesk and application support teams will be available to handle all inquiries for both connected sites and the installation of new sites, and at the same time provide assistance and support to players responding to all related inquiries.

A state-wide Pre-commitment System as described above could be in addition to the proposed system for West Virginia.

NEW ZEALAND - A

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	Contract End
Department of Internal Affairs (DIA)	Electronic monitoring system (EMS), electronic gaming machines (EGMs)	Currently approx. 20,500	Over 1600	2005	2012 (original contract) Extended to 2020

In 2005, INTRALOT secured a contract with New Zealand's Department of Internal Affairs. INTRALOT provides monitoring, control, and accounting for all 20,500 EGMs that operate in over 1,600 bars, pubs and clubs, along with 1,000 jackpot controllers.

The operational environment in New Zealand is characterized as highly procedural and organized. This had a tremendous impact for INTRALOT, since in addition to the extremely valuable technological experience that the company has acquired (stringent technical requirements, use of QCOM protocol, state of the art secure networks etc.), it has been exposed to, and has very successfully dealt with, all procedures and requirements of the Australian and New Zealand National Standards, New Zealand specific game rules, and DIA imposed operational procedures. INTRALOT's performance has been outstanding, as we have never failed in any of the stringent contractual performance standards. As a result, DIA has recently extended the contract with INTRALOT up to 2020.

The CMS (Central Monitoring System), which is based on IBM servers and open architecture (UNIX) software, as well as the iGEM (Gaming Enhanced Management), monitors more than twenty thousand (20,000) EGMs which are installed at more than 1,600 venues throughout New Zealand. In each venue, INTRALOT has installed a site controller terminal, which operates online with the central system located at the INTRALOT NZ offices. The system's uninterrupted operation is ensured through the existence of primary and disaster sites, located in Wellington and Auckland, respectively. INTRALOT is also responsible for the design of the telecommunication network between the primary and disaster computing sites, and for the provision of training services to the venue operators.

The site controller installed at each venue utilizes the QCOM protocol to interface with the EGMs through a fiber optic network. INTRALOT is responsible for the operation of the system, including the maintenance of hardware and software components, and the operation of a hotline for the assistance of the venue operators.

EMS gives the department information allowing it to:

- Monitor how much money is wagered on each machine.
- Monitor how much each machine pays out in prizes to players.
- Monitor how much money should be banked.
- Ensure that all software being used on the machines is identical to the approved versions.
- Assist in detecting software failures.
- Assist in detecting tampering with a machine or software.

The implementation began at the end of 2005, while all machines were successfully connected by mid-March of 2007.

Project Description:

- Electronic monitoring system (EMS), certified by GLI.
- Supply and installation of:
- Central system.
- Site controllers.
- Disaster site (same type of equipment as for the primary site).
- Fully functional testing system.
- Operation of central system.
- Hosting of the data center and disaster data center sites
- EGM monitoring, reporting and accounting services.
- Money reconciliation services.
- Real-time monitoring.
- Software and hardware maintenance.
- Training.
- Field service for site controllers and telecommunications at sites. Site monitoring and 24-hour helpdesk / technical support.
- Use of iMonitor (an INTRALOT application) to monitor the real-time status of the telecommunications links and site controller health.
- Management of all telecommunications and fault diagnostics and resolution with a reported 99.89% availability.
- System interfacing with the DIA database and systems.
- Interfacing with 3rd party jackpot systems for accounting and control purposes.

Description of Equipment:

- IBM pSeries servers
- IBM Intel-based servers
- AIX operating system
- Windows standard 2003
- Tivoli backup software
- ORACLE 10g RDBMS
- iGEM application software
- Siemens PABX, Integrity Software
- Site controllers
- Business object reporting/data mining

Basic System Functions:

- System configuration definition and control
- EGM and meter collection
- Security events collection and monitoring
- Accounting
- Reporting

Data Communication Solution and Service:

Design of communications solution for both the broadband connections and the network between the host and the venues.

- Selection/recommendation of vendor.
- Administer deployment.
- Protocol: TCP/IP.
- Method: CDMA, ADSL, dial-up.

Electronic monitoring system (EMS) operational readiness was completed prior to the scheduled start date of the monitoring pilot and roll-out. The roll-out was completed in a record time of nine months (telecom, EGM conversions, cabling, site controller connectivity, commissioning, operational procedures, and training of the shop operators). During the roll-out, the helpdesk and application support teams handled all inquiries for both connected sites and the installation of new sites, responding to record numbers of inquiries.

The above-described Electronic Monitoring System (EMS) in New Zealand is a little older, and is the predecessor system to iGEM, yet still very similar to the system being proposed for West Virginia.

NEW ZEALAND - B

Customer Name	Project Description	Number of VLTs/EGMs	Number of Sites	Start	End
Department of Internal Affairs (DIA)	Development and operation of an integrated gambling platform (IGP)	Licensing and other administrative actions for the gaming sector in New Zealand	Over 1,600	2010	2020

This contract provides for an integrated system (IGP) that takes DIA from a paper-based licensing system to an online, **integrated transaction system for licensing and compliance activity**. The system gives DIA the ability to integrate with existing systems and the capability to access, analyze, and report on all data from both internal and external stakeholders.

More specifically, the system provides:

Application software that provides functional support for the following DIA gambling functions:

IGP is a custom-made solution consisting of several functional modules that support the various business functions within the customer's (DIA) organization. It will offer both internal user interfaces (for the DIA employees), and external user interfaces (for the NZ gaming machine operators and other stakeholders).

- Licensing.
- Compliance.
- Investigations.
- Gaming technology.
- Operational policy.
- Performance assurance.
- Intelligence.
- Gambling, racing, and censorship policy.

An online working environment that allows for the following features and capabilities:

- Secure electronic information exchange to and from third parties.
- Full integration with the electronic monitoring system for exchange of licensing and compliance information for implementation in the field (e.g., EGM activation, following issuance of license, or EGM decommissioning following revocation of license, etc.).
- Consistent and user-friendly search capability across all information stores from a single search interface.
- Interface provision (systems integration).
- Document management system integration.
- Monitoring and alerting for system events, key indicators, and activity thresholds.
- System access by mobile users (e.g., inspectors, auditors, or investigators).
- Community grants monitoring, reporting, and analysis.
- Support for electronic payments.

- Electronic information sharing with specific government services provided by other agencies (e.g., companies office, bankruptcy gazette, etc.).

Work management for all operational processes:

- Independent work management across multiple systems.
- Tracking and allocation of tasks to staff members within "long-running" business processes (i.e., processes that may take multiple days).
- Analysis of the time taken within tasks and delays between tasks.
- Case management of license applications, renewals, and investigations.
- Marking current license records relating to a site with a flag that a specific activity is in progress (e.g., flagging a site if an investigation is occurring).
- Workflow management of key transactional (operational) processes within and across business units.

Software description:

- The IGP solution was developed on the "Oracle Fusion middleware" and the related technologies.
- The specific Oracle product suites (belonging to the Oracle Fusion middleware) that have been used for the IGP development are:
- Database enterprise edition.
- Web tier.
- Oracle WebLogic suite.
- SOA suite.
- Unified Business Process Management suite.

This project provides the software and licensing experience which is offered by INTRALOT and may be used in the West Virginia project.

5.2 The Project Manager MUST have been involved in prior video gaming network conversions. In addition, the Project Manager MUST be assigned to the project through the final conversion process with significant on-site presence during major phases of the project.

INTRALOT's designated project manager, Matt Johnson, is PMP certified and has served as project manager for INTRALOT's VLT and iGEM implementation for the Ohio startup and Georgia conversion project. Matt has also served as project manager for INTRALOT's implementation of VLT"s in Ohio's racinos. Matt is well experienced in all aspects of Video Gaming implementation and will be an on-site presence during the entire project.

5.3 The Vendor MUST propose alternatives to dial-up communications at the LVL locations. The Lottery believes that multiple technologies, including but not limited to limited dial-up, VSAT and cellular, will be required due to the locations of current LVL machines.

INTRALOT will not use dialup. INTRALOT has recommended and plans to install high speed Cellular with external antennas for 98% or more of the LVL locations. Cellular is lowest cost, it is non-invasive to the LVL facility structure , easy to install, provides higher speed, higher bandwidth and better response times than other methods, and is not affected by weather and down communication lines.

Cellular provides no single point of failure for the LVL locations network communication because most locations will connect with more than one tower. For any remaining LVL locations which cannot use cellular, INTRALOT will install VSAT, DSL, or MPLS working together with the LVL location owners and the Lottery for the best solution depending on the circumstances.

For more information, please refer to the communications solutions outlined under Section **Tab: *4.3 Communications***. INTRALOT will work with the Lottery to determine the optimal communication type for each LVL location.

5.4 The Vendor MUST support advanced communication protocols, at no additional cost to the Lottery, including G2S when the Lottery believes it is appropriate to start migration away from SAS. The Vendor does not have to support ICIS.

iGEM, being a truly universal system built on G2S, also maintains support for other protocols (SAS, VLC, QCOM, x-Series etc.). The communication of the system to the VLTs is achieved via a protocol conversion from any protocol to G2S, which is achieved through the use of INTRALOT's SAS to G2S conversion interface board which is installed within each SAS VLT. G2S based VLTs connect directly with the provided G2S Site Controller using TCPIP and Cat 6. INTRALOT solution will support the Lottery's requirements for G2S at no additional cost to the Lottery from the start of the project.

5.5 Vendor SHALL schedule meetings relating to the Project Plan at dates and times approved by the Lottery upon Contract Award.

The Lottery's involvement in the project initiation process is of vital importance, since it is key in the establishment of the mutual agreements and joint foundations upon which the project will be developed. Beginning with the first days of the project, INTRALOT's project delivery and subsequent operations will be largely transparent to the Lottery. Our processes, procedures, and decisions will be shared with the Lottery. Challenges, concerns, and issues encountered during the project and during Lottery operations after go-live will be openly and honestly shared in real time with the Lottery.

INTRALOT will schedule regular project status meetings at a frequency and at specific milestones as requested by the Lottery.

5.6 Hardware and Software: The components of all hardware and software MUST be new and unused. Hardware and software MUST be compliant with current electronic technology standards (such as IEEE and ANSI) and be of then-current manufacturer model equivalent or better equipment in the event a proposed device is phased out or replaced.

All hardware proposed will be new and unused. All hardware proposed is available in the commercial market and is compliant with IEEE and ANSI standards. INTRALOT will use Software already written from our established projects, and customize any functionality which is needed order to meet the WV Lottery's requirements. A detail Bill of Materials has been provided in the CONFIDENTIAL BINDER under the **Tab:** ***Bill of Materials*** which includes the manufacturer, model numbers, and quantity of the equipment to be provided. In the event any proposed device is phased out or replaced, INTRALOT will inform the Lottery, seek approval, and then provide current manufacturer model equivalent or better equipment.

5.7 All CMS hardware and software MUST be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.

INTRALOT agrees to license all CMS hardware and software to the Lottery. We agree to install and support all components of the CMS which includes, but is not limited to, the operating system, antivirus software, database software and application software. INTRALOT also agrees to be responsible for all backup, replication, and communication components and functions.

5.8 If a Vendor proposes the use of technologically-equivalent equipment in lieu of either controllers or modems, or both controllers and modems, the Vendor MUST provide live site demonstration of this equipment solution as it is actually installed in another jurisdiction or business application.

All equipment proposed is in use in other installations. INTRALOT agrees to provide a live site demonstration if the Lottery requires it.

5.9 Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software MUST also pass user acceptance testing by the Lottery, and be approved by the Lottery.

INTRALOT has read and will comply with the requirements. INTRALOT agrees to provide all hardware and software used by the CMS to link progressive VLT's to the primary to the Lottery's independent testing labs for certification before implementation. INTRALOT understands that all hardware and software must pass Lottery acceptance testing before being put into production.

5.10 Vendor MUST also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.

INTRALOT will support progressives at all LVL locations that are connected to the network. As stated in Section 4.3 Communications, INTRALOT is not using dialup for any part of the solution.

5.11 Conversion Testing <Data Transfer/Conversion): The Vendor MUST import certain active data from the current CMS for use in the new system. This data may be exported from the current system in the form of a report, by file transfer, or other appropriate format. All data MUST be audited, reviewed, and approved by the Lottery prior to being imported and after the import is complete.

INTRALOT has read and will comply with the requirements. INTRALOT agrees to import data from the current CMS system for use in the new system. We will work with the Lottery to determine the content, format, and quantity of the data to be imported. We will develop the appropriate audit controls to ensure the Lottery is able to verify the accuracy of the data being imported. We understand the Lottery must approve the accuracy and completion of the data being imported, and also after the import is complete.

5.12 The Lottery requires a rolling conversion, or phase-in, of the new CMS. Under this approach, the VLTs at the casinos and LVL Venues MUST be converted to operate under the new CMS on a group-at- a-time basis with minimal downtime and no loss of revenue. The Lottery will be operating two CMS systems during this time period with converted Venues operating under the new CMS which is the objective of this RFP and those awaiting conversion operating under the existing CMS.

INTRALOT has read and will comply with the requirements. INTRALOT is aware of the Lottery's requirement for a staged or rolling conversion. We have made provisions for this in our implementation plan, and will work with the Lottery during implementation to determine how and when specific venues and casinos will be converted to the new system with NO loss of revenue.

5.13 Historical Data: The Vendor MUST convert at least 18 months of pre-existing data so that the Lottery will see a continuity of data in reports from before, during, and after the startup. The Vendor will develop a conversion process for historical data subject to the approval of the Lottery. Vendor's response MUST contain a description of this process detailing how and where this data will be stored and how it will be retrieved.

INTRALOT will convert and import at least 18 months of data so the Lottery and venues will be able to view and report on historical data. INTRALOT will develop and present a detailed conversion process to the Lottery for approval during detailed project planning after contract award. INTRALOT is accustomed to converting historical data, and will store it in the iGEM Oracle Database for easy reporting and retrieval by system reports which the Lottery may run, and from the venue operators reporting website also provided by INTRALOT for the venues financial reporting requirements and statements.

5.14 All VLTs and servers MUST communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia. At a minimum, the CMS is to meet GSA and SAS 6.02 Protocol Requirements.

iGEM has been designed and built specifically to provide native support for GSA's (Gaming Standards Association) protocols. The Site Controller is a G2S Site Controller supporting all necessary G2S Classes, while it also provides support to selected S2S functionalities for interfacing to third party systems. At the

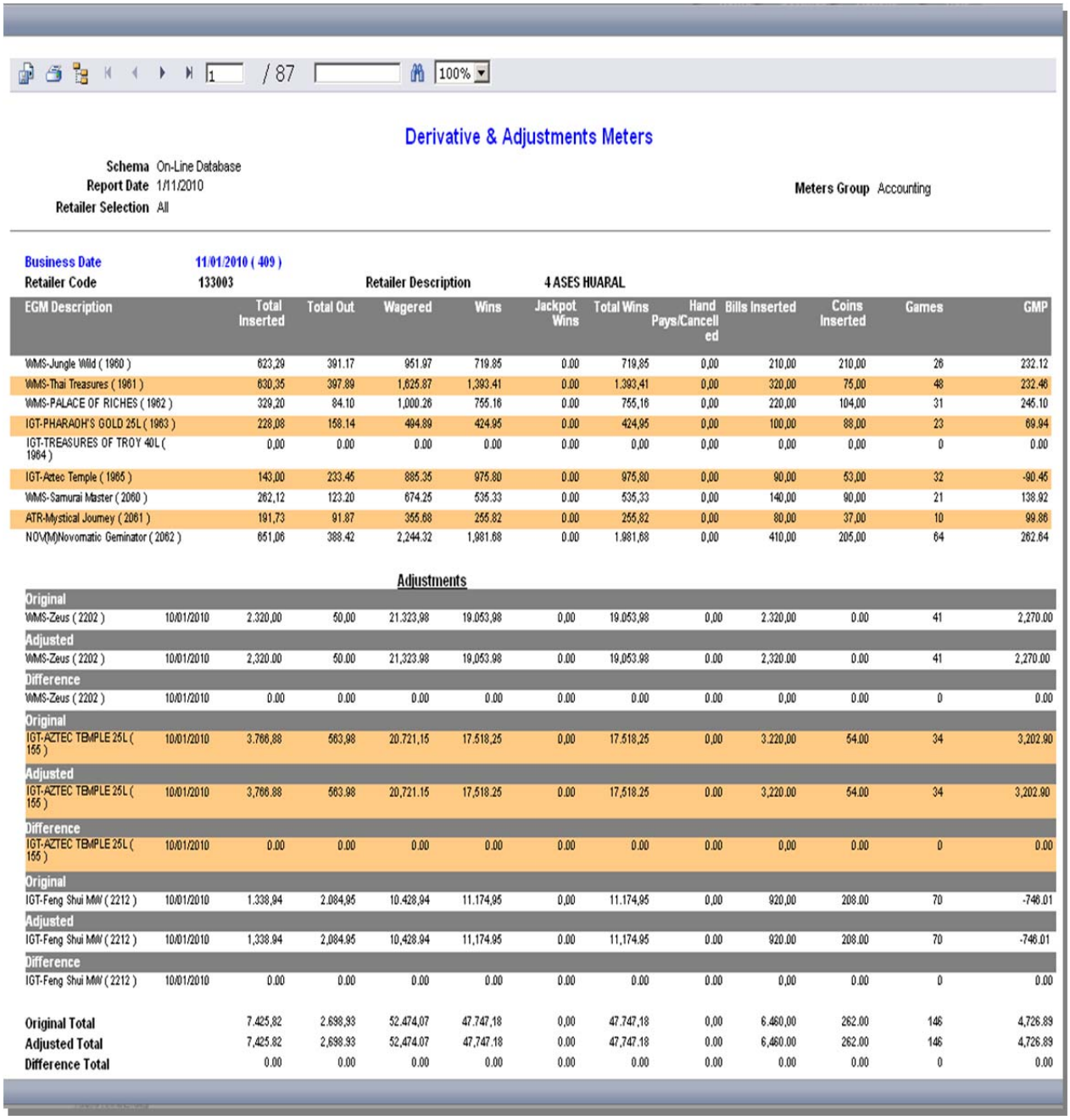
Central System side, the database and all relevant modules have been adapted to support all requirements of G2S, in terms of configuration, meters, events, transaction types, etc. iGEM has been certified by GLI and GSA for the G2S Host and Security transport. In addition iGEM has gone through a series of interoperability testing with VLT/EGDs from all major manufacturers, including systematic testing at various manufactures facilities.

iGEM, being a truly universal system, also maintains support for other protocols (SAS, VLC, QCOM, x-Series etc.). The communication of the system to the VLT/EGMs is achieved via a protocol conversion from any protocol to G2S, which is achieved through the use of INTRALOT's SAS to G2S conversion board which is installed within each of the VLTs.

INTRALOT's central monitoring system has been installed in nine foreign countries and two US states and is operational worldwide, providing regulators, operators and control boards with a robust environment for monitoring, controlling, and regulating their Gaming markets, and for implementing very strict financial control, accounting, taxation and billing processes. For instance, in Victoria, Australia, the iGEM CMS supports simultaneously the QCOM, VLC version F3, and VLC version ABCD protocols via the EGD SMIB protocol converter, and efficiently monitors about 27000 EGDs. In addition, the Ohio Lottery uses iGEM based on G2S to monitor seven racinos and over 10,000 VLTs. INTRALOTs iGEM system is provided for the Georgia Lottery wide-area monitoring network to cover up to 5,700 venue outlets with over 26,000 EGDs connected to iGEM. iGEM is connected with VLT/EGMs of practically all manufacturers, irrespective of protocols.

5.15 The CMS MUST be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.

iGEM has the capability to enter and apply all game level adjustments at the individual VLT level. All adjustments are reflected in both reports and inquiry screens. Users and user groups can have access to specific reports and functions according to their user rights and operational needs. iGEM provides an easy-to-use screen for all adjustments, and comprehensive reporting provide gross meter and meter adjustment reports, showing the value before and after the adjustment, the date and time of the adjustment, and the user that made the adjustment. Below are some sample screens and reports:



1 / 87 100%

Derivative & Adjustments Meters

Schema On-Line Database
Report Date 1/11/2010
Retailer Selection All
Meters Group Accounting

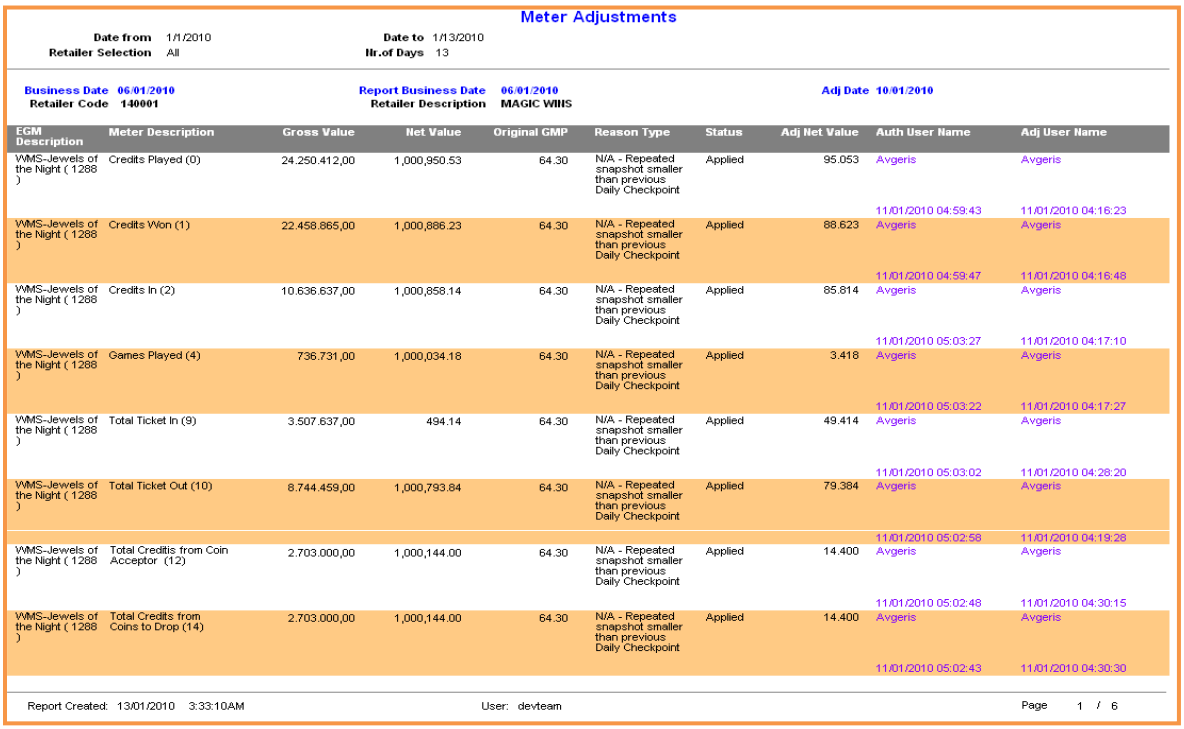
Business Date 11/01/2010 (409)
Retailer Code 133003 **Retailer Description** 4 ASES HUARAL

EGM Description	Total Inserted	Total Out	Wagered	Wins	Jackpot Wins	Total Wins	Hand Pays/Cancelled	Bills Inserted	Coins Inserted	Games	GMP
WMS-Jungle Wild (1960)	623,29	391.17	951.97	719.85	0.00	719,85	0,00	210,00	210,00	26	232.12
WMS-Thai Treasures (1961)	630,35	397.89	1,625.87	1,393.41	0.00	1.393,41	0,00	320,00	75,00	48	232.46
WMS-PALACE OF RICHES (1962)	329,20	84.10	1,000.26	755.16	0.00	755,16	0,00	220,00	104,00	31	245.10
IGT-PHARAOH'S GOLD 25L (1963)	228,08	158.14	494.89	424.95	0.00	424,95	0,00	100,00	88,00	23	69.94
IGT-TREASURES OF TROY 40L (1964)	0,00	0.00	0.00	0.00	0.00	0,00	0,00	0,00	0,00	0	0.00
IGT-Aztec Temple (1965)	143,00	233.46	885.35	975.80	0.00	975,80	0,00	90,00	53,00	32	-90.46
WMS-Samurai Master (2060)	262,12	123.20	674.25	535.33	0.00	535,33	0,00	140,00	90,00	21	138.92
ATR-Mystical Journey (2061)	191,73	91.87	355.68	255.82	0.00	255,82	0,00	80,00	37,00	10	99.86
NOV(M)Novomatic Geminator (2062)	651,06	388.42	2,244.32	1,981.68	0.00	1.981,68	0,00	410,00	205,00	64	262.64

Adjustments

Original											
WMS-Zeus (2202)	10/01/2010	2.320,00	50,00	21.323,98	19.053,98	0,00	19.053,98	0,00	2.320,00	0.00	41	2,270.00
Adjusted											
WMS-Zeus (2202)	10/01/2010	2,320.00	50.00	21,323.98	19,053.98	0.00	19,053.98	0.00	2,320.00	0.00	41	2,270.00
Difference											
WMS-Zeus (2202)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3.766,88	563,98	20.721,15	17.518,25	0,00	17.518,25	0,00	3.220,00	54.00	34	3,202.90
Adjusted											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	3,766.88	563.98	20,721.15	17,518.25	0.00	17,518.25	0.00	3,220.00	54.00	34	3,202.90
Difference											
IGT-AZTEC TEMPLE 25L (155)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original											
IGT-Feng Shui MW (2212)	10/01/2010	1.338,94	2.084,95	10.428,94	11.174,95	0,00	11.174,95	0,00	920,00	208.00	70	-746.01
Adjusted											
IGT-Feng Shui MW (2212)	10/01/2010	1,338.94	2,084.95	10,428.94	11,174.95	0.00	11,174.95	0.00	920.00	208.00	70	-746.01
Difference											
IGT-Feng Shui MW (2212)	10/01/2010	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0,00	0.00	0	0.00
Original Total		7.425,82	2.698,93	52.474,07	47.747,18	0,00	47.747,18	0,00	6.460,00	262.00	146	4,726.89
Adjusted Total		7,425.82	2,698.93	52,474.07	47,747.18	0.00	47,747.18	0.00	6,460.00	262.00	146	4,726.89
Difference Total		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00

Daily Derivative Meters & Adjustments Report



Meter Adjustments

Date from 1/1/2010 Date to 1/13/2010
Retailer Selection All Nr.of Days 13

Business Date 06/01/2010 Report Business Date 06/01/2010 Adj Date 10/01/2010
Retailer Code 140001 Retailer Description MAGIC WINS

EGM Description	Meter Description	Gross Value	Net Value	Original GMP	Reason Type	Status	Adj Net Value	Auth User Name	Adj User Name
WMS-Jewels of the Night (1288)	Credits Played (0)	24.250.412,00	1,000,950.53	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	95.053	Avgeris 11/01/2010 04:59:43	Avgeris 11/01/2010 04:16:23
WMS-Jewels of the Night (1288)	Credits Won (1)	22.458.865,00	1,000,886.23	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	88.623	Avgeris 11/01/2010 04:59:47	Avgeris 11/01/2010 04:16:48
WMS-Jewels of the Night (1288)	Credits In (2)	10.636.637,00	1,000,858.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	85.814	Avgeris 11/01/2010 05:03:27	Avgeris 11/01/2010 04:17:10
WMS-Jewels of the Night (1288)	Games Played (4)	736.731,00	1,000,034.18	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	3.418	Avgeris 11/01/2010 05:03:22	Avgeris 11/01/2010 04:17:27
WMS-Jewels of the Night (1288)	Total Ticket In (9)	3.507.637,00	494.14	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	49.414	Avgeris 11/01/2010 05:03:02	Avgeris 11/01/2010 04:28:20
WMS-Jewels of the Night (1288)	Total Ticket Out (10)	8.744.459,00	1,000,793.84	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	79.384	Avgeris 11/01/2010 05:02:58	Avgeris 11/01/2010 04:19:28
WMS-Jewels of the Night (1288)	Total Creditis from Coin Acceptor (12)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris 11/01/2010 05:02:48	Avgeris 11/01/2010 04:30:15
WMS-Jewels of the Night (1288)	Total Credits from Coins to Drop (14)	2.703.000,00	1,000,144.00	64.30	N/A - Repeated snapshot smaller than previous Daily Checkpoint	Applied	14.400	Avgeris 11/01/2010 05:02:43	Avgeris 11/01/2010 04:30:30

Report Created: 13/01/2010 3:33:10AM User: devteam Page 1 / 6

SECTION 6

6.1 PROJECT DELIVERABLES

The Vendor MUST comply with all requirements in this section related to report formats, timeframes and delivery.

INTRALOT has read and will comply with all requirements for Section 6.1.

6.2 MANUALS

The Vendor MUST provide manuals and schematics as discussed in this section, including timeframes for delivery.

INTRALOT has read and will comply with all requirements for Section 6.2.

ATTACHMENT A

VENDOR RESPONSE SHEET

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

The goals of this project as defined in Section 4 include the following goals that will be accomplished by INTRALOT. INTRALOT agrees to meet and in many cases exceed all technical requirements of the RFP.

INTRALOT will provide everything required to replace the outdated Central Management System the WVL currently has with an entirely new system based on G2S protocol also supporting SAS based VLTs. The new iGEM system offered by INTRALOT will support G2S and SAS concurrently from day one. The system is setup to easily accommodate both LVL and RVL requirements utilizing the iGEM central system. Site controller software will concurrently communicate with both G2S and SAS based VLTs. LVL will receive our small venue site controllers, and large venues will receive IBM rack mounted servers that utilize virtualized site controller configuration.

The new system will also provide site controllers that are continuously connected with both the Primary and Back data center equipment in always on network communications primarily utilizing cellular high speed wireless communication. In the event cellular communication is not available, INTRALOT will provide VSAT, DSL, or MPLS for always connected functionality. In addition, the always one, never used dialup communications will provide the ability and the INTRALOT iGEM will support both local and wide area progressive jackpots.

The new iGEM system will not only accommodate new VLT and new Game functionality because it is based on the latest G2S protocol, it will also support server based gaming.

The always on communication network combined with the iGEM systems capability to support new technology and multiple local and wide area progressive jackpots will help to increase the overall profitability of the LVL and casino environments in future years to help provide significant additional revenue to the State of West Virginia.

In the interest of not repeating information already provided, for similar past projects experience, along with project goals and descriptions, please refer to **Tab *Section(s) 3.1, 3.2, and* Tab *Section 5*** where we have provided staffing recommendations, and listed the capability and previous project experience which is applicable to the WVL central management system conversion project.

Please refer to the CONFIDENTIAL binder **Tab: *Org Chart*** for organizational charts of the personnel slated to perform and support the project and the proposed staffing plan. Please refer to the

CONFIDENTIAL binder **Tab: *Resumes*** for the resumes for all project and corporate support personnel who will be involved.

References have been provided in the CONFIDENTIAL binder under the **Tab: *References*** and presented in **Tab *Section 3.2*** under the heading ***3.2.3 Industry Experience***. In addition, a list of INTRALOT clients with contact information is provided in the CONFIDENTIAL BINDER under the **Tab: *Client List***.

Section 4, Subsection 1: Please describe your plans to achieve the goals related to System Design.

Vendor Response:

The system design has been presented under **Tab: *Section 4.1 System Design***. The section is more than one hundred pages addressing each RFP requirement. In addition, INTRALOT has prepared ***System Configuration Diagrams*** for the system design which are presented in the CONFIDENTIAL BINDER under the **Tab: *Configuration Diagrams***.

INTRALOT has prepared a detailed ***Bill of Materials*** including Manufacturer, model number, and quantity of all equipment to be provided for the Primary and Backup Data centers, the Test systems, and the equipment needed at RVLs. Please refer to the CONFIDENTIAL BINDER under the **Tab: *Bill of Materials.***

Section 4, Subsection 2: Please describe your plans to achieve the goals related to Site controllers.

Vendor Response:

INTRALOT site controllers for LVLs meet all functionality required, and provide a robust strong PC with enterprise support running on Linux. The Hardware includes redundancy to prevent loss of data and provide continuous uptime. LVL site controllers will support both G2S and SAS based VLTs concurrently, along with all reporting and validation payment activities required.

LVL site controllers will communicate to individual VLTs using a star configuration thus eliminating failures due to multiple machines wired together on one loop, and thus also updating the infrastructure to immediately support the latest in technology, while also providing G2S support for VLTs and concurrently enabling support for local and wide area progressive jackpots functionality.

INTRALOT has proposed state of the art site controller configuration for RVLs using rack mounted fault tolerant IBM servers running AIX. The servers performing site controller duties in the RVLs are running as virtualized site controllers, thus configuration is easily supported remotely, hardware is kept to a minimum, and load balancing across multiple virtualized site controllers is simple to provide while maintaining the highest level of uptime. The physical servers are fully hardware redundant, and the virtualized software managing the site controllers enables 100% site controller uptime, as upon any

failure by one site controller all other site controllers assume the load. Of course, RVL site controllers also support any local and wide area jackpots functionality that may be implemented.

INTRALOT has read and agrees to meet all goals and requirements for Site Controllers. INTRALOT has prepared a detailed response for Site Controllers presented under **Tab *Section 4.2 Site Controllers***.

Section 4, Subsection 3: Please describe your plans to achieve the goals related to Network Communications.

Vendor Response:

Dialup is not offered, INTRALOT will provide always on continuous connectivity from site controllers in LVLs utilizing high speed cellular with externally mounted antennas in order to obtain highest signal strength. For LVLs which cannot use high speed cellular, estimated to be less than 2% of the network, INTRALOT will install VSAT, DSL, or MPLS, working together with the venue and the Lottery, depending on the best fit for each individual situation.

RVLs will utilize one primary high speed circuit over MPLS, together with a 2nd network connection provided by high speed cellular in order to provide redundancy whenever the land based circuit is not available. This configuration is working very well for the large destination venues INTRALOT is servicing in Ohio and is proven to be reliable.

INTRALOT has read and agrees to meet all goals and requirements related to Network Communications. INTRALOT has prepared a detailed response for network communications presented under **Tab *Section 4.3 Communications***.

Section 4, Subsection 4: Please describe your plans to achieve the goals related to Operations.

Vendor Response:

One big reason the INTRALOT system is right for WVL is that it will start out ready for support of G2S, because the site controllers and the central system are based on the G2S protocol while concurrently supporting SAS.

INTRALOT will assist the Lottery and agrees to provide any services needed for the successful specification, development, installation, acceptance testing, conversion, and operations of all VLTs and venues required to be connected to the central management system.

INTRALOT will provide all assistance, training, and documentation required by the West Virginia Lottery for the successful specification, development, installation, acceptance testing, conversion, and operation of the Primary and Backup data centers and any Test systems needed.

INTRALOT will provide the training and tools required for the WVL to be able to operate the system. INTRALOT will provide the ongoing support and maintenance in order to keep the system running strong, and to update it as business needs and functionality changes.

INTRALOT has read and agrees to achieve all goals related to Operations which are included in the RFP and or required by the Lottery. INTRALOT has prepared a detailed response for Operations presented under **Tab *Section 4.4 Operations***.

Section 4, Subsection 5: Please describe your plans to achieve the goals related to Interfaces (Databases).

Vendor Response:

The INTRALOT iGEM system is built on Oracle which is the technology industry's leading industrial data base. In addition to Oracle, INTRALOT will provide the iWare Data Warehouse system which is built on data that is extracted from the Oracle database and stored in the MS SQL Server database.

This organization and design makes data base management and the configuration of support for other system files and interfaces to multiple databases ready and easy to support. It is only a matter of system specifications which define the data that needs to be transferred both in and out of the real time Oracle iGEM database that needs to be setup. INTRALOT iGEM system drives multiple other subsystems operated by our various customers such as the Ohio and Georgia Lotteries.

INTRALOT has read and agrees to achieve all goals related to Interfaces and databases which are included in the RFP and or required by the Lottery. INTRALOT has prepared a detailed response for interfaces and databases presented under **Tab *Section 4.5 Interfaces.***

Section 4, Subsection 6: Please describe your plans to achieve the goals related to Reporting.

Vendor Response:

INTRALOT will build and customize all reports and reporting functionality the RFP, the WVL, and the venue operators may require. In addition to the system generated reports from iGEM, and the ad hoc capability provided by iWare, INTRALOT is also providing a full internet based Web Portal reporting system for all reports utilized by venues. Operators and venues will be able to get both historical and current reports needed at any time from any authorized internet connection and authorized user id and password.

INTRALOT has read and agrees to achieve all goals related to Reporting which are included in the RFP and or required by the Lottery. INTRALOT has prepared a detailed response for reporting presented under **Tab *Section 4.6 Reporting.***

Section 4, Subsection 7: Please describe your plans to achieve the goals related to Conversion.

Vendor Response:

INTRALOT is ready to convert the WVL's current CMS and site controllers system to the iGEM system. We understand the difference between startup of new and conversion of existing to new. INTRALOT will lead the conversion of your existing to new project with our PMP and well experienced project management team led by Matt Johnson. Venues will be converted with NO loss of revenue.

Resumes for all personnel that may be utilized for the project are presented in the CONFIDENTIAL BINDER under the **Tab: *Resumes***, and an Organization Chart defining the staffing plans for WVL and the INTRALOT supporting organization are provided under the **Tab: *Org Chart***.

INTRALOT has read and agrees to achieve all goals related to Conversion which are included in the RFP and or required by the Lottery. INTRALOT has prepared a detailed response for the conversion of the system presented under **Tab: *Section 4.7 Conversion,*** and a draft project plan in MS Project format has been provided in the CONFIDENTIAL BINDER under the **Tab: *Implementation Plan*** for your reference.

Section 4, Subsection 8: Please describe your plans to achieve the goals related to Training.

Vendor Response:

INTRALOT will provide whatever training is required for any and all stake holders in the project including the Lottery, the venues, the operators, Help desk staff, all other INTRALOT staff, and any other parties that may need any sort of training for the success of the project for the life of the contract.

INTRALOT develops customized training for every project we undertake. INTRALOT has experts ready to assist with and perform all training required. INTRALOT is well experienced at training both large and small groups and large numbers of venue participants or operators. INTRALOT is very familiar with the training tasks at hand and takes pride in excelling at providing training and training assistance activities. INTRALOT's retailer and venue Lottery training sessions have some of the highest participation and satisfaction rates achieved in the industry. INTRALOT will be conducting both in venue training and regionally based training. A detailed training plan will be developed together with the Lottery according to all Lottery requirements.

INTRALOT has read and agrees to achieve all goals related to Training which are included in the RFP and or required by the Lottery. INTRALOT has prepared a detailed response for training presented under **Tab: *Section 4.8 Training.***

Section 4, Subsection 9: Please describe your plans to achieve the goals related to Acceptance Testing.

Vendor Response:

INTRALOT will provide any and all resources and assistance needed by the WVL and any third party certification companies for the successful acceptance testing, certification, and approval of the iGEM central system and site controllers. INTRALOT will provide for the cost of certification by a 3rd party company for the iGEM system and all initial certification needed.

INTRALOT has read and agrees to achieve all goals related to Acceptance Testing which are included in the RFP and or required by the Lottery. INTRALOT has prepared a detailed response for Acceptance Testing presented under **Tab: *Section 4.9 Acceptance Testing.***

Also, describe the approach and methodology proposed for this project. This should include how each of the goals and objectives listed is to be met.

INTRALOT's methodology has been documented in the **Tab: *Section 4.7 Conversion***. We have presented our methodology and best practices approach throughout our response in all of the subsections 1 to 7 of Section 4. INTRALOT certifications which document our approach are provided in the CONFIDENTIAL BINDER under the **Tab: *Certifications***.

ATTACHMENT B

MANDATORY SPECIFICATION CHECKLIST

List mandatory requirements contained in Section 4, Subsection 5:

Section 4, Subsection 5.1: The Vendor MUST have experience in the North American state regulated market with the installation, including conversion, of multiple video gaming networks in the past five years.

Vendor Response:

INTRALOT has read and meets this requirement. We have presented our experience under proposal **Tab: *Section 5 Mandatory Requirements*** and under **Tab: *Section 3.2 Corporate Capabilities***. INTRALOT has performed installations and conversions in Ohio, Georgia, Victoria-Australia, and New Zealand in the last five years. INTRALOT provides central system Video Gaming networks in 9 foreign countries and two US states.

Section 4, Subsection 5.2: The Vendor's Project Manager MUST have been involved in prior video gaming network conversions. In addition, that Project Manager MUST be assigned to the project through the final conversion process with significant on-site presence during major phases of the project.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT has identified Matt Johnson as the senior Project manager. Matt has led the efforts for Ohio and Georgia. Matt will be onsite for the duration of the project. Please refer to Section **Tab: *3.1 Staffing Qualifications and Experience*** and refer to the CONFIDENTIAL BINDER under the **Tab: *Resumes*** for Matt Johnsons experience.

Section 4, Subsection 5.3: The Vendor MUST propose alternatives to dial-up communications at the LVL locations. The Lottery believes that multiple technologies, including but not limited to limited dial-up, VSAT and cellular, will be required due to the locations of current LVL machines.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT has proposed always on connections via Cellular and VSAT, please refer to **Tab: Section 4.3 Communications** for more information.

Section 4, Subsection 5.4 The Vendor MUST support advanced communication protocols, at no additional cost to the Lottery, including G2S when the Lottery believes it is appropriate to start migration away from SAS. The Vendor does not have to support ICIS.

Vendor Response:

INTRALOT has read and will comply with this requirement. The solution offered by INTRALOT is fully G2S compliant from day one. The central system is built based on G2S and the site controllers support both G2S and SAS from the start of the project. All communications are via TCPIP and continuously connected over Cellular or VSAT for the LVLs, and over MPLS with backup by Cellular for the RVLs. Communications provided between the Primary and Backup data center will be via redundant MPLS networks and circuits.

Section 4, Subsection 5.5 Vendor SHALL schedule meetings relating to the Project Plan at dates and times approved by the Lottery upon Contract Award.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT will schedule meetings relating to the Project Plan at dates and times approved by the Lottery upon Contract Award.

Section 4, Subsection 5.6 Hardware and Software: The components of all hardware and software MUST be new and unused. Hardware and software MUST be compliant with current electronic technology standards (such as IEEE and ANSD and be of then-current manufacturer model equivalent or better equipment in the event a proposed device is phased out or replaced.

Vendor Response:

INTRALOT has read and will comply with this requirement.

Section 4, Subsection 5.7 All CMS hardware and software MUST be licensed to the Lottery and installed, supported, and maintained by the Vendor. This hardware and software includes, but is not limited to, operating systems, antivirus, database, replication, backup, and communications.

Vendor Response:

INTRALOT has read and will comply with this requirement.

Section 4, Subsection 5.8 If a Vendor proposes the use of technologically-equivalent equipment in lieu of either controllers or modems, or both controllers and modems, the Vendor MUST provide live site demonstration of this equipment solution as it is actually installed in another jurisdiction or business application.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT agrees to provide live site demonstration of the equipment solution as it is actually installed in another jurisdiction or business application, or as may be required by the Lottery.

Section 4, Subsection S.9 Vendor is required to submit any hardware or software used by the CMS to link one or more progressive VLTs to the primary Lottery independent testing lab for certification and all hardware and software MUST also pass user acceptance testing by the Lottery, and be approved by the Lottery.

Vendor Response:

INTRALOT has read and will comply with this requirement. All hardware and software will be made available and INTRALOT will cooperate with independent testing labs for certification. INTRALOT will support and assist with user acceptance testing by the Lottery. INTRALOT agrees that all hardware and software must be approved by the Lottery.

Section 4, Subsection 5.10 Vendor MUST also support progressives in the LVL wide area network. Progressives will only be supported in a LVL location that does not utilize dial-up connections.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT will support progressives in the LVL wide area network. INTRALOT's proposal does not use dialup.

Section 4, Subsection 5.11 Conversion Testing (Data Transfer/Conversion): The Vendor MUST import certain active data from the current CMS for use in the new system. This data may be exported from the current system in the form of a report, by file transfer, or other appropriate format. All data MUST be audited, reviewed, and approved by the Lottery prior to being imported and after importation.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT will import whatever data from the current CMS system requested by the Lottery. INTRALOT agrees this data may be exported from the current system in the form of a report, by file transfer, or other appropriate format. INTRALOT agrees that all data MUST be audited, reviewed, and approved by the Lottery prior to being imported and after importation.

Section 4, Subsection 5.12 The Lottery requires a rolling conversion, or phase-in, of the new CMS. Under this approach, the VLTs at the casinos and LVL Venues MUST be converted to operate under the new CMS on a group- at-a-time basis with minimal downtime and no loss of revenue. The Lottery will be operating two CMS systems during this time period with converted Venues operating under the new CMS which is the objective of this RFP and those awaiting conversion operating under the existing CMS.

Vendor Response:

INTRALOT has read and will comply with this requirement. The conversion plan proposed by INTRALOT is presented in **Section 4.7 Conversion.** A draft project plan as proposed by INTRALOT is included in the CONFIDENTIAL BINDER under the **Tab:** ***Implementation Plan***. INTRALOT will provide for a rolling conversion to the new CMS with NO loss of revenue for the venues.

Section 4, Subsection 5.13 Historical Data: The Vendor MUST convert at least 18 months of pre-existing data so that the Lottery will see a continuity of data in reports from before, during, and after the startup. The Vendor will develop a conversion process for historical data subject to the approval of the Lottery. Vendor's response MUST contain a description of this process detailing how and where this data will be stored and how it will be retrieved.

Vendor Response:

INTRALOT has read and will comply with this requirement. INTRALOT agrees to convert at least 18 months or more history if available of pre-existing data so that the Lottery will see a continuity of data in reports from before, during, and after the startup. The conversion process for this historical data will be defined in the Software Requirements and Specification process to begin working together with the Lottery after the award of the project to INTRALOT. Data and historical information will be permanently recorded and housed in the Oracle Database of the iGEM system, and will be reported by the iGEM system reports. Historical data will also be populated in to the iWare data warehouse database for ad hoc query and reporting.

Section 4, Subsection 5.14 VLTs and servers MUST communicate with an open protocol system architecture that is designed to Gaming Standards Association ("GSA") recommendations for utilizing Game to System ("G2S") and System to System ("S2S") protocols or other protocols approved for use in West Virginia. At a minimum, the CMS is to meet GSA and SAS 6.02 Protocol Requirements.

Vendor Response:

INTRALOT has read and will comply with this requirement. The iGEM system is built based on G2S protocol and has been previously certified by GSA. In addition to full support for G2S, the system will provide concurrent full support for SAS 6.02.

Section 4, Subsection 5.15 The CMS MUST be capable of accepting and processing machine and game level adjustments at the VLT level, to include specification of financial amounts (dollar and cent), the number of games played or won and an explanation for the adjustment. These adjustments are designed to carry through all relevant reports and screens. Posting of adjustments is designed to be allowed from either management terminals or from computer files supplied by the Lottery. The CMS design provides for a single screen for meter adjustments. The adjustment function is to be limited based on user or group security rights.

Vendor Response:

INTRALOT has read and will comply with this requirement. All requirements specified are covered with the base iGEM system including accepting and processing machine and game level adjustments at the VLT level, which include specification of financial amounts (dollar and cents), the number of games played or won, and an explanation for the adjustment. iGEM will post these adjustments and they will carry through all relevant reports and screens. iGEM provides posting of adjustments from either management terminals or may be uploaded from computer files supplied by the Lottery. The iGEM

design provides for a single screen for meter adjustments. The iGEM adjustment function can be controlled by user id and iGEM system security parameters so that it is limited based on user and group security rights as standard functionality of the system.

Section 4, Subsection 6.1 Project Deliverables: The Vendor MUST comply with all requirements in this section related to report formats, timeframes and delivery. Each subsection MUST be addressed in the Vendor Response:

6.1.1 Deliverable Submission and Acceptance Process

6.1.2 Final Drafts

6.1.3 Format of Final Deliverable

6.1.4 Acceptance Testing

6.1.5 Final Written Deliverables

Vendor Response:

INTRALOT has read and will comply with all requirements.

Section 4, Subsection 6.2 Manuals: The Vendor MUST provide manuals and schematics as discussed in this section, including timeframes for delivery. Each subsection MUST be addressed in the Vendor Response:

6.2.1 Electronic Documents

6.2.2 Service Manuals

6.2.3 Circuit Schematics

6.2.4 Preliminary Documents

Vendor Response:

INTRALOT has read and will comply with will all requirements for manuals, schematics and documentation. Draft time periods for providing this information is provided in the CONFIDENTIAL BINDER under the **Tab:** ***Implementation Plan.*** INTRALOT will adjust the plan to include any and all documents required or requested by the Lottery not only for the conversion, but also throughout the term of the contract.

INVITATION
Of the shareholders of the société anonyme under business name:
"INTRALOT SA - INTEGRATED LOTTERY SYSTEMS AND SERVICES"
bearing the distinctive title
"INTRALOT"
General Commercial Registry No. 818201000
Former Registration No. 27074/06/B/92/9
to the Ordinary General Meeting

According to Law and the Company's Articles of Association and by relevant decision of the Company's Board of Directors, Company's Shareholders are invited to attend the Ordinary General Meeting to be held on Wednesday, the eleventh (11th) of June 2014, at 13:00, at the hotel "GREAT BRITAIN" (1 Vas.Georgiou Ave., Syntagma Square, Athens), to discuss and decide upon the following issues on the Agenda:

ISSUES OF THE AGENDA

1. Submission for approval of the restated corporate and consolidated annual financial statements of the fiscal year 01.01.2012 to 31.12.2012, due to the application of the amended International Accounting Standard 19 and of the corporate and consolidated annual financial statements of the fiscal year 01.01.2013 to 31.12.2013 in accordance with the International Financial Reporting Standards (I.F.R.S.), after hearing the relevant Board of Directors' Reports and the Certified Auditor's Report regarding the above mentioned year.

2. Discharge of both the Board of Directors members and the Certified Auditor from any liability for indemnity regarding Company's management, the financial statements and the consolidated financial statements during the fiscal period under examination (01.01.2013-31.12.2013).

3. Election of regular and alternate Certified Auditors for the audit of the fiscal year 1.1.2014 to 31.12.2014 and determination of their fees.

4. Election of new Audit and Compliance Committee in accordance with Law 3693/2008.

5. Approval of the remuneration of the Board of Directors members for the fiscal year 2013 and pre-approval of remuneration and compensations of non-executive members of the Board of Directors for the year 2014, pursuant to art. 24 of Codified Law 2190/1920 & art. 5 of the Law 3016/2002.

6. Determination of the maximum salary of persons employed by the Company or by entities controlled by the Company for the period after 01.07.2014 in accordance with art. 23a of Codified Law 2190/1920.

7. Granting authorization to both Board of Directors members and Company's Directors to participate in the Board of Directors or in the management of other affiliated companies as those companies are defined in article 42e' of Codified Law 2190/1920 and, therefore, the conducting on behalf of the affiliated companies of acts falling within the Company's purposes.

8. Approval for the formation of untaxed reserves from dividends of companies having their registered offices in European Union countries.

9. Approval for a five-year commitment of the amount of 1,180,000€ of existing taxable reserves of the Company for the formation of temporary special reserve in 2013, which will be used to cover the Company's own participation in the program NSRF "ICT4 GROWTH, Support for Businesses for investment projects of development, providing innovative products and value added services" and in accordance with the terms of par.3.10 of action plan ICT4 GROWTH.

10. Share buy – back pursuant to art. 16 of Codified Law 2190/1920 and authorization to the Board of Directors on compliance with legal stipulations.

11. Announcements.

The Company informs its shareholders on the following:

A. Right to attend and vote at the General Meeting

All Shareholders of the Company have the right to attend the General Meeting and vote in person or by proxy, subject to the provisions of C.L.2190/1920, as amended and in force, and as follows. Each share gives right to one vote.

Whoever appears as a shareholder in the records of the Dematerialized Securities System managed by the "Hellenic Exchanges S.A.", where the transferable securities (shares) of the Company are registered, has the right to participate in the Ordinary General Meeting. The proof of the shareholding status is made by presenting relevant written certification of Hellenic Exchanges S.A. or alternatively, via direct electronic connection of the Company with the archives of the Hellenic Exchanges S.A.

The qualification as a shareholder must be in force on the beginning of 06.06.2014 (Record Date) that is, of the fifth (5th) day before the day of session of the Ordinary General Meeting on 11.06.2014 and the relevant written confirmation or electronic certification on the shareholder's qualification must be received by the Company, at the latest, by 08.06.2014, that is the third (3rd) day before the session of the Ordinary General Meeting.

Towards the Company, only persons having shareholding qualification on the aforementioned Record Dates are entitled to participate in and vote at the respective Ordinary General Meeting. Shareholders, not having complied with the provisions of article 28a of C.L.2190/1920 as it applies, may only attend the Ordinary General Meeting following its approval.

The exercise of such rights does not presume the blocking of the beneficiary's shares not the adherence to another similar procedure which restricts the possibility of sale and transfer of such shares during the period between the Record date and General Meeting.

B. Final dates for exercising Minority Shareholders' Rights pursuant to par. 2, 2a, 4 and 5 of article 39 of C.L.2190/1920.

1. Shareholders representing one twentieth (1/20) of the paid capital share capital of the Company, may ask:
a) with a request which must be received by the Board of Directors fifteen (15) days prior to the General Meeting (that is by 27.05.2014) and which must be accompanied by a justification or draft resolution for approval at the General Meeting, to include additional matters to the agenda of the General Meeting. The revised agenda is published thirteen (13) days prior to the date of the General Meeting (that is on 29.05.2014), in the same manner as the previous agenda.
b) with a request which must be received by the Board of Directors at least seven (7) days prior to the date of the General Meeting that is by 04.06.2014, to make available to the shareholders at least six (6) days prior to the date of the General Meeting, that is until 05.06.2014, draft resolutions in relation to the matters included in the original or revised agenda.

2. Any shareholder may ask, by request submitted to the Company at least five (5) full days prior to the General Meeting, that is by 05.06.2014, the provision to the General Meeting of certain information on the Company's business, to the extent that said information is useful for the accurate assessment of matters on the agenda.

3. Shareholders representing one fifth (1/5) of the paid capital stock of the Company, are entitled to ask by request submitted to the Company at least five (5) full days prior to the General Meeting, that is by 05.06.2014, the provision to the General Meeting of information on the course of the corporate affairs and its financial status.

Detailed information regarding the above minority rights and the right to exercise them is available on the Company's website (www.intralot.com).

C. Procedure for voting by proxy

Each shareholder participates in the General Meeting and vote either in person or by proxy. A proxy acting as a delegate for more than one shareholders may vote in a different manner for each shareholder. Legal entities may participate in the General Meeting by appointing one to three natural persons as their proxies.
A shareholder may appoint a proxy for a single General Meeting or for any General Meeting that may occur within a specified period of time. The proxy votes according to the shareholder's instructions, if any, and is obligated to maintain a record of voting instructions for at least one (1) year as from the submission of the minutes of the General Meeting to the relevant competent authority, or as from the resolution's recording in the Register of Sociétés Anonymes, should the resolution is subject to publication. Failure of the proxy to comply with the instructions he has received, does not affect the status of the General Meeting's resolutions, even if the delegate's vote was instrumental in their adoption.

A shareholder's proxy is obligated to inform the Company, prior to the beginning of the session of the General Meeting, of any specific event, which may be useful to shareholders to evaluate the risk of the proxy serving interests other than the shareholder's interests. Conflict of interest may result when the proxy: a) is shareholder exercising control over the Company or is another legal person or entity controlled by such shareholder, or b) is a member of the Board of Directors or of the Company's management or of a shareholder exercising control over the Company or other legal person or entity controlled by the shareholder who exercises control on the Company, or c) is employee or chartered auditor of the Company or shareholder exercising control on the Company or other legal person or entity controlled by a shareholder, who exercises control on the Company, or d) is spouse or first degree relative to one of the natural persons mentioned above under cases a' to c'.

The appointment and the revocation of a shareholder's proxy is made in writing and is notified to the Company in the same manner, at least three (3) days prior to the date of session of the Ordinary General Meeting.

Each shareholder may appoint up to three (3) proxies. However, if a shareholder holds Company shares appearing in more than one securities' accounts, this restriction does not prevent the shareholder from appointing separate proxies for shares appearing in each securities' account as regards the Ordinary General Meeting.

The Company makes available on its website (www.intralot.com) the form to be used for appointing a proxy. The shareholder should submit this form completed and signed, to the Shareholder Services Department of the Company, at the address: 64, Kifisias Ave. and 3, Premetis St., at Maroussi, Attica or fax it to: +30 2106106800, at least three (3) days prior to the date of the Ordinary General Meeting. The beneficiary is kindly requested to confirm that the proxy's appointment form is successfully dispatched and received by the Company and, for this purpose, to contact the company at the telephone nr: +30 2106156000 (Shareholder Services Department).

The Company's Articles of Association does not foresee the possibility of participation of the shareholders in the General Meeting by electronic means, without the physical presence of shareholders at its premise or the distance participation of shareholders in the voting process either by electronic means or via post, and may not appoint or recall a proxy by electronic means, as no relevant Ministerial Resolutions determining the minimum technical specifications for safeguarding the id of the shareholder and the safety of the electronic or other connection, have been issued.

D. Available Documents & Information

The information of article 27 par.3 of C.L.2190/1920 will be available in electronic format on the Company's website (www.intralot.com). The full text of any documents and drafts of resolutions provided in article 27 par. 3, cases c and d, of C.L.2190/1920, will be available in paper format at the offices of the Company's Shareholder Services Department at the following address: 64, Kifisias Ave. and 3, Premetis St., Maroussi, Attica.

Maroussi 20.5.2014
THE BOARD OF DIRECTORS

Wednesday, June 12th, 2014

ANNOUNCEMENT OF VOTING RESULTS

(on the issues in the agenda of the Ordinary General Assembly of June 11th, 2014)

In accordance with article 32 of Codified Law 2190/1920, INTRALOT announces the following voting results on agenda issues of the Ordinary General Assembly of June 11th 2014:

1. Submission for approval of the restated corporate and consolidated annual financial statements of the fiscal year 01.01.2012 to 31.12.2012, due to the application of the amended International Accounting Standard 19 and to the corporate and consolidated annual financial statements of the fiscal year 01.01.2013 to 31.12.2013, in accordance with the International Financial Reporting Standards (I.F.R.S.), after hearing the relevant Board of Directors' Reports and the Certified Auditor's Report regarding the above mentioned year.

The restated corporate and consolidated annual financial statements of the fiscal year 01.01.2012 to 31.12.2012, the corporate and consolidated annual financial statements of the fiscal year 01.01.2013 to 31.12.2013 and the relevant Board of Directors' Reports and the Certified Auditor's Report were approved.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 73,795,826 (99.80%), Against 0, Blank/Abstention 146,263 (0.20%).

2. Discharge of both the Board of Directors' members and the Certified Auditor from any liability for indemnity regarding the Company's management, the financial statements and the consolidated financial statements during the fiscal period under examination (01.01.2013-31.12.2013).

The discharge of the members of the Board of Directors and of the Certified Auditors from any liability for indemnity during the fiscal period under examination was approved.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 73,795,826 (99.80%), Against 0, Blank/Abstention 146,263 (0.20%).

3. Election of regular and alternate Certified Auditors for the audit of the fiscal year 1.1.2014 to 31.12.2014 and determination of their fees.

The election of the companies "S.O.L. S.A." and "GRANT THORNTON" for the audit of the fiscal year 01.01.2014 – 31.12.2014 was approved and its remuneration has been determined.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 61,804,352 (83.58%), Against 9,303,791 (12.58%), Blank/Abstention 2,833,946 (3.84%)

4. Election of new Audit and Compliance Committee in accordance with Law 3693/2008.

The Election of a new Audit and Compliance Committee in accordance with Law 3693/2008, which will be composed of Messrs. Sotirios Filos, Chairman, and Ioannis Tsoukaridis and Nikolaos Leon Papapolitis, Members, was approved.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 63,543,485 (85.94%), Against 5,569,769 (7.53%), Blank/Abstention 4,828,835 (6.53%)

5. Approval of the remuneration of the Board of Directors' members for the fiscal year 2013 and pre-approval of remuneration and compensations of non-executive members of the Board of Directors for the year 2014, pursuant to art. 24 of Codified Law 2190/1920 & art. 5 of the Law 3016/2002.

In accordance with Article 24 of Codified Law 2190/1920, the remunerations of the members of the Board of Directors, in proportion with the participation time of each member in the Board of Directors from 1.1.2013 to 31.12.2013, were approved. Moreover, in accordance with Article 5 of L. 3016/2002, the determination of the remuneration of the current year of the non-executive members of the Board of Directors for the time spent during the meetings of the Board of Directors and in the fulfillment of their duties was decided upon, and the Board of Directors was authorized to proceed to taking the necessary actions for the implementation of the above and also to approve the remunerations of the non-executive members of the BoD for the time afforded to meetings of the Board of Directors and in the general fulfillment of their duties in 2013, as decided upon in the BoD's meeting of 31.12.2013, in the framework of the decision of 28.5.2013 of the Company's General Shareholders Meeting.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 61,782,226 (83.56%), Against 9,303,791 (12.58%), Blank/Abstention 2,856,072 (3.86%)

6. Determination of the maximum salary of persons employed by the Company or by entities controlled by the Company for the period after 01.07.2014 in accordance with art. 23a of Codified Law 2190/1920.

The maximum salaries of the persons employed by the Company or by entities controlled by the Company for the period after 01.07.2014 were determined.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089

Voting and percentage of valid votes: For 59,921,347 (81.04%), Against 9,629,770 (13.02%), Blank/Abstention 4,390,972 (5.94%)

7. Granting authorization to both Board of Directors members and Company's Directors to participate in the Board of Directors or in the management of other affiliated companies as those companies are defined in article 42e' of Codified Law 2190/1920 and, therefore, the conducting on behalf of the affiliated companies of acts falling within the Company's purposes.

The authorization to the members of the Board of Directors and to Company's Directors to participate in the Board of Directors or in the management of other affiliated companies, as those companies are defined in article 42e' of Codified Law 2190/1920, was approved. Therefore, the authorization for taking actions on behalf of the affiliated companies falling within the Company's purposes was approved.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 73,942,089 (100.00%), Against 0, Blank/Abstention 0

8. Approval for the formation of untaxed reserves from dividends of companies having their registered offices in European Union countries.

The formation of untaxed reserves from dividends of companies having their registered offices in European Union countries in the amount of € 1,532,337.00 was approved.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 73,212,089 (99.01%), Against 730,000 (0.99%), Blank/Abstention 0

9. Approval for a five-year commitment of the amount of 1.180.000€ of existing taxable reserves of the Company for the formation of temporary special reserve in 2013, which will be used to cover the Company's own participation in the program NSRF "ICT4 GROWTH, Support for Businesses for investment projects of development, providing innovative products and value added services" and in accordance with the terms of par.3.10 of action plan ICT4 GROWTH.

The five-year commitment of the amount of 1.180.000€ of existing taxable reserves of the Company for the formation of a extraordinary special reserve within 2013, which will be used to cover the Company's own participation in the NSRF program "ICT4 GROWTH, Support for Businesses for investment projects of development, providing innovative products and value added services" and in accordance with the terms of para. 3.10 of action plan ICT4 GROWTH, was approved.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 73,212,089 (99.01%), Against 730,000 (0.99%), Blank/Abstention 0

10. Share buy–back pursuant to art. 16 of Codified Law 2190/1920 and authorization to the Board of Directors on compliance with legal stipulations.

The buy-back program in accordance with the provisions of the art.16 of C.L. 2190/1920, of up to 10% of the paid share capital, for the time period of the next 24 months with effect from 11.06.2014 and until 11.06.2016, with a minimum price of €1,00 and maximum price of €10,00, was approved. It is also approved that the own shares which will eventually be acquired may be held for future acquisition of shares of another company.

Number of shares for which valid votes were cast: 73,942,089
Percentage of share capital: 46.52%
Valid votes: 73,942,089
Voting and percentage of valid votes: For 73,942,089 (100.00%), Against 0, Blank/Abstention 0

"INTRALOT S.A. – INTEGRATED LOTTERY SYSTEMS AND SERVICES"
DISTINCTIVE TITLE
"INTRALOT"
General Commercial Registry No. 818201000
Former Registration No. 27074/06/B/92/9

Total Number of Shares and Voting Rights

The Company **"INTRALOT S.A. – INTEGRATED LOTTERY SYSTEMS AND SERVICES"** in accordance with article 27, par. 3, item (b) of Codified Law No. 2190/1920, hereby notifies that the total number of shares and voting rights of the Company as of May 20th 2014, which is the date of publication of the Invitation for the Ordinary Shareholders' General Meeting to be held on Wednesday, June 11th, 2014, at 13:00h, amounts to 158.961.721.

"INTRALOT S.A. – INTEGRATED LOTTERY SYSTEMS AND SERVICES"
DISTINCTIVE TITLE
"INTRALOT"
General Commercial Registry No. 818201000
Former Registration No. 27074/06/B/92/9

Detailed Description of Shareholders' Rights and Deadlines to Exercise Rights in relation to the shareholders meeting of Intralot dated 11 June 2014

(in accordance with item 2b of article 26 of Codified Law No. 2190/1920)

According to article 39, par. 2, 2a, 4 and 5 of Codified Law No. 2190/1920, the shareholders have the following rights:

(a) At the request of shareholders representing one twentieth (1/20) of the paid share capital, the Board of Directors is obliged to include additional items to the agenda of the Ordinary General Meeting provided that the respective request is received by the Board of Directors by27.05.2014, i.e. at least fifteen (15) days prior to the Ordinary General Meeting. The request to add items to the agenda must be accompanied by a justification or draft resolution for approval at the General Meeting and the revised agenda shall be published in the same manner as the prior agenda on 29.05.2014, i.e. thirteen (13) days prior to the date of the Ordinary General Meeting and will also be available to the shareholders on the Company's website (www.intralot.com), together with the justification or draft resolution submitted by the shareholders in accordance with article 27, par. 3 of Codified Law No. 2190/1920.

(b) At the request of shareholders representing one twentieth (1/20) of the paid share capital, the Board of Directors makes available to the shareholders, in accordance with article 27, par. 3 of Codified Law No. 2190/1920, no later than 05.06.2014, i.e. six (6) days prior to the date of the General Meeting, draft resolutions in relation to the matters included in the original or revised agenda, provided that the respective request is received by the Board of Directors by 04.06.2014, i.e. at least seven (7) days prior to the date of the General Meeting.

(c) Upon the request of any shareholder submitted to the Company by 05.06.2014, i.e. at least five (5) full days prior to the General Meeting, the Board of Directors is required to provide the General Meeting with the requested certain information on the Company's business, to the extent that said information is useful for the accurate assessment of matters on the agenda.
The Board of Directors may provide a single response to similar shareholders' requests. There is no obligation to provide information which is already available on the Company website, particularly in the FAQ.
In addition, at the request of shareholders representing one twentieth (1/20) of the paid share capital, the Board of Directors is required to announce at the Ordinary General Meeting the remuneration paid to each member of the Board of Directors or Managers of the Company in the preceding two years period, and any fee paid to said persons for any other reason or contract with the Company.

In all abovementioned circumstances, the Board of Directors may refuse to provide information for an efficient and substantial cause which is recorded in the minutes.

(d) At the request of shareholders representing one fifth (1/5) of the paid share capital submitted to the Company by 05.06.2014, i.e. at least five (5) full days prior to the General Meeting, the Board of Directors is obliged to provide the General Meeting with information on the course of the corporate affairs and its financial status. The Board of Directors may refuse to provide information for an efficient and substantial cause which is recorded in the minutes.

Respective deadlines to exercise minority shareholders' rights apply in the case of Repeat General Meetings.

In all abovementioned cases the requesting shareholders must prove their qualification as shareholders as well as the number of shares held by them at the moment of the exercise of the respective right. Such evidence, without limitation, is the presentment of a certification of Hellenic Exchanges S.A. where the securities are held or the verification of the qualification as a shareholder via direct electronic connection of the Company with the archives of the Hellenic Exchanges S.A.

FORM OF APPOINTMENT OF PROXY(-IES)
FOR PARTICIPATING IN THE ANNUAL ORDINARY GENERAL MEETING
OF THE SHAREHOLDERS OF
"INTRALOT S.A. – INTEGRATED LOTTERY SYSTEMS AND SERVICES"
DISTINCTIVE TITLE
"INTRALOT"
General Commercial Registry No. 818201000
Former Registration No. 27074/06/B/92/9

TO BE HELD ON JUNE 11th, 2014

The undersigned shareholder:

FULL NAME / COMPANY NAME: ….……..…….

ADDRESS / REGISTERED OFFICE: ……..……..……..

ID. CARD NR / COMPANY REGISTRATION NR.: ……..

NUMBER OF SHARES: ……...

INVESTORS SHARE ACCOUNT NR: ……..

SECURITIES ACCOUNT NR: ……..

FULL NAME(S) OF THE LEGAL REPRESENTATIVE(S) (for legal entities only)**:**

…….

Appoints as proxy(-ies):

DATA OF PROXY(-IES):

FULL NAME	**ID. CARD NUMBER**	**ADDRESS**
1.		
2.		
3.		

Voting procedure in case that more than one proxy is appointed
(To be clearly stipulated.
For example, all proxies act jointly or independently without collaboration; should more than one proxies acting independently attend the General Meeting, the first shall exclude the second and third and the second the third etc.)
……
……
……
to represent me at the upcoming Ordinary General Meeting of the Shareholders of the Company "INTRALOT S.A. – INTEGRATED LOTTERY SYSTEMS AND SERVICES" to be held on Wednesday the eleventh (11th) day of June, 2014, on 13.00h at the "GRANDE BRETAGNE" hotel (1 Vas Georgiou A'., Syntagma Square, Athens), and vote under my name and on my behalf with the abovementioned number of shares issued by the Company and held by me or for which I am entitled to vote by Law or contract, for the matters of the agenda as follows:

AGENDA ITEMS	FOR	AGAINST	ABSTENTION	AT THE DISCRETION OF THE REPRE-SENTATIVE
1. Submission for approval of the restated corporate and consolidated annual financial statements of the fiscal year 01.01.2012 to 31.12.2012, due to the application of the amended International Accounting Standard 19 and of the corporate and consolidated annual financial statements of the fiscal year 01.01.2013 to 31.12.2013 in accordance with the International Financial Reporting Standards (I.F.R.S.), after hearing the relevant Board of Directors' Reports and the Certified Auditor's Report regarding the above mentioned year.				
2. Discharge of both the Board of Directors members and the Certified Auditor from any liability for indemnity regarding Company's management, the financial statements and the consolidated financial statements during the fiscal period under examination (01.01.2013-31.12.2013).				
3. Election of regular and alternate Certified Auditors for the audit of the fiscal year 1.1.2014 to 31.12.2014 and determination of their fees.				
4. Election of new Audit and Compliance Committee in accordance with Law 3693/2008.				
5. Approval of the remuneration of the Board of Directors members for the fiscal year 2013 and pre-approval of remuneration and compensations of non-executive members of the Board of Directors for the year 2014, pursuant to art. 24 of Codified Law 2190/1920 & art. 5 of the Law 3016/2002.				
6. Determination of the maximum salary of persons employed by the Company or by entities controlled by the Company for the period after 01.07.2014 in accordance with art. 23a of Codified Law 2190/1920.				
7. Granting authorization to both Board of Directors members and Company's Directors to participate in the Board of Directors or in the management of other affiliated companies as those companies are defined in article 42e' of Codified Law 2190/1920 and, therefore, the conducting on behalf of the affiliated companies of acts falling within the Company's purposes.				
8. Approval for the formation of untaxed reserves from dividends of companies having their registered offices in European Union countries.				
9. Approval for a five-year commitment of the amount of 1,180,000€ of existing taxable reserves of the Company for the formation of temporary special reserve in 2013, which will be used to cover the Company's own participation in the program NSRF "ICT4 GROWTH, Support for Businesses for investment projects of development, providing innovative products and value added services" and in accordance with the terms of par.3.10 of action plan ICT4 GROWTH.				
10. Share buy – back pursuant to art. 16 of Codified Law 2190/1920 and authorization to the Board of Directors on compliance with legal stipulations.				
11. Announcements.				

Mark choice with an X or Other (*explain in detail*)

……

(*The shareholder choosing to appoint hereby a proxy to vote at the latter's discretion, must cross check if any obligation to notify the granting of such authorization exists in accordance with Law No. 3556/2007.)*

I hereby inform you that I have notified my Proxy(-ies) about the disclosure obligation according to article 28a, par. 3 of Codified Law No. 2190/1920.

This authorisation becomes null and void in case I notify the Company at least three (3) days prior to the respective date of the session of the General Meeting a written revocation thereof.

_____, __/___/2014

The Authorising Shareholder

_____

[*Signature & full name*
& company stamp (for legal entity)]

Please fax this document to the Shareholder's Department of the Company on +30 210 6106800 or post to the Shareholder's Department of the Company: 64 Kifissias Ave & 3 Premetis St., Marousi, Attica, Greece.

INTRALOT Group

INTERIM FINANCIAL STATEMENTS
as of 30 September, 2014
According to IFRS and L.3356/2007

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

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Interim Financial Statements for the period January 1 to September 30, 2014

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

1. INTERIM FINANCIAL STATEMENTS
1.1 INTERIM TOTAL COMPREHENSIVE INCOME STATEMENT GROUP/COMPANY

Amounts reported in thousand €	GROUP		GROUP		COMPANY		COMPANY	
	1/1-30/09/2014	1/1-30/09/2013*	1/7-30/09/2014	1/7-30/09/2013*	1/1-30/09/2014	1/1-30/09/2013	1/7-30/09/2014	1/7-30/09/2013
Sale Proceeds	1.329.509	1.079.962	424.009	362.734	64.486	102.820	16.593	47.176
Less: Cost of Sales	-1.135.990	-884.026	-366.899	-300.756	-37.627	-53.725	-14.771	-20.803
Gross Profit /(Loss)	**193.519**	**195.936**	**57.110**	**61.978**	**26.859**	**49.095**	**1.822**	**26.373**
Other Operating Income	13.916	12.495	5.374	3.754	2.748	125	1.438	0
Selling Expenses	-42.557	-28.455	-12.747	-8.387	-5.360	-5.154	-1.408	-1.721
Administrative Expenses	-86.330	-92.953	-25.901	-29.983	-9.025	-6.866	-2.857	-2.502
Research and Development Expenses	-6.841	-5.751	-2.369	-2.216	-6.785	-5.425	-2.350	-2.113
Other Operating Expenses	-5.831	-5.015	-2.105	-1.490	-304	-38	9	12
EBIT	**66.238**	**76.443**	**19.686**	**23.618**	**8.248**	**31.737**	**-3.347**	**20.049**
EBITDA	**131.653**	**143.477**	**42.187**	**45.827**	**15.033**	**42.673**	**-973**	**23.795**
Interest and similar Charges	-53.699	-39.483	-17.971	-14.282	-21.997	-17.813	-7.635	-5.729
Interest and related Income	10.002	14.105	3.118	8.447	9.980	22.718	1.272	13.358
Exchange Differences	6.883	-10.657	3.027	-3.089	3.279	-693	2.798	-625
Profit/(loss) from equity method consolidations	-1.790	-76	-441	-254	0	0	0	0
Profit/(Loss) before taxes	**27.272**	**40.146**	**7.095**	**14.478**	**-605**	**35.949**	**-6.911**	**27.053**
Taxes:	-30.533	-20.198	-4.174	-11.108	-6.808	-5.119	2.762	-7.516
Net Profit / (loss) after taxes from Continuing Operations (a)	**-3.261**	**19.948**	**2.921**	**3.370**	**-7.413**	**30.830**	**-4.149**	**19.537**
Net Profit / (loss) after taxes from Discontinuing Operations (b)	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Net Profit / Loss (Continuing and Discontinuing Operations) (a) + (b)	**-3.261**	**19.948**	**2.921**	**3.370**	**-7.413**	**30.830**	**-4.149**	**19.537**
Attributable to:								
Owners of the parent	-32.070	527	-8.020	-2.044	-7.413	30.830	-4.149	19.537
Non-Controlling Interest	28.809	19.421	10.941	5.414	0	0	0	0
Other comprehensive income after tax								
Amounts that may not be reclassified to profit or loss:								
Defined benefit plans revaluation	-5	0	0	0	0	0	0	0
Amounts that may be reclassified to profit or loss:								
Valuation of Available- for -Sale financial assets	-3.281	3.014	-2.294	2.036	162	-12	-17	1
Derivatives valuation	407	2.372	0	788	0	1.071	0	349
Exchange differences on translating foreign operations	10.647	-15.098	15.296	-8.210	0	0	0	0
Other comprehensive income/ (expense) after taxes:	**7.768**	**-9.712**	**13.002**	**-5.386**	**162**	**1.059**	**-17**	**350**
Total income / (expenses) after taxes	**4.507**	**10.236**	**15.923**	**-2.016**	**-7.251**	**31.889**	**-4.166**	**19.887**
Attributable to:								
Owners of the parent	-26.528	-381	2.101	-2.673	-7.251	31.889	-4.166	19.887
Non-Controlling interests	31.035	10.617	13.822	657	0	0	0	0
Earnings/(losses) after taxes per share (in €)								
-basic	-0,2017	0,0033	-0,0504	-0,0129	-0,0466	0,1939	-0,0261	0,1229
-diluted	-0,2017	0,0033	-0,0504	-0,0129	-0,0466	0,1939	-0,0261	0,1229
Weighted Average number of shares	158.961.721	158.961.721	158.961.721	158.961.721	158.961.721	158.961.721	158.961.721	158.961.721

* Including restated figures according to IFRS 11 – note 2.15.A.III

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

1.2 STATEMENT OF FINANCIAL POSITION GROUP/COMPANY

Amounts reported in thousand €	GROUP		COMPANY	
	30/09/2014	31/12/2013 [1]	30/09/2014	31/12/2013
ASSETS				
Non Current Assets				
Tangible fixed assets	183.559	199.418	6.651	7.381
Intangible assets	342.954	353.346	68.923	65.977
Investment in subsidiaries, associates and joint ventures [2]	30.757	25.823	173.520	171.520
Other financial assets [2]	36.901	43.476	3.258	6.411
Deferred Tax asset	10.980	14.710	0	3.284
Other long term receivables	75.811	77.521	467	438
	680.962	**714.294**	**252.819**	**255.011**
Current Assets				
Inventories	54.251	48.331	38.048	37.353
Trade and other short term receivables	221.485	221.315	139.654	166.298
Other financial assets	317	3.585	0	0
Cash and cash equivalents	199.483	143.293	14.824	5.131
	475.536	**416.524**	**192.526**	**208.782**
TOTAL ASSETS	**1.156.498**	**1.130.818**	**445.345**	**463.793**
EQUITY AND LIABILITIES				
Share Capital	47.689	47.689	47.689	47.689
Other reserves	61.854	63.850	47.943	48.703
Foreign currency translation	-52.583	-61.002	0	0
Retained earnings	183.017	215.812	12.064	18.642
	239.977	**266.349**	**107.696**	**115.034**
Non-Controlling Interest	89.942	77.395	0	0
TOTAL EQUITY	**329.919**	**343.744**	**107.696**	**115.034**
Non Current Liabilities				
Long term Debt	561.329	350.315	235.042	223.042
Staff retirement indemnities	6.335	6.840	3.153	3.881
Other long term provisions	6.732	13.683	6.139	13.039
Deferred Tax liabilities	12.751	8.124	3.523	0
Other long term liabilities	13.539	12.124	0	0
Finance lease obligation	11.060	19.243	0	0
	611.746	**410.329**	**247.857**	**239.962**
Current Liabilities				
Trade and other short term liabilities	161.191	181.364	72.121	95.142
Short term debt and current portion of long term debt	28.393	176.920	7.140	9.432
Current income taxes payable	10.888	11.315	2	954
Short term provision	14.361	7.146	10.529	3.269
	214.833	**376.745**	**89.792**	**108.797**
TOTAL LIABILITIES	**826.579**	**787.074**	**337.649**	**348.759**
TOTAL EQUITY AND LIABILITIES	**1.156.498**	**1.130.818**	**445.345**	**463.793**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III
[2] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - note 2.15.A.III

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

1.3 STATEMENT OF CHANGES IN EQUITY GROUP/COMPANY

STATEMENT OF CHANGES IN EQUITY INTRALOT GROUP (Amounts reported in thousands of €)	Share Capital	Legal Reserve	Other Reserves	Foreign currency translation	Retained Earnings	Total	Non-Controlling Interest	Grand Total
Opening Balance 01/01/2014 (Initial publication)	**47.689**	**24.197**	**39.653**	**-61.300**	**217.212**	**267.451**	**78.320**	**345.771**
Restatement for IFRS 11 *				298	-1.400	**-1.102**	-925	**-2.027**
Opening Balance 01/01/2014 (after the restatement for IFRS 11) *	**47.689**	**24.197**	**39.653**	**-61.002**	**215.812**	**266.349**	**77.395**	**343.744**
Effect on retained earnings from previous years adjustment					156	**156**	-208	**-52**
Period's Results					-32.070	**-32.070**	28.809	**-3.261**
Other comprehensive income/(expenses) after tax			-2.874	8.419	-3	**5.542**	2.226	**7.768**
Dividends to parent shareholders/non-controlling interest							-17.990	**-17.990**
Sale / liquidation of subsidiary							-290	**-290**
Transfer between Reserves		1.800	-922		-878	**0**		**0**
Balances as at 30/09/2014	**47.689**	**25.997**	**35.857**	**-52.583**	**183.017**	**239.977**	**89.942**	**329.919**

* Including restated figures according to IFRS 11 – note 2.15.A.III

STATEMENT OF CHANGES IN EQUITY INTRALOT GROUP (Amounts reported in thousands of €)	Share Capital	Legal Reserve	Other Reserves	Foreign currency translation	Retained Earnings	Total	Non-Controlling Interest	Grand Total
Opening Balance 01/01/2013 (after the restatement for IAS 19)	**47.689**	**23.927**	**37.057**	**-32.404**	**226.711**	**302.980**	**80.617**	**383.597**
Restatement for IFRS 11 *				267	-1.400	**-1.133**	-969	**-2.102**
Opening Balance 01/01/2013 (after the restatement for IFRS 11) *	**47.689**	**23.927**	**37.057**	**-32.137**	**225.311**	**301.847**	**79.648**	**381.495**
Effect on retained earnings from previous years adjustment					-1.172	**-1.172**	-2	**-1.174**
Period's Results					527	**527**	19.421	**19.948**
Other comprehensive income/(expenses) after tax			5.464	-6.372		**-908**	-8.804	**-9.712**
Repurchase of convertible bond			-7.258		293	**-6.965**		**-6.965**
Dividends to parent shareholders/non-controlling interest					-417	**-417**	-12.981	**-13.398**
Effect due to change in ownership percentage					2.415	**2.415**	-3.251	**-836**
Transfer between Reserves		254	1.707		-1.961	**0**		**0**
Balances as at 30/09/2013*	**47.689**	**24.181**	**36.970**	**-38.509**	**224.996**	**295.327**	**74.031**	**369.358**

* Including restated figures according to IFRS 11 – note 2.15.A.III

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

STATEMENT OF CHANGES IN EQUITY INTRALOT S.A. (Amounts reported in thousands of €)	Share Capital	Legal Reserve	Other Reserves	Retained Earnings	Total
Opening Balance 01/01/2014	**47.689**	**15.896**	**32.807**	**18.642**	**115.034**
Effect on retained earnings from previous years adjustment				-87	**-87**
Period's Results				-7.413	**-7.413**
Other comprehensive income/(expenses) after tax			162		**162**
Transfer between Reserves			-922	922	**0**
Balances as at 30/09/2014	**47.689**	**15.896**	**32.047**	**12.064**	**107.696**

STATEMENT OF CHANGES IN EQUITY INTRALOT S.A. (Amounts reported in thousands of €)	Share Capital	Legal Reserve	Other Reserves	Retained Earnings	Total
Opening Balance 01/01/2013 (after the restatement for IAS 19)	**47.689**	**15.896**	**39.309**	**18.108**	**121.002**
Period's Results				30.830	**30.830**
Other comprehensive income/(expenses) after tax			1.059		**1.059**
Repurchase of convertible bond			-9.028	293	**-8.735**
Dividends to parent shareholders/ non-controlling interest				-417	**-417**
Transfer between Reserves			1.180	-1.180	**0**
Balances as at 30/09/2013	**47.689**	**15.896**	**32.520**	**47.634**	**143.739**

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

1.4 CASH FLOW STATEMENT GROUP/COMPANY

(Amounts reported in thousand of €)	GROUP		COMPANY	
	1/1-30/09/2014	1/1-30/09/2013*	1/1-30/09/2014	1/1-30/09/2013
Operating activities				
Profit before Taxation	27.272	40.146	-605	35.949
Plus/Less adjustments for:				
Depreciation and Amortization	65.415	67.034	6.785	10.936
Provisions	2.358	2.942	-2.345	165
Exchange rate differences	4.489	-12.040	0	0
Results from Investing Activities	-7.701	9.024	-8.584	-6.560
Debit Interest and similar expenses	53.699	39.483	21.997	17.813
Credit Interest	-9.138	-13.646	-5.119	-15.758
Plus/Less adjustments of working capital to net cash or related to operating activities:				
Decrease/(increase) of Inventories	-5.903	-1.659	-1.263	-539
Decrease/(increase) of Receivable Accounts	9.117	-37.963	36.076	88
(Decrease)/increase of Payable Accounts (except Banks)	-17.229	12.027	-22.621	10.107
Less:				
Interest Paid and similar expenses paid	53.863	30.092	25.502	10.582
Income Tax Paid	23.375	29.771	954	1.431
Net Cash from Operating Activities (a)	**45.141**	**45.485**	**-2.135**	**40.188**
Investing Activities				
(Purchases) / Sales of subsidiaries, associates, joint ventures and other investments	7.373	-43.551	392	-8.659
Purchases of tangible and intangible assets	-42.752	-38.799	-8.203	-11.267
Proceeds from sales of tangible and intangible assets	133	381	0	0
Interest received	8.991	5.267	3.477	3.870
Dividends received	999	2.479	4.162	6.783
Net Cash from Investing Activities (b)	**-25.256**	**-74.223**	**-172**	**-9.273**
Financing Activities				
Cash inflows from loans	290.829	463.891	12.000	69.500
Repayment of loans	-225.801	-403.232	0	-99.300
Repayment of Leasing Obligations	-9.181	-3.809	0	0
Dividends paid	-19.542	-13.198	0	-417
Net Cash from Financing Activities (c)	**36.305**	**43.652**	**12.000**	**-30.217**
Net increase / (decrease) in cash and cash equivalents for the period (a) + (b) + (c)	**56.190**	**14.914**	**9.693**	**698**
Cash and cash equivalents at the beginning of the period	**143.293**	**134.931**	**5.131**	**5.254**
Cash and cash equivalents at the end of the period	**199.483**	**149.845**	**14.824**	**5.952**

* Including restated figures according to IFRS 11 – note 2.15.A.III

2. GENERAL INFORMATION – APPROVAL OF THE FINANCIAL STATEMENTS

General Information

INTRALOT S.A. – 'Integrated Lottery Systems and Gaming Services', with the distinct title «INTRALOT» is a business entity that was established based on the Laws of Hellenic Republic, whose shares are traded in the Athens Stock Exchange. Reference to «INTRALOT» or the «Company» includes INTRALOT S.A. whereas reference to the «Group» includes INTRALOT S.A. and its fully consolidated subsidiaries, unless otherwise stated. The Company was established in 1992 and has its registered office in Maroussi of Attica.

INTRALOT is one of the leading suppliers of integrated gaming and transaction processing systems, while its footprint straddles five continents, with presence in 57 countries, about 5.500 people and revenues of € 1.539 million in 2013. Committed to meeting customer requirements and performance expectations along with a demonstrated ability to adapt to new markets and overcome technological and cultural constraints, INTRALOT has acquired a worldwide reputation in the global gaming sector.

Approval of the Financial Statements

The Board of Directors of INTRALOT SA approved the Company's and the Group's interim financial statements for the period ended September 30, 2014, on November 8th 2014.

2.1 ACCOUNTING POLICIES

2.1.1 Basis of preparation of the Financial Statements

The attached financial statements have been prepared on the historical cost basis, except for the available-for-sale financial assets and the derivative financial instruments that are measured at fair value, or at cost if the difference is not a significant amount, and on condition that the Company and the Group would continue as a going concern. The attached financial statements are presented in Euros and all values are rounded to the nearest thousand (€000) except if indicated otherwise.

2.1.2 Statement of compliance

These financial statements have been prepared in accordance with International Financial Reporting Standards (I.F.R.S.), including the International Accounting Standards (IAS) and Interpretations issued by International Financial Reporting Interpretations Committee (IFRIC), that have been endorsed by the European Union as of September 30, 2014, as well as with IAS 34 "Interim Financial Reporting". Those interim financial statements should be read in conjunction with the Group's annual financial statements as at 31st December 2013.

2.1.3 Financial Statements

INTRALOT keeps its accounting books and records and prepares its financial statements in accordance with the Greek Corporate Law 2190/1920, the Greek Unified Chart of Accounts and current tax regulations and issues its financial statements in accordance with the International Financial Reporting Standards (IFRS).

INTRALOT's Greek subsidiaries keep their accounting books and records and prepare their financial statements in accordance with Greek Corporate Law 2190/1920 and the International Financial Reporting Standards (IFRS), the Greek Unified Chart of Accounts and current tax regulations. INTRALOT's foreign subsidiaries keep their accounting books and records and prepare their financial statements in accordance with the applicable laws and regulations in their respective countries. For the purpose of the consolidated financial statements,

Group entities' financial statements are adjusted and prepared in relation to the requirements of the International Financial Reporting Standards (IFRS).

2.1.4 Changes in accounting policies

For the preparation of the financial statements of period ended September 30, 2014, the accounting policies adopted are consistent with those followed in the preparation of the most recent annual financial statements (December 31, 2013), except for the below mentioned adoption of new standards and interpretations applicable for fiscal periods beginning at January 1, 2014.

Standards and Interpretations compulsory for the fiscal year 2014

New standards, amendments of published standards and interpretations mandatory for accounting periods beginning on 1st January 2014. The Group's assessment of the impact of these new and amended standards and interpretations is set out below.

IAS 32 (Amendment) "Financial Instruments: Presentation"

(COMMISSION REGULATION (EC) No.1256/2012 of 13th December 2012, L 360 -29/12/2012)
This applies to annual accounting periods starting on or after 1st January 2014.
The amendment clarifies the assets and liabilities offsetting criteria in order to address inconsistencies in current practice. This amendment does not affect Group financial statements.

IFRS 10 "Consolidated Financial Statements"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011 the IASB issued IFRS 10 "Consolidated Financial Statements". IFRS 10 establishes principles for the presentation and preparation of consolidated financial statements when an entity controls one or more other entities. IFRS 10 replaces the consolidation requirements in IAS 27 "Consolidated and Separate Financial Statements" and in SIC-12 "Consolidation—Special Purpose Entities". IFRS 10 builds on existing principles by identifying the concept of control as the determining factor in whether an entity should be included within the consolidated financial statements of the parent company. The standard provides additional guidance to assist in the determination of control where this is difficult to assess. The Group implemented IFRS 10 on 1st January 2014, with no impact on the consolidation of investments held by the Group.

IFRS 11 "Joint Arrangements"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011 the IASB issued IFRS 11 "Joint Arrangements". IFRS 11 replaces IAS 31 "Interests in Joint Ventures" and SIC-13 "Jointly Controlled Entities—Non-Monetary Contributions by Venturers". IFRS 11 "Joint Arrangements" provides for a more realistic reflection of joint arrangements by focusing on the rights and obligations of the arrangement, rather than its legal form (as is currently the case). The standard addresses inconsistencies in the reporting of joint arrangements by requiring a single method (equity method) to account for interests in jointly controlled entities. The Group implemented IFRS 11 on 1st January 2014,

changing the consolidation method for jointly controlled entities from proportionate to equity method. (2.15.A.III).

IFRS 12 "Disclosure of Interests in Other Entities"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)

According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.

In May 2011 the IASB issued IFRS 12 "Disclosure of Interests in Other Entities". IFRS 12 is a new and comprehensive standard on disclosure requirements for all forms of interests in other entities, including subsidiaries, joint arrangements, associates and unconsolidated structured entities. The Group implemented IFRS 12 on 1st January 2014.

IFRS10, IFRS11 & IFRS12 (amendments) "Transition Guidance"

(COMMISSION REGULATION (EC) No. 313/2013 of 4th April 2013, L95/9 – 05.04.2013)

According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.

In June 2012 the IASB issued additional transition relief in IFRS 10 "Consolidated Financial Statements", IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" limiting the requirement to provide adjusted comparative information. The amendments explain that the 'date of initial application' in IFRS 10 means 'the beginning of the annual reporting period in which IFRS 10 is applied for the first time'. Consequently, an entity is not required to make adjustments to the previous accounting for its involvement with entities if the consolidation conclusion reached at the date of initial application is the same when applying IAS 27 "Consolidated and Separate Financial Statements" and SIC-12 "Consolidation—Special Purpose Entities" and when applying IFRS 10. As a result, the IASB confirms that relief from retrospective application of IFRS 10 would also apply to an investor's interests in investees that were disposed of during a comparative period in such a way that consolidation would not occur in accordance with either IAS 27/SIC-12 or IFRS 10 at the date of initial application. The amendments also clarify how an investor shall adjust comparative period(s) retrospectively if the consolidation conclusion reached at the date of initial application is different when applying IFRS 10 when compared with applying IAS 27/SIC-12. Additional transition relief is provided by limiting the requirement to present adjusted comparative information to the period immediately preceding the date of initial application (the 'immediately preceding period'). Presentation of adjusted comparatives for earlier periods is permitted but not required. The IASB has also amended IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" to provide similar relief from the presentation or adjustment of comparative information for periods prior to the immediately preceding period. IFRS 12 is further amended to provide additional transition relief by eliminating the requirement to present comparatives for the disclosures relating to unconsolidated structured entities for any period before the first annual period for which IFRS 12 is applied. The Group implemented these amendments on 1st January 2014.

IAS 27 (amendment) "Separate Financial Statements"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)

According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.

In May 2011, when the IASB issued IFRS 10 "Consolidated Financial Statements", IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" also amended IAS 27 that now contains the accounting and disclosure requirements for investments in subsidiaries, joint ventures and associates when an entity prepares separate financial statements. The Standard requires an entity preparing separate financial statements to account for those investments at cost or in accordance with IFRS 9 "Financial Instruments". The Group implemented IAS 27 on 1st January 2014.

IAS 28 (amendment) "Investments in Associates and Joint Ventures"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)

According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.

In May 2011, when the IASB issued IFRS 10 "Consolidated Financial Statements", IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" also amended IAS 28 that now contains the accounting for investments in associates and sets out the requirements for the application of the equity method when accounting for investments in associates and joint ventures. The Group implemented IAS 28 on 1st January 2014.

IFRS10, IFRS12 & IAS27 (amendments) "Investment Entities"

(COMMISSION REGULATION (EC) No.1174/2013 of 20th November 2013, L 312 -21/11/2013)

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted.

In October 2012 the IASB issued additional transition amendments in IFRS 10 "Consolidated Financial Statements", IFRS 12 "Disclosure of Interests in Other Entities" and IAS 27 "Separate Financial Statements". The amendments define an investment entity and introduce an exception to consolidating particular subsidiaries for investment entities. These amendments require an investment entity to measure those subsidiaries at fair value through profit or loss in accordance with IFRS 9 Financial Instruments in its consolidated and separate financial statements. The amendments also introduce new disclosure requirements for investment entities in IFRS 12 and IAS 27 for investment entities. This amendment does not affect Group financial statements.

IAS 36 (amendment) "Impairment of Assets"

(COMMISSION REGULATION (EC) No.1374/2013 of 19th December 2013, L 346 -20/12/2013)

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted when the entity has already applied IFRS 13.

In May 2013 the IASB issued amendments in IAS 36 "Impairment of Assets" to require disclosures about the recoverable amount of impaired assets. The amendments clarify the IASB's original intention that the scope of those disclosures is limited to the recoverable amount of impaired assets that is based on fair value less costs of disposal. This amendment does not affect Group financial statements.

IAS 39 (amendment) "Financial Instruments: Recognition & Measurement"

(COMMISSION REGULATION (EC) No.1375/2013 of 19th December 2013, L 346 -20/12/2013)

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted.

On June 2013 the IASB issued amendments in IAS 39 "Financial Instruments: Recognition & Measurement". The amendments will allow hedge accounting to continue in a situation where a derivative, which has been designated as a hedging instrument, is novated to effect clearing with a central counterparty as a result of laws or regulation, if specific conditions are met (in this context, a novation indicates that parties to a contract agree to replace their original counterparty with a new one). This amendment does not affect Group financial statements.

Standards and Interpretations compulsory after 31 December 2014

The following new standards, amendments and IFRICs have been published but are in effect for the annual fiscal period beginning the 1st of January 2015 and have not been adopted from the Group earlier.

IFRS 9 "Financial Instruments"

This applies to annual accounting periods starting on or after 1st January 2018. Earlier application is permitted.

In July 2014, the IASB completed the last phase of IAS 39 replacement by issuing IFRS 9 "Financial Instruments". The package of improvements introduced by IFRS 9 includes a logical model for classification and measurement, a single, forward-looking 'expected loss' impairment model and a substantially-reformed approach to hedge accounting.

Classification and Measurement

Classification determines how financial assets and financial liabilities are accounted for in financial statements and, in particular, how they are measured on an ongoing basis. IFRS 9 introduces a logical approach for the classification of financial assets, which is driven by cash flow characteristics and the business model in which an asset is held. This single, principle-based approach replaces existing rule-based requirements that are generally considered to be overly complex and difficult to apply. The new model also results in a single impairment model being applied to all financial instruments, thereby removing a source of complexity associated with previous accounting requirements.

Impairment

During the financial crisis, the delayed recognition of credit losses on loans (and other financial instruments) was identified as a weakness in existing accounting standards. As part of IFRS 9, the IASB has introduced a new, expected-loss impairment model that will require more timely recognition of expected credit losses. Specifically, the new Standard requires entities to account for expected credit losses from when financial instruments are first recognised and to recognise full lifetime expected losses on a more timely basis.

Hedge accounting

IFRS 9 introduces a substantially-reformed model for hedge accounting, with enhanced disclosures about risk management activity. The new model represents a significant overhaul of hedge accounting that aligns the accounting treatment with risk management activities, enabling entities to better reflect these activities in their financial statements. In addition, as a result of these changes, users of the financial statements will be provided with better information about risk management and the effect of hedge accounting on the financial statements.

Own credit

IFRS 9 also removes the volatility in profit or loss that was caused by changes in the credit risk of liabilities elected to be measured at fair value. This change in accounting means that gains caused by the deterioration

of an entity's own credit risk on such liabilities are no longer recognised in profit or loss. Early application of this improvement to financial reporting, prior to any other changes in the accounting for financial instruments, is permitted by IFRS 9.

The Group is in the process of evaluating the effect of IFRS 9 on its financial statements. IFRS 9 has not been endorsed yet by the European Union and cannot, therefore, be implemented earlier by the Group. Only when it has been endorsed will the Group decide whether or not it will implement IFRS 9 before 1st January 2018.

IFRS 7 (Amendment) "Financial Instruments: Disclosures"

This applies to annual accounting periods starting on or after 1st January 2018. Earlier application is permitted.

On 16.12.2011 and on 19.11.2013, the IASB issued an amendment in IFRS7, adding in the Standard disclosures related to the transition to IFRS 9. The amendment has not yet been endorsed by the European Union. The Group is in the process of evaluating the effect of the amendment on its financial statements.

IFRS 14 "Regulatory Deferral Accounts"

This applies to annual accounting periods starting on or after 1st January 2016. Earlier application is permitted.

In January 2014, the IASB issued an interim Standard, IFRS 14 "Regulatory Deferral Accounts". The aim of this interim Standard is to enhance the comparability of financial reporting by entities that are engaged in rate-regulated activities. Many countries have industry sectors that are subject to rate regulation, whereby governments regulate the supply and pricing of particular types of activity by private entities. This can include utilities such as gas, electricity and water. Rate regulation can have a significant impact on the timing and amount of an entity's revenue. IFRS does not provide any specific guidance for rate-regulated activities. The IASB has a project to consider the broad issues of rate regulation and plans to publish a Discussion Paper on this subject in 2014. Pending the outcome of this comprehensive Rate-regulated Activities project, the IASB decided to develop IFRS 14 as an interim measure. IFRS 14 permits first-time adopters to continue to recognise amounts related to rate regulation in accordance with their previous GAAP requirements when they adopt IFRS. However, to enhance comparability with entities that already apply IFRS and do not recognise such amounts, the Standard requires that the effect of rate regulation must be presented separately from other items. An entity that already presents IFRS financial statements is not eligible to apply the Standard. These amendments do not affect Group financial statements and have not yet been endorsed by the European Union.

IFRS 15 "Revenue from Contracts with Customers"

This applies to annual accounting periods starting on or after 1st January 2017. Earlier application is permitted.

In May 2014, the International Accounting Standards Board (IASB), responsible for International Financial Reporting Standards (IFRS), and the Financial Accounting Standards Board (FASB), responsible for US Generally Accepted Accounting Principles (US GAAP), jointly issued a converged Standard on the recognition of revenue from contracts with customers. The Standard will improve the financial reporting of revenue and improve comparability of the financial statements globally.

Revenue is a vital metric for users of financial statements and is used to assess a company's financial performance and prospects. However, the previous requirements of both IFRS and US GAAP were different and often resulted in different accounting for transactions that were economically similar. Furthermore, while revenue recognition requirements of IFRS lacked sufficient detail, the accounting requirements of US GAAP were considered to be overly prescriptive and conflicting in certain areas.

Responding to these challenges, the boards have developed new, fully converged requirements for the recognition of revenue in both IFRS and US GAAP—providing substantial enhancements to the quality and consistency of how revenue is reported while also improving comparability in the financial statements of companies reporting using IFRS and US GAAP.

This new Standard replaces IAS 18, IAS 11 and the Interpretations IFRIC 13, IFRIC 15, IFRIC 18 and SIC 31 that are related to revenue recognition. The core principle of the new Standard is for companies to recognise revenue to depict the transfer of goods or services to customers in amounts that reflect the consideration (that is, payment) to which the company expects to be entitled in exchange for those goods or services. The new Standard will also result in enhanced disclosures about revenue, provide guidance for transactions that were not previously addressed comprehensively (for example, service revenue and contract modifications) and improve guidance for multiple-element arrangements.

The Group will assess the impact of the amendment on its financial statements. This amendment has not yet been endorsed by the European Union.

IAS 19 (amendment) "Employee Benefits"

This applies to annual accounting periods starting on or after 1st July 2014. Earlier application is permitted.

In November 2013 the IASB issued narrow scope amendments in IAS 19 "Employee Benefits". The narrow scope amendments apply to contributions from employees or third parties to defined benefit plans. The objective of the amendments is to simplify the accounting for contributions that are independent of the number of years of employee service, for example, employee contributions that are calculated according to a fixed percentage of salary. The Group will assess the impact of the amendment on its financial statements. This amendment has not yet been endorsed by the European Union.

IAS 16 (amendment) "Property, Plant and Equipment" and IAS 38 (amendment) "Intangible Assets"

This applies to annual accounting periods starting on or after 1st January 2016. Earlier application is permitted.

In May 2014, the IASB published amendments to IAS 16 "Property, Plant and Equipment" and IAS 38 "Intangible Assets". IAS 16 and IAS 38 both establish the principle for the basis of depreciation and amortisation as being the expected pattern of consumption of the future economic benefits of an asset. The IASB has clarified that the use of revenue-based methods to calculate the depreciation of an asset is not appropriate because revenue generated by an activity that includes the use of an asset generally reflects factors other than the consumption of the economic benefits embodied in the asset. The IASB also clarified that revenue is generally presumed to be an inappropriate basis for measuring the consumption of the economic benefits embodied in an intangible asset. This presumption, however, can be rebutted in certain limited circumstances. The Group will assess the impact of the amendment on its financial statements. This amendment has not yet been endorsed by the European Union.

IAS 16 (amendment) "Property, Plant and Equipment" and IAS 41 (amendment) "Agriculture"

This applies to annual accounting periods starting on or after 1st January 2016. Earlier application is permitted.

In June 2014, the IASB published amendments that change the financial reporting for bearer plants. The IASB decided that bearer plants should be accounted for in the same way as property, plant and equipment in IAS 16 "Property, Plant and Equipment", because their operation is similar to that of manufacturing. Consequently, the amendments include them within the scope of IAS 16, instead of IAS 41. These amendments do not affect Group financial statements and have not yet been endorsed by the European Union.

IFRIC 21 "Levies"

(COMMISSION REGULATION (EC) No.634/2014 of 13th June 2014, L 175 -14/06/2014)

This applies to annual accounting periods starting on or after 17th June 2014. Earlier application is permitted.

On May 2013 the IASB issued IFRIC 21 "Levies". The Interpretation describes how an entity should account for liabilities to pay levies imposed by governments, other than income taxes, in its financial statements. The principal question raised was about when the entity should recognise a liability to pay a levy. This is an interpretation of IAS 37 "Provisions, Contingent Liabilities and Contingent Assets". IAS 37 sets out criteria for the recognition of a liability, one of which is the requirement for the entity to have a present obligation as a result of a past event (known as an obligating event). The Interpretation clarifies that the obligating event that gives rise to a liability to pay a levy is the activity described in the relevant legislation that triggers the payment of the levy. The Group does not expect this interpretation to affect its financial statements.

IFRS 11 (amendment) "Joint Arrangements"

This applies to annual accounting periods starting on or after 1st January 2016. Earlier application is permitted.

In May 2014, the IASB published amendments to IFRS 11 "Joint Arrangements". IFRS 11 addresses the accounting for interests in joint ventures and joint operations and adds new guidance on how to account for the acquisition of an interest in a joint operation that constitutes a business. The amendments specify the appropriate accounting treatment for such acquisitions. The Group will assess the impact of the amendment on its financial statements. This amendment has not yet been endorsed by the European Union.

IAS 27 (amendment) "Separate Financial Statements"

This applies to annual accounting periods starting on or after 1st January 2016. Earlier application is permitted.

In August 2014, the IASB published amendments to IAS 27 "Separate Financial Statements". The amendments to IAS 27 will allow entities to use the equity method to account for investments in subsidiaries, joint ventures and associates in their separate financial statements. Intralot SA will continue accounting, in its separate financial statements, for investments in subsidiaries, joint ventures and associates either at cost or in accordance with IFRS 9. This amendment has not yet been endorsed by the European Union.

IFRS 10 & IAS 28 (amendments) "Sale or contribution of Assets between an Investor and its Associate or Joint Venture"

This applies to annual accounting periods starting on or after 1st January 2016. Earlier application is permitted.

In September 2014, the IASB published amendments to IFRS 10 "Consolidated Financial Statements" and IAS 28 "Investments in Associates and Joint Ventures". The amendments address an acknowledged inconsistency between the requirements in IFRS 10 and those in IAS 28 (2011), in dealing with the sale or contribution of assets between an investor and its associate or joint venture. The main consequence of the amendments is that a full gain or loss is recognised when a transaction involves a business (whether it is housed in a subsidiary or not). A partial gain or loss is recognised when a transaction involves assets that do not constitute a business, even if these assets are housed in a subsidiary. The Group will assess the impact of the amendment on its financial statements. This amendment has not yet been endorsed by the European Union.

Amendments that regard part of the annual improvement program of IASB (International Accounting Standards Board)

IASB in its annual improvement program published in December 2013, 2 Cycles of narrow scope amendments to existing Standards. The amendments hold for the annual fiscal periods beginning on or after the 1st of July, 2014. The above amendments will not have significant effect on the Group's financial statements and have not yet been endorsed by the European Union.

Annual Improvements to IFRSs 2010-2012 Cycle

IFRS 2 "Share-based Payment"

Definitions of "vesting conditions" and "market conditions" are amended and the definitions of "performance conditions" and "service conditions" are added (previously were part of the "vesting conditions" definition).

IFRS 3 "Business Combinations"

The amendment clarifies that the contingent consideration that is classified as financial asset or liability shall be measured at fair value at each reporting date.

IFRS 8 "Operating Segments"

The amendment requires that an entity shall disclose the judgements made by the management in applying the aggregation criteria in operating segments. It also clarifies that the entity shall provide reconciliations of the total reportable segments' assets to the entity's assets only if the segments assets are reported regularly.

IFRS 13 "Fair Value Measurement"

The amendment clarifies that the issue of IFRS 13 and the amendments of IFRS 9 and IAS 39 did not result in the deletion of the ability to measure short-term receivables and payables with no stated interest rate at invoice amounts without discounting, when the effect of not discounting is immaterial.

IAS 16 "Property, Plant and Equipment"

The amendment clarifies that when an item of property, plant and equipment is revalued, the gross carrying amount is adjusted in a manner that is consistent with revaluation of the carrying amount of the asset and the accumulated depreciation is eliminated against the gross carrying amount of the asset.

IAS 24 "Related Party Disclosures"

The amendment clarifies that the entity, or any member of a group of which is part, provides key management personnel services to the reporting entity or to the parent of the reporting entity, is a related party to the reporting entity.

IAS 38 "Intangible Assets"

The amendment clarifies that when an intangible asset is revalued, the gross carrying amount is adjusted in a manner that is consistent with revaluation of the carrying amount of the asset and the accumulated depreciation is eliminated against the gross carrying amount of the asset.

Annual Improvements to IFRSs 2011-2013 Cycle

IFRS 1 "First-time Adoption of International Financial Reporting Standards"

The amendment clarifies that a first-time adopter entity is allowed to use either the IFRS that is currently mandatory or the new IFRS that is not yet mandatory, if that new IFRS permits early application. It is required the entity to apply the same version of the IFRS throughout the periods covered by the entity's first IFRS financial statements. Consequently, if a first-time adopter chooses to early apply a new IFRS, that new IFRS will be applied throughout all the periods presented in its first IFRS financial statements on a retrospective basis, unless IFRS 1 provides an exemption.

IFRS 3 "Business Combinations"

The amendment clarifies that IFRS3 does not apply the accounting for the formation of a joint arrangement in the financial statements of the joint arrangement itself.

IFRS 13 "Fair Value Measurement"

The amendment clarifies that the exemption of financial assets, financial liabilities and other contracts, that is mentioned in paragraph 52 of IFRS13, includes all the contracts within the scope of, and accounted for in accordance with IAS 39 or IFRS 9, regardless of whether they meet the definitions of financial assets or financial liabilities in IAS 32 "Financial Instruments: Presentation".

IAS 40 "Investment Property"

The amendment clarifies whether a specific transaction meets the definition of a business combination as defined in IFRS 3 and includes an investment property as defined in IAS 40, the separate application of both Standards is required.

Also, IASB in its annual improvement program published in September 2014, one new Cycle of narrow scope amendments to existing Standards. The amendments hold for the annual fiscal periods beginning on or after the 1st of January, 2016. The above amendments will not have significant effect on the Group's financial statements and have not yet been endorsed by the European Union.

Annual Improvements to IFRSs 2012-2014 Cycle

IFRS 5 "Non-current Assets Held for Sale and Discontinued Operations"

The amendment clarifies the accounting for a change in a disposal plan from a plan to sell a non-current asset (or disposal group) to a plan to distribute a non-current asset (or disposal group), and provides guidance in IFRS 5 for the discontinuation of held for distribution accounting.

IFRS 7 "Financial Instruments: Disclosure"

The amendment clarifies how an entity should apply the guidance in paragraph 42C of IFRS 7 to a servicing contract in order to decide whether a servicing contract is 'continuing involvement' for the purposes of applying the disclosure requirements in paragraphs 42E–42H of IFRS 7.

IAS 19 "Employee Benefits"

The amendment clarifies that for the determination of the rate used to discount post-employment benefit obligations, the depth of the market for high quality corporate bonds should be assessed at the currency level.

IAS 34 "Interim Financial Reporting"

The amendment clarifies the meaning of disclosure of information 'elsewhere in the interim financial report' in paragraph 16A of IAS 34 and requires the inclusion of a cross-reference from the interim financial statements to the location of this information.

2.1.5 Basis of Consolidation

The consolidated financial statements comprise the financial statements of INTRALOT S.A. and its subsidiaries as at the end of each reporting period. The financial statements of the subsidiaries are prepared for the same reporting period as the parent company, using consistent accounting policies.

Adjustments are made to bring in line any dissimilar accounting policies that may have existed. All intercompany balances and transactions, including unrealized profits arising from intra-group transactions, have been eliminated in full. Unrealized losses are eliminated unless costs cannot be recovered.

Control is achieved when the Group is exposed, or has rights, to variable returns from its involvement with the investee and has the ability to affect those returns through its power over the investee. Specifically, the Group controls an investee if and only if the Group has:

- Power over the investee (i.e. existing rights that give it the current ability to direct the relevant activities of the investee)
- Exposure, or rights, to variable returns from its involvement with the investee, and
- The ability to use its power over the investee to affect the amount of its returns.

When the Group has less than a majority of the voting or similar rights of an investee, the Group considers all relevant facts and circumstances in assessing whether it has power over an investee, including:

- The contractual arrangement with the other vote holders of the investee
- Rights arising from other contractual arrangements
- The Group's voting rights and potential voting rights

The Group re-assesses whether or not it controls an investee if facts and circumstances indicate that there are changes to one or more of the three elements of control. Consolidation of a subsidiary begins when the Group obtains control over the subsidiary and ceases when the Group loses control of the subsidiary. Assets, liabilities, income and expenses of a subsidiary acquired or disposed of during the year are included in the consolidated statements of comprehensive income and financial position from the date the Group gains control until the date the Group ceases to control the subsidiary.

Changes in a parent's ownership interest in a subsidiary that do not result in a loss of control are accounted for as equity transactions (i.e. transactions with owners in their capacity as owners).

Total comprehensive income is attributed to the owners of the parent and to the non-controlling interests even if this results in the non-controlling interests having a deficit balance.

If the Group loses control over a subsidiary, it:

- derecognizes the assets (including goodwill) and liabilities of the subsidiary,
- derecognizes the carrying amount of any non-controlling interests in the former subsidiary (including any components of other comprehensive income attributable to them),
- derecognizes the cumulative translation differences that have been recorded in equity,
- recognizes the fair value of the consideration received from the transaction,
- recognizes any investment retained in the former subsidiary at its fair value at the date when control is lost,
- reclassifies to profit or loss, (or transfers directly to retained earnings if required in accordance with other IFRSs), the amounts that have been recorded in the parent's share of other comprehensive income,
- recognizes any resulting difference as a gain or loss in profit or loss.

Where there is a loss of control of a subsidiary, the consolidated financial statements include the results for the part of the reporting year during which the Group has control.

2.1.6 Business combination and goodwill

a) Subsidiaries

Subsidiaries are entities that are controlled by the Group. Subsidiaries are consolidated using the acquisition method according to IFRS 3. The cost of an acquisition is measured as the aggregate of the consideration transferred measured at acquisition date fair value and the amount of any non-controlling interest in the acquiree. For each subsidiary acquired, the Group elects whether to measure the non-controlling interests in the acquiree at fair value or at the proportionate share of the acquiree's identifiable net assets. Acquisition-related costs are expensed as incurred and included to statement of comprehensive income.

At the acquisition date, the Group classifies or designates the identifiable assets acquired and liabilities assumed on the basis of the contractual terms, economic conditions, its operating or accounting policies and other pertinent conditions as they exist at the acquisition date.

In a business combination achieved in stages, the Group remeasures its previously held equity interest in the acquiree at its acquisition-date fair value and recognizes the resulting gain or loss in profit or loss. In prior reporting periods, the Group may have recognized changes in the value of its equity interest in the acquiree in other comprehensive income (i.e. due to the fact that the investment has been classified as available for sale). If so, the amount that was recognized in other comprehensive income shall be recognized on the same basis as would be required if the Group had disposed directly of the previously held equity interest.

The Group recognizes any contingent consideration at the fair value, at the acquisition date. Subsequent changes to the fair value of the contingent consideration which is deemed to be an asset or a liability will be recognized in accordance with IAS 39 either in statement of comprehensive income or as a change in other comprehensive income. If the contingent consideration is not within the scope of IAS 39, it is measured in accordance with the appropriate IFRS. If the contingent consideration is classified as equity, it shall not be remeasured until it is finally settled within equity.

Goodwill in a business acquisition is initially measured at cost being the excess of the consideration transferred, the amount recognized for non-controlling interests and any previous interest held, over the net fair value of the identifiable assets acquired and liabilities assumed of the acquiree. If the fair value of the net assets acquired is in excess of the aggregate consideration transferred, the Group re-assesses whether it has correctly identified all of the assets acquired and all of the liabilities assumed and reviews the procedures used to measure the amounts to be recognised at the acquisition date. If the re-assessment still results in an excess of the fair value of net assets acquired over the aggregate consideration transferred, then the gain is recognised in profit or loss. Any goodwill arising on the acquisition of a foreign subsidiary and any fair value adjustments to the carrying amounts of assets and liabilities arising on the acquisition are treated as assets and liabilities of the foreign operation and translated at the closing rate accordingly.

Following initial recognition, goodwill is measured at cost less any accumulated impairment losses. Based on IFRS 3 'Business combinations', Goodwill is not amortized. For the purpose of impairment testing, goodwill acquired in a business combination is, from the acquisition date, allocated to each of the Group's cash-generating units that are expected to benefit from the combination, irrespective of whether other assets or liabilities of the acquiree are assigned to those units. Goodwill is reviewed for impairment, annually or more frequently if events or changes in circumstances indicate that the carrying value may be impaired.

Impairment is determined by assessing the recoverable amount of the cash-generating unit, to which the goodwill relates. Where recoverable amount of the cash-generating unit is less than the carrying amount, an impairment loss is recognized.

Where goodwill forms part of a cash generating unit and part of the operation within that unit is disposed of, the goodwill associated with the operation disposed of is included in the carrying amount of the operation when determining the gain or loss on disposal of the operation. Goodwill disposed of in this circumstance is measured on the basis of the relative values of the operation disposed of and the portion of the cash-generating unit retained.

Any impairment losses that have been recognized for goodwill, will not be reversed in future periods.

Investments in subsidiaries are stated in the individual statement of financial position of the Company at their cost less any impairment in value.

b) Investment in associates and joint ventures

Associates are entities over which the Group has significant influence. Significant influence is the power to participate in the financial and operating policy decisions of the investee, but is not control or joint control over those policies.

A joint venture is a type of joint arrangement whereby the parties that have joint control of the arrangement have rights to the net assets of the joint venture. Joint control is the contractually agreed sharing of control of an arrangement, which exists only when decisions about the relevant activities require unanimous consent of the parties sharing control.

The considerations made in determining significant influence or joint control are similar to those necessary to determine control over subsidiaries.

The Group's investments in associates and joint ventures are accounted for using the equity method.

Under this method, investments in associates or joint ventures are carried in the statement of financial position at cost plus post acquisition changes in the Group's share of net assets of the associate or joint

venture. Goodwill relating to the associate or joint venture is included in the carrying amount of the investment and is neither amortized nor individually tested for impairment.

The statement of comprehensive income reflects the Group's share of the post-acquisition associate's or joint venture's results after taxes and non-controlling interests of the associate's or joint venture's subsidiaries. Any change in other comprehensive income of those investees is presented as part of the Group's other comprehensive income. Also, the Group's share of the changes in associates' or joint ventures' equity is directly recognized to the consolidated statement of changes in equity. Unrealized gains and losses resulting from transactions between the Group and the associate or joint venture are eliminated to the extent of the interest in the associate or joint venture.

If an associate or joint venture uses accounting policies other than those of the Group for similar transactions and events in similar circumstances, adjustments are made to the associate's or joint venture's financial statements so as to apply the equity method.

The financial statements of associates or joint ventures are prepared for the same reporting period as the parent company.

If the Group's share of losses of an associate or joint venture equals or exceeds its interest in the associate or joint venture, the Group discontinues recognizing its share of further losses, unless it has incurred legal or constructive obligations or made payments on behalf of the associate or joint venture.

After application of the equity method, the Group applies the requirements of the relative IFRSs to determine whether it is necessary to recognize any additional impairment loss with respect to its net investment in the associate or joint venture. The Group incurs impairment test at the end of each reporting period comparing the recoverable amount of the investment in associate or joint venture to its carrying value and recognizes the difference in the statement of comprehensive income of the period.

The Group discontinues the use of the equity method from the date when it ceases to have significant influence over an associate or joint control over a joint venture and accounts for the investment in accordance with IAS 39 measuring the investment at fair value. Any difference between the carrying amount and the fair value of the investment in associate or joint venture is recognized in the statement of comprehensive income of the period.

Investments in associates or joint venture are stated in the statement of financial position of the Company at their cost less any impairment in value.

2.1.7 Foreign Currency Translation

The functional and presentation currency of INTRALOT S.A. and its subsidiaries which are located in Greece is the euro (€). The Group's consolidated financial statements are presented in euros. For each entity the Group determines the functional currency and items included in the financial statements of each entity are measured using that functional currency.

a) Transactions and balances

Transactions in foreign currencies are initially recorded by the Group's entities at their respective functional currency spot rates at the date of the transaction.

Monetary assets and liabilities denominated in foreign currencies are retranslated at the functional currency spot rates of exchange at the reporting date.

All resulting differences are taken to the consolidated statement of comprehensive income with the exception of differences on foreign currency borrowings that provide a hedge against a net investment in a foreign entity. These are taken directly to Other Comprehensive Income until the disposal of the net investment, at which time they are recognized in the consolidated statement of comprehensive income. Tax charges and credits attributable to exchange differences on those borrowings are also dealt with in Other Comprehensive Income.

Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rate as at the date of initial transaction. Non-monetary items measured at fair value in a foreign currency are translated using the exchange rates at the date when the fair value was determined. The gain or loss arising on translation of non-monetary items measured at fair value is treated in line with the recognition of gain or loss on change in fair value of the item (i.e., translation differences on items whose fair value gain or loss is recognised in other comprehensive income or profit or loss are also recognised in other comprehensive income or profit or loss, respectively).

Any goodwill arising on the acquisition of a foreign operation and any fair value adjustments to the carrying amounts of assets and liabilities arising on the acquisition are treated as assets and liabilities of the foreign operation and translated at the spot rate of exchange at the reporting date.

b) Group companies

The functional currency of the overseas subsidiaries is the currency of the country in which these subsidiaries are located and operate. As at the reporting date, the assets and liabilities of these overseas subsidiaries are translated into the presentation currency of INTRALOT S.A. at the rate of exchange ruling at the balance sheet date and, their statements of comprehensive income are translated at the weighted average exchange rates for the year. The resulting exchange differences arising on the retranslation are taken directly to a separate component of Other Comprehensive Income. On disposal of a foreign entity, the deferred cumulative amount recognized in Other Comprehensive Income relating to that particular foreign operation shall be transferred to the statement of comprehensive income.

2.1.8 Tangible assets

Tangible assets are stated at cost less accumulated depreciation and any impairment in value. Such cost includes the cost of replacing the tangible assets and borrowing costs for long-term construction assets if the recognition criteria are met.

Depreciation is calculated on a straight-line basis over the useful life of the asset as follows:

• Buildings (owned)	20 to 30 years
• Installations on third party property	Over the duration of the lease but not less than 5% per annum
• Equipment	5 to 15 years
• Computer Hardware	20% to 30% per annum
• Transportation Equipment-Motor vehicles	7 years or 15% per annum
• Transportation Equipment-Trucks etc.	5 years or 20% per annum

An item of property, plant and equipment is derecognized upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on de-recognition of the

asset (calculated as the difference between the net disposal proceeds and the carrying amount of the item) is included in the statement of comprehensive income in the year the item is de-recognized.

The assets' residual values and useful lives are reviewed at each financial year end, and adjusted prospectively, if appropriate.

As regards hardware and software leased under operating lease, these assets, in the group statement of financial position are disclosed in acquisition cost values and are depreciated using the straight line method and according to the lower period between the useful life and the contract life, taking also into account their residual value at the end of the relative contract life as well as the collecting cost. In case of the respective contracts renewal the assets' remaining net book value is depreciated according to the renewed contract life.

The carrying values of property, plant and equipment are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable. If any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets or cash-generating units are written down to their recoverable amount. The recoverable amount is the greater of fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using an after-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. In determining fair value less costs of disposal, recent market transactions are taken into account. If no such transactions can be identified, an appropriate valuation model is used. These calculations are corroborated by valuation multiples, quoted share prices for public traded companies or other available fair value indicators. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs. Impairment losses are recognized in the statement of comprehensive income.

2.1.9 Borrowing costs

Since January 1st 2009, borrowing costs directly attributable to the acquisition, construction or production of an asset that necessarily takes a substantial period of time to get ready for its intended use or sale are capitalized as part of the cost of the respective assets. All other borrowing costs are expensed in the period they occur. Borrowing costs consist of interest and other costs that the Group incurs in connection with the borrowing of funds.

2.1.10 Intangible assets

Intangible assets acquired individually, are capitalized at cost and those acquired through a business combination at fair values at the acquisition date. After initial recognition, intangibles are valued at cost less accumulated amortization and any impairment in value. Useful lives of these intangibles are assessed to be either finite or indefinite. Intangibles with finite useful lives are amortized as follows:

• Software platforms • Central operating software • Central Network software • Licenses • Rights	Over the duration of the longest contract
• Other software	3 to 5 years

Central operating systems used for several projects are amortized over their expected useful life, up to 20 years. The expected useful life is determined by reference to the longest duration of the relevant contracts and the Intralot Group's renewal track record in respect of such contract. Software that does not fall within the scope of particular contracts, is amortized at the expected useful life.

Amortization of finite life intangibles is recognized as an expense in the statement of comprehensive income apportioned to the related cost centers. Intangible assets with indefinite useful life are not amortized, but are tested for impairment annually, either individually or at the cash generating unit level.

Intangibles, except development costs, internally generated are not capitalized and the costs are included in the statement of comprehensive income in the year they are incurred.

The carrying values of intangible assets are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable. If any such indication exists and where the carrying values exceed the estimated recoverable amount, the intangible assets or cash-generating units are written down to their recoverable amount. The recoverable amount is the greater of fair value less costs of disposal and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using an after-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the intangible asset. In determining fair value less costs of disposal, recent market transactions are taken into account. If no such transactions can be identified, an appropriate valuation model is used. These calculations are corroborated by valuation multiples, quoted share prices for public traded companies or other available fair value indicators. For an intangible asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the intangible asset belongs. Impairment losses are recognized in the statement of comprehensive income.

Useful lives are also assessed annually and any revisions do not have retrospective application.

Gains or losses arising from derecognition of an intangible asset (that are measured as the difference between the net disposal proceeds and the carrying amount of the asset) are recognized in the statement of comprehensive income when the asset is derecognized.

Research and Development Costs

Research costs are expensed as incurred. Development expenditure incurred by individual project is capitalized if, and only if, the Group can demonstrate all of the following:

(a) the technical feasibility of completing the intangible asset so that it will be available for use or sale

(b) its intention to complete the intangible asset and use or sell it

(c) its ability to use or sell the intangible asset

(d) how the intangible asset will generate probable future economic benefits

(e) the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset

(f) its ability to measure reliably the expenditure attributable to the intangible asset during its development.

Following the initial recognition of the development expenditure, the cost model is applied requiring the asset to be carried at cost less any accumulated amortization and accumulated impairment losses. Amortization of the capitalized development expenditure begins when development is complete and the asset is available for use. Any expenditure capitalized is amortized over the period of expected future sales from the related project.

The carrying value of development costs is reviewed for impairment annually when the asset is not yet in use, or more frequently when an indicator of impairment arises during the reporting year indicates that the carrying value may not be recoverable.

2.1.11 Financial instruments

i) Financial assets

Financial assets within the scope of IAS 39 are classified according to their nature and characteristics in the below four categories:

- Financial assets at fair value through profit or loss,
- Loans and receivables,
- Financial assets held-to-maturity, and
- Available-for-sale financial assets.

All financial assets are recognized initially at cost, which is the fair value of the consideration given, including transaction costs, in some cases.

The subsequent measurement of financial assets depends on their classification as follows:

Financial assets at fair value through profit or loss:

Include trading portfolio investments that acquired for the purpose of selling them in the near future. Also, include derivatives financial instruments that are not designated as hedging instruments. Gain or losses from the measurement of these assets are recognized in statement of comprehensive income as financial income or expenses respectively.

Loans and receivables:

Include non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. After initial measurement, such financial assets are subsequently measured at amortized cost using the effective interest rate method (EIR), less impairment. Amortized cost is calculated by taking into account any issue costs, and any discount or premium on acquisition over the period to maturity. Gains or losses arising from derecognition and impairment are recognized in the statement of comprehensive income as finance costs or income, as well as the EIR income through the amortization process.

Financial assets held-to-maturity:

Include non-derivative financial assets with fixed or determinable payments and fixed maturities are classified as held-to maturity that the Group has the positive intention and ability to hold them to maturity. Financial assets that held for indefinite or non-predetermined period of time cannot be classified under this category. After initial measurement held-to-maturity investments are measured at amortized cost using the effective interest method. Gains or losses arising from derecognition and impairment are recognized in the statement of comprehensive income as finance costs or income, as well as the EIR income through the amortization process.

Available-for-sale financial assets:

Financial assets that cannot be included under the abovementioned categories are classified as available-for-sale financial assets. Available-for-sale financial investments include equity investments and debt securities. Equity investments classified as available-for-sale are those that are neither classified as held for trading nor designated at fair value through profit or loss. Debt securities in this category are those that are intended to

be held for an indefinite period of time and that may be sold in response to needs for liquidity or in response to changes in the market conditions.

After initial measurement the available-for-sale financial assets are subsequently measured at fair value with unrealized gains or losses recognized as other comprehensive income in the available-for-sale reserve. When the investment is sold, derecognized or impaired the cumulative gains or losses are transferred from the relative reserve to the statement of comprehensive income of the period.

Derecognition of financial assets

The Group ceases recognizing a financial asset when and only when:

- the contractual rights to the cash flows from the financial asset expire or
- the Group has transferred its contractual right to receive cash flows from an asset, or retains this right to receive cash flows from an asset but has assumed a contractual obligation to pay the cash flows to a third or more parties, or has transferred substantially all risks and rewards of the asset, or has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred the control of the asset.

When the Group has transferred its rights to receive cash flows from an asset or has assumed a contractual obligation to pay the cash flows to a third or more parties, but in parallel has neither transferred nor retained substantially all the risks and rewards of the asset nor transferred control of the asset, the asset is recognized to the extent of the Group's continuing involvement in the asset.

When the Group's continuing involvement takes the form of a guarantee over the transferred asset, the extent of continuing involvement is measured at the lower of the carrying amount of the asset and the maximum amount of consideration that the Group could be required to repay ('the guarantee amount'). When the entity's continuing involvement takes the form of a written or purchased option (or both) on the transferred asset (including cash-settled options), the extent of the entity's continuing involvement is the amount of the transferred asset that the Group may repurchase. However, in case of a written put option on an asset that is measured at fair value, the extent of the continuing involvement is limited to the lower of the fair value of the transferred asset and the option exercise.

Impairment of financial assets

The Group assesses, at each reporting date, whether there is any objective evidence that a financial asset or a group of financial assets is impaired. A financial asset or a group of financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset (an incurred 'loss event') and that loss event has an impact on the estimated future cash flows of the financial asset or the group of financial assets that can be reliably estimated. Objective evidence that a financial asset or group of assets is impaired includes observable data that comes to the attention of the holder of the asset about the following loss events:

(a) significant financial difficulty of the issuer or obligor;

(b) a breach of contract, such as a default or delinquency in interest or principal payments;

(c) the lender, for economic or legal reasons relating to the borrower's financial difficulty, granting to the borrower a concession that the lender would not otherwise consider;

(d) it becoming probable that the borrower will enter bankruptcy or other financial reorganisation;

(e) the disappearance of an active market for that financial asset because of financial difficulties; or

(f) observable data indicating that there is a measurable decrease in the estimated future cash flows from a group of financial assets since the initial recognition of those assets.

Financial assets carried at amortised cost

For financial assets carried at amortised cost (loans and receivables or held-to-maturity investments), the Group first assesses whether objective evidence of impairment exists individually for financial assets that are individually significant, or collectively for financial assets that are not individually significant. If the Group determines that no objective evidence of impairment exists for an individually assessed financial asset, whether significant or not, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is, or continues to be, recognised are not included in a collective assessment of impairment. If there is objective evidence that an impairment loss has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows
(excluding future expected credit losses that have not yet been incurred). The present value of the estimated future cash flows is discounted at the financial asset's original effective interest rate (ie the effective interest rate computed at initial recognition). If a loan has a variable interest rate, the discount rate for measuring any impairment loss is the current EIR. The carrying amount of the asset shall be reduced either directly or through use of an allowance account and the amount of the loss is recognised in the income statement. Interest income continues to be accrued on the reduced carrying amount and is accrued using the rate of interest used to discount the future cash flows for the purpose of measuring the impairment loss. The interest income is recorded as part of finance income in the income statement. Loans together with the associated allowance are written off when there is no realistic prospect of future recovery and all collateral has been realised or has been transferred to the Group. If, in a subsequent year, the amount of the estimated impairment loss increases or decreases because of an event occurring after the impairment was recognised, the previously recognised impairment loss is increased or reduced either directly or by adjusting the allowance account. If a future write-off is later recovered, the recovery is credited to finance costs in the income statement.

Financial assets carried at cost

If there is objective evidence that an impairment loss has been incurred on an unquoted equity instrument that is not carried at fair value because its fair value cannot be reliably measured, or on a derivative asset that is linked to and must be settled by delivery of such an unquoted equity instrument, the amount of the impairment loss is measured as the difference between the carrying amount of the financial asset and the present value of estimated future cash flows discounted at the current market rate of return for a similar financial asset. Such impairment losses shall not be reversed.

Available-for-sale financial investments

For available-for-sale financial investments, the Group assesses at each reporting date whether there is objective evidence that an investment or a group of investments is impaired.

In the case of equity investments classified as available-for-sale, objective evidence would include a significant or prolonged decline in the fair value of the investment below its cost. 'Significant' is evaluated

against the original cost of the investment and 'prolonged' against the period in which the fair value has been below its original cost. When there is evidence of impairment, the cumulative loss – measured as the difference between the acquisition cost (net of any principal repayment and amortisation) and the current fair value, less any impairment loss on that investment previously recognised in the income statement – is removed from other comprehensive income and recognised in the income statement. Impairment losses recognised in profit or loss for an investment in an equity instrument classified as available for sale shall not be reversed through profit or loss.; increases in their fair value after impairment are recognised directly in other comprehensive income.

In the case of debt instruments classified as available-for-sale, impairment is assessed based on the same criteria as financial assets carried at amortised cost. However, the amount recorded for impairment is the cumulative loss measured as the difference between the amortised cost and the current fair value, less any impairment loss on that investment previously recognised in the income statement. Future interest income continues to be accrued based on the reduced carrying amount of the asset, using the rate of interest used to discount the future cash flows for the purpose of measuring the impairment loss. The interest income is recorded as part of finance income in the income statement. If, in a subsequent year, the fair value of a debt instrument classified as available for sale, increases and the increase can be objectively related to an event occurring after the impairment loss was recognised in the income statement, the impairment loss is reversed through the income statement.

Derivative financial instruments and hedge accounting

The Group uses derivative financial instruments such as forward currency contracts, interest rate swaps, currency swaps and other derivatives in order to hedge risks related to interest rates and foreign currency fluctuations.

Such derivative financial instruments are measured at fair value at each reporting date. Derivatives are carried as financial assets when the fair value is positive and as financial liabilities when the fair value is negative. The fair value of these derivatives is mainly measured by reference of the market value and is verified by the financial institutions.

Gains or losses from the change in derivatives fair value are recognized directly in statement of comprehensive income, except for the effective portion of cash flow hedges, which is recognized in Other Comprehensive Income.

For the purpose of hedge accounting, derivative financial instruments are classified as:

- **fair value hedge**: hedging the exposure to changes in the fair value of a recognized asset or liability or an unrecognized firm commitment
- **cash flow hedge**: hedging the exposure to variability in cash flows that is either attributable to particular risk associated with a recognized asset or liability (such as all or some future interest payments on variable rate debt) or a highly probable forecast transaction
- **hedge of a net investment in a foreign operation.**

At the inception of a hedge relationship, the Group formally designates and documents the hedge relationship to which the Group wishes to apply hedge accounting and the risk management objective and strategy for

undertaking the hedge. The documentation includes identification of the hedging instrument, the hedged item or transaction, the nature of the risk being hedged and how the entity will assess the effectiveness of changes in the hedging instrument's fair value in offsetting the exposure to changes in the hedged item's fair value or cash flows attributable to the hedged risk. Such hedges are expected to be highly effective in achieving offsetting changes in fair value or cash flows and are assessed on an ongoing basis to determine that they actually have been highly effective throughout the financial reporting periods for which they were designated.

Hedge accounting:

Fair value hedge:

Gains or losses from subsequent measurement of the hedging instrument at fair value are recognized in the statement of comprehensive income as finance income/expenses. Gains or losses from subsequent measurement of the hedged item at fair value are recognized as a part of the carrying value of the hedged item and is also recognized in the statement of comprehensive income as finance income/expenses.

Cash flow hedge:

The effective portion of the gain or loss on the hedging instrument is recognized directly as other comprehensive income in the cash flow hedge reserve, while any ineffective portion is recognized immediately in the statement of comprehensive income as finance income/expenses.

Amounts recognized as other comprehensive income are transferred to the statement of comprehensive income in the same period or periods during which the asset acquired or liability assumed affects profit or loss (such as in the periods when the hedged financial income or financial expense is recognized or when a forecast sale occurs).

If the forecast transaction or firm commitment is no longer expected to occur, the cumulative gain or loss previously recognized in other comprehensive income are transferred to the statement of comprehensive income. If the hedging instrument expires or is sold, terminated or exercised without replacement or rollover, any cumulative gain or loss previously recognized in other comprehensive income remains in other comprehensive income until the forecast transaction occurs, when is transferred to the statement of comprehensive income.

Hedge of a net investment in a foreign operation:

Hedges of a net investment in a foreign operation, including a hedge of a monetary item that is accounted for as part of the net investment, are accounted for in a way similar to cash flow hedges. Gains or losses on the hedging instrument relating to the effective portion of the hedge are recognized as other comprehensive income while any gains or losses relating to the ineffective portion are recognized in the statement of comprehensive income. On disposal of the foreign operation, the cumulative value of any such gains or losses recorded in other comprehensive income is transferred to the statement of comprehensive income.

Some derivatives while characterized as efficient hedging items, following group policy, they cannot qualify as hedging accounting according to IAS 39 and thus profit and loss are accounted directly in the statement of comprehensive income.

ii) Financial liabilities

Financial liabilities include trade and other liabilities, bank overdrafts, loans and borrowings, financial guarantee contracts and derivative financial instruments.

Financial liabilities are initially recognized at fair value and in case of loans and borrowings, plus directly attributable transaction costs.

After the initial measurement, the financial liabilities are measured as follows:

Interest bearing loans and borrowings:

All interest bearing loans and borrowings are subsequently measured at amortized cost using the effective interest method. Amortized cost is calculated by taking into account any issue costs, and any discount or premium on settlement. Gains and losses are recognized in the statement of comprehensive income when the liabilities are derecognized or impaired, as well as through the amortization process.

Financial liabilities at fair value through profit or loss:

Include financial liabilities held for trading, that are acquired or incurred principally for the purpose of selling or repurchasing it in the near term, are part of a portfolio of identified financial instruments that are managed together and for which there is evidence of a recent actual pattern of short-term profit-taking, or it is a derivative (except for a derivative that is a financial guarantee contract or a designated and effective hedging instrument).

Such liabilities, including derivative instruments that are liabilities, are measured at fair value (except for a derivative liability that is linked to and must be settled by delivery of an unquoted equity instrument whose fair value cannot be reliably measured, which shall be measured at cost). Gains or losses from the measurement at fair value are recognized in the statement of comprehensive income.

Financial guarantee contracts:

Include contracts that require the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make payment when due in accordance with the original or modified terms of a debt instrument. These contracts are recognised initially as a liability at fair value, adjusted for transaction costs that are directly attributable to the issuance of the guarantee. Subsequently are measured at the higher of the amount determined in accordance with IAS 37 and the amount initially recognized less, when appropriate, cumulative amortization recognized in accordance with IAS 18.

Derecognition of financial liabilities

Financial liabilities are derecognized when the obligation is cancelled, extinguished or not exists any more. In the case that an existing liability is replaced by another from the same borrower but under substantially different terms, or in case that there are substantial changes in terms of an existing liability, then the initial financial liability is derecognized and a new liability recognized, and the resulting difference between balances is recognized in the statement of comprehensive income.

Offsetting of financial instruments

The financial instruments are offset when the Group, according to law, has this legal right and there is an intention to settle them on a net basis (among them) or to realize the asset and settle the liability simultaneously.

Fair value of financial instruments

For investments that are actively traded in organized markets, fair values are determined in relation to the closing traded values at the reporting date. For investments where there is no quoted market price, fair value is determined by reference to the current market value of another item substantially similar, or is estimated based on the expected cash flows of the underlying net asset that consists the base of the investment or on acquisition cost.

2.1.12 Inventories

Inventories are valued at the lower of cost and net realizable value. Cost is determined using the weighted average method. Net realizable value is the estimated selling price in the ordinary course of business of the Group, less the estimated costs necessary to make the sale. Provisions for impairment of the inventories value are recorded when it is needed and recognized in the statement of comprehensive income.

2.1.13 Trade and other short term receivables

Trade receivables are recognized and carried at original invoice amount less an allowance for any uncollectible amount.

The Group makes an estimate for doubtful debts when collection of the full amount is no longer probable. Bad debts are written off when all possible legal actions have been exhausted.

When the inflow of cash or cash equivalents arising from goods sale or services rendering is deferred, the fair value of the consideration may be less than the nominal amount of cash received or receivable. When the arrangement effectively constitutes a finance transaction, the fair value of the consideration is determined by discounting all future receipts using the prevailing interest rate for a similar instrument of an issuer with a similar credit rating. The difference between the fair value and the nominal amount of the consideration is recognized as interest revenue in the future periods, in accordance with IAS 39 'Financial Instruments: Recognition and Measurement'.

2.1.14 Cash and Cash Equivalents

Cash and cash equivalents in the statement of financial position include cash at bank, short-term deposits and cash in hand along with other high liquidity investments that are subject to an insignificant risk of changes in value and have an original maturity of three months or less.

Bank overdrafts are included in the short-term bank loans in the statement of financial position. Also, cheques payables that have not been paid at the balance sheet date are included in short-term liabilities.

For cash flow statement purposes, cash and cash equivalents include what is defined above, without the netting of outstanding bank overdrafts.

2.1.15 Long Term Liabilities

All long term liabilities are initially recognized at cost. Following initial recognition, liabilities that are denominated in foreign currency are valued at the closing exchange rate of each reporting date. Any interest expenses are recognized on an accruals basis.

2.1.16 Provisions and Contingent Liabilities

Provisions are recognized when the Group has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the

obligation and a reliable estimate can be made of the amount of the obligation. When the Group expects some or all of a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognized as a separate asset but only when the reimbursement is virtually certain the expense relating to any provision is presented in the statement of comprehensive income net of any reimbursement. Provisions are re-examined at the reporting date and are adjusted so as to represent the present value of the expense that will be needed to settle the liability. If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at an after-tax rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability. Where discounting is used, the increase in the provision due to the passage of time is recognized as a borrowing cost.

Contingent liabilities are not recognized in the financial statements but are disclosed, except if the probability of a potential outflow of funds embodying economic benefits is remote. Contingent assets are not recognized but are disclosed when the probability of a cash inflow is probable.

Provisions are recognized on each financial statements date (and interim) based on the best and reliable estimate for potential excess of cost (payments to winners) in games with predetermined odds, as this is provided by the contracts between the company and the clients. The provision amount arising from this calculation is recognized and booked as an expense.

2.1.17 Leases

Entity of the Group as lessee:

Finance leases, which transfer to the Group substantially all the risks and benefits incidental to ownership of the leased item, are capitalized at the inception of the lease at the fair value of the leased property or, if lower, at the present value of the minimum lease payments. Lease payments are apportioned between the finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged directly to the statement of comprehensive income. Capitalized leased assets are depreciated over the shorter of the estimated useful life of the asset or the lease term.

Leases where the lessor retains substantially all the risks and benefits of ownership of the asset are classified as operating leases. Operating lease payments are recognized as an expense in the statement of comprehensive income on a straight-line basis over the lease term.

Entity of the Group as Lessor:

In cases of hardware and software leasing through operating lease, these assets are included in the Group's tangible assets. The lease income that occurs is recognized on a straight line basis through the contract period.

When fixed assets are leased through financial leasing, the present value of the lease is recognized as a receivable. The difference between the gross amount of the receivable and its present value is registered as a deferred financial income. The income from the lease is recognized in the period's statement of comprehensive income during the lease using the net investment method, which represents a constant periodic return.

2.1.18 Share capital – Treasury shares

Share capital includes common and preference shares without voting right, which have been issued and being traded. Share premium reserve includes the excess of the shares par value received consideration. Any costs directly attributable to the issue of new shares are shown as a deduction in share premium reserve.

Treasury shares represent shares of the parent company held by the Group. Treasury shares are stated at cost and are deducted from Equity. Upon acquisition, disposal, issuance or cancellation of treasury shares, no gain or loss is recognized in the statement of comprehensive income. The consideration given or received and the related gains or losses from the settlement are recognized directly in Equity.

2.1.19 Share Based Payments

IFRS 2 'Share-based Payment' requires an expense to be recognized where the Group buys goods and services in exchange for shares ('equity-settled transactions') or rights over shares (stock options), or in exchange for other assets equivalent in value to a given number of shares or rights over shares ('cash-settled transactions').

The Group provides stock options to executives and employees. The fair value of the executives and employees, who receive these stock options, is recognized according to IFRS 2 as expenditure in the statement of comprehensive income, with a respective increase of equity, during the period that these services are received and the options provided. The estimation of the total amount of the stock options expenditure during the vesting period is based on the provided stock options fair value at the grant date. The stock options fair value is measured using the proper valuation model depending on the terms of each program, taking into account the proper data such as volatility, discounting factor and dividend yield. Detailed information about the relative stock option programs of the Company included in note 2.14.C.d.I.

Any outstanding stock options during the reporting period are taken into account for the calculation of the diluted earnings per share.

2.1.20 Staff Retirement Indemnities

Staff retirement indemnities are measured at the present value of the defined benefit obligations at the balance sheet date, through the recognition of the employees' right to benefits based on years of service over their expected working life. The above liabilities are calculated using financial and actuarial assumptions and are determined based on an actuarial valuation method (Projected Unit Credit Method). The net pension costs for the period are included in the accompanying statement of comprehensive income and consists of the present value of the benefits earned during the year, interest cost on the benefit liability, past service cost and any other additional pension costs that are recognised within staff costs in income statement, and the actuarial gains or losses that are fully recognized when they occur, in other comprehensive income without future reclassification in income statement. Total past service costs are recognized in income statement at the earlier of when the amendment occurs or when the Group recognizes the related restructuring or termination costs. The Company's pension benefit schemes are not funded.

2.1.21 State Insurance Programs

The Company employees are covered by the main State Insurance Organization for the private sector (IKA) that provides pension and medical benefits.

Each employee is obliged to contribute a percentage of the monthly salary to IKA while part of the total contribution is covered by the Company. On retirement, IKA is responsible for the payment of pensions to employees. Consequently, the Company does not have any legal or constructive obligation for the payment of future benefits based on this scheme.

2.1.22 Revenue recognition

Revenues are recognized in the period they are realized and the related amounts can be reliably measured. Revenues are measured at their fair value of the consideration received excluding discounts, sales tax and duties. The following specific recognition criteria must also be met before revenue is recognized:

- ***Hardware and Software:*** This category includes the supply of hardware and software (gaming machines, central computer systems, gaming software, communication systems etc.) to Lotteries so that they can operate their on-line games. Revenue is recognized by the Company either as a direct sale of hardware and software or as operating lease or as finance lease for a predetermined time period according to the contract with the customer.
  In the first case, the income from the sales of hardware and software (in a determined value) is recognized when the significant risks and rewards arising from the ownership are transferred to the buyer.
  In the second case that consists income from operating lease, is defined per case either on straight-line basis over the lease term or as a percentage on the Lottery Organization's gross turnover received by the player-customer (in this case income recognition occurs the moment that the player-customer places the related consideration in order to participate in a game).
  In the third case that consists income from finance lease, it is defined using the net investment method (the difference between the gross amount of the receivable and its present value is registered as a deferred financial income). This method represents a constant periodic return, recognizing the revenue from the finance lease in the period's statement of comprehensive income during the lease term.

- ***Technical services:*** This category includes the rendering of technical support services to Lotteries so that they can operate their on-line games. The revenue associated with the transaction is recognized by reference to the completion of the transaction at the end of the reporting period.

- ***Game management:*** The Group undertakes the provision of value added services, such as the design, organization and/ or management of games, advertising and sales promotion, establishment of sales network, risk management (for fixed odds games) e.t.c to organizations internationally. Group revenues mainly consist of a percentage of the turnover of the games to which the above services are provided, the size of which is contractually determined based on the market size, the type of services rendered, the duration of the contract and other parameters. Revenue recognition occurs the moment that the player-customer pays the related consideration in order to participate in a game and equals to an amount calculated as a percentage on the total amount received by the lottery games organization from the player-customer.

- ***Game operation*****:** In this category, the Group has the full game operating license in a country. In the case of operating the game the Company undertakes the overall organization of the games provided

(installation of information systems, advertising and promotion, establishment of sales network, receipt of the payments from players, payment of winnings to players, etc). Revenue recognition in this category occurs the moment that the player-customer pays the related consideration in order to participate in a game and equals the total amount received from the player-customer. Especially in the case of VLT revenue measured as the "net drop" (total price minus winnings/payout) received from the player-customer.

- ***Interest income:*** Interest income is recognized in the statement of comprehensive income using the effective interest rate method.
- ***Dividends:*** Dividend income is recognized in the statement of comprehensive income when the Group's right to receive the payment is established.
- ***Rental income:*** Rental income arising from operating leases on is accounted for on a straight-line basis during the lease term.

2.1.23 Taxes

Income tax

Current and deferred income taxes are calculated based on the financial statements of each entity included in the consolidated financial statements, based on the Greek tax laws or other tax frameworks within which the foreign subsidiaries operate. Income tax is calculated based on the profit of each entity as adjusted on their tax returns, for additional taxes arising from audits performed by the tax authorities and deferred taxes based on enacted or substantially enacted tax rates.

Deferred income tax is provided, using the liability method, on all temporary differences at the balance sheet date between the tax base of assets and liabilities and their carrying amount.

Deferred income tax liabilities are recognized for all taxable temporary differences except:

- If the deferred income tax liability arises from the initial recognition of goodwill or an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; and
- In respect of taxable temporary differences associated with investment in subsidiaries, associates and interests in joint ventures, except where the timing of the reversal of the temporary differences can be controlled and it is probable that the temporary differences will not be reversed in the foreseeable future.

Deferred income tax assets are recognized for all deductible temporary differences and carry-forward unused tax losses, to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, or the unused tax losses can be utilized except if:

- the deferred income tax asset relating to the deductible temporary difference arises from the initial recognition of an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; and,
- in respect of deductible temporary differences associated with investment in subsidiaries, associates and interests in joint ventures, deferred tax assets are only recognized to the extent that it is probable that the temporary differences will reverse in the foreseeable future and taxable profit will be available against which the temporary differences can be utilized.

The carrying amount of deferred income tax assets is reviewed at each balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred income tax asset to be utilized.

Deferred income tax assets and liabilities are measured at the tax rates that apply at the year when the asset is expected to be realized or the liability is settled, based on tax rates that have been enacted or substantively enacted at the balance sheet date.

Deferred income tax is not measured by the Group as regards the undistributed profits of subsidiaries, branches, associates and joint ventures due to the elimination of intercompany profits, from relevant transactions, as they are considered insignificant.

Income tax relating to items recognized directly in Other Comprehensive Income is recognized in Other Comprehensive Income and not in the statement of comprehensive income.

Sales tax

Revenues, expenses and assets are recognized net of the amount of sales tax except:

- Where the sales tax incurred on a purchase of assets or services is not recoverable from the taxation authority, in which case the sales tax is recognized as part of the cost of acquisition of the asset or as part of the expense item as applicable and
- Receivables and payables that are stated with the amount of sales tax included.

The net amount of sales tax recoverable from, or payable to, is included as part of receivables or payables in the statement of financial position.

2.1.24 Government grants

Government grants are recognised where there is reasonable assurance that the grant will be received and all attached conditions will be complied with.

When the grant relates to an expense item, it is presented in the statement of financial position as deferred income and is recognised as deduction in the relative expenses on a systematic basis over the periods that the related costs, for which it is intended to compensate, are expensed.

When the grant relates to an asset, it is presented in the statement of financial position as deferred income and is recognised as income in the profit or loss on a systematic basis over the expected useful life of the related asset.

2.1.25 Earnings per share

The basic earnings per share (EPS) are calculated by dividing net profit by the weighted average number of ordinary shares outstanding during each year, excluding the average number of ordinary shares of the parent held by the Group as treasury shares.

The diluted earnings per share are calculated by dividing the net profits attributable to the equity holders of the parent company by the weighted average number of ordinary shares outstanding during the year (adjusted for the effect of the average number of share option rights outstanding during the year).

2.1.26 EBITDA & EBIT

International Financial Reporting Standards (IFRS) do not define the content of the "EBITDA" & "EBIT". The Group taking into account the nature of its activities, as well as the Decision 6/448/11.10.2007 of the BOD of Hellenic Capital Market Commission and the relative Circular no.34 defines "EBITDA" as "Operating Profit/(Loss)

before tax" adjusted for the figures "Profit/(loss) from equity method consolidations", "Exchange Differences", "Interest and related income", "Interest and similar charges", "write-off and impairment losses of assets and investments", "gain/(loss) from asset disposal" and "Assets depreciation and amortization". Also, the Group defines "EBIT" as "Operating Profit/(Loss) before tax" adjusted for the figures "Profit/(loss) from equity method consolidations", "Exchange Differences", "Interest and related income", "Interest and similar charges", "write-off and impairment losses of assets and investments" and "gain/(loss) from asset disposal".

Reconciliation of operating profit before tax to EBIT and EBITDA:	GROUP	
	1/1-30/9/14	1/1-30/9/13 [1]
Operating profit/loss before tax	**27.272**	**40.146**
Profit/(loss) equity method consolidation	1.790	76
Exchange differences	-6.883	10.657
Interest and related income	-10.002	-14.105
Interest and similar charges	53.699	39.483
Assets gain/(loss) from disposal, write-off & impairment losses of assets and investments*	362	186
EBIT	**66.238**	**76.443**
Depreciation and amortization	65.415	67.034
EBITDA	**131.653**	**143.477**

* Included in Other Operating Income and Other Operating Expenses of Total comprehensive income statement

[1] Including restated figures according to IFRS 11 – note 2.15.A.III

Reconciliation of operating profit before tax to EBIT and EBITDA:	COMPANY	
	1/1-30/9/14	1/1-30/9/13
Operating profit/loss before tax	**-605**	**35.949**
Profit/(loss) equity method consolidation	0	0
Exchange differences	-3.279	693
Interest and related income	-9.980	-22.718
Interest and similar charges	21.997	17.813
Assets gain/(loss) from disposal, write-off & impairment losses of assets and investments*	115	0
EBIT	**8.248**	**31.737**
Depreciation and amortization	6.785	10.936
EBITDA	**15.033**	**42.673**

* Included in Other Operating Income and Other Operating Expenses of Total comprehensive income statement

2.1.27 Significant accounting judgements, estimates and assumptions

The preparation of the consolidated financial statements requires management to make judgements, estimates and assumptions that affect the amounts of revenues, expenses, assets liabilities and disclosures of contingent liabilities that included in the financial statements. On an ongoing basis, management evaluates its judgements, estimates and assumptions that mainly refer to goodwill impairment, allowance for doubtful receivables, provision for staff retirement indemnities, provision for impairment of inventories value, impairment of tangible and intangible assets as well as estimation of their useful lives, recognition of revenue and expenses, pending legal cases, provision for income tax and recoverability of deferred tax assets. These judgements, estimates and assumptions are based on historical experience and other factors including expectations of future events that are considered reasonable under the circumstances.

The key judgements, estimates and assumptions concerning the future and other key sources of uncertainty at the reporting date and have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year are the below:

Goodwill, tangible and intangible assets impairment

Management tests goodwill for impairment annually (as at 31 December) or more frequently if events occur or changes in circumstances indicate that the carrying value may be reduced in accordance with accounting policy described in 2.1.6.a. The recoverable amounts of cash generating units (CGU) have been determined based on "value in use" calculations using appropriate estimates regarding future cash flows and discount rates. The determination of value in use is obtained by the present value of estimated future cash flows, as expected to be generated by each CGU (discounted cash flow method - DCF). The cash flows are derived from the most recent approved by the administration budgets for the next three years and does not include any estimated future cash inflows or outflows expected to arise from future restructurings or from improving or enhancing the asset's performance, which is tested for impairment. The expected cash flow projections beyond the period covered by the most recent budgets, estimated by extrapolating the projections based on the budgets using a steady or declining growth rate for subsequent years, which does not exceed the long-term average growth rate for products, industries, countries in which the Group operates, or for the market in which the asset is used. The Group makes estimates and beyond the period of five years where has signed revenue contracts beyond five years as well as in cases where management believes that based on market data and historical renewals track record of the Group, it is very possible to renew relevant contracts beyond this period. Cash flow projections are based on reasonable and supportable assumptions that represent management's best estimate of the range of economic conditions that will exist over the remaining useful life of the asset, giving greater weight to external evidence. Management assesses the reasonableness of the assumptions on which its current cash flow projections are based by examining the causes of differences between past cash flow projections and actual cash flows. Management also ensures that the assumptions on which its current cash flow projections are based are consistent with past actual outcomes, provided that effects of subsequent events or circumstances, that did not exist when those actual cash flows were generated, make this appropriate. Further details are provided in note 2.4.

The carrying values of tangible and intangible assets are reassessed for possible need for impairment whenever events or circumstances indicate that the value reported on may not be recovered in accordance with the accounting principle described in the notes 2.1.8 and 2.1.10.

Income Tax Provision

The companies of the Group are subject to income taxes in numerous jurisdictions. The provision for income taxes in accordance with IAS 12 "Income Taxes" refers to the amounts expected to be paid to the tax authorities and includes provision for current income taxes and the provision for any additional taxes that may arise as a result of the audit of the tax authorities. The provision for income tax of the Group for numerous transactions require significant subjective judgment, making tax exact calculation uncertain during the ordinary course of business of the Group. The estimate may differ from the final tax due to future changes in tax legislation or to unforeseen effects of the final determination of the tax liability for each year from the tax authorities. Where the final tax resulting from tax audits differ from the amounts that were initially assessed and recorded, such differences will impact the income tax and deferred tax provisions in the period in which such determination of tax differences occurred. Further details are provided in notes 2.13 and 2.14.B.

Deferred Tax Assets

Deferred tax assets and liabilities are recognized on temporary differences between the accounting basis and the tax basis of assets and liabilities using the tax rates that have been enacted and are expected to apply in the periods when the differences are expected to be eliminated. Deferred tax assets are recognized for the deductible temporary differences and tax losses carried forward to the extent that it is probable that there will be taxable income available to be used against which the deductible temporary differences and the carry forward of unused tax losses. The Group considers the existence of future taxable income and ongoing follow a conservative tax planning strategies in assessing the recoverability of deferred tax assets. The determination of future taxable income is made through the systematic process of budgeting, at the parent company level as well as at the level of subsidiaries, which are mainly based on already signed long-term revenue contracts. Almost all of the Group's revenue (parent and subsidiaries) derives from long-term contracts signed making the risk of discrepancies between budgeted and actual revenue as low, something that applies to the costs that usually are in a proportion relationship with the revenue of the related contracts. In any case there is a system of monitoring for the verification of these budgets and conducting relevant adjustments, resulting in the safe keeping of any final discrepancies at low levels. The accounting estimates related to deferred tax assets requires management to make assumptions about the timing of future events, the probability of expected future taxable income and available tax planning possibilities. Further details are provided in Note 2.13.

Allowance for doubtful receivables

The Group impairs the value of receivables when there is evidence or indications which show that the recovery of the receivables in whole or in part is unlikely. The Group's Management periodically reassesses the adequacy of the allowance for doubtful accounts based on factors such as the credit policy, reports from the legal department for recent developments in cases handled by this, and its estimation of the influence of other factors related to the collectability requirements. Further details are provided in notes 2.7 and 2.8.

Provision for staff retirement indemnities

Liabilities for retirement benefits are calculated using actuarial methods that require management to assess specific parameters such as discount rates, future growth rates of employee wages, the future rate of employees' retirement and other factors such as the inflation rate. The Group's management estimates in the best possible way these parameters on an annual basis, for the relevant actuarial study.

Estimation of assets useful life

The Group reassesses at each year end and, when appropriate, prospectively adjusts useful lives of tangible and intangible assets that were recognized either through acquisition or business combination. These estimates take into account new data and current market conditions. Further details are provided in 2.1.8, 2.1.10 and 2.4.

Contingent liabilities

The Group reviews the status of each significant legal case on a periodic basis and assesses the potential risk, based partly on the view of legal department. If the potential loss from any litigation and legal matters is

considered probable and the amount can be reliably estimated, the Group recognizes a liability for the estimated loss. In order to determine the probability and whether the risk can be estimated reliably, a considerable degree of judgment of management is required. When additional information becomes available, the Group reassesses the potential liability related to pending litigation and legal proceedings, and estimates for the probability of an unfavorable outcome and an assessment of potential loss may be revised. Such revisions in the estimates of the potential liability could have a material effect on the financial position and income statement of the Group. Further details are provided in note 2.14.A.

Provision for impairment of inventories value

The Group recognizes inventory at the lower of cost and net realizable value. Net realizable value is the estimated selling price in the ordinary course of business, less estimated selling expenses. Provisions for impairment of inventories are formed when necessary and recognized in the income statement.

Business combination

Group when acquiring a company performs the necessary estimates in determining the fair value and the useful life of the acquired tangible and intangible assets. Future events could cause changes in the assumptions used in determining fair value with a corresponding effect on the results and equity of the Group. Further details are provided in notes 2.1.6.a

2.2 REVENUE PER SEGMENT

Intralot Group is active in about 57 countries and the segmentation of its subsidiaries is performed based on their geographical position. The financial results are presented in the following operating geographical segments:

European Union:	Greece, Italy, Malta, Cyprus, Poland, Luxembourg, Spain, United Kingdom, Nederland, Romania, Bulgaria, France, Germany, Czech Republic and Slovakia and Republic of Ireland.
Other Europe:	Russia, Moldova.
America:	USA, Peru, Brazil, Argentina, Mexico, Jamaica, Chile, Colombia, Guatemala, Dominican Republic, Suriname, Uruguay and St. Lucia.
Other Countries:	Australia, New Zealand, China, South Africa, Turkey, South Korea, Lebanon, Egypt, Azerbaijan, Taiwan and Morocco.

No two operating segments have been added.

The following information is based on the internal financial reports provided to the manager responsible for taking decisions who is the General Director. The performance of the segments is evaluated based on the sales and profit/(loss) before tax. The Group applies the same accounting policies for the financial results of the above segments as those of the consolidated financial statements. The transactions between segments are realized within the natural conditions present in the Group with similar way to that with third parties. The intragroup transactions are eliminated in group level and are included in the column "Eliminations".

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

1/1-30/09/2014

(in mio €)	European Union	Other Europe	America	Other Countries	Eliminations	Total
Sales to third parties	675,40	5,46	393,74	254,91	0,00	1.329,51
Intragroup sales	41,39	0,00	1,57	0,44	-43,40	0,00
Total Sales	**716,79**	**5,46**	**395,31**	**255,35**	**-43,40**	**1.329,51**
(Debit)/Credit interest & similar (expenses)/income	-24,33	-0,12	-1,21	3,36	-21,40	-43,70
Depreciation/Amortization	-41,00	-1,88	-19,70	-6,51	3,67	-65,42
Profit/(loss) consolidated with equity method	0,00	-0,02	0,00	-1,77	0,00	-1,79
Write-off & impairment of assets	-0,66	0,00	-0,35	0,00	0,00	-1,01
Write-off & impairment of investments	-9,36	-10,54	0,00	0,00	19,90	0,00
Doubtful provisions, write-off & impairment of receivables	-6,27	0,00	-1,15	-0,15	5,50	-2,07
Profit/ (Loss) before tax	**-19,11**	**-13,66**	**16,54**	**43,65**	**-0,15**	**27,27**
Taxes	-7,85	-0,16	-5,84	-16,68	0,00	-30,53
Profit/(Loss) after Tax	**-26,96**	**-13,82**	**10,70**	**26,97**	**-0,15**	**-3,26**

1/1-30/09/2013 [1]

(in mio €)	European Union	Other Europe	America	Other Countries	Eliminations	Total
Sales to third parties	522,57	8,25	338,43	210,71	0,00	1.079,96
Intragroup sales	49,96	0,00	8,40	0,02	-58,38	0,00
Total Sales	**572,53**	**8,25**	**346,83**	**210,73**	**-58,38**	**1.079,96**
(Debit)/Credit interest & similar (expenses)/income	-3,74	-0,10	0,09	1,51	-23,14	-25,38
Depreciation/Amortization	-41,31	-2,36	-20,19	-9,96	6,79	-67,03
Profit/(loss) consolidated with equity method	0,00	-0,02	0,00	-0,06	0,00	-0,08
Write-off & impairment of assets	-0,07	0,00	-0,15	0,00	0,00	-0,22
Write-off & impairment of investments	0,00	0,00	0,00	0,00	0,00	0,00
Doubtful provisions, write-off & impairment of receivables	-2,00	0,00	-0,28	-0,32	0,00	-2,60
Profit/ (Loss) before tax	**31,98**	**-3,61**	**6,82**	**22,73**	**-17,77**	**40,15**
Taxes	-5,81	-0,05	-4,11	-10,23	0,00	-20,2
Profit/(Loss) after Tax	**26,17**	**-3,66**	**2,71**	**12,50**	**-17,77**	**19,95**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III

Revenue per business activity:

(in thous.€)	30/9/2014	30/9/2013	Change
Licensed operations	1.081.957	805.774	34,28%
Management contracts	97.195	82.255	18,16%
Technology and support services	150.357	191.933	-21,66%
	1.329.509	**1.079.962**	**23,11%**

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2.3 TANGIBLE FIXED ASSETS

GROUP	LAND	BUILDINGS AND INST ALLATIONS	MACHINERY AND EQUIPMENT	TRANSPORT EQUIPMENT	FURNITURE AND FUXTURES	ASSETS UNDER CONSTRUCTION	OTHER TANGIBLE ASSETS	TOTAL
January 1, 2014								
Cost	8.789	25.044	320.714	4.670	124.455	1.461	4.262	489.395
Accumulated Depreciation	0	-8.912	-171.295	-2.853	-105.540	0	-1.377	-289.977
Net Book value January 1, 2014	**8.789**	**16.132**	**149.419**	**1.817**	**18.915**	**1.461**	**2.885**	**199.418**
COST								
Additions of the period	0	769	9.255	334	2.242	2.149	483	15.232
Transfer of assets from (to) other categories	0	154	3.684	-8	-3.180	-719	69	0
Transfer from (to) inventories and intangible assets	0	0	-552	0	-2	-190	0	-744
Sale of subsidiaries / Change in consolidation method	0	0	-4.417	0	0	0	0	-4.417
Disposal	0	0	-522	-150	-10	0	0	-682
Impairment / Write-off	-636	-198	-664	-267	-56	-61	0	-1.882
Net exchange differences on foreign currency translation	52	1.642	-597	56	-1.691	49	116	-373
ACCUMULATED DEPRECIATION								
Depreciation of the period	0	-1.316	-26.438	-377	-4.413	0	-442	-32.986
Disposal	0	0	390	113	0	0	0	503
Impairment / Write-off	0	76	585	193	23	0	0	877
Net exchange differences on foreign currency translation	0	-1.002	6.255	-23	1.812	0	-54	6.988
Transfer of assets from (to) other categories	0	-5	-1.514	7	1.581	0	-69	0
Transfer from (to) inventories and intangible assets	0	0	514	0	0	0	0	514
Sale of subsidiaries / Change in consolidation method	0	0	1.111	0	0	0	0	1.111
Net book value September 30, 2014	**8.205**	**16.252**	**136.509**	**1.695**	**15.221**	**2.689**	**2.988**	**183.559**
Cost	8.205	27.411	326.901	4.635	121.758	2.689	4.930	496.529
Accumulated Depreciation	0	-11.159	-190.392	-2.940	-106.537	0	-1.942	-312.970
Net Book value September 30, 2014	**8.205**	**16.252**	**136.509**	**1.695**	**15.221**	**2.689**	**2.988**	**183.559**

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GROUP	LAND	BUILDINGS AND INSTALLATIONS	MACHINERY AND EQUIPMENT	TRANSPORT EQUIPMENT	FURNITURE AND FUXTURES	ASSETS UNDER CONSTRUCTION	OTHER TANGIBLE ASSETS	TOTAL
January 1, 2013								
Cost	11.273	26.270	336.842	5.979	124.110	3.711	2.603	510.788
Accumulated Depreciation	0	-8.012	-160.656	-3.512	-97.123	0	-792	-270.095
Net Book value January 1, 2013	**11.273**	**18.258**	**176.186**	**2.467**	**26.987**	**3.711**	**1.811**	**240.693**
COST								
Additions of the period	0	657	48.945	684	5.845	1.973	1.658	59.762
Transfer of assets from (to) other categories	0	907	3.271	-211	-1.095	-3.186	314	0
Transfer from (to) inventories and intangible assets	0	83	-16	0	-204	-76	-18	-231
Additions due to acquisitions of subsidiaries	0	0	3.031	0	254	0	0	3.285
Disposal	0	0	-44.088	-1.189	-106	-422	-31	-45.836
Impairment / Write-off	-2.220	-122	-2.746	-56	-1.216	-5	-11	-6.376
Net exchange differences on foreign currency translation	-264	-2.751	-24.525	-537	-3.133	-534	-253	-31.997
ACCUMULATED DEPRECIATION								
Depreciation of the period	0	-1.520	-34.758	-637	-13.048	0	-656	-50.619
Disposal	0	0	11.367	738	70	0	28	12.203
Additions due to acquisitions of subsidiaries	0	0	-957	0	-127	0	0	-1.084
Net exchange differences on foreign currency translation	0	763	12.891	301	2.166	0	90	16.211
Transfer of assets from (to) other categories	0	0	-1.657	214	1.515	0	-72	0
Transfer from (to) inventories and intangible assets	0	-258	8	0	10	0	16	-224
Impairment / Write-off	0	115	2.467	43	997	0	9	3.631
Net book value December 31, 2013	**8.789**	**16.132**	**149.419**	**1.817**	**18.915**	**1.461**	**2.885**	**199.418**
Cost	8.789	25.044	320.714	4.670	124.455	1.461	4.262	489.395
Accumulated Depreciation	0	-8.912	-171.295	-2.853	-105.540	0	-1.377	-289.977
Net book value December 31, 2013	**8.789**	**16.132**	**149.419**	**1.817**	**18.915**	**1.461**	**2.885**	**199.418**

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COMPANY	LAND	BUILDINGS AND INSTALLATIONS	MACHINERY AND EQUIPMENT	TRANSPORT EQUIPMENT	FURNITURE AND FIXTURES	TOTAL
January 1, 2014						
Cost	3.030	4.722	1	665	74.391	82.809
Accumulated Depreciation	0	-2.601	-1	-377	-72.449	-75.428
Net Book value January 1, 2014	**3.030**	**2.121**	**0**	**288**	**1.942**	**7.381**
COST						
Additions of the period	0	118	0	0	385	503
ACCUMULATED DEPRECIATION						
Depreciation of the period	0	-151	0	-44	-1.038	-1.233
Net Book value September 30, 2014	**3.030**	**2.088**	**0**	**244**	**1.289**	**6.651**
Cost	3.030	4.840	1	665	74.776	83.312
Accumulated Depreciation	0	-2.752	-1	-421	-73.487	-76.661
Net Book value September 30, 2014	**3.030**	**2.088**	**0**	**244**	**1.289**	**6.651**

COMPANY	LAND	BUILDINGS AND INSTALLATIONS	MACHINERY AND EQUIPMENT	TRANSPORT EQUIPMENT	FURNITURE AND FIXTURES	TOTAL
January 1, 2013						
Cost	3.030	4.524	1	665	74.031	82.251
Accumulated Depreciation	0	-2.392	-1	-315	-64.036	-66.744
Net Book value January 1, 2013	**3.030**	**2.132**	**0**	**350**	**9.995**	**15.507**
COST						
Additions of the period	0	198	0	0	360	558
ACCUMULATED DEPRECIATION						
Depreciation of the period	0	-209	0	-62	-8.413	-8.684
Net Book value December 31, 2013	**3.030**	**2.121**	**0**	**288**	**1.942**	**7.381**
Cost	3.030	4.722	1	665	74.391	82.809
Accumulated Depreciation	0	-2.601	-1	-377	-72.449	-75.428
Net Book value December 31, 2013	**3.030**	**2.121**	**0**	**288**	**1.942**	**7.381**

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2.4 INTANGIBLE ASSETS

GROUP	GOODWILL	SOFTWARE	DEVELOPMENT COSTS (Internally generated) [1]	OTHER	LICENCES [2]	TOTAL
January 1, 2014						
Cost	81.800	98.304	72.048	20.096	300.363	572.611
Accumulated amortization	0	-54.822	-19.012	-7.605	-137.826	-219.265
Net Book value January 1, 2014	**81.800**	**43.482**	**53.036**	**12.491**	**162.537**	**353.346**
COST						
Additions of the period	0	11.383	3.174	1.516	6.733	22.806
Transfer of assets from (to) other categories	0	-8.012	0	0	8.012	0
Transfer from (to) inventories and tangible assets	0	147	0	0	0	147
Sale of subsidiaries / Change in consolidation method	0	-60	0	0	0	-60
Disposal	0	-780	0	-1.137	0	-1.917
Impairment / Write-off	0	-2	0	0	-3	-5
Net exchange differences on foreign currency translation	1.081	-4.583	253	1.517	-1.530	-3.262
ACCUMULATED DEPRECIATION						
Amortization of the period	0	-6.972	-3.055	-1.850	-20.552	-32.429
Disposal	0	384	0	568	0	952
Impairment / Write-off	0	1	0	0	0	1
Net exchange differences on foreign currency translation	0	4.966	-114	-751	-780	3.321
Transfer of assets from (to) other categories	0	2.047	0	0	-2.047	0
Transfer from (to) inventories and tangible assets	0	39	0	0	0	39
Sale of subsidiaries / Change in consolidation method	0	15	0	0	0	15
Net Book value September 30, 2014	**82.881**	**42.055**	**53.294**	**12.354**	**152.370**	**342.954**
Cost	82.881	96.397	75.475	21.992	313.575	590.320
Accumulated amortization	0	-54.342	-22.181	-9.638	-161.205	-247.366
Net Book value September 30, 2014	**82.881**	**42.055**	**53.294**	**12.354**	**152.370**	**342.954**

[1] The internally generated intangible assets of the Group include an individually material intangible asset of net book value € 44.962 thousand on 30/9/2014 (central operating system - LOTOS, which supports the majority of the contracts of the Group). The remaining amortization period of the central operating system is 20 years whereas additions, upgrades and improvements to this asset are constant.
[2] The Group "Licenses' include intangible assets with indefinite useful lives (Lottery Games Intellectual property rights) amounting € 2,3 million 30/9/2014.

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GROUP	GOODWILL	SOFTWARE	DEVELOPMENT COSTS (Internally generated) [1]	OTHER	LICENCES [2]	TOTAL
January 1, 2013						
Cost	82.851	95.246	60.932	19.542	289.178	547.749
Accumulated amortization	-326	-47.864	-15.196	-5.552	-114.987	-183.925
Net Book value January 1, 2013	**82.525**	**47.382**	**45.736**	**13.990**	**174.191**	**363.824**
COST						
Additions of the period	0	7.522	12.344	2.203	18.221	40.290
Transfer of assets from (to) other categories	0	12	-32	-221	241	0
Transfer from (to) inventories and tangible assets	0	383	-94	-152	-154	-17
Additions due to acquisitions of subsidiaries	15.383	1.512	0	48	0	16.943
Sale of subsidiaries/ change in consolidation method	-43	0	0	0	0	-43
Disposal	0	-4.017	0	0	0	-4.017
Impairment / Write-off	-346	-254	-8	-112	-149	-869
Net exchange differences on foreign currency translation	-16.045	-2.100	-1.094	-1.212	-6.974	-27.425
ACCUMULATED DEPRECIATION						
Amortization of the period	0	-7.923	-4.168	-2.482	-26.381	-40.954
Disposal	0	805	0	0	0	805
Additions due to acquisitions of subsidiaries	0	-1.066	0	-40	0	-1.106
Net exchange differences on foreign currency translation	0	1.187	344	402	3.099	5.032
Transfer of assets from (to) other categories	0	-56	0	-19	75	0
Transfer from (to) inventories and tangible assets	0	-127	0	-26	219	66
Impairment / Write-off	326	222	8	112	149	817
Net Book value December 31, 2013	**81.800**	**43.482**	**53.036**	**12.491**	**162.537**	**353.346**
Cost	81.800	98.304	72.048	20.096	300.363	572.611
Accumulated amortization	0	-54.822	-19.012	-7.605	-137.826	-219.265
Net Book value December 31, 2013	**81.800**	**43.482**	**53.036**	**12.491**	**162.537**	**353.346**

[1] The internally generated intangible assets of the Group include an individually material intangible asset of net book value € 43.884 thousand on 31/12/2013 (central operating system - LOTOS, which supports the majority of the contracts of the Group). The remaining amortization period of the central operating system is 20 years whereas additions, upgrades and improvements to this asset are constant.
[2] The Group "Licenses' include intangible assets with indefinite useful lives (Lottery Games Intellectual property rights) amounting € 2,3 million 31/12/2013.

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COMPANY	SOFTWARE	DEVELOPMENT COSTS (Internally generated) [1]	LICENCES	TOTAL
January 1, 2014				
Cost	40.282	58.022	22.487	120.791
Accumulated amortization	-25.414	-14.137	-15.263	-54.814
Net Book value January 1, 2014	**14.868**	**43.885**	**7.224**	**65.977**
COST				
Additions of the period	5.398	3.100	0	8.498
ACCUMULATED DEPRECIATION				
Amortization of the period	-2.575	-2.023	-954	-5.552
Net Book value September 30, 2014	**17.691**	**44.962**	**6.270**	**68.923**
Cost	45.680	61.122	22.487	129.289
Accumulated amortization	-27.989	-16.160	-16.217	-60.366
Net Book value September 30, 2014	**17.691**	**44.962**	**6.270**	**68.923**

COMPANY	SOFTWARE	DEVELOPMENT COSTS (Internally generated) [1]	LICENCES	TOTAL
January 1, 2013				
Cost	35.659	45.998	18.203	99.860
Accumulated amortization	-23.008	-11.333	-14.917	-49.258
Net Book value January 1, 2013	**12.651**	**34.665**	**3.286**	**50.602**
COST				
Additions of the period	4.623	12.024	4.284	20.931
ACCUMULATED DEPRECIATION				
Amortization of the period	-2.406	-2.804	-346	-5.556
Net Book value December 31, 2013	**14.868**	**43.885**	**7.224**	**65.977**
Cost	40.282	58.022	22.487	120.791
Accumulated amortization	-25.414	-14.137	-15.263	-54.814
Net Book value December 31, 2013	**14.868**	**43.885**	**7.224**	**65.977**

[1] The internally generated intangible assets of the Group consist of an individually material intangible asset (central operating system - LOTOS, which supports the majority of the contracts of the Group). The remaining amortization period of the central operating system is 20 years whereas additions, upgrades and improvements to this asset are constant.

Goodwill and Intangible assets with indefinite useful life impairment test

Management tests goodwill for impairment annually (31 December) or more frequently if events occur or changes in circumstances indicate that the carrying value may have been reduced in accordance with accounting practice described in note 2.1.6.a "Business Combination and Goodwill". The Group tested goodwill for impairment on 31/12/2013 and the key assumptions that are used for the determination of the recoverable amount are disclosed below. The recoverable amounts of cash generating units have been determined based on value in use calculations using appropriate estimates regarding future cash flows and discount rates.
Specifically, goodwill arising on consolidation of acquired subsidiaries and intangible assets with indefinite useful life are allocated to the following cash generating units (CGU) by geographical area, which are the operating segments for impairment testing purposes:

Carrying amount:

	Goodwill		Intangible assets with indefinite useful life	
CGU	**30/9/2014**	**31/12/2013**	**30/9/2014**	**31/12/2013**
European Union	6.561	6.583	2.300	2.300
Other Europe	0	0	0	0
America	24.011	24.327	8	9
Other countries	52.309	50.890	0	0
	82.881	**81.800**	**2.308**	**2.309**

Key assumptions:
The recoverable amount of each CGU is determined according to the calculations of value in use. The determination is obtained by the present value of estimated future cash flows expected to be generated by each CGU (discounted cash flow method - DCF). The cash flows are derived from the most recent approved by the management budgets for the next three years and do not include estimated future cash inflows or outflows expected to arise from future restructurings or from improving or enhancing the asset's performance which is tested for impairment. The expected cash flow projections beyond the period covered by the most recent budgets estimated by extrapolating the projections based on the budgets using a steady or declining growth rate for subsequent years, which does not exceed the long-term average growth rate for products, industries or countries in which the Group operates, or for the market in which the asset is used. The Group makes estimates beyond the period of five years where has signed revenue contracts beyond five years as well as in cases where management believes that based on market data and renewals track record of the Group, it is very possible the renewal of the relevant contracts beyond the five year period. Cash flow projections are based on reasonable and supportable assumptions that represent management's best estimate of the range of economic conditions that will exist over the remaining useful life of the asset, giving greater weight to external evidence. Management assesses the reasonableness of the assumptions underlying the current cash flow projections by examining the causes of differences between past cash flow projections and actual cash flows. Management also ensures that the assumptions on which its current cash flow projections are based are consistent with past actual outcomes, provided that subsequent events or circumstances that did not exist when those actual cash flows were generated make this appropriate. The use value for CGUs affected (has sensitivity) of the following key factors (assumptions):

- Sales
- Growth rate used to extrapolate cash flows beyond the budget period, and
- Discount rates

Sales:

Sales projections are derived from estimates of local management of various subsidiaries. These projections are based on careful assessments of various factors, such as past performance, estimates of growth of the local market, competition - if exists, possible changes in the institutional framework governing the gambling market, the economic situation of the gambling industry and the market in general, new opportunities such as lotteries privatizations, etc.

Sales growth rate:

CGU	2013
European Union	-1,0% - 16,9%
Other Europe	n/a
America	0,0% - 9,0%
Other countries	0,0% - 8,7%

Growth rate used to extrapolate cash flows beyond the budget period:

The factors taken into account for the calculation of the growth rate beyond the budgets period derive from external sources and include among others, the level of maturity of each market, the existence of barriers to entry for competitors, the economic situation of the market, existing competition and technology trends.

Growth rate beyond the budget period:

CGU	2013
European Union	0,0% - 2,1%
Other Europe	n/a
America	0,0% - 5,6%
Other countries	0,0% - 8,6%

Discount rates:

The discount rates represent the current market assessments of the risks personalized for each CGU, having made the necessary adjustments for the time value of money and possible risks specific to any assets that have not been included in the cash flow projections. The calculation of discount rates based on specific conditions under which the Group and its operating segments operate and calculated through the weighted average cost of capital method (WACC). The WACC takes into account both debt and equity. The cost of equity derives from the expected return that Group investors have for their investment. Cost of debt based on the interest rate of the Group loans. The specific risk of each country is incorporated by implementing individualized sensitivity factors "beta" (beta factors). The sensitivity factors "beta" evaluated annually based on published market data.

Discount rates:

CGU	2013
European Union	7,7% - 9,8%
Other Europe	n/a
America	10,1% - 28,8%
Other countries	13,0% - 15,5%

Recoverable amount sensitivity analysis:

On 31/12/13, the Group analyzed the sensitivity of the recoverable amounts in a reasonable and possible change of some of the basic assumptions (such as the change of a percentage point to the growth rate beyond the budget period and the discount rates). This analysis does not show a situation in which the carrying amount of the Group's significant CGUs exceeds their recoverable amount.

2.5 INVESTMENTS IN SUBSIDIARIES, ASSOCIATES AND JOINT VENTURES

GROUP INVESTMENT IN ASSOCIATES AND JOINT VENTURES	% Participation	Country	30/9/2014	31/12/2013 [1]
Lotrich Information Co Ltd	40%	Taiwan	4.575	4.136
Goreward Ltd Group	49,9%	China	23.873	19.586
Intralot South Africa Ltd	45%	South Africa	1.831	1.861
Uniclic Ltd Group	50%	Cyprus	236	4
Other			242	236
			30.757	**25.823**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III
Also included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - note 2.15.A.III

INTRALOT SA INVESTMENT IN ASSOCIATES AND JOINT VENTURES	% Participation	Country	30/9/2014	31/12/2013 [2]
Lotrich Information Co Ltd	40%	Taiwan	5.131	5.131
Intralot South Africa Ltd	45%	South Africa	2.300	2.300
			7.431	**7.431**

[2] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - note 2.15.A.III

INTRALOT SA INVESTMENT IN SUBSIDIARIES	% Participation	Country	30/9/2014	31/12/2013
Intralot De Peru SAC	99,98%	Peru	15.759	15.759
Intralot Holdings International Ltd	100%	Cyprus	8.464	8.464
Intralot Australia Pty Ltd	100%	Australia	114	114
Betting Company S.A.	95%	Greece	139	139
Inteltek Internet AS	20%	Turkey	67.326	67.326
Bilyoner Interactif Hizmelter AS	50,01%	Turkey	10.751	10.751
Intralot Global Securities BV	100,00%	Nederland	57.028	55.028
Loteria Moldovei SA	47,90%	Moldova	656	656
Intralot Iberia Holdings S.A.	100%	Spain	5.638	5.638
Other			214	214
			166.089	**164.089**

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2.6 OTHER FINANCIAL ASSETS

Other financial assets which in total have been classified by the Group as «Available for sale» and «Held to maturity» are analyzed as follows:

	GROUP		COMPANY	
	30/9/2014	31/12/2013 [1]	30/9/2014	31/12/2013 [1]
Opening Balance	**47.061**	**9.619**	**6.411**	**1.547**
Purchases	0	36.716	0	0
Return of Capital	-3.150	0	-3.150	0
Exchange of bank deposits with shares	0	786	0	0
Exchange of financial instrument with shares	0	26	0	0
Disposals	-3.440	-9.028	0	-1.020
Fair value revaluation	-3.299	5.457	-3	-86
Change in the consolidation method	0	4.379	0	5.970
Foreign exchange differences	46	-894	0	0
Closing balance	**37.218**	**47.061**	**3.258**	**6.411**
Quoted securities	3.536	6.963	39	43
Unquoted securities	33.682	40.098	3.219	6.368
Total	**37.218**	**47.061**	**3.258**	**6.411**
Long-term Financial Assets	36.901	43.476	3.258	6.411
Short-term Financial Assets	317	3.585	0	0
Total	**37.218**	**47.061**	**3.258**	**6.411**

[1] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - note 2.15.A.III

2.7 OTHER LONG TERM RECEIVABLES

	GROUP		COMPANY	
	30/09/2014	31/12/2013[1]	30/09/2014	31/12/2013
Receivables	151	2.654	0	0
Receivables from related parties (note 2.15.E)	6.501	5.954	0	0
Guarantees	3.593	2.441	0	0
Minus: Provisions	-7.700	-7.000	0	0
Other receivables	73.266	73.472	467	438
	75.811	**77.521**	**467**	**438**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III

Reconciliation of changes in provisions for impairment of long-term receivables

	GROUP		COMPANY	
	30/09/2014	31/12/2013[1]	30/09/2014	31/12/2013
Opening Balance	**-7.000**	**0**	**0**	**0**
Bad debt provisions [2]	-700	-7.000	0	0
Closing Balance	**-7.700**	**-7.000**	**0**	**0**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III
[2] Relating to impairment of receivables from debtors (third parties outside the Group) derived from commercial transactions in the ordinary course of business.

2.8 TRADE AND OTHER SHORT TERM RECEIVABLES

	GROUP		COMPANY	
	30/9/2014	**31/12/2013 [1]**	**30/9/2014**	**31/12/2013**
Trade receivables [3]	123.183	128.812	52.693	61.491
Receivables from related parties (note 2.15.E)	33.162	40.431	142.932	173.046
Other receivables [2]	48.068	39.133	22.122	15.269
Less: Provisions	-13.758	-13.190	-87.461	-91.175
Prepaid expenses and other receivables	30.830	26.129	9.368	7.667
	221.485	**221.315**	**139.654**	**166.298**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III
[2] In the Group at 30/09/2014 are included time deposits maturing beyond three months amounting to € 206 thousand and at 31/12/2013 € 616 thousand.
[3] The account trade receivables of the Company and the Group include a receivable from the "Hellenic Organization of Horse Racing S.A." (ODIE) amounting to € 22,4 million (31/12/2013: € 19,4 million) that was overdue by the reporting date and had not been impaired. To its all this requirement is covered by collateral as disclosed in note 2.14.A.r "Contingent liabilities" - "Litigation cases". We also note that the Company continued and continues to provide services to ODIE because it appreciates and assesses the risk of non-collectability as minimum, given both the public character of ODIE, and the reception of physical collateral (first mortgage and note of mortgage) on a property of ODIE (Markopoulos facilities). The record of the above physical collateral, was made for the amount of € 20,9 million against the real estate and the facilities of ODIE in Markopoulos, that have a multiple fair value, making the collection of the claim as fully secured.

Reconciliation of changes in provisions for impairment of short-term receivables	GROUP		COMPANY	
	30/09/2014	**31/12/2013**	**30/09/2014**	**31/12/2013**
Opening Balance	**-13.190**	**-10.770**	**-91.175**	**-49.956**
Provisions for the period for receivable from affiliates [1]	0	0	0	-39.528
Provisions for the period for receivable from debtors [2]	-602	-3.049	0	-2.000
Provisions utilized for receivables from affiliates	0	0	1.930	309
Provisions utilized for receivables from debtors	1	3	0	0
Reversed provisions for receivables from affiliates	0	0	1.784	0
Reversed provisions for receivables from debtors	0	0	0	0
Foreign exchange differences	33	626	0	0
Closing Balance	**-13.758**	**-13.190**	**-87.461**	**-91.175**

[1] Relating to impairment provision of receivables from subsidiaries derived either from machinery and equipment sales and services rendered or from loan contracts.

[2] Relating to impairment provision of receivables from debtors (third parties outside the Group) derived from commercial transactions in the ordinary course of business.

2.9 CASH AND CASH EQUIVALENTS

Bank current accounts are either non-interest bearing or interest bearing and yield income at the daily bank interest rates.

The short term deposits are made for periods from one day to three months depending on the Group's cash requirements and yield income at the applicable prevailing interest rates.

For the purposes of the Statement of Cash Flows, cash and cash equivalents consist of**:**

	GROUP		COMPANY	
	30/9/2014	**31/12/2013 [1]**	**30/9/2014**	**31/12/2013**
Cash and bank current accounts	180.512	133.062	9.278	2.737
Short term time deposits	18.971	10.231	5.546	2.394
	199.483	**143.293**	**14.824**	**5.131**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III

The time deposits denominated in foreign currency relate mainly to currency exchange contracts (which have the nature of a time deposit and not of a derivative financial asset).

2.10 OTHER LONG TERM LIABILITIES

	GROUP		COMPANY	
	30/9/2014	**31/12/2013**	**30/9/2014**	**31/12/2013**
Guarantees	12.856	11.211	0	0
Amounts due to related parties (Note 2.15.E)	35	32	0	0
Other long-term liabilities	648	881	0	0
	13.539	**12.124**	**0**	**0**

2.11 TRADE AND OTHER SHORT TERM LIABILITIES

	GROUP		COMPANY	
	30/9/2014	**31/12/2013 [1]**	**30/9/2014**	**31/12/2013**
Trade Creditors	60.673	78.661	7.068	22.282
Amounts due to related parties (Note 2.15.E)	29.349	32.139	60.559	65.545
Winnings	17.367	20.528	0	0
Other Payables [2]	43.775	38.935	3.300	5.293
Taxes	9.938	10.685	1.109	1.937
Dividends payable	89	416	85	85
	161.191	**181.364**	**72.121**	**95.142**

[1] Including restated figures according to IFRS 11 – 2.15.A.III
[2] There are included financial derivatives with total value on 30/09/2014 € 571 thousand (31/12/2013 € 1.061 thousand) for the Group and on 31/12/2013 € 165 thousand for the Company.

2.12 FINANCIAL ASSETS AND LIABILITIES

The financial assets and liabilities of the Group, excluding cash and cash equivalents are analyzed as follows:

30/09/2014

Financial assets:	**Loans and receivables**	**Available for sale financial assets**	**Financial assets held to maturity**	**Total**
Trade receivables	123.334	0	0	**123.334**
Receivables from related parties (Note 2.15.E)	39.663	0	0	**39.663**
Prepaid expenses and other receivable	155.757	0	0	**155.757**
Bad debtors provisions	-21.458	0	0	**-21.458**
Other quoted financial assets	0	3.536	0	**3.536**
Other unquoted financial assets	0	33.365	317	**33.682**
Total	**297.296**	**36.901**	**317**	**334.514**
Long term	75.811	36.901	0	**112.712**
Short term	221.485	0	317	**221.802**
	297.296	**36.901**	**317**	**334.514**

31/12/2013 [1]

Financial assets:	**Loans and receivables**	**Available for sale financial assets**	**Financial assets held to maturity**	**Total**
Trade receivables	131.466	0	0	**131.466**
Receivables from related parties (Note 2.15.E)	46.385	0	0	**46.385**
Prepaid expenses and other receivable	141.175	0	0	**141.175**
Bad debtors provisions	-20.190	0	0	**-20.190**
Other quoted financial assets	0	6.963	0	**6.963**
Other unquoted financial assets[2]	0	36.513	3.585	**40.098**
Total	**298.836**	**43.476**	**3.585**	**345.897**
Long term	77.521	43.476	0	**120.997**
Short term	221.315	0	3.585	**224.900**
	298.836	**43.476**	**3.585**	**345.897**

[1] Including restated figures according to IFRS 11 – 2.15.A.III
[2] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - 2.15.A.III

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Financial liabilities	Financial liabilities measured at amortized cost	Financial liabilities at fair value through profit and loss	Financial liabilities at fair value through other comprehensive income	Total
Trade Payables	60.673	0	0	**60.673**
Payables to related parties (Note 2.15.E)	29.384	0	0	**29.384**
Other liabilities	84.102	0	0	**84.102**
Derivatives	0	571	0	**571**
Borrowing and finance lease	600.782	0	0	**600.782**
Total	**774.941**	**571**	**0**	**775.512**
Long term	585.928	0	0	**585.928**
Short term	189.013	571	0	**189.584**
	774.941	**571**	**0**	**775.512**

31/12/2013 [1]

Financial liabilities	Financial liabilities measured at amortized cost	Financial liabilities at fair value through profit and loss	Financial liabilities at fair value through other comprehensive income	Total
Trade Payables	78.661	0	0	**78.661**
Payables to related parties (Note 2.15.E)	32.171	0	0	**32.171**
Other liabilities	81.596	0	0	**81.596**
Derivatives	0	317	744	**1.061**
Borrowing and finance lease	546.477	0	0	**546.477**
Total	**738.905**	**317**	**744**	**739.966**
Long term	381.682	0	0	**381.682**
Short term	357.223	317	744	**358.284**
	738.905	**317**	**744**	**739.966**

[1] Including restated figures according to IFRS 11 – 2.15.A.III

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Below is the analysis of the financial assets and liabilities of the Company other than cash and cash equivalents:

30/09/2014

Financial assets:	**Loans and receivables**	**Available for sale financial assets**	**Financial assets held to maturity**	**Total**
Trade receivables	52.693	0	0	**52.693**
Receivables from related parties (Note 2.15.E)	142.932	0	0	**142.932**
Prepaid expenses and other receivable	31.957	0	0	**31.957**
Bad debtors provisions	-87.461	0	0	**-87.461**
Other quoted financial assets	0	39	0	**39**
Other unquoted financial assets	0	3.219	0	**3.219**
Total	**140.121**	**3.258**	**0**	**143.379**
Long term	467	3.258	0	**3.725**
Short term	139.654	0	0	**139.654**
	140.121	**3.258**	**0**	**143.379**

31/12/2013

Financial assets:	**Loans and receivables**	**Available for sale financial assets**	**Financial assets held to maturity**	**Total**
Trade receivables	61.491	0	0	**61.491**
Receivables from related parties (Note 2.15.E)	173.046	0	0	**173.046**
Prepaid expenses and other receivable	23.374	0	0	**23.374**
Bad debtors provisions	-91.175	0	0	**-91.175**
Other quoted financial assets	0	43	0	**43**
Other unquoted financial assets[1]	0	6.368	0	**6.368**
Total	**166.736**	**6.411**	**0**	**173.147**
Long term	438	6.411	0	**6.849**
Short term	166.298	0	0	**166.298**
	166.736	**6.411**	**0**	**173.147**

[1] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - 2.15.A.III

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30/09/2014

Financial liabilities	Financial liabilities measured at amortized cost	Financial liabilities at fair value through profit and loss	Financial liabilities at fair value through other comprehensive income	Total
Trade Payables	7.068	0	0	**7.068**
Payables to related parties (Note 2.15.E)	60.559	0	0	**60.559**
Other liabilities	4.494	0	0	**4.494**
Derivatives	0	0	0	**0**
Borrowing and finance lease	242.182	0	0	**242.182**
Total	**314.303**	**0**	**0**	**314.303**
Long term	235.042	0	0	**235.042**
Short term	79.261	0	0	**79.261**
	314.303	**0**	**0**	**314.303**

31/12/2013

Financial liabilities	Financial liabilities measured at amortized cost	Financial liabilities at fair value through profit and loss	Financial liabilities at fair value through other comprehensive income	Total
Trade Payables	22.282	0	0	**22.282**
Payables to related parties (Note 2.15.E)	65.545	0	0	**65.545**
Other liabilities	7.150	0	0	**7.150**
Derivatives	0	0	165	**165**
Borrowing and finance lease	232.474	0	0	**232.474**
Total	**327.451**	**0**	**165**	**327.616**
Long term	223.042	0	0	**223.042**
Short term	104.409	0	165	**104.574**
	327.451	**0**	**165**	**327.616**

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Estimated fair value

Below is a comparison by category of carrying amounts and fair values of financial assets and liabilities of the Group and of the Company as at 30 September 2014 and 31 December 2013:

	GROUP			
	Carrying Amount		Fair Value	
Financial Assets	**30/9/2014**	**31/12/2013 [1]**	**30/9/2014**	**31/12/2013**
Other long-term financial assets - classified as "available for sale" [2]	36.901	43.476	36.901	43.476
Other long-term receivables	75.811	77.521	75.811	77.521
Trade and other short-term receivables	221.485	221.315	221.485	221.315
Other short-term financial assets - classified as "Held to maturity" [3]	317	3.585	317	3.585
Cash and cash equivalents	199.483	143.293	199.483	143.293
Total	**533.997**	**489.190**	**533.997**	**489.190**
Financial Liabilities				
Long-term loans	561.329	350.315	601.755	384.058
Other long-term liabilities	13.539	12.124	13.539	12.124
Liabilities from finance leases	11.060	19.243	11.060	19.243
Trade and other short term payables	161.191	181.364	161.191	181.364
Short-term loans and portion of long-term loans payable within next year	28.393	176.920	28.675	178.173
Total	**775.512**	**739.966**	**816.220**	**774.962**

[1] Including restated figures according to IFRS 11 – 2.15.A.III
[2] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - 2.15.A.III
[3] Represent corporate bonds held to maturity are measured at amortized cost

	COMPANY			
	Carrying Amount		Fair Value	
Financial Assets	**30/9/2014**	**31/12/2013**	**30/9/2014**	**31/12/2013**
Other long-term financial assets - classified as "available for sale" [1]	3.258	6.411	3.258	6.411
Other long-term receivables	467	438	467	438
Trade and other short-term receivables	139.654	166.298	139.654	166.298
Cash and cash equivalents	14.824	5.131	14.824	5.131
Total	**158.203**	**178.278**	**158.203**	**178.278**
Financial Liabilities				
Long-term loans	235.042	223.042	235.042	223.042
Trade and other short term payables	72.121	95.142	72.121	95.142
Short-term loans and portion of long-term loans payable within next year	7.140	9.432	7.140	9.432
Total	**314.303**	**327.616**	**314.303**	**327.616**

[1] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - 2.15.A.III

The management estimated that the carrying value of cash and cash equivalents, trade and other receivables, trade and other payables approximates their fair value, primarily because of their short term maturities.

Fair value hierarchy

The Group classifies fair value measurements using a fair value hierarchy that reflects the significance of inputs used in making the measurements to them. The levels of the fair value hierarchy are as follows:

Level 1: official quoted prices (unadjusted) in markets with significant volume of transactions for similar assets or liabilities

Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices)

Level 3: inputs for the asset or liability that are not based on observable market data (unobservable inputs).The Group and the Company held on 30/9/2014 the following assets and liabilities measured at fair value:

GROUP	**Fair Value 30/9/2014**	**Fair value hierarchy**		
		Level 1	**Level 2**	**Level 3**
Financial assets measured at fair value				
Other financial assets classified as "Available for sale"	**36.901**	**3.536**	**0**	**33.365**
- Quoted shares	*3.536*	*3.536*	*0*	*0*
- Unquoted shares	*33.365*	*0*	*0*	*33.365*
Derivative financial instruments	**0**	**0**	**0**	**0**
Financial liabilities measured at fair value				
Derivative financial instruments	**571**	**0**	**571**	**0**

COMPANY	**Fair Value 30/9/2014**	**Fair value hierarchy**		
		Level 1	**Level 2**	**Level 3**
Financial assets measured at fair value				
Other financial assets classified as "Available for sale"	**3.258**	**39**	**0**	**3.219**
- Quoted shares	*39*	*39*	*0*	*0*
- Unquoted shares	*3.219*	*0*	*0*	*3.219*
Derivative financial instruments	**0**	**0**	**0**	**0**
Financial liabilities measured at fair value				
Derivative financial instruments	**0**	**0**	**0**	**0**

During 2014 there were no transfers between Level 1 and Level 2 of the fair value hierarchy, no transfers to and from Level 3.

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The Group and the Company held on 31/12/2013 the following assets and liabilities measured at fair value:

GROUP	Fair Value 31/12/2013	Fair value hierarchy		
		Level 1	Level 2	Level 3
Financial assets measured at fair value				
Other financial assets classified as "Available for sale" [1]	**43.476**	**6.963**	**0**	**36.513**
- Quoted shares	6.963	6.963	0	0
- Unquoted shares [1]	36.513	0	0	36.513
Derivative financial instruments	**0**	**0**	**0**	**0**
Financial liabilities measured at fair value				
Derivative financial instruments	**1.061**	**0**	**1.061**	**0**

[1] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - note 2.15.A.III

COMPANY	Fair Value 31/12/2013	Fair value hierarchy		
		Level 1	Level 2	Level 3
Financial assets measured at fair value				
Other financial assets classified as "Available for sale" [1]	**6.411**	**43**	**0**	**6.368**
- Quoted shares	43	43	0	0
- Unquoted shares [1]	6.368	0	0	6.368
Derivative financial instruments	**0**	**0**	**0**	**0**
Financial liabilities measured at fair value				
Derivative financial instruments	**165**	**0**	**165**	**0**

[1] Included in the Group and the Company on 31.12.13 reclassification (for investments in non-consolidated companies) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation - note 2.15.A.III

During 2013 there were no transfers between Level 1 and 2 in the hierarchy of fair value or transfer in and out of Level 3.

Reconciliation for recurring fair value measurements classified in the 3rd level of the fair value hierarchy:

	GROUP	COMPANY
Unquoted shares		
Balance 1/1/2013	**418**	**398**
Purchases	31.716	0
Change of consolidation method	4.379	5.970
Balance 31/12/2013	**36.513**	**6.368**
Return of capital	-3.150	-3.150
Foreign exchange differences	2	0
Balance 30/9/2014	**33.365**	**3.219**

Valuation methods and assumptions

The fair value of the financial assets and liabilities is the amount at which the asset could be sold or the liability transferred in a current transaction between market participants, other than in a forced or liquidation sale.

The following methods and assumptions are used to estimate the fair values:

- Fair value of the quoted shares (classified as "Available for sale") derives from quoted market closing prices in active markets at the reporting date.
- Fair value of the unquoted shares (classified as "Available for sale") is estimated by reference to the current market value of another item substantially similar or using a DCF model. The valuation through the DCF model requires management to make certain assumptions about the model inputs, including forecast cash flows, the discount rate, credit risk and volatility. The probabilities of the various estimates within the range can be reasonably assessed and are used in management's estimate of fair value for these unquoted equity investments.
- Fair value of the quoted bonds is based on price quotations at the reporting date. The fair value of unquoted instruments, loans from banks and other financial liabilities, obligations under finance leases, as well as other non-current financial liabilities is estimated by discounting future cash flows using rates currently available for debt on similar terms, credit risk and remaining maturities.
- The Group uses derivative financial instruments such as forward currency contracts, interest rate swaps, currency swaps and other derivatives in order to hedge risks related to interest rates and foreign currency fluctuations. Such derivative financial instruments are measured at fair value at each reporting date. The fair value of these derivatives is measured mainly by reference of the market value and is verified by the financial institutions.

Description of significant unobservable inputs to valuation:

The fair value of unquoted shares (classified as "Available for sale") except that it is sensitive to a reasonably possible change in the forecast cash flows and the discount rate, is also sensitive to a reasonably possible change in growth rates. The valuation requires management to use unobservable inputs in the model, of which the most significant are disclosed in the tables below. The management regularly assesses a range of reasonably possible alternatives for those significant unobservable inputs and determines their impact on the total fair value.

As at 30 September 2014:

Unquoted shares (classified as "Available for sale")

Valuation method	Significant unobservable inputs	Range (Weighted Average)
DCF	Sales growth rate	0.0% - 64.4% (25.7%)
	Growth rate beyond budgets period	2.2% - 6.0% (2.3%)
	Discount rates (WACC)	10.0% - 10.8% (10.8%)

Sensitivity analysis of recoverable amounts:

On 30/9/14, the Group analyzed the sensitivity of the recoverable amounts in a reasonable and possible change in any of the above significant unobservable inputs (i.e. the change of one percentage point in the growth rate beyond the budgets period and discount rates). This analysis did not show a situation in which the carrying amount of the Group's significant investments in unquoted shares exceeds their recoverable amount.

2.13 INCOME TAXES

The Group calculates income taxes for the interim period using the tax rate that would be applicable to expected total annual earnings.

	GROUP	
	1/1-30/9/2014	**1/1-30/9/2013 [1]**
Current income taxes	22.040	16.878
Deferred income taxes	8.493	3.320
Total income tax expense reported in income statement	**30.533**	**20.198**

[1] Including restated figures according to IFRS 11 – note 2.15.A.III

	COMPANY	
	1/1-30/9/2014	**1/1-30/9/2013**
Current income taxes	0	0
Deferred income taxes	6.808	5.119
Total income tax expense reported in income statement	**6.808**	**5.119**

2.14 CONTINGENT LIABILITIES

A. <u>LITIGATION CASES</u>

a. On 5th September 2005 an action was served to the company, filed by the company "IPPOTOUR S.A.", against the company and the company "OPAP S.A.". The plaintiff "IPPOTOUR S.A." requested to be acknowledged that the contract signed between OPAP S.A. and the Company should not grant to the latter the right to operate any kind of wagering game on Greek or foreign horse racing, that "OPAP S.A" should not have the right to operate any kind of wagering game on horse racing and that "OPAP S.A." and the company should be excluded from the operation and organization of betting games on horse racing. The hearing of the case had been set for 14th February 2008 when the hearing was postponed for 8th October 2009; at that date the hearing was cancelled due to the national elections. No summons for the schedule of a new hearing date has been served to the company until now. By virtue of the above mentioned action the plaintiff withdrew of the action filed against the Company and OPAP SA on 10th January 2003 with the same content, which was set to be heard on 18th May 2005, on which date the said hearing was cancelled. The Legal Department of the Company considers that, in case of the hearing of the case, the above-mentioned action would not be successful.

b. On 4th January 2005 OPAP S.A. submitted a notice of proceedings to "Betting Company S.A." regarding a lawsuit that was filed against OPAP S.A. before the Multi-member Court of First Instance of Athens, with which the plaintiff claims the payment of the amount of €3.668.378,60 plus accrued interests from OPAP S.A., pleading that OPAP S.A. should pay this amount to him as profit, in addition to the amount already paid to him. Since Betting Company S.A. has a legitimate interest in OPAP S.A. winning the lawsuit, Betting Company S.A., the companies INTRALOT S.A. and INTRALOT INTERNATIONAL LTD proceeded to an additional joint intervention in favour of OPAP S.A.; this was scheduled for hearing on 3rd May 2007 but following a petition for precipitation of the plaintiff the case was heard on 1st December 2005. By its decision No 2412/2006 the Multi-member Court of

First Instance of Athens ruled in favour of the lawsuit of the plaintiff and, following the restriction by the plaintiff of his petition to a lawsuit for acknowledgement of the debt, the Court acknowledged the obligation of OPAP S.A to pay to the plaintiff the amount of € 3.668.378,60. OPAP S.A and the aforementioned companies filed an appeal on 28/6/2006 which had been rejected by the Athens Court of Appeals with its decision no. 6377/2007. The defendants filed an appeal before the Supreme Court which was heard on 9th November 2009 and decision no. 1252/2010 was issued accepting the appeal and referring back the case to the Athens Court of Appeals which vindicated the defendants and dismissed the lawsuit with its decision no. 5189/2012. For the above case a provision had been made which has been reversed. On 23rd July 2014 an application for cassation has been served to the company; date of hearing was scheduled on 15th December 2014.

c. INTRALOT filed before Multi-member Court of First Instance of Athens its civil lawsuit dated 12th May 2005 against Mr. K. Thomaidis, claiming the payment of sum of € 300.000 as pecuniary compensation for moral damage. The case was scheduled for hearing on 26th January 2006. On 18th January 2006 the company was served with an action filed by Mr. K. Thomaidis on 9th January 2006, before the Multi-member Court of First Instance of Athens with which the plaintiff claims the payment of sum of €300.000 as pecuniary compensation for moral damage. The case was scheduled for hearing on 14th December 2006. The suit of INTRALOT against Mr. K. Thomaidis was postponed to be heard on 14th December 2006. The two lawsuits have been heard together and the decision no 7936/2007 was issued declaring the lawsuit dated 9th January 2006 of Mr. Thomaidis as cancelled and accepting partially INTRALOT's lawsuit dated 12th May 2005. Until now, no appeal against this decision has been served to the company.

d. Against (a) publishing company "I. Sideris – Andreas Sideris Sons O.E.", (b) the Foundation of Economic and Industrial Researches (IOBE), (c) Mr. Theodosios Palaskas, Director of Research of IOBE, (d) the Kokkalis Foundation, and (e) INTRALOT, a lawsuit of Mr. Charalambos Kolymbalis, was filed on 8th March 2007 before the Multi-member Athens Court of First Instance. With his lawsuit, the plaintiff requests to be recognized as the sole creator of the project entitled "The financial consequences of sports in Greece" and his intellectual property right on this, and that the amount of € 300.000 to be paid to him as monetary compensation for moral damages. Date of the hearing was set the 20th February 2008 when it was postponed for 4th March 2009 and then again for 24th February 2010; on that date the hearing of the case was cancelled due to strike of the judicial secretaries. New hearing date was scheduled the 23rd May 2012 when the case was heard and the decision no. 5724/2012 of the Athens Multi-member Court of First Instance was issued which dismissed the lawsuit. No appeal has been served to the company until now.

e. On 26th July 2011 an action was served to INTRALOT SA and the company "Interstar Security LTD" from a former employee of INTRALOT SA claiming the payment of € 500.000 as compensation for moral damage. The hearing had been initially set for 6th March 2014 when it was postponed for 10 November 2016.

f. The Company and its subsidiary "Intralot International Limited" and Mr. Socratis P. Kokkalis, filed before the Athens Multi-member Court of First Instance their lawsuit dated 1st November 2012 against the company "Glory Technology Limited" having its registered offices in Cyprus and Mr. Athanassios K. Ktorides, resident of Cyprus, requesting to compel the defendants to pay, jointly and severally, because of slander and their unfair competitive behaviour:

- to the first plaintiff (Intralot) the amount of € 72.860.479,78 (including monetary compensation for moral damages amounting to € 25.000.000) with the legal interest as from the service of the lawsuit
- to the second plaintiff (Intralot International Limited) the amount of € 5.019.081,67 (including monetary compensation for moral damages amounting to € 5.000.000) with the legal interest as from the service of the lawsuit; and
- to the third plaintiff (Mr. Socratis P. Kokkalis) the amount of € 50.424.019,73 (including monetary compensation for moral damages amounting to €25.000.000) with the legal interest as from the service of the lawsuit.

The Athens Multi-member Court of First Instance issued its decision partially accepting the lawsuit; "Glory Technology Limited" is obliged to pay €50.000 to the first plaintiff, €25.000 to the second plaintiff and € 25.000 to the third plaintiff. No legal means have been filed against this decision.

On the other hand, the company "Glory Technology Limited" and Mr. Athanassios K. Ktorides filed before the same court their lawsuit dated 19 March 2013 claiming that with the filing of the abovementioned lawsuit (from which unfair competitive behaviour results, as they allege) moral damage was caused to them. With their lawsuit, the plaintiffs were requesting from the court to compel the Company, "Intralot International Limited" and Mr. Socratis Kokkalis to pay jointly and severally monetary compensation for moral damages amounting to € 25.000.000 to each of the plaintiffs. The hearing of the case had been scheduled for 16th October 2013. On 23rd September 2013, the plaintiffs withdrew from the action.

g. In Turkey, GSGM filed on 23rd January 2006 before the Court of First Instance of Ankara a declaratory action against the 45% subsidiary company Inteltek requesting to be recognized that the calculation of the player's excess payout of the fixed odds betting games, as per their contract, is effected at the end of each separate semester as opposed to on a cumulative basis at the end of the contract. The decision issued in 2007 by the Court of First Instance of Ankara vindicated Inteltek. GSGM filed an appeal which was rejected by the court. GSGM filed an appeal against this decision which was rejected and the decision was finalized.

Inteltek had made a provision of TRY 3,3 million (€ 1,2 m) plus TRY 1,89 million (€ 657k) relating to interest in its financial statements due to the probability of a negative outcome of the case which henceforth has been removed following the Court of First Instance of Ankara decision. Moreover, Inteltek claimed the amount of TRY 2,34 million (€ 813k) (plus interest) which was paid in the 1st and 3rd reconciliation periods. Inteltek has initiated a lawsuit on 21st February 2008 to collect this amount. On 19th March 2009 the court vindicated Inteltek. GSGM filed an appeal against this decision and the appeal was accepted. Inteltek applied for the correction of the decision that was rejected by the higher court which returned the case to the court of first instance. The court of first instance on June 29, 2011 decided to insist on its initial judgment in favour of Inteltek. GSGM filed

an appeal and the General Assembly of the Supreme Court of Appeals decided that the decision of the court of first instance on insisting is sufficient and the lawsuit file should be send to a chamber of the Supreme Court of Appeals for evaluation of the appeal requests of GSGM. The Supreme Court vindicated Inteltek and GSGM requested the correction of the decision. Inteltek requested the receivable from GSGM and GSGM paid the amount subject to the lawsuit on 13/12/2012 ie TL 5.797.372,24 (€2.014.445). The Supreme Court rejected the application for the correction of the decision and the decision was finalized.

h. In Turkey, GSGM filed before the Ankara Tax Court a lawsuit against the local Tax Authority requesting the annulment of a penalty amounting to TRY 5.075.465 (€1.763.600) imposed on GSGM, since the Tax Authority considers that stamp duty should have been paid by GSGM also for the second copy of the contract dated 29th August 2008 with Inteltek as well as for the letter of guarantee securing the minimum turnover of GSGM games. Inteltek intervened in the case before the abovementioned court in favour of GSGM because, according to the contract dated 29th August 2008, GSGM may request from Inteltek the amount that will be finally obliged to pay. The decision issued by the court vindicates GSGM and Inteltek and the abovementioned penalty was cancelled. The Tax Authority filed an appeal which is pending.

i. In Turkey, INTRALOT filed on 21st May 2009, before the Istanbul Court of First Instance a lawsuit against the company Teknoloji Holding A.Ş. ("Teknoloji") requesting from Teknoloji the amount of TRY 1.415.000 (€491.678) on the ground of unjust enrichment, since INTRALOT unjustly paid taxes which Teknoloji had to pay on dividends distributed by Inteltek. At the hearing of 15th September 2011 the court issued its decision and vindicated INTRALOT for the total amount claimed. INTRALOT filed an appeal for the time of the calculation of the interest and for the amount of the overdue interest, while Teknoloji filed an appeal complaining for the reasoning of the decision. A decision was issued vindicating finally INTRALOT and resolving that the total amount of TRY 2.143.566 (€744.837) plus the amount of TRY 482.696 (€167.725) as additional interest to be paid to INTRALOT. The relevant amount was paid by the defendant and the case is closed.

j. In Colombia, INTRALOT, on 22nd July 2004, entered into an agreement with an entity called Empresa Territorial para la salud ("Etesa"), under which it was granted with the right to operate games of chance in Colombia. In accordance with terms of the abovementioned agreement, INTRALOT has submitted an application to initiate arbitration proceedings against Etesa requesting to be recognized that there has been a disruption to the economic balance of abovementioned agreement to the detriment of INTRALOT and for reasons not attributable to INTRALOT and that Etesa to be compelled to the modification of the financial terms of the agreement in the manner specified by INTRALOT as well as to pay damages to INTRALOT (including damages for loss of profit) or alternatively to terminate now the agreement with no liability to INTRALOT. The arbitration court adjudicated in favour of Etesa the amount of 23,6 billion Colombian pesos (€9,2m). The application for annulment of the arbitration award filed by INTRALOT before the High Administrative Court was rejected. The Company filed a lawsuit before the Constitutional Court which was rejected. The Company has created relative provision in its financial statements part of which (€ 3m) has already

been used for the payment to Etesa of a letter of guarantee amounting to 7.694.081.042 Colombian pesos.

k. Against the subsidiary Intralot Holdings International Ltd., a shareholder of LOTROM SA and against LOTROM SA, another shareholders of LOTROM SA, Mr. Petre Ion filed a lawsuit before the competent court of Bucharest requesting that Intralot Holdings International Ltd to be obliged to purchase his shares in LOTROM SA for € 2.500.000 and that LOTROM SA to be obliged to register in the shareholders book such transfer. Following the hearing of 28th September 2010 a decision of the court was issued accepting the lawsuit of the plaintiff. Intralot Holdings International Ltd and LOTROM SA filed an appeal which was rejected. The abovementioned companies further filed a recourse before the Supreme Court which was heard and rejected. Mr. Petre Ion initiated an enforcement procedure of the above decision in Romania. The companies will exercise legal means against the enforcement procedure according to the provisions of the Romanian laws.

l. Mr. Petre Ion filed in Romania a lawsuit against Intralot Holdings International Ltd and LOTROM requesting to issue a decision to replace the share purchase contract of its shares in LOTROM SA for € 2.500.000 (for which he had filed the above lawsuit) and to oblige Intralot Holdings International Ltd a) to pay the amount of € 400.000 as tax on the above price, b) to sign on the shareholders book for the transfer of the shares, c) to pay the price of the transfer and the legal costs. The Court of First Instance rejected Mr. Petre Ion's lawsuit. Mr. Petre Ion filed an appeal which was heard on 4 November 2014 and the issue of the decision is pending.

m. On 24 April 2013 the Company was notified of the existence of a research conducted by the Competition Board of Romania in relation to the contract signed in 2003 with Compania Nationala Loteria Romana regarding the Videolotto program. The Competition Board of Romania imposed a fine to the Company amounting to 5.541.874 ROL (€1.256.604) and to the subsidiary LOTROM to 512.469 ROL (€116.201). The Company and its subsidiary LOTROM filed a lawsuit against the respective decision requesting its annulment and the suspension of its execution. The applications for the suspension of validity of the above decision of the Competition Board were rejected and the Company and its subsidiary LOTROM filed appeals. Also, an application for the suspension of execution was filed by Intralot, scheduled to be heard on 13 November 2014. Finally, in relation to the applications for annulment of the decision of the Competition Board, the application of LOTROM is scheduled to be heard on 17 December 2014 and the application of Intralot is scheduled to be heard on 12 November 2014.

n. In Poland, as a result of bet making points controls conducted by Custom Service bodies in 6 shops, a gambling law breach was claimed to be made by the "E-Promotion" program of the subsidiary "Totolotek Totomix SA" and a relevant administrative procedure was initiated which was concluded with the issue of a second instance decision of the Ministry of Finance for revocation of the six relevant licenses; the company filed a recourse against this decision before the Administrative Courts which was rejected and an appeal was filed against the respective decision which is pending. In relation to all remaining shops a second instance decision of the Ministry of Finance was issued revoking their licenses. The company has filed recourses before Administrative Courts; four of them

have been rejected and appeals have been filed against the respective decisions, while in relation to one case the court suspended the procedure. Since December 2012, new licenses have already been issued by virtue of which the subsidiary "Totolotek Totomix SA" operates and, therefore, the abovementioned cases will not affect its activities.

o. In Italy, the company Tike Games S.r.l. filed a lawsuit before the civil courts of Rome requesting a compensation in the amount of 378.400 Euro in relation to a contract signed with Intralot Italia SpA which was terminated by the latter due to material breach of an exclusivity undertaking provision when Intralot Italia SpA realized that the plaintiff had installed in its point of sale gaming machines (AWPs and VLTs) of a third party-concessionaire which was not approved by Intralot Italia Spa. The plaintiff claims that Intralot Italia SpA is responsible for the compensation since it delayed to install the respective gaming machines. Next hearing day is scheduled for the 6th May 2015; after that, the decision of the court will be issued. The opinion of the external legal advisors is that the above lawsuit will not finally succeed.

p. In August 2012, two British Virgin Island companies filed a Complaint in the United States Bankruptcy Court Southern District of Florida, Miami Division, against numerous defendants, including Supreme Ventures Limited ("SVL"), a publicly traded gaming company listed on the Jamaican Stock Exchange in which INTRALOT holds an indirect shareholding interest. Notably, as per SVL, the lawsuit is based on the same claims (related to demands arose before the acquisition of INTRALOT's participation in SVL), towards third parties, initial shareholders and/or directors of SVL, or not, which were brought in, and were recently rejected by the Jamaican courts, first by the Supreme Court and then again by the Court of Appeals. INTRALOT is named as a "Relief Defendant" which means that INTRALOT is not alleged to have been part - directly or indirectly - of any wrongdoing, since the alleged by the plaintiffs acts are made before the acquisition of SVL's shares by INTRALOT through the Jamaican Stock Exchange. Intralot agrees with SVL's opinion that the Complaint is wholly without merit and expects that it will be successful in the Florida courts, as it was in the Jamaican courts.

q. In Brazil, a former officer of a subsidiary company filed a lawsuit against such subsidiary requesting several amounts to be paid to him as fees resulting from his labour relationship amounting to appox. € 240.000 and from a services agreement calculated as a percentage 4% on the turnover of the subsidiary. On August 23rd, 2013, the decision of the local court was issued dismissing the lawsuit. The plaintiff filed an appeal and a decision was issued at the end of July 2014 which refers the case for a new hearing before the Court of First Instance. The company is examining the possibility to file legal means against this decision.

r. On 30 July 2012, Intralot filed before the Athens Multi-member Court of First Instance a lawsuit against the company "Hellenic Organization of Horse Racing S.A." (ODIE) requesting the payment of the amount of 2.781.381,15€ relating to system maintenance services provided but not paid. The hearing date is 3rd December 2014.

Moreover, Intralot filed a recourse to the arbitration panel on 13 August 2012 against the same company ODIE requesting the payment of the amount of 9.551.527,34€ relating to operational services of integrated system provided but not paid. The arbitration was concluded on 1st March 2013 and the arbitration decision no 27/2013 was issued vindicating Intralot and compelling ODIE to pay to Intralot the total amount requested (€ 9.551.527,34). In order to secure its claims, Intralot:

a) by virtue of the above arbitration decision, has already recorded on the mortgage books of the Land Registry Office of Kropia a mortgage on a land property of ODIE and specifically on the property where the Horse Racetrack of Athens in Markopoulo Attica is operating, and on the buildings thereupon, for an amount of € 11.440.655,35;

b) by virtue of the decision no 2209/2014 of the Athens Single Member Court of First Instance, has already recorded on the mortgage books of the Land Registry Office of Kropia, a note of mortgage on the same real estate of ODIE for an amount of € 9.481.486,11.

c) has already advanced the procedure of compulsory execution against ODIE in order to execute its claims.

Furthermore, on 20 March 2014, Intralot filed before the Athens Multi-member Court of First Instance a lawsuit against ODIE requesting the payment of the amount of € 8.043.568,69 which is owed to it pursuant to the "Agreement of Maintenance and Operation of the System of the Mutual Betting on Horse Races of ODIE" dated 6 March 2012. The hearing date is 17th February 2016.

Besides the above, Intralot will take any further steps to defend its interests including, among others, through the application of the results of the notice of termination of the above agreement which is dated 12 February 2014 and was served to ODIE if the latter do not cure the reason of the termination.

s. In Italy, the company Stanley International Betting Ltd filed a recourse before the administrative courts of Lazio against the State Autonomous Administrative Monopolies (AAMS) and eventually against all companies to which licenses for conducting betting activities have been granted, including the subsidiary Intralot Italia SpA, requesting the annulment of the legislative decree of 2012 which provided for the granting of licenses for betting activities for three years, the annulment of the tenders conducted in 1999 and 2006 and the betting licenses granted pursuant to them for twelve and nine years respectively.

The hearing of the case was made on 5 February 2014 and the court decided to suspend the issue of the decision until the European Court of Justice responds on some preliminary queries which have been set by the court of second instance relating to a recourse of Stanley International Betting Ltd against AAMS and the companies SNAI S.p.A. and Intralot Italia S.p.A. which was rejected at the first instance and was related, among others, to the legality of the participation of Stanley International Betting Ltd to the tenders of 1999 and 2006. The local legal advisors of Intralot Italia S.p.A. opine that the above recourse will not succeed.

Until 07/11/ 2014, apart from the legal issues for which a provision has been recognised, the Group Management estimates that the rest of the litigations will be finalized without a material effect on the Group's and the Company's financial position and results.

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B. FISCAL YEARS UNAUDITED BY THE TAX AUTHORITIES

COMPANY	YEARS
INTRALOT S.A.	2012-2013
BETTING COMPANY S.A.	2007-2010
BETTING CYPRUS LTD	2004-2013
INTRALOT DE CHILE S.A.	2008-2010 & 2012 - 2013
INTRALOT DE PERU SAC	2009 & 2012-13
INTRALOT INC.	2011-2013
INTRALOT BETTING OPERATIONS (CYPRUS) LTD	2003-2013
ROYAL HIGHGATE LTD	2007-2013
POLLOT Sp.Zoo	2010-2013
MALTCO LOTTERIES LTD	2004-2013
INTRALOT HOLDINGS INTERNATIONAL LTD	2004-2013
LOTROM S.A.	2010-2013
BILOT EOOD	2009-2013
EUROFOOTBALL LTD	2009-2013
EUROFOOTBALL PRINT LTD	2009-2013
INTRALOT INTERNATIONAL LTD	2010-2013
INTRALOT OPERATIONS LTD	2010-2013
INTRALOT BUSINESS DEVELOPMENT LTD	2010-2013
INTRALOT TECHNOLOGIES LTD	2003-2013
INTELTEK INTERNET AS	2009-2013
LOTERIA MOLDOVEI S.A.	-
TOTOLOTEK S.A.	2009-2013
WHITE EAGLE INVESTMENTS LTD	2012-2013
BETA RIAL Sp.Zoo	2009-2013
UNICLIC LTD	2004-2013
DOWA LTD	2004-2013
INTRALOT NEW ZEALAND LTD	2010-2013
INTRALOT ST.LUCIA LTD	2008-2013
INTRALOT DOMINICANA S.A.	2009-2013
INTRALOT GUATEMALA S.A.	2009-2013
LOTTERIA Y APUESTOSA DE GUATEMALA S.A.	2009-2013
INTRALOT LATIN AMERICA INC	2008-2013
INTRALOT JAMAICA LTD	2010-2013
INTRALOT NEDERLAND BV	2010-2013
INTRALOT CARIBBEAN VENTURES LTD	2010-2013
INTRALOT SURINAME LTD	2008-2013
SUPREME VENTURES LTD	2008 -2013
DC09 LLC	2011-2013
KELICOM HOLDINGS CO LTD	2008-2013
DINET ZAO	2011-2013
INTRALOT DE COLOMBIA (BRANCH)	2009-2013
INTRALOT HONG-KONG HOLDINGS LIMITED	2013
INTRALOT SLOVAKIA SPOL. S.R.O.	-
INTRALOT GERMANY GMBH	2012-2013
GAIN ADVANCE GROUP LTD	-
INTRALOT GAMING MACHINES SpA	2012-2013
CARIBBEAN VLT SERVICES LTD	2012-2013
INTRALOT INVESTMENTS LTD	2012-2013
DEEPSTACK CASINO LLC	2012-2013
INTRALOT HOLDINGS LUXEMBOURG S.A.	2012-2013
INTRALOT GLOBAL HOLDINGS B.V.	2013
INTRALOT FINANCE LUXEMBOURG S.A.	2013
GOREWARD LTD	-
INTRALOT IRELAND LTD	-

COMPANY	YEARS
INTRALOT EGYPT LTD	2008-2013
E.C.E.S. SAE	2007-2013
INTRALOT OOO	2011-2013
POLDIN LTD	2009-2013
INTRALOT ASIA PACIFIC LTD	2006-2013
INTRALOT AUSTRALIA PTY LTD	2010-2013
INTRALOT SOUTH AFRICA LTD	2005-2013
INTRALOT LUXEMBOURG S.A.	2012-2013
INTRALOT ITALIA S.p.A.	2009-2013
INTRALOT FINANCE UK PLC	2012-2013
INTRALOT IBERIA HOLDINGS S.A.	2010-2013
TECNO ACCION S.A.	2009-2013
GAMING SOLUTIONS INTERNATIONAL SAC	2009-2013
GAMING SOLUTIONS INTERNATIONAL LTD	2009-2013
INTRALOT BEIJING Co LTD	2007-2013
NAFIROL S.A.	-
INTRALOT ARGENTINA S.A.	2009-2013
LEBANESE GAMES S.A.L	-
VENETA SERVIZI S.R.L.	2007-2013
INTRALOT SOUTH KOREA S.A.	2007-2013
SERVICIOS TRANSDATA S.A.	2009-2013
SLOVENSKE LOTERIE AS	2009-2013
TORSYS S.R.O.	2009-2012
INTRALOT DO BRAZIL LTDA	2009-2013
OLTP LTDA	2010-2013
BILYONER INTERAKTIF HIZMELTER AS	2009-10 & 2012-13
LOTRICH INFORMATION Co. LTD	2013
GIDANI LTD	2008-2013
INTRALOT INTERACTIVE S.A.	2010
INTRALOT INTERACTIVE USA LLC	2011-2013
INTRALOT HOLDING & SERVICES S.p.A. (ex Jackpot)	2012-2013
NIKANTRO HOLDINGS CO LTD	2009-2013
TACTUS S.R.O.	2009-2013
ATROPOS S.A.	2009-2013
NETMAN SRL	2010-2013
AZERINTELTEK AS	2013
INTRALOT TURKEY AS	2009-2013
INTRALOT MAROC S.A.	2010-2013
INTRALOT MINAS GERAIS LTDA	2010-2012
FAVORIT BOOKMAKERS OFFICE OOO	2012-2013
INTRALOT DE MEXICO LTD	2006-2013
INTRALOT DISTRIBUTION OOO	2011-2013
INTRALOT GAMING SERVICES PTY	2011-2013
KTEMS HOLDINGS CO LTD	2005-2013
INTRALOT BETTING OPERATIONS RUSSIA LTD	2011-2013
INTRALOT LOTTERIES LTD	2011-2013
PRECIOUS SUCCESS LTD GROUP	2013
INTRALOT GLOBAL SECURITIES B.V.	2013
INTRALOT LEASING NEDERLAND B.V.	2013
INTRALOT CYPRUS GLOBAL ASSETS LTD	2012-2013
OASIS RICH INTERNATIONAL LTD	-
WUSHENG COMPUTER TECHNOLOGY (SHANGHAI) CO LTD	-
INTRALOT CAPITAL LUXEMBOURG S.A.	-

There is a tax audit in progress for the period 2007-2012 in Royal Highgate Ltd , 2004-2010 in Intralot Holdings International LTD, 2004-2011 in Betting Cyprus, 2003-2011 in Intralot Betting Operations Cyprus and in Intralot Jamaica Ltd for 2010-2012. In Intralot de Peru SAC the tax audit for 2010-2011 was completed. Also, in Servicios Transdata S.A the tax audit for the income tax as for the year 2008 and for VAT as for the period 1/1/2008-30/6/2009 has been completed imposing additional taxes and fines amounting to € 3,4 mio. The company has started an objection according to the relevant law for the cancellation of imposed taxes and fines. The company's legal consultants believe that the most possible outcome of the case will be positive. The income tax audit has been completed for the year 2013 in Wusheng Computer Technology (Shanghai) Co Ltd, in Loteria Moldovei SA for the period 01/10/2009-31/1/2014 and in AzerIntlek AS for the period 2010-2012.The tax audit for the years 2010-2011 has been completed in Intralot Holding & Services S.p.A. (ex Jackpot). In Intralot Italia Spa, the audit of VAT and withholding taxes has been completed for 2011. In 2011, in Lotrom S.A. the tax inspection for the years 2004-2009 has been completed with an effect in the company's 2011 results of €1,3 mio, in addition to imposing taxes of €1,1 mio due to a different estimation of the tax base recognition of some transnational transactions, which were offset during 2011-2012 with tax receivables after a relevant audit. In addition, there were penalties of € 1 mio that have already been paid during 2012, as a prerequisite for a relative appeal of the company and have been recognized as claims. The company's legal consultants fully disagree and have already started an objection according to the relevant law for the cancellation of taxes imposed and the payback of the fines. So far the Court of Appeal quashed the decisions of the tax authorities, who appealed to the Supreme Court. The tax inspection in Lotrom S.A. covering the period 01/01/2010-30/11/2011 regarding VAT has been completed. Moreover, the tax inspection for Intralot SA 2011 has been completed imposing taxes on accounting differences plus surcharges amounting to € 3,9 million. The Company filed administrative appeals against the relevant control sheets with an effect the decrease of taxes to the amount €3,34 million. The company testified new appeals to the Administrative Greek Courts. The company's management and its legal advisors estimate that the appeals will thrive finally for the most part. The company has formed sufficient provisions. The companies Intralot Interactive S.A. and Betting Company S.A. have received an annual tax audit report for the year 2013 from an audit company based on POL.1159/22.7.2011.

C. OTHER SELECTED EXPLANATORY NOTES

a. No significant effect due to seasonality and cyclicality of interim operations as these are expressed through the current interim financial statements.

b. There are no items affecting assets, liabilities, equity, net income or cash flows that are unusual because of their nature, size or incidence.

ci. Nature and changes in estimates of amounts reported in prior interim periods of the current financial year, if those changes have a material effect in the current interim period:

No such.

cii. Changes in estimates of amounts reported in prior financial years, if those changes have a material effect in the current interim period:

No such.

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d. Issuances, repurchases and repayments of debt and equity securities:

I. *Stock Option:*

The Group had no active stock options programme during the first nine months period of 2014.

II. *Issue of bonds:*

In May 2014, Intralot Capital Luxembourg SA successfully completed the process of issuing Bonds (Senior Unsecured Notes) maturing in 2021. The initial offering of € 200 million was substantially oversubscribed and upsized to € 250 million. The Notes were offered at an issue price of 99,294% and the Notes' coupon was set at 6%.

III. *New Companies of the Group:*

During the first nine months period of 2014 the Group proceeded to the establishment of subsidiaries Intralot Slovakia Spol S.R.O., Intralot Ireland Ltd and Intralot Capital Luxembourg SA.

IV. *Subsidiaries Share Capital Increase:*

During the first nine months of 2014 the Group increased its share capital through cash contribution in Intralot Global Securities BV and Intralot Capital Luxembourg SA amounting to € 2 million and in Favorit Bookmakers Office OOO amounting to € 1,6 million

V. *Discontinued Operations in the Group:*

During the first nine months period of 2014 the Group ceased operation and finalized liquidation process of the subsidiaries Promarta OOO, Intralot Interactive USA LLC and DeepStack Casino LLC.
The Group sold its share in subsidiary Intralot Czech SRO on July 2014.

VI. Syndicated Loan Facilities:

In June 2014, Intralot Finance UK Plc signed a 200 million euro Syndicated Loan Facility. This Loan has duration of 3-years (plus a one-year extension option) and replaces the pre-existing syndicated loan, which has been fully redeemed and was due to mature in December 2014.

e. Dividends paid (aggregate or per share):

Ordinary share dividends were paid amounting to € 19.542 thousand (€ 13.198 thousand 30/09/13).

f. The effect of changes in the composition of the enterprise during the interim period, including business combinations, acquisition or disposal of subsidiaries and long-term investments, restructurings and discontinuing operations:

Such changes do not have a significant effect on the consolidated total assets, on the consolidated revenues and on the consolidated earnings after tax.

g. Acquisitions and disposals of tangibles and intangible assets:

The change to the Group, due to acquisition of tangible and intangible assets for the period 1/1-30/9/2014 amounts to € 38.038 thousand while the respective disposals were approximately € 1.144 thousand.

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2.15 SUPPLEMENTARY INFORMATION

A.BUSINESS COMBINATION AND METHOD OF CONSOLIDATON

The companies included in the consolidation, with the relevant addresses and the relevant participation percentages are the following:

I. Full consolidation:		Domicile	% Direct Part'n	% Indirect Part'n	% Total Part'n
	INTRALOT S.A.	Maroussi, Attica	Parent	Parent	-
3.	BETTING COMPANY S.A.	Maroussi, Attica	95%	5%	100%
24.	BETTING CYPRUS LTD	Nicosia, Cyprus		100%	100%
	INTRALOT AUSTRALIA PTY LTD	Melbourne, Australia	100%		100%
28.	INTRALOT GAMING SERVICES PTY	Melbourne, Australia		100%	100%
	INTRALOT LUXEMBOURG S.A.	Luxemburg, Luxemburg	100%		100%
	INTRALOT IBERIA HOLDINGS SA	Madrid, Spain	100%		100%
29.	INTRALOT JAMAICA LTD	Kingston, Jamaica		100%	100%
29.	INTRALOT TURKEY A.S.	Istanbul, Turkey	50%	49,99%	99,99%
29.	INTRALOT DE MEXICO LTD	Mexico City, Mexico		99,8%	99,8%
29.	INTELTEK INTERNET AS	Istanbul, Turkey	20%	25%	45%
30.	AZERINTELTEK AS	Baku, Azerbaijan		22,95%	22,95%
	INTRALOT DE CHILE S.A.	Santiago, Chile	99,99%		99,99%
4.	INTRALOT DE PERU SAC	Lima, Peru	99,97%	0,03%	100%
	POLDIN LTD	Warsaw, Poland	100%		100%
	ΑΤΡΟΠΟΣ Α.Ε.	Maroussi, Attica	100%		100%
	BILYONER INTERAKTIF HIZMELTER AS GROUP	Istanbul, Turkey	50,01%		50,01%
	INTRALOT MAROC S.A.	Casablanca, Morocco	99,83%		99,83%
	INTRALOT HOLDINGS LUXEMBOURG S.A.	Luxemburg, Luxemburg	100%		100%
2.	GAMING SOLUTIONS INTERNATIONAL LTD	Bogota, Colombia	99%	1%	100%
2.	INTRALOT INTERACTIVE S.A.	Maroussi, Attica	51%	24%	75%
	INTRALOT GLOBAL SECURITIES B.V.	Amsterdam, Nederland	100%		100%
1.	INTRALOT FINANCE LUXEMBOURG S.A.	Luxemburg, Luxemburg		100%	100%
1.	INTRALOT CAPITAL LUXEMBOURG S.A.	Luxemburg, Luxemburg		100%	100%
1,2,3,4.	INTRALOT GLOBAL HOLDINGS B.V.	Amsterdam, Nederland		100%	100%
5.	INTRALOT INC	Atlanta, USA		85%	85%
12.	INTRALOT INTERACTIVE USA LLC	Atlanta, USA		85%	85%
12.	DC09 LLC	Wilmington, USA		41,65%	41,65%
12.	DEEPSTACK CASINO LLC	Atlanta, USA		85%	85%
5.	INTRALOT NEDERLAND B.V.	Amsterdam, Nederland		100%	100%
5.	INTRALOT ITALIA S.p.A	Rome, Italy		100%	100%
13.	VENETA SERVIZI S.R.L.	Mogliano Veneto, Italy		100%	100%
5.	LOTROM S.A.	Bucharest, Romania		60%	60%
5.	INTRALOT BEIJING Co LTD	Beijing, China		100%	100%
5.	TECNO ACCION S.A.	Buenos Aires, Argentina		50,01%	50,01%
5.	MALTCO LOTTERIES LTD	Valetta, Malta		73%	73%
5.	INTRALOT NEW ZEALAND LTD	Wellington, New Zealand		100%	100%
5.	INTRALOT DO BRAZIL LTDA	Sao Paolo, Brazil		80%	80%
14.	OLTP LTDA	Rio de Janeiro, Brazil		80%	80%

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I. Full consolidation:		Domicile	% Direct Part'n	% Indirect Part'n	% Total Part'n
5.	INTRALOT ARGENTINA S.A.	Buenos Aires, Argentina		100%	100%
5.	INTRALOT GERMANY GMBH	Munich, Germany		100%	100%
5.	INTRALOT HOLDING & SERVICES S.p.A. (ex JACKPOT)	Rome, Italy		100%	100%
5,7.	INTRALOT GAMING MACHINES S.p.A.	Rome, Italy		100%	100%
5.	INTRALOT SOUTH KOREA S.A.	Seoul, South Korea		100%	100%
5.	INTRALOT FINANCE UK PLC	London, United Kingdom		100%	100%
5.	INTRALOT ASIA PACIFIC LTD	Hong Kong, China		100%	100%
5.	WHITE EAGLE INVESTMENTS LTD	Hertfordshire, United Kingdom		100%	100%
5.	BETA RIAL Sp.Zoo	Warsaw, Poland		100%	100%
5.	POLLOT Sp.Zoo	Warsaw, Poland		100%	100%
15,16,17	TOTOLOTEK S.A.	Warsaw, Poland		95,45%	95,45%
5.	INTRALOT SLOVAKIA SPOL. S R.O.	Bratislava, Slovakia		100%	100%
5.	SLOVENSKE LOTERIE A.S.	Bratislava, Slovakia		51%	51%
18.	TACTUS S.R.O.	Bratislava, Slovakia		51%	51%
5.	NIKANTRO HOLDINGS Co LTD	Nicosia, Cyprus		100%	100%
19.	LOTERIA MOLDOVEI S.A.	Chisinau, Moldova	47,90%	32,85%	80,75%
2,5.	INTRALOT CZECH S.R.O.	Prague, Czech Republic		100%	100%
5.	INTRALOT BETTING OPERATIONS (CYPRUS) LTD	Nicosia, Cyprus		54,95%	54,95%
5,6.	ROYAL HIGHGATE LTD	Nicosia, Cyprus		35,08%	35,08%
5.	INTRALOT LEASING NEDERLAND B.V.	Amsterdam, Nederland		100%	100%
5.	INTRALOT IRELAND LTD	Dublin, Ireland		100%	100%
5.	INTRALOT CYPRUS GLOBAL ASSETS LTD	Nicosia, Cyprus		100%	100%
8.	INTRALOT OOO	Moscow, Russia		100%	100%
27.	INTRALOT DISTRIBUTION OOO	Moscow, Russia		100%	100%
8.	INTRALOT ST. LUCIA LTD	Castries, St. Lucia		100%	100%
9.	INTRALOT GUATEMALA S.A.	Guatemala City, Guatemala		100%	100%
10.	LOTERIAS Y APUESTAS DE GUATEMALA S.A.	Guatemala City, Guatemala		51%	51%
9.	INTRALOT DOMINICANA S.A.	St. Dominicus, Dominican Republic		100%	100%
9.	INTRALOT LATIN AMERICA INC	Miami, USA		100%	100%
9.	INTRALOT SURINAME LTD	Paramaribo, Suriname		100%	100%
9.	CARIBBEAN VLT SERVICES LTD	Castries, St. Lucia		50,001%	50,001%
9.	INTRALOT CARIBBEAN VENTURES LTD	Castries, St. Lucia		50,05%	50,05%
11.	SUPREME VENTURES LTD	Kingston, Jamaica		24,97%	24,97%
	INTRALOT HOLDINGS INTERNATIONAL LTD	Nicosia, Cyprus	100%		100%
2.	INTRALOT INTERNATIONAL LTD	Nicosia, Cyprus		100%	100%
3.	INTRALOT OPERATIONS LTD	Nicosia, Cyprus		100%	100%
2,4.	NETMAN SRL	Bucharest, Romania		100%	100%
2.	BILOT EOOD	Sofia, Bulgaria		100%	100%
20.	EUROFOOTBALL LTD	Sofia, Bulgaria		49%	49%
21.	EUROFOOTBALL PRINT LTD	Sofia, Bulgaria		49%	49%
2.	INTRALOT EGYPT LTD	Nicosia, Cyprus		88,24%	88,24%

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I. Full consolidation:		**Domicile**	**% Direct Part'n**	**% Indirect Part'n**	**% Total Part'n**
2,4,23.	E.C.E.S. SAE	Cairo, Egypt		90,03%	90,03%
2.	INTRALOT TECHNOLOGIES LTD	Nicosia, Cyprus		100%	100%
32.	INTRALOT LOTTERIES LTD	Nicosia, Cyprus	51%	49%	100%
32.	INTRALOT INVESTMENTS LTD	Nicosia, Cyprus	51%	49%	100%
2.	INTRALOT BUSINESS DEVELOPMENT LTD	Nicosia, Cyprus		100%	100%
2.	GAMING SOLUTIONS INTERNATIONAL SAC	Lima, Peru		100%	100%
2.	NAFIROL S.A.	Montevideo, Uruguay		100%	100%
2.	LEBANESE GAMES S.A.L	Lebanon		99,99%	99,99%
2.	INTRALOT HONG KONG HOLDINGS LTD	Hong Kong, China		100%	100%
2.	INTRALOT BETTING OPERATIONS RUSSIA LTD	Nicosia, Cyprus		100%	100%
25.	FAVORIT BOOKMAKERS OFFICE OOO	Moscow, Russia		100%	100%
2.	KELICOM HOLDINGS CO LTD	Nicosia, Cyprus		100%	100%
3.	DINET ZAO	Moscow, Russia		100%	100%
26.	PROMARTA OOO	Moscow, Russia		100%	100%

II. Equity method:		**Domicile**	**% Direct Part'n**	**% Indirect Part'n**	**% Total Part'n**
	LOTRICH INFORMATION Co LTD	Taipei, Taiwan	40%		40%
	INTRALOT SOUTH AFRICA LTD	Johannesburg, South Africa	45%		45%
33.	GIDANI LTD	Johannesburg, South Africa		8,10%	8,10%
3.	GOREWARD LTD	Taipei, Taiwan		49,99%	49,99%
34.	PRECIOUS SUCCESS LTD GROUP	Hong Kong, China		24,49%	24,49%
34.	GAIN ADVANCE GROUP LTD	Hong Kong, China		49,99%	49,99%
22.	KTEMS HOLDINGS CO LTD	Seoul, South Korea		49,99%	49,99%
34.	OASIS RICH INTERNATIONAL LTD	Taipei, Taiwan		44,99%	44,99%
35.	WUSHENG COMPUTER TECHNOLOGY (SHANGHAI) CO LTD	Shanghai, China		44,99%	44,99%
2.	UNICLIC LTD	Nicosia, Cyprus		50%	50%
31.	DOWA LTD	Nicosia, Cyprus		30%	30%

Subsidiary of the company:		
1: Intralot Global Securities BV	13: Intralot Italia S.p.A	25: Intralot Betting Operations Russia Ltd
2: Intralot Holdings International Ltd	14: Intralot Do Brazil Ltda	26: Dinet ZAO
3: Intralot International Ltd	15: Pollot Sp.Zoo	27: Intralot OOO
4: Intralot Operations Ltd	16: White Eagle Investments Ltd	28: Intralot Australia PTY LTD
5: Intralot Global Holdings BV	17: Beta Rial Sp.Zoo.	29: Intralot Iberia Holdings S.A.
6: Intralot Betting Operations(Cyprus) Ltd	18: Slovenske Loterie AS	30: Inteltek Internet AS
7: Intralot Holding & Services S.p.A.(ex Jackpot)	19: Nikantro Holdings Co Ltd	31: Uniclic Ltd
8: Intralot Cyprus Global Assets Ltd	20: Bilot EOOD	32: Intralot Technologies Ltd
9: Intralot St.Lucia Ltd	21: Eurofootball Ltd	33: Intralot South Africa Ltd
10: Intralot Guatemala S.A.	22: Gain Advance Group Ltd	34: Goreward Ltd
11: Intralot Caribbean Ventures Ltd	23: Intralot Egypt Ltd	35: Oasis Rich International Ltd
12: Intralot Inc	24: Betting Company S.A.	

The entity Inteltek Internet AS is consolidated with the full method as the requirements of IFRS 10 are met.

The entities Atropos S.A., Nafirol S.A., Intralot Luxembourg SA, Intralot Holdings Luxembourg SA, Dinet ZAO, Intralot De Chile SA and E.C.E.S. SAE are under liquidation process.

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III. Change in consolidation method

The Group has applied the new IFRS 11 "Joint arrangements" retroactively from 1/1/2013, changing the method of consolidation of companies under common control (Uniclic Ltd and Dowa Ltd) from proportionate to equity method. This change will not result in a significant change in equity, net profit after tax and other comprehensive income of the Group. Below is an analysis of the restatement under IFRS 11:

STATEMENT OF GROUP COMPREHENSIVE INCOME

Amounts reported in thousand €	1/1-30/9/2013 (initial publication)	IFRS 11 effect	1/1-30/9/2013 (restated)
Sale Proceeds	1.079.962	0	1.079.962
Less: Cost of Sales	-884.026	0	-884.026
Gross Profit /(Loss)	**195.936**	**0**	**195.936**
Other Operating Income	12.495	0	12.495
Selling Expenses	-28.455	0	-28.455
Administrative Expenses	-92.967	14	-92.953
Research and Development Expenses	-5.751	0	-5.751
Other Operating Expenses	-5.015	0	-5.015
EBIT	**76.429**	**14**	**76.443**
EBITDA	**143.463**	**14**	**143.477**
Interest and similar Charges	-39.483	0	-39.483
Interest and related Income	14.105	0	14.105
Exchange Differences	-10.657	0	-10.657
Profit / (Loss) from equity method consolidations	-65	-11	-76
Operating Profit/(Loss) Before Tax	**40.143**	**3**	**40.146**
Less: Taxes	-20.198	0	-20.198
Net Profit / (Loss) after taxes from Continuing Operations (a)	**19.945**	**3**	**19.948**
Net Profit / (Loss) after taxes from Discontinuing Operations (b)	**0**	**0**	**0**
Net Profit / (Loss) (Continuing and Discontinuing Operations) (a) + (b)	**19.945**	**3**	**19.948**
Attributable to:			
Owners of the parent	527	0	527
Non-Controlling Interest	19.418	3	19.421
Other comprehensive income after tax:			
Amounts that may be reclassified to profit or loss:			
Valuation of Available- for -Sale financial assets	3.014	0	3.014
Derivatives valuation	2.372	0	2.372
Exchange differences on translating foreign operations	-15.134	36	-15.098
Total comprehensive income/ (expense) after tax:	**-9.748**	**36**	**-9.712**
Total income after tax	**10.197**	**39**	**10.236**
Attributable to:			
Owners of the parent	-395	14	-381
Non-Controlling interests	10.592	25	10.617

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STATEMENT OF GROUP COMPREHENSIVE INCOME

Amounts reported in thousand €	1/1-31/12/2013 (initial publication)	IFRS 11 effect	1/1-31/12/2013 (restated)
Sale Proceeds	1.539.430	0	1.539.430
Less: Cost of Sales	-1.271.522	0	-1.271.522
Gross Profit /(Loss)	**267.908**	**0**	**267.908**
Other Operating Income	17.361	0	17.361
Selling Expenses	-40.185	0	-40.185
Administrative Expenses	-120.773	19	-120.754
Research and Development Expenses	-6.977	0	-6.977
Other Operating Expenses	-17.045	0	-17.045
EBIT	**103.258**	**19**	**103.277**
EBITDA	**194.831**	**19**	**194.850**
Interest and similar Charges	-57.898	0	-57.898
Interest and related Income	25.233	0	25.233
Exchange Differences	-11.062	1	-11.061
Profit / (Loss) from equity method consolidations	-3.011	-16	-3.027
Operating Profit/(Loss) Before Tax	**53.551**	**4**	**53.555**
Less: Taxes	-32.239	0	-32.239
Net Profit / (Loss) after taxes from Continuing Operations (a)	**21.312**	**4**	**21.316**
Net Profit / (Loss) after taxes from Discontinuing Operations (b)	**0**	**0**	**0**
Net Profit / (Loss) (Continuing and Discontinuing Operations) (a) + (b)	**21.312**	**4**	**21.316**
Attributable to:			
Owners of the parent	-4.567	1	-4.566
Non-Controlling Interest	25.879	3	25.882
Other comprehensive income after tax:			
Amounts that may not be reclassified to profit or loss:			
Revaluations of defined benefit plans	-280	0	-280
Amounts that may be reclassified to profit or loss:			
Valuation of Available- for -Sale financial assets	5.380	0	5.380
Derivatives valuation	3.270	0	3.270
Exchange differences on translating foreign operations	-42.390	71	-42.319
Total comprehensive income/ (expense) after tax:	**-34.020**	**71**	**-33.949**
Total income after tax	**-12.708**	**75**	**-12.633**
Attributable to:			
Owners of the parent	-25.089	30	-25.059
Non-Controlling interests	12.381	45	12.426

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STATEMENT OF GROUP FINANCIAL POSITION

Amounts reported in thousand €	31/12/2013 (initial publication)	IFRS 11 effect	Reclassification [1]	31/12/2013 (restated)
ASSETS				
Non Current Assets				
Tangible fixed assets	199.418	0	0	199.418
Intangible assets	353.346	0	0	353.346
Investment in subsidiaries, associates and joint ventures	61.914	4	-36.095	25.823
Other financial assets	7.381	0	36.095	43.476
Deferred Tax asset	14.709	1	0	14.710
Other long term receivables	83.276	-5.755	0	77.521
	720.044	**-5.750**	**0**	**714.294**
Current Assets				
Inventories	48.331	0	0	48.331
Trade and other short term receivables	219.876	1.439	0	221.315
Other financial assets	3.585	0	0	3.585
Cash and cash equivalents	143.334	-41	0	143.293
	415.126	**1.398**	**0**	**416.524**
TOTAL ASSETS	**1.135.170**	**-4.352**	**0**	**1.130.818**
EQUITY AND LIABILITIES				
Share Capital	47.689	0	0	47.689
Other reserves	63.850	0	0	63.850
Foreign currency translation	-61.300	298	0	-61.002
Retained earnings	217.212	-1.400	0	215.812
	267.451	**-1.102**	**0**	**266.349**
Non-Controlling Interest	78.320	-925	0	77.395
TOTAL EQUITY	**345.771**	**-2.027**	**0**	**343.744**
Non Current Liabilities				
Long term Debt	352.146	-1.831	0	350.315
Staff retirement indemnities	6.840	0	0	6.840
Other long term provisions	13.683	0	0	13.683
Deferred Tax liabilities	8.124	0	0	8.124
Other long term liabilities	12.124	0	0	12.124
Finance lease obligation	19.243	0	0	19.243
	412.160	**-1.831**	**0**	**410.329**
Current Liabilities				
Trade and other short term liabilities	181.441	-77	0	181.364
Short term debt and current portion of long term debt	176.920	0	0	176.920
Current income taxes payable	11.732	-417	0	11.315
Short term provision	7.146	0	0	7.146
	377.239	**-494**	**0**	**376.745**
TOTAL LIABILITIES	**789.399**	**-2.325**	**0**	**787.074**
TOTAL EQUITY AND LIABILITIES	**1.135.170**	**-4.352**	**0**	**1.130.818**

[1] The Group on 31.12.13 reclassified the amount of €36.095 thousand (for investments in non-consolidated companies Nanum Lotto Co Ltd, Hellenic Lotteries SA and Sentio AS) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation

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STATEMENT OF FINANCIAL POSITION OF THE COMPANY

Amounts reported in thousand €	31/12/2013 (initial publication)	Reclassification [1]	31/12/2013 (restated)
Investment in subsidiaries, associates and joint ventures	177.490	-5.970	171.520
Other financial assets	441	5.970	6.411

[1] In 31.12.13 the company reclassified the amount of € 5.970 thousand (for participation in non-consolidated companies Nanum Lotto Co Ltd) from the account "Investments in subsidiaries, associates and joint ventures" in the account "Other financial assets" for a more appropriate presentation.

STATEMENT OF GROUP FINANCIAL POSITION

Amounts reported in thousand €	1/1/2013 (initial publication)	IFRS 11 effect	1/1/2013 (restated)
ASSETS			
Non Current Assets			
Tangible fixed assets	240.693	0	240.693
Intangible assets	363.824	0	363.824
Investment in subsidiaries, associates and joint ventures	40.217	138	40.355
Other financial assets	4.913	0	4.913
Deferred Tax asset	21.355	0	21.355
Other long term receivables	87.950	-6.015	81.935
	758.952	**-5.877**	**753.075**
Current Assets			
Inventories	43.533	0	43.533
Trade and other short term receivables	172.739	1.403	174.142
Other financial assets	4.706	0	4.706
Cash and cash equivalents	134.973	-42	134.931
	355.951	**1.361**	**357.312**
TOTAL ASSETS	**1.114.903**	**-4.516**	**1.110.387**
EQUITY AND LIABILITIES			
Share Capital	47.689	0	47.689
Other reserves	60.984	0	60.984
Foreign currency translation	-32.404	267	-32.137
Retained earnings	226.711	-1.400	225.311
	302.980	**-1.133**	**301.847**
Non-Controlling Interest	80.617	-969	79.648
TOTAL EQUITY	**383.597**	**-2.102**	**381.495**
Non Current Liabilities			
Long term Debt	329.730	-1.913	327.817
Staff retirement indemnities	6.909	0	6.909
Other long term provisions	14.509	0	14.509
Deferred Tax liabilities	5.690	0	5.690
Other long term liabilities	21.774	0	21.774
Finance lease obligation	5.361	0	5.361
	383.973	**-1.913**	**382.060**
Current Liabilities			
Trade and other short term liabilities	136.940	-64	136.876
Short term debt and current portion of long term debt	185.883	0	185.883
Current income taxes payable	19.623	-437	19.186
Short term provision	4.887	0	4.887
	347.333	**-501**	**346.832**
TOTAL LIABILITIES	**731.306**	**-2.414**	**728.892**
TOTAL EQUITY AND LIABILITIES	**1.114.903**	**-4.516**	**1.110.387**

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GROUP CASH FLOW STATEMENT

Amounts reported in thousand €	1/1-30/9/2013 (initial publication)	IFRS 11 effect	1/1-30/9/2013 (restated)
Net Cash from Operating Activities	45.484	1	45.485
Net Cash from Investing Activities	-74.223	-	-74.223
Net Cash from Financing Activities	43.652	-	43.652
Net increase / (decrease) in cash and cash equivalents for the period	**14.913**	**1**	**14.914**

IV. Acquisitions

Acquisitions made during 2014

The Group did not make any acquisition during the first nine months period of 2014.

B. REAL LIENS

A group subsidiary has banking facilities amounting to €29,3 million, consisting of a loan amounting to €20 million, an overdraft of €5 million, and bank guarantee letters of €4,3 million. These facilities are secured by an initial general mortgage on all the subsidiary's present and future assets (At 30/09/2014 the loan balance amounted to €11,0 million and the used guarantee letters to €4 million and overdraft €0,5 million). A second group's subsidiary has a loan of € 0,8 million with mortgage on a building and guarantee letter. Also, a third group's subsidiary has a loan of € 1,5 million with mortgage on a building.

C. PROVISIONS

The Group's provisions at 30/09/2014 that refer to legal issues amount to € 6,2 million, those referring to unaudited tax periods and tax audit expenses amount to € 3,9 million and € 11,0 million refer to other provisions. The respective amounts for the Company amount to € 6,1 million (legal issues), € 3,3 million (provisions for unaudited tax years and tax audit expenses) and € 7,3 million (other provisions).

D.PERSONNEL EMPLOYED

The number of employees of the Group at the end of the current period amounted to 5.348 (5.131 subsidiaries and associates 217) and the Company's 695. At the end of the nine months of 2013 the number of employees of the Group were 5.532 persons (subsidiaries 5.266 and associates 266) and the Company's 615.

E. RELATED PARTY DISCLOSURES

The most important transactions between the Company and related parties as per IAS 24 relate to transactions between the Company and the following subsidiaries are shown on the table below.

	30/9/2014	
Amounts reported in thousands of €	**GROUP**	**COMPANY**
a) Income		
-from subsidiaries	0	23.578
-from associates	1.805	2.092
-from other related parties	3.554	3.277
b) Expenses		
-to subsidiaries	0	24.321
-to associates	-270	-271
-to other related parties	14.246	11.004
c) Receivables		
-from subsidiaries	0	111.223
-from associates	19.061	15.043
-from other related parties	19.907	16.666
d) Payables		
-to subsidiaries	0	276.916
-to associates	0	0
-to other related parties	29.456	25.825
e) BoD and Key Management Personnel transactions and fees	8.720	5.220
f) BoD and Key Management Personnel receivables	695	0
g) BoD and Key Management Personnel payables	205	0

F. OTHER INFORMATION

i. Acquisition, merger or disposal of subsidiaries and long-term investments, restructurings and discontinuing operations (by extension of the paragraph 2.14.C f and d, as above):

See above paragraph 2.14.C f and d and 2.15.A III as above.

ii. Effects from change, if this is higher than 25%, in respect of the consolidated revenues or/and result or/and net equity of the company in the current period by extension of the paragraph 2.15.Fi as above (to the extent that the information is not covered by those specified in paragraph 2.14.C f and d, as above):

No such cases.

iii. Change of the fiscal year or period and reasons for this, comparability of financial information for the current period compared to the previous period. Quoted fundamentals (Consolidated revenues, Profit after tax, Net Equity) of the current period with those of the comparable period:

No such cases.

iv. Other material events for investors regarding the financial statements and course of the company's activity between balance sheet date and the date on which the financial statements are issued (to the extent that this information is not provided in paragraph 2.16):

This information is provided in paragraph 2.16.

v. Effect of changes in the composition of the enterprise during the interim period, regarding the acquisition or disposal or change in the method of consolidation of a company or joint venture if this is higher than 25%, in respect of the consolidated revenues or/and results or/and net equity (by extension of the paragraph 2.14.C f and d, as above):

No such effect.

2.16 SUBSEQUENT EVENTS

In October 2014, following the approval from the Victorian Government in Australia, INTRALOT Australia announced the sale of its Category 2 lottery license assets in Victoria (operated also in Tasmania), Australia, to the Tatts Group, which currently holds the Category 1 Public lottery license, the primary license in the region. The transaction brings Victoria back to a monopoly status quo. Proceeds related to the transaction, including upfront fees, ongoing payments and cost savings, are estimated to reach up to $20m AUD. The Victorian lottery operation represented less than 2% of the Group's revenues in the first semester of 2014.

Maroussi, November 8th, 2014

THE CHAIRMAN OF THE BOARD OF DIRECTORS	**THE VICE-CHAIRMAN OF THE BoD AND CEO**
S.P. KOKKALIS **ID. No. AI 091040**	**C.G. ANTONOPOULOS** **ID. No. AI 025905**
THE GROUP CHIEF FINANCIAL OFFICER	**THE GROUP ACCOUNTING DIRECTOR**
A.I. KERASTARIS **ID. No. AI 682788**	**N. G.PAVLAKIS** **ID.No. AZ 012557** **H.E.C. License** **No. 15230/ A' Class**

INTRALOT Group
Interim Financial Statements for the period January 1 to September 30, 2014

3. SUMMARY FINANCIAL INFORMATION FOR THE PERIOD JANUARY 1st TO SEPTEMBER 30th, 2014

INTRALOT S.A.

INTEGRATED LOTTERY SYSTEMS AND SERVICES
Company's Number in the General Electronic Commercial Registry: 818201000 -
(Public Companies (S.A.) Reg. No.: 27074/06/B/92/9)
Figures and information for the period from 1st January to 30th September 2014
According to 4/507/28.4.2009 resolution of the Board of Directors of the Greek Capital Committee
Amounts in thousand €

The figures presented below aim to provide summary information about the financial position and results of INTRALOT S.A. and INTRALOT's group. Therefore, it is recommended to any reader who is willing to proceed to any kind of investment decision or other transaction concerning the company, to visit the company's web site where the Financial Statements according to IFRSs are posted, accompanied by the Auditor's Review Report where appropriate.

Approval date by the BoD: **November 8th, 2014**
Web Site: **www.intralot.com**

1. STATEMENT OF FINANCIAL POSITION (GROUP and COMPANY)

	GROUP		COMPANY	
	30.9.2014	31.12.2013*	30.9.2014	31.12.2013
ASSETS				
Tangible Assets	183.559	199.418	6.651	7.381
Intangible Assets	342.954	353.346	68.923	65.977
Other Non-Current Assets	154.449	161.530	177.245	181.653
Inventories	54.259	46.331	36.048	37.353
Trade Receivables	221.802	224.900	139.654	166.298
Other Current Assets	199.483	143.293	14.824	5.131
TOTAL ASSETS	**1.156.498**	**1.130.818**	**445.345**	**463.793**
EQUITY AND LIABILITIES				
Share Capital	47.689	47.689	47.689	47.689
Other Equity Elements	192.288	218.660	60.007	67.345
Shareholders Equity (a)	**239.977**	**266.349**	**107.696**	**115.034**
Non-Controlling Interests (b)	89.942	77.395	0	0
Total Shareholders Equity (c)=(a)+(b)	**329.919**	**343.744**	**107.696**	**115.034**
Long-term Debt	581.329	350.315	235.042	223.042
Provisions/ Other Long-term Liabilities	50.417	60.014	12.815	16.920
Short-term Debt	26.395	176.920	7.140	9.432
Other Short-term Liabilities	186.440	199.825	82.652	99.395
Total Liabilities (d)	**826.579**	**787.074**	**337.649**	**348.789**
TOTAL EQUITY AND LIABILITIES (c)+(d)	**1.156.498**	**1.130.818**	**445.345**	**463.793**

** Including restated figures according to IFRS 11 – (note 2.15A.III of interim financial statements)*

3. STATEMENT OF CHANGES IN EQUITY (GROUP and COMPANY)

	GROUP		COMPANY	
	30.9.2014	30.9.2013*	30.9.2014	30.9.2013
Net equity at the beginning of the period (1/1/2014 and 1/1/2013 respectively)(initial publication)	**345.771**	**383.597**	**115.034**	**121.002**
Restatement for IFRS 11*	-2.027	-2.102	0	0
Net equity at the beginning of the period (1/1/2014 and 1/1/2013 respectively)(after the restatement for IFRS 11)*	**343.744**	**381.495**	**115.034**	**121.002**
Effect on retained earnings from previous years adjustments	-52	-1.174	-87	0
Total comprehensive income / (expenses) for the year after tax (continuing and discontinuing operations)	4.507	10.236	-7.251	31.889
Dividends Distributed	-17.990	-13.398	0	-417
Effect due to change in ownership percentage	0	-836	0	0
Sale / liquidation of subsidiary	-290	0	0	0
Repurchase of convertible bond	0	-6.966	0	-8.735
Net Equity of the period Closing Balance (30/6/2014 and 30/9/2013 respectively)	**329.919**	**369.358**	**107.696**	**143.739**

** Including restated figures according to IFRS 11 – (note 2.15A.III of interim financial statements)*

4. CASH FLOW STATEMENT (GROUP and COMPANY)

	GROUP		COMPANY	
	1.1-30.9.2014	1.1-30.9.2013*	1.1-30.9.2014	1.1-30.9.2013
Operating Activities				
Profit before Taxation (continuing operations)	27.272	40.146	-605	35.949
Plus/Less adjustments for:				
Depreciation and Amortization	65.415	67.034	6.785	10.936
Provisions	2.358	2.942	-2.345	165
Exchange rate differences	4.489	-12.040	0	0
Results (revenue, expenses, profits and losses) from Investing Activities	-7.701	9.024	-8.584	-6.560
Debit Interest and similar expenses	53.699	39.483	21.997	17.813
Credit Interest	-9.138	-13.646	-5.119	-15.758
Plus/Less adjustments of working capital to net cash or related to operating activities:				
Decrease/(increase) of Inventories	-5.903	-1.659	-1.263	-539
Decrease/(increase) of Receivable Accounts	9.117	-37.963	36.076	88
(Decrease)/Increase of Payable Accounts (except Banks)	-17.229	12.027	-22.621	10.107
Less:				
Interest Paid and similar expenses paid	-53.863	-30.092	-25.502	-10.582
Income Tax Paid	-23.375	-28.771	-954	-1.431
Net Cash from Operating Activities (a)	**45.141**	**45.465**	**-2.135**	**40.188**
Investing Activities				
(Purchases)/Sales of subsidiaries, associates, joint ventures and other investments	7.373	-43.551	392	-8.659
Purchases of tangible and intangible assets	-42.752	-38.799	-8.203	-11.267
Proceeds from sales of tangible and intangible assets	133	381	0	0
Interest received	8.991	5.267	3.477	3.870
Dividends received	999	2.479	4.162	6.783
Net Cash from Investing Activities (b)	**-25.256**	**-74.223**	**-172**	**-9.273**
Financing Activities				
Cash inflows from loans	290.829	483.891	12.000	69.500
Repayment of loans	-225.801	-403.232	0	-99.300
Repayment of Leasing Obligations	-9.181	-3.809	0	0
Dividends paid	-19.542	-13.198	0	-417
Net Cash from Financing Activities (c)	**36.305**	**43.652**	**12.000**	**-30.217**
Net increase / (decrease) in cash and cash equivalents for the period (a) + (b) + (c)	56.190	14.914	9.693	698
Cash and cash equivalents at the beginning of the period	**143.293**	**134.931**	**5.131**	**5.254**
Cash and cash equivalents at the end of the period	**199.483**	**149.845**	**14.824**	**5.952**

** Including restated figures according to IFRS 11 – (note 2.15.A.III of interim financial statements)*

2. TOTAL COMPREHENSIVE INCOME STATEMENT (GROUP and COMPANY)

	GROUP				COMPANY			
	1.1-30.9.2014	1.1-30.9.2013*	1.7-30.9.2014	1.7-30.9.2013*	1.1-30.9.2014	1.1-30.9.2013	1.7-30.9.2014	1.7-30.9.2013
Sale Proceeds	1.329.509	1.079.962	434.009	362.734	84.486	102.820	16.593	47.176
Less: Cost of Sales	-1.135.990	-884.026	-365.899	-300.756	-37.627	-53.725	-14.771	-20.803
Gross Profit / (Loss)	**193.519**	**195.936**	**57.110**	**61.978**	**46.859**	**49.095**	**1.822**	**26.373**
Other Operating Income	13.916	12.495	5.374	3.754	2.748	125	1.438	0
Selling Expenses	-42.557	-28.455	-12.747	-8.387	-5.380	-5.154	-1.408	-1.721
Administrative Expenses	-86.330	-82.953	-25.901	-29.983	-9.025	-6.866	-2.857	-2.502
Research and Development Expenses	-6.841	-5.751	-2.349	-2.216	-6.785	-5.425	-2.350	-2.113
Other Operating Expenses	-5.831	-5.015	-2.105	-1.490	-304	-38	9	12
EBIT	**66.238**	**76.443**	**19.586**	**23.618**	**8.248**	**31.737**	**-3.347**	**20.049**
Interest and similar charges	-53.699	-39.483	-17.971	-14.282	-21.997	-17.813	-7.635	-5.729
Interest and related income	10.002	14.105	3.118	8.447	9.980	22.718	1.272	13.358
Exchange differences	6.883	-10.657	3.027	-3.089	3.279	-693	2.798	-625
Profit / (Loss) from equity method consolidations	-1.790	-76	-441	-254	0	0	0	0
Profit / (Loss) before taxes	**27.272**	**40.146**	**7.095**	**14.478**	**-605**	**35.949**	**-6.911**	**27.053**
Taxes	-30.533	-20.198	-4.174	-11.108	-6.808	-5.119	2.762	-7.516
Net Profit / (Loss) after taxes (A)	**-3.261**	**19.948**	**2.921**	**3.370**	**-7.413**	**30.830**	**-4.149**	**19.537**
Attributable to:								
- Owners of the parent	-32.070	527	-8.030	-2.044	-7.413	30.830	-4.149	19.537
- Non-Controlling Interests	28.809	19.421	10.941	5.414	0	0	0	0
Other comprehensive income/(expenses) for the period, after taxes (B)	**7.768**	**-9.712**	**13.002**	**-5.386**	**182**	**1.059**	**-17**	**350**
Total income / (expenses) after of taxes (A) + (B)	**4.507**	**10.236**	**15.923**	**-2.016**	**-7.251**	**31.889**	**-4.166**	**19.887**
Attributable to:								
- Owners of the parent	-26.528	-381	2.101	-2.673	-7.251	31.889	-4.166	19.887
- Non-Controlling Interests	31.035	10.617	13.822	657	0	0	0	0
Earnings after taxes per share (in euro)								
- basic	-0,2017	0,0033	-0,0504	-0,0129	-0,0466	0,1939	-0,0261	0,1229
- diluted	-0,2017	0,0033	-0,0504	-0,0129	-0,0466	0,1939	-0,0261	0,1229
EBITDA	**131.653**	**143.477**	**42.187**	**45.827**	**15.033**	**42.673**	**-973**	**23.795**

** Including restated figures according to IFRS 11 – (note 2.15.A.III of interim financial statements)*

Supplementary information:

1. The same accounting policies have been followed as the year-end consolidated financial statements 31/12/2013 except for the changes resulting from the adoption of new or revised accounting standards and interpretations as mentioned in note 2.1.4 of the interim financial statements.
2. The companies included in the consolidation of 30/9/2014 and not in the consolidation of 30/9/2013 due to subsequent acquisition are the following: Intralot Slovakia Spol. Sro, Intralot Ireland Ltd, Intralot Capital Luxembourg SA, Goreward Ltd, Oasis Rich International Ltd & Wusheng Computer Technology (Shanghai) Co Ltd. (note 2.15.A.I & II of interim financial statements). The entity Bilyoner Interaktif Hizmetler AS Group is consolidated since 1/12/2013 with the full consolidation method (in prior periods was consolidated with the equity method) since the requirements of IFRS 10 are met. Since 1/11/2013, entities Gain Advance Group Ltd and IKTEMS Holdings Co Ltd are consolidated with the equity method (in prior periods were consolidated with the full consolidation method) since the requirements of IFRS 10 are no longer met. Since 1/11/2013 Nerium Lotto Co Ltd is not consolidated since the requirements of IAS 28 are no longer met. The subsidiary Servicios Tranodata SA was absorbed by Intralot De Peru SAC on 1/10/2013. The entities Atropos SA, Nafirol SA, Intralot Luxembourg SA, Intralot Holdings Luxembourg SA, Dinet ZAO, Intralot De Chile SA and E.C.E.S. SA Eare in the process of liquidation while the liquidation of Intralot France SAS was completed in May 2013. During the first nine months period of 2014 the Group ceased operation and finalized liquidation process of the subsidiaries Promarta OOO, Intralot Interactive USA LLC and DeepStack Casino LLC. The Group sold its share in subsidiary Intralot Czech SRO on July 2014. The Group has applied the new IFRS 11 "Joint arrangements" retroactively from 1/1/2013, changing the method of consolidation of companies under common control (Unidic Ltd and Dowa Ltd) from proportionate to equity method. (note 2.15.A.III of interim financial statements).
3. The Group's provisions at 30/09/2014 that refer to legal issues amount to € 6,2 million, those referring to unaudited tax periods and tax audit expenses amount to € 3,9 million and € 11,0 million refer to other provisions. The respective amounts for the Company amount to € 6,1 million (legal issues), € 3,3 million (provisions for unaudited tax years and tax audit expenses) and € 7,3 million (other provisions).
4. The number of employees of the Group at the end of the current period amounted to 5.348 (5.131 subsidiaries and associates 217) and the Company's 695. At the end of the nine months of 2013 the number of employees of the Group were 5.532 persons (subsidiaries 5266 and associates 266) and the Company's 815.
5. Companies that are included in 30/6/2014 consolidated financial statements are presented in note 2.15.A.I & II of the interim financial statements including locations, group percentage ownership and consolidation method.
6. The fiscal years that are unaudited by the tax authorities for the Company and the Group's subsidiaries are presented in detail in the note 2.14.B of the interim financial statements.
7. The amounts of expense/income included in the Group's comprehensive income statement as at 30/9/2014 of € 7,8 mio (2013: € -9,7 mio) concern: foreign exchange differences of € 10,6 mio (2013: € -15,1 mio), derivative valuation of € 407 k (2013: € 2,4 mio), € -3,3 mio (2013: 3 mio), concerns the valuation of available for sale financial assets, while ending amount € -5 k (2013: € 0 k), concerns defined benefit plans revaluation. Accordingly, the amounts of expense/income recorded in the comprehensive income statement as at 30/09/14 for the Company, amounted to € 162 k (2013: € 1,3 mio) regard: revaluation of available for sale financial assets, amounted to € 162 k (2013: € -12 k) and 0 (2013: € 1,1 mio) concerns valuation of derivative.
8. There are no changes in accounting estimates. Certain prior year amounts have been reclassified for presentation purposes with no significant impact on the prior year equity, turnover and earnings after tax of the Group and the Company.
9. Transactions (including income, expenses, receivables, payables) with related parties, are as follows:

	Group	Company
a) Income		
-from subsidiaries	0	23.578
-from associates	1.805	2.092
-from other related parties	3.554	3.277
b) Expenses		
-to subsidiaries	0	24.321
-to associates	-270	-271
-to other related parties	14.246	11.004
c) Receivables		
-from subsidiaries	0	111.223
-from associates	19.061	15.043
-from other related parties	19.907	16.856
d) Payables		
-to subsidiaries	0	276.916
-to associates	0	0
-to other related parties	29.456	25.825
e) BoD and Key Management Personnel transactions and fees	8.720	5.220
f) BoD and Key Management Personnel receivables	695	0
g) BoD and Key Management Personnel payables	205	0

Maroussi, November 8th, 2014

THE CHAIRMAN OF THE BOARD OF DIRECTORS	THE VICE-CHAIRMAN OF THE BOARD OF DIRECTORS AND CEO	THE GROUP CHIEF FINANCIAL OFFICER	THE ACCOUNTING DIRECTOR
S. P. KOKKALIS	C.G. ANTONOPOULOS	A. I. KERASTARIS	N.G. PAVLAKIS
ID. No. AI 091040	ID. No.AI 025905	ID. No. AI 682788	ID. No. AZ 012557 H.E.C. License No. 15230/A' Class

INTRALOT Group
ANNUAL FINANCIAL REPORT
(based on article 4 of L.3556/2007)
FOR THE YEAR ENDED 31 DECEMBER 2013
IN ACCORDANCE WITH
INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS)

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

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Representation of the Members of the Board of Directors
(according to article 4 par. 2 of L.3556/2007)

The

1. Socrates P. Kokkalis, Chairman of the Board of Directors
2. Con/nos G. Antonopoulos, Vice - Chairman of the Board of Directors and CEO
3. Sotirios N. Filos , Member of the Board of Directors

CERTIFY THAT

As far as we know:

a. The enclosed financial statements of the company "INTRALOT S.A" for the year 1st January 2013 to 31st December 2013, drawn up in accordance with the applicable accounting standards, reflect in true manner the assets and liabilities, equity and results of the Company and the companies included in the consolidated financial statements taken as a total.

b. The attached Board of Directors' annual report truly presents the course, the performance and the position of the Company and the companies included in the consolidated financial statements taken as a total, including the description of the most important risks and uncertainties they are facing.

c. The attached Financial Statements are those approved by the Board of Directors of "INTRALOT S.A." at 24th March 2014 and have been published to the electronic address www.intralot.com.

Maroussi, 24th March 2014

The designees

S. P. Kokkalis	C. G. Antonopoulos	Sotirios N. Filos
Chairman of the Board of Directors	Vice - Chairman of the Board of Directors and CEO	Member of the Board

REPORT OF THE BOARD OF DIRECTORS-INTRALOT GROUP TO THE ANNUAL GENERAL ASEMBLY OF THE SHAREHOLDERS FOR THE FISCAL YEAR 01/01/2013-31/12/2013

Dear Shareholders,

INTRALOT is the leading gaming company that guides the evolution in the sector with the continuous development of innovative solutions and products and a leading supplier of integrated gaming and transaction processing systems, while its footprint straddles five continents, with presence in 57 jurisdictions. Committed to meeting customer requirements and performance expectations and with a demonstrated ability to adapt to new markets and overcome technological and cultural constraints, INTRALOT has acquired an excellent reputation in the global gaming sector.

The Company, having made a number of significant investments in the last years, has an impressive international footprint with a large portfolio of projects in developed markets, that provide the necessary stability and in developing markets with significant growth potential. At the same time, the Company's contracts secure significant revenues in the next years, with limited dependence from specific markets.

INTRALOT's current strategy is to focus on organic growth and technological excellence. The company's target is to improve the profitability and cash flow generation of its existing projects and to selectively participate in potential new opportunities, so as to maximize its shareholder's value.

INTRALOT's primary vision for the future is to create value through innovation, customer satisfaction and new media. Innovation lies within the culture of the company and stems from its strategy to gather the best human capital globally. At INTRALOT innovation derives from customer's needs and also aims to increase customer satisfaction, because it is exactly the customer needs that we have to predict and address through our innovative solutions. Last but not least, new media has been on the spot for the past years and will continue to play a pivotal role in the gaming industry. The challenge for the company is to stay ahead of itself and continue leading the way of the industry.

Regarding the major business developments in 2013, in US INTRALOT extended its contract with the South Carolina Education Lottery for three more years, until 2018, while in Ohio it also renew for two more years, until 2015, its contract to provide gaming system services, as well as its contract for the provision of support services for the instant tickets, increasing also for two more years until 2021 their extension options. Moreover, last year INTRALOT introduced in US its new gaming website "DeepStack Casino™", that it offers consumers in the US market freeplay casino type games, aiming to offer the platform as a B2B product to corporate clients like lotteries that want to introduce a real-money site within their regulated US jurisdictions.

In the very important market of China, INTRALOT is the only international company certified as approved terminal supplier by the China Sports Lottery Administration (CSLA), one of the two national lotteries, aiming to

provide its terminals to the 31 provinces of the country where CSLA is having operations. In Taiwan the joint venture of LotRich, in which INTRALOT is a major shareholder, was selected as the system technology provider for another 10 years by ChinaTrust Bank, the operator of the Public Welfare Lottery in the country. Additionally, in Taiwan INTRALOT's joint venture signed two more contracts for the provision of technology and the provision of support services for sports betting with the Taiwan Sports Lottery Corporation, the betting operator in the country. In addition, in South Korea, the Joint Venture that the Company participates won again the license for the operation of the National Lottery.

In Australia, the Company has been selected by the Victorian State Government, to implement a voluntary pre-commitment scheme for the approximately 27.500 electronic gaming machines across the State, while in Tasmania it renew for five years its license to operate lottery games.

In Italy it successfully entered the Virtual Games market, in Poland it received a 6-year internet betting license, while in Cyprus it renewed its sport betting license.

In Turkey, INTRALOT acquired an additional stake of 25.01% in the company Bilyoner, which brought its total stake in the company to 50.01%, strengthening its presence in the growing betting market of the country.

Finally, in Greece, the Hellenic Lotteries S.A., a company in which INTRALOT participates, signed the exclusive license contract with the Hellenic Republic Asset Development Fund (HRADF) for the management of the Hellenic State Lotteries (Instant and Passive Tickets). The contract has a 12 years duration starting from the lotteries' operations launch, which is expected within the second quarter of 2014. Moreover, INTRALOT following an international tender process procured by OPAP S.A., signed a 5-year contract for the implementation of the new central system and the provision of related support and maintenance services. INTRALOT, also participates in the HRADF's process for the grant of an exclusive right to organize and conduct mutual betting on horse races.

Regarding the Group's financial results in 2013, revenues increased by 12% to €1,539.4 mil from €1,374.0 mil in 2012. EBITDA (Earnings Before Interest, Tax, Depreciation and Amortization) increased by 9.7%, reaching €194.8 mil from €177.5 mil in 2012. Earnings before taxes decreased by 8.3% to €53.6 mil. from €58.4 mil in 2012. Earnings after taxes and after minorities were shaped to €-4.6 mil from €6.1 mil in 2012. Concerning Parent company results, revenues were €150.9 mil in 2013, while net income after taxes was €-0.1 mil.

A significant development for the Company in 2013 was the issuance of a 5-year bond of 325 million Euro, in the beginning of August. The successful completion of the bond improves significantly the capital structure of the Group, while it offers to the investors one more important investment vehicle. Finally, the rating of the Company, that exceeded the country limit proving the internationalization and risk diversification of the

Company, from the three major international rating agencies (Standard & Poor's, Moody's and Fitch) offers significant transparency to the Company.

PERFORMANCE OF OUR MAIN MARKETS

In Italy, our subsidiary INTRALOT Italia in 2013 managed to outperform 2012 sports betting sales and increased its market share by 15%, remaining the largest foreign sports betting company in the country. This is mainly attributed to its three pillar strategy, built around product enhancement, customer satisfaction and network optimization. In April, the Company launched its new i-Bingo Platform and in July the new re-designed website www.intralot.it based on real customer feedback went Live. However, the most important milestone of 2013 took place in December with the introduction of Virtual Games and the enrichment of the product portfolio. On the front of gaming machines, our subsidiary INTRALOT Gaming Machines entered the AWP market in April 2013 and in December increased its VLT licenses by approx. 50% to 1,000.

In Malta, our subsidiary MALTCO Lotteries that has the license to manage all the games of the National Lottery in the country, posted a marginal decrease of its sales in 2013, affected by the weak aggregation of high jackpots and the frequency of jackpots in the numerical games compared to 2012. Also, during 2013, the company re-introduced the Grand Lottery game.

In Bulgaria, the sports betting revenues of the subsidiary Eurofootball had been affected negatively the last years from the financial crisis in the country, the increase of the gaming taxation and the intense competition from the illegal internet betting. In 2013 the revenues increased due to the betting sales that boosted by the successful introduction of fixed odds game on dog races at the end of 2012. A positive development for the company is that it awarded recently an internet betting license, following its legalization in the country.

In Romania, Lotrom's revenues from the management of the VLTs of the national lottery operator CNLR and the revenues from the support of the sports betting game, decreased for one more year in 2013, mainly because of the intense competition. We must note that the VLTs management contract that expired at the end of 2013, has been extended until March 31, 2014. Moreover, INTRALOT participates in the tender process for the provision of technology for the operation of Lotto type games and the provision of associated services.

In Poland, the company in 2013 managed to regain its market share and increase its revenues by introducing new games (like Horse Race betting) and entering dynamically into the internet market with the betting license that it received in July 2013. Furthermore the company has successfully proceeded to the restructuring of its POS network mix.

In Turkey, the turnover of the sports betting game, that the subsidiary Inteltek manages, increased in Euro in 2013 for one more year, although the growth affected by the depreciation of the Turkish Lira. The main reason

of the growth is the fact that the betting market is still underpenetrated in the country, helped also by the increased number of matches and the sustaining efficiency of the mobile agent network.

In Argentina, the subsidiary TecnoAccion is one of the leading gaming technology companies with contracts in 12 out of the 24 states in the country. The revenues of the company from the provision of services increased in 2013 year due to the underlying lottery sales growth and due to the fact that Tecno Accion has entered in the Operation side of Lottery business by acquiring the exclusive license of operating lottery games in Salta province from late November 2013.

In Peru, where Intralot de Peru is the leading gaming company, total lottery sales slightly decreased in 2013, due to the exchange rate of local currency compared to euro and due to the videolottery revenues that were negatively affected from the increased competition. In order to increase the revenues in the country, INTRALOT decided to explore further opportunities in the broader sector.

In Jamaica, the sales of Supreme Ventures Limited (SVL), in which INTRALOT owns a strategic stake, slightly decreased in 2013 due to significant decline in the exchange rate of the local currency compared to euro. SVL is the leading gaming company in the country that offers various numerical games, sports betting and it also manages videolottery gaming lounges.

In the U.S., the revenues from the facilities management of ten state lotteries slightly decreased in 2013 due exchange rate differences. The U.S. lottery market is mature and every year there are small revenue deviations mainly driven by the frequency and the size of the jackpots.

In Azerbaijan, INTRALOT started in 2011 the exclusive operation of the sports betting game in the country for 10 years. The game proved very successful and the growth of revenues in 2013 exceeded 50%. During 2013, the company also introduced successfully the fixed odds game on dog races.

NEW PROJECTS – INVESTMENTS

In January 2013, INTRALOT USA announced that the South Carolina Education Lottery (SCEL) approved an extension of its contract to continue to provide central gaming and statewide retail network systems, including associated gaming products and support services. The initial 7-year contract was extended for three additional years, until 2018, as provided in the original contract.

In January 2013, INTRALOT's subsidiary in Cyprus, Royal Highgate Public Company Limited, announced that it received an "A class" betting license, in order to continue to offer retail Betting services in the country, including the selection of sports events, odds compilation and risk management. The duration of the new license is 2 years. The license was granted according to the new Betting Law, which concerns companies that wish to offer retail betting services in the country.

In March 2013, INTRALOT Italia, a subsidiary of INTRALOT Group in Italy, entered into the Virtual Gaming market offering players a wide range of exciting new games. With this new addition to INTRALOT Italia's product portfolio, the retail shops are progressing even further to become entertainment centers that offer players a complete gaming portfolio ranging from sports betting, AWP, VLT and now Virtual Games.

In March 2013, INTRALOT USA, a subsidiary of the INTRALOT Group, announced that it offers consumers in the US market its newly developed freeplay, feature-rich gaming website "DeepStack Casino™". This new website offers interactive and social gaming content and expands the Company's portfolio beyond the traditional lottery products for which the Company is well known in the US. Legislation permitting, INTRALOT USA will also offer the platform as a B2B product to clients who want to introduce a real-money site within their regulated US jurisdictions.

In March 2013, INTRALOT Beijing, a subsidiary of INTRALOT Group in China, following an international lottery and betting terminal supplier selection and evaluation process is the only international company of the lottery sector certified as approved terminal supplier by the China Sports Lottery Administration (CSLA) among the total six (6) companies certified. By receiving the corresponding certification for its Photon terminal, INTRALOT will be allowed to provide Photon to the 31 provincial CSLA lottery companies in China (provinces, cities and autonomous regions) during the upcoming terminals replacement cycle. Photon, INTRALOT's integrated terminal that combines sophisticated technology with high ergonomy and efficient design, was certified by CSLA, as it meets the Lottery's high standards regarding functionality, adaptability, efficiency, reliability and security. Following the completion of the selection and evaluation process, the CSLA provincial lotteries will gradually replace their approximately 130,000 terminals installed in their Points of Sale countrywide with terminals provided by the six (6) companies whose terminals have been certified by CSLA. The new terminals will be connected to CSLA Central System.

In May 2013, INTRALOT, through its participation as a major shareholder in the Taiwanese joint venture LotRich Information Co., Ltd, has been selected, following an international tender process, as the lottery system technology provider of ChinaTrust Commercial Bank in Taiwan (CTCB), a member of Chinatrust Financial Holding Company, which has received the license from the government to operate the Public Welfare Lottery. INTRALOT has been the technological provider of ChinaTrust Commercial Bank in Taiwan since 2007, when CTCB obtained its first license to operate the lottery. The duration of the new project is for ten (10) years. INTRALOT will provide ChinaTrust Commercial Bank and its subsidiary lottery operator Taiwan Lottery Corporation (TLC) with the LOTOS™ O/S On-line Gaming Computer System, the LOTOS™ Horizon content management software and hardware, along with the necessary for 10 years Central system and Retail Network maintenance and support services for the operation of the Public Welfare Lottery, and will install 6,050 Photon terminals in retailer locations across Taiwan.

In June 2013, INTRALOT announced the 5-year renewal of its Foreign Games Permit to operate games in the State of Tasmania in Australia. The license renewal was granted by the Tasmanian Gaming Commission and permits INTRALOT to continue to operate lottery and instant games in the State of Tasmania until 30/6/2018.

In June 2013, INTRALOT announced a 2-year renewal of its contract to provide gaming system services to the Ohio Lottery Commission for the biennium 2014-2015, as well an additional 2-year extension option until 2021, both passed unanimously by the Ohio Controlling Board. The Lottery's budget is approved every two years by the state and therefore contracts must be renewed every two years.

In July 2013, INTRALOT announced a 2-year renewal extension to continue to develop, refine, implement and provide instant ticket related and cooperative instant ticket support services to the Ohio Lottery Commission. INTRALOT had originally won an 8-year contract to provide cooperative services to the Ohio Lottery in 2009 with options to renew every two years. The Lottery's budget is approved every two years by the State and therefore contracts must be renewed for every biennium. This two-year extension begins on July 1, 2013.

In July 2013, INTRALOT announced that following an international tender process procured by OPAP S.A. it has signed i) a contract for the implementation of the new central system (implementation contract) and ii) a contract for the support, maintenance and evolution of the new central system (service agreement) with a total duration of five (5) years. In parallel, once the new central system contract commences, the agreement signed for the provision of the maintenance and technological support services of OPAP agencies' infrastructure will be activated. The duration of this agreement is for two (2) years with three (3) one-year renewals option. INTRALOT has also signed an extension to its current contract with OPAP S.A. until the commencement of the new system. The implementation contract includes the commissioning and installation of the infrastructure, the software implementation/installation and all the necessary implementation services, so the new central system commence live operations and user licenses for Greece and Cyprus. Project implementation timeframe is agreed at seven (7) months. The services agreement covers the provision of Support and Maintenance of Hardware and System Software, the Operational Support and the Business Enhancement. The contract has total duration of five (5) years and expires on 31/7/2018. The combined value of the implementation contract and the services agreement contract is €101.0 million, whereas the value of the agreement for the provision of the maintenance and technological support services of OPAP agencies' infrastructure is a total of €46 million for the first two years declining by €1 million per annum for each subsequent annual extension.

In July 2013, INTRALOT's subsidiary in Poland, Totolotek, received a 6-year Internet betting license from the Polish Ministry of Finance. According to the license granted, Totolotek will provide to players in Poland Fixed Odds Betting and Sport Pool Games through the Internet. The Company's plans regarding interactive gaming in Poland also entail the development of Live Betting.

In July 2013, Hellenic Lotteries S.A., a company in which INTRALOT participates together with OPAP S.A. and Scientific Games (SGI), signed the exclusive license contract with the Hellenic Republic Asset Development Fund (HRADF) for the production, operation, circulation, promotion and management of the Hellenic State Lotteries (Instant and Passive Tickets). The contract has a 12 years duration starting from the lotteries' operations launch, which is expected within the second quarter of 2014. In addition to its shareholding participation, INTRALOT has signed related supply contracts with Hellenic Lotteries S.A., to provide all required technology, central system operation services, central system and network equipment maintenance and technical support services, and logistics and tele-sales services. Furthermore, INTRALOT in cooperation with OPAP S.A. will develop a new State Lotteries points of sales network, in addition to the current network of OPAP agencies, which is expected to contribute significantly to the development of the lotteries and, in particular, of the new scratch lottery. INTRALOT has operated the Instant Lottery (Scratch) in Greece from 1993 to 2003, one of the most successful and profitable projects worldwide.

In August 1, 2013, INTRALOT issued €325,000,000 9.750% Senior Notes due 2018 (the "Notes"). The Notes issued by its indirect subsidiary Intralot Finance Luxembourg S.A., a public limited liability company (société anonyme) organized under the laws of the Grand Duchy of Luxembourg and they are trading on the Luxembourg Stock Exchange's Euro MTF market. The Notes were offered at an issue price of 99.027%.

In August 5, 2013, Intralot Luxembourg S.A. announced the results of its invitation to holders of the €140,000,000 in outstanding principal amount of the 2.25% Guaranteed Exchangeable Notes due 2013 to tender their Bonds for purchase by the Offeror for cash. As at the Expiration Deadline, €111,300,000 in aggregate principal amount of Bonds had been validly tendered pursuant to the Tender Offer. The Offeror decided to accept all such valid tenders of Bonds pursuant to the Tender Offer. The Repurchase Price paid on the Payment Date was equal to 114% of the principal amount of the Bonds (€57,000 per €50,000 principal amount) for Bonds validly tendered and accepted for purchase, and accordingly the aggregate cash purchase price paid by the Offeror for all Bonds validly tendered and accepted for purchase pursuant to the Tender Offer was €126,882,000. Following settlement of the Tender Offer and the cancellation of the Bonds accepted for purchase pursuant to the Tender Offer, €28,700,000 in aggregate principal amount of Bonds remained outstanding. At the end of December 2013, the Company fully repaid the total amount of the Guaranteed Exchangeable Notes.

In September 2013, INTRALOT Gaming Services Pty Ltd, a wholly owned subsidiary of INTRALOT Australia Pty Ltd, has been selected as the preferred provider by the Victorian State Government in Australia, to implement a voluntary pre-commitment scheme for the approximately 27.500 electronic gaming machines across the State including Casino. The pre-commitment scheme is planned to be in place from 1 December of 2015 subject to the enactment of legislation, the issuing of a Ministerial direction and successful contract negotiations. INTRALOT will operate the pre-commitment scheme until 2027.

In September 2013, INTRALOT announced that following an international tender the "NANUM LOTTO" consortium, in which the Company participates, has been awarded a license to operate South Korea's National Lottery by the Korea Lottery Commission (KLC). The duration of the license awarded is five (5) years (2013-2018) and the newly developed localized system launched early December 2013. During the new license's term, "NANUM LOTTO" will be responsible for operating a consolidated lottery business, which includes the Online Lotto, Instant Products, and the Electronic Lottery. INTRALOT will provide system operations, monitoring services, consulting services related to both Online and Instants products, and technological support. The "NANUM LOTTO" consortium has been exclusively operating the South Korea's National Lottery since 2007, holding the 5-year license that it had received the same year following an international tender.

In September 2013, INTRALOT, through its participation as a major shareholder in the Taiwanese joint venture LotRich Information Co., Ltd., has been selected as the technology provider by Taiwan Sports Lottery Corporation (TSLC), following a tender process. INTRALOT offered TSLC the necessary support to bid for and win the 10-year License to operate the Sports Lottery, to which the major prerequisite and criterion was the competence and experience of the technology provider. The 10-year betting technology supply contract of INTRALOT commenced in the beginning of 2014 and will run through the end of 2023.

In November 2013, INTRALOT has been selected by the Taiwan Sports Lottery Corporation (TSLC), among other international companies, as its single betting services partner for the next 10 years, until the end of 2023. As the betting services partner of TSLC, INTRALOT will provide operational support services for sports betting, both retail, to a network of 1,200 Points of Sale countrywide, and interactive, through Internet and mobile platforms. INTRALOT commenced its betting services in the beginning of 2014.

At the end of November 2013, INTRALOT, by utilizing its right of first refusal, acquired an additional stake of approximately 25.01% in its associated company Bilyoner, which brought its total stake in the company to approximately 50.01%. Bilyoner is a Turkish company that operates as an electronic agent offering the sports betting games of the state organization "SporToto" which contribute the majority of its sales and the Lottery games of the state lottery "Milli Piyango" through internet in the country.

In November 2013 expired the contract of the company with CNLR for the operation of VLTs and it was extended until 31/03/2014. In case the contract is not renewed, Lotrom will lose revenue of about 80%. For the Group this loss will not be significant neither for revenues nor for profits.

SIGNIFICANT EVENTS AFTER THE END OF FY 2013

In January 2014, INTRALOT announced its new organizational structure as well as the members of the Executive Committee, who will report directly to the Group CEO, Mr. Constantinos Antonopoulos. The new

structure of the organization reflects the growing global footprint of Intralot, the need to better serve the customers, satisfy their fast evolving needs, optimize its operations, enhance the offering of top-quality and innovative products and services, and increase shareholder value. The new organization was the outcome of a thorough strategic and organization study conducted in collaboration with the global management consultants The Boston Consulting Group - BCG. The company will be organized around three distinct divisions - Products & Services, Global Operations & Sales and Technology.

The new management Executive Committee appointments are the following:

- Mr. Socrates S. Kokkalis is appointed Group Deputy Chief Executive Officer
- Mr. Ioannis Pantoleon is appointed Group Chief Operating Officer, for all Global Operations and Sales
- Mr. George Zenzefilis is appointed Group Chief Products & Services Officer
- Mr. Konstantinos Farris is appointed Group Chief Technology Officer
- Mr. Athanasios Chronas is appointed Group Chief Legal & Compliance Counsel
- Mr. Antonios Kerastaris (presently Chief Executive Officer of Hellas Online) is appointed Group Chief Financial Officer
- Mr. Nikos Nikolakopoulos is appointed President Latin America, Western Europe & Africa, reporting to the Group COO.

In February 2014, after a smooth conversion to INTRALOT's systems and six years of successful operations in New Mexico, INTRALOT USA was awarded an extension of its contract by the New Mexico Lottery Board for the provision of the on-line Lottery Gaming System and related products and services. The new amendment extends the current seven (7) year contract, for three (3) additional years from 2015 until 2018.

In February 2014, INTRALOT S.A. announced the extension of its agreement with Hrvatska Lutrija d.o.o, the Croatian State Lottery, for the supply and maintenance of an extensive portfolio of interactive instant and scratch games, following a public procurement procedure. The extension contract will have a duration of one (1) year and may be re-extended for consecutive one-year periods.

In March 2014 INTRALOT selected by Premier Lotteries Ireland Limited (PLI), as its technology provider for the supply, set up, maintenance and support of new lottery software platforms and terminals in Ireland. Premier Lotteries Ireland is a company that has been awarded a 20 year licence to operate the Irish National Lottery that recorded revenues of €735mil in 2012. Within the framework of the 10-year contract, INTRALOT will provide its state-of-the-art LOTOS™ O/S On-line Gaming Computer System for the operation and administration of Lottery and instant games over both the retail POS network, as well as the Internet and mobile channels. The technology suite will also include INTRALOT's CRM solution and LOTOS™ Horizon content management software platform. In addition, INTRALOT will supply PLI with more than 4,000 of its sophisticated Photon terminals that are based on INTRALOT's cutting-edge Icon Digital Imaging Technology. Aiming to offer

the most efficient on-site support, INTRALOT has set-up INTRALOT Ireland that will be responsible for the implementation and configuration of these platforms, simultaneously offering a combination of high quality maintenance, support and repair services for the delivered software and terminals, as well as on-going consultancy services for the complete project term. Additional options from INTRALOT's product portfolio have also been made available to Premier Lotteries Ireland for the duration of the contract.

In March 2014, Intralot Finance UK Plc signed a supplemental agreement with a revised repayment schedule of the €42.5 Facility B (note 21).

Also in March 2014, Intralot Finance UK Plc engaged Alpha Bank and Societe Generale, to arrange a €200 million syndicated Term and Revolving Credit Facility. The facility will be structured with a 3 year tenor plus a one-year extension option at the discretion of the Lenders and will be used:
a) to refinance the existing €230 million Facility C (note 21) maturing in December 2014 and
b) for general corporate purposes.

RESEARCH AND DEVELOPMENT

INTRALOT invests continuously in Research and Development of innovative solutions, based on novel product design and development as well as on existing products evolution. As a result, INTRALOT's customers constantly leverage the benefits of leading-edge technology. A main principle of our corporate philosophy that retains us to our leading position regards focus and passion on designing and developing innovative and effective solutions.

INTRALOT Group for the eighth consecutive year was ranked amongst the top 1,000 European organizations of the '2013 EU Industrial Research & Development Investment Scoreboard' prepared and published by the European Commission. Committed to a strategy with constant focus on Innovation, INTRALOT ascended 60 places in the ranking compared to last year's R&D Scoreboard, becoming the 544th most significant R&D investor in Europe. INTRALOT was also classified 30th at the "Technology Hardware & Equipment" industrial Sector list of the Scoreboard. The R&D Scoreboard measured the total value of INTRALOT's global R&D investment financed with its own funds, irrespective of the location where the relevant R&D took place.

INTRALOT through its dedicated Innovation Lab (i-Lab) provides all the necessary tools for enabling innovation, from ideation to exploration, research, development and exploitation, creating an environment in which innovative ideas can be conceived, validated and turned into state of the art solutions. In 2013 INTRALOT adopted proven, advanced R&D methodologies and best practices, in all system designs and implementations. R&D activities support the LOTOS O/S platform evolution (central system, terminals and telecommunications) and offer innovative solutions in sectors such as business intelligence, financial and business data management, information security, fraud detection, electronic system and casino monitoring, betting risk management,

interactive gaming, subscription services, internet sales channels & media (PCs, mobile handhelds and tablets, interactive TV, social networks) and value-added services (trade transactions, news services, etc).

In 2013 INTRALOT has become the first international vendor to receive the Gaming Standards Association (GSA) Point to Point SOAP/HTTPS Transport and Security Specification and one of the two companies that have been certified internationally according to the GSA Game to System (G2S) Message Protocol standard, both of them for its VLT Monitoring system, iGEM.

As a result of extensive RnD the 2013 version of iGEM is a multi-protocol system, that enables the simultaneous support of both state- of- the art G2S slot machines and legacy machines through the use of innovative protocol converters. The full suite of the system has a number of features, including real time monitoring and control, remote configuration, game authentication, TITO and cashless, player club and responsible gaming, enhanced reporting and accounting, local and wide area progressives and mystery jackpots and more.

Furthermore, in 2013, INTRALOT showcased its enriched portfolio of new gaming solutions, as well as the evolved versions of the Company's best sellers. INTRALOT presented the new Retail model, developed to support Lottery operators in their endeavors to attract more players in their land-based operations, especially in younger demographics. It also presented the paperless lottery accomplished through the Genion terminal, a powerful and yet very compact and space saving solution that can serve as Game Validation and Payment Terminal, On-Line and Scratch Ticket Checker, Player Transaction and Advertisement Display, Player Access Point and In-Lane terminal.

INTRALOT's Gablet, the industry-unique, multi-functional player tablet, with impressive 22'' touch screen and advanced gesture-based navigation, introduced in 2012 was enhanced in 2013 with new games, player interaction and video streaming features. Gablet enables operators to provide a rich player experience at the POS, through its Lottery Triple Play services: Interactive Games, Interactive Digital Signage and Advertisement.

In 2013 INTRALOT expanded its GAMEZ-ON Gaming Platform with the Instant Mobile Games framework, specifically designed for the Lottery Industry. GAMEZ-ON establishes an open, collaborative gaming ecosystem empowering individuals and third parties to play, create and share new games and game ideas at all gaming verticals. The Instant Mobile Games framework capitalizes on HTML5 Mobile development framework to bring Instant Win and e-Scratch playing experiences into a cross-platform and device-optimized model, available through iOS and Android Smartphones and Tablets.

In 2013 INTRALOT has continued the exploration of digital camera techniques within its ICON Technology, attaining high resolution images, utilizing colour and exploring new advanced coupon decoding algorithms. All these features have been blended to a new small camera based retailer's terminal that is guaranteed to be the future best seller. INTRALOT believes strongly in its ICON Technology with its surpassed reliability and has

become the global leader in this field with its camera based Photon terminal which comes fully packed with more features and has penetrated triumphantly even the most technologically inept fields of Taiwan and US.

In 2013 INTRALOT also introduced TAPP IT! games, a series of fun, interactive, quick play style games. The TAPP IT! Games are designed to be loaded on Self Service terminals and AWPs/VLTs for street installations. Their simple fixed odds structure – similar to electronic scratch games- allows the adoption by any Lottery Organization. It also developed DreamTouch™ a self-service and stylish gaming station that uses a 42'' touch screen interactive display to offer a wide portfolio of Lottery gaming products as well as a new retail channel offering advertisement and digital signage services. Advanced methods are used in DreamTouch™ to optimize the players experience for the purchase of instant scratch tickets, lottery numerical draw and interactive touch games. DreamTouch™ provides an interactive and entertaining experience for Lottery players by incorporating a high resolution graphical user interface which enables quick product identification and makes purchasing fun and exciting. DreamTouch™ combines video, lottery and promotional advertising content with full flexibility to easily adapt and customize the self-service Lottery players experience according to lottery preferences and marketing strategies. Feather touch smartphone-like operation makes product selection appealing, fast, and simple. DreamTouch™ lowers cost of operation and streamlines procedures required by retailers to maintain self-service machines.

Furthermore, in the mobile field the company launched the Mobile Lottery product line. It is an innovative, independent end-to-end solution for making the Lottery experience native on mobile devices of all operating systems, sizes and capabilities. Adaptive user interface (UI) design with emphasis on ease of use, expedience of standard user actions and modern UI aesthetics, prove the best spring board to attract newer demographics to the traditional Lottery world. It incorporates several completely new and innovative player engagement features, and gives significant value add to existing and new Lottery operations.

The Sports Mobile betting management system combines the proven INTRALOT i-FLEX sports book platform with a complete content management and delivery platform for mobiles and tablets. Based on HTML5 technologies, new UI designs offer an exciting user experience, allowing the scaling up for multiple device options including terminal devices at the retail networks.

Instant mobile Games is a new approach to instant games designed to bring instant win and e-Scratch excitement into a cross-platform and device optimised model for mobile with HTML5-based technologies, better and more central management as well as embedding of content into native applications as needed. The product line combines traditional gaming rules with new innovative concepts from social and casual gaming environments catering to the smart phone and tablet gamer demographics.

Universal Mobile, as part of its flagship Universal Gaming Experience, addresses a new era that emerges with the power of mobile technology in gaming. Based on innovative RnD Universal Mobile features a multi-platform

approach adapted to seamlessly scale from the mobile phones and tablets up to the latest INTRALOT's Gablet stations. It embraces modern User Experience design, introducing new concepts of interactivity with the player and leveraging new technologies (NFC, Augmented Reality) that combine text, data, game logic, graphic animation and streaming video; while elevating the responsive architecture to its true purpose of designing user-centric games. Universal Mobile seamlessly connects to the company's Real Money Gaming Platform, as well as the new Social Gaming Platform that secures unique Wallet, Player and Social graph features, and act as a focal point for an optimized and personalized player journey across all gaming verticals and player touch points. The 2013 INTRALOT RnD program also led to the creation of the Mobile Lottery, providing the opportunity to user for direct participation, through mobile devices, during a live gaming session as well as the purchasing of lottery tickets among other features.
In 2013 INTRALOT RnD also led to the Universal GameStream Suite of products powered by INTRALOT's LOTOS Horizon multimedia platform, addressing players that are demanding Visual Entertainment that combines video content with novel Live and Virtual Gaming, delivered on demand in multiple user access points, inclusive of retail, desktop, and mobile. Satellite and Internet broadcasting technologies are seamlessly combined to deliver the content at multiple venue-installed TV devices, further contributing to the new look and feel of the Lotteries retail network.

Apart from in-house R&D, INTRALOT is cooperating with leading educational institutions. Inside the collaboration framework with AIT (Athens Information Technology – Centre for Excellence for Research and Graduate Education), several research projects have been conducted, in areas including Face Detection and Tracking as source of Marketing Analytics, Automated Content Authoring, Responsible Gaming and Collaborative Game development, among others.

As a leading partner in the Corallia Gaming Cluster, INTRALOT raised its efforts on the development of a dynamic, technology-oriented Gaming Innovation Cluster, based in Greece, and the introduction of a cooperation framework with the highly skilled human capital of the sector. INTRALOT actively supports innovation and collaboration with dynamic new entities and highly skilled engineering capital, looking forward to introducing more innovative technological solutions, pioneering gaming content and new gaming technologies.

Finally, INTRALOT's 2013 RnD and Innovation also focused in the processes that govern technology and services, optimizing the existing frameworks even further and leading INTRALOT to become the first international vendor in its sector that achieved the ISO 20000 certification. Certification covers the management of all technology related services provided by INTRALOT to licensed Lottery and Gaming organizations worldwide, such as integrated gaming and transaction processing systems & services, as well as interactive gaming services.

HUMAN RESOURCES

The expansion of INTRALOT's activities and the challenge for its further growth are closely connected to an important investment in human resources. The company aims to ensure the best working conditions for its employees via transparent and meritocratic procedures, offering equal opportunities and benefits to all employees.

INTRALOT continuously ensures the diffusion of knowledge and best practices through its innovative practice namely ''INTRALOT Global Live Network" aiming to bring closer together all INTRALOT employees worldwide and thus enhancing the corporate culture.

INTRALOT's corporate philosophy relies on the continuous effort to establish and preserve a working environment that encourages the personal and professional development of each individual employee, leading the Company to further success and growth. INTRALOT's multinational corporate nature offers the employees the working experience of both a local and a global corporation.

INTRALOT AND THE INTERNATIONAL PROSPECTS OF THE GAMING SECTOR

INTRALOT, is the leading supplier of integrated gaming systems and services worldwide with presence in 57 jurisdictions on all 5 continents. It is the leading vendor in the gaming sector and at the same time a licensed lottery operator in 16 jurisdictions.

INTRALOT, as a provider of technological solutions and services to lotteries has limited international competition and there are strong barriers to entry for new players. Moreover, there are substantial opportunities for further growth arising from the liberalization of gaming markets and particularly from the rapidly evolving Internet market, from the lottery privatizations as well as from the legalization of lottery games. All these opportunities arise from the need of the governments to increase their revenues, to fund the budget deficits especially during current difficult economic circumstances. INTRALOT is closely monitoring the sector's developments so as to selectively participate in projects with higher growth potential.

In Europe, the last years there is a tendency towards the liberalization of the gaming markets, as the governments trying to increase their revenues from the licenses and the gaming taxation and to fight against illegal gaming for social issues.

- A very successful model of market liberalization was proved to be the one of Italy, where licenses were provided for the creation of a sports betting retail and Internet-based sales network. INTRALOT, after participating in this licensing procedure, managed to become the leading non-local company in the country as far as market share is concerned.

- In Greece, a significant reform of the gaming market is taking place. In July 2013, the Hellenic Lotteries S.A., a company in which INTRALOT participates, signed the exclusive 12 years license contract with the Hellenic Republic Asset Development Fund (HRADF) for the management of the Hellenic State Lotteries (Instant and Passive Tickets). INTRALOT, also participates in the HRADF's process for the grant of an exclusive right to organize and conduct mutual betting on horse races. In addition, OPAP, that has been granted a ten year license for the operation of 35,000 VLTs, is expected to announce a bidding procedure for the subcontracting of 18.500 VLTs to third party operators.

- In Bulgaria, a new gaming law was voted in 2012, which includes the regulation of the Internet market. This development is expected to strengthen the activities of the Group's subsidiary Eurofootball, which is the largest operator of sports betting in the country through a retail network.

In Poland, INTRALOT's subsidiary Totolotek received also an Internet betting license, after the opening of the market.

- In Germany, although there are significant delays, the liberalization of the betting market and the licensing process continues. INTRALOT is ready to enter the sports betting market in the country, in cooperation with Scientific Games International for the support of ODDSET, subsidiary of the German State Lotteries. ODDSET is going to contend for one of the new national sports betting licenses in Germany, for the operation of the game through its network of 23.000 points of sale throughout the country and through the Internet.

- In many other European countries like in UK, in Portugal, in the Netherlands, in Ireland, in Switzerland, in Bosnia, in Hungary, in Romania, in Lithuania, in Sweden and in Norway, the current online gambling law in under review.

INTRALOT, through its subsidiary Intralot Interactive, is the leading partner for those organizations that want to compete in a regulated interactive competitive environment, offering a Unified Player Experience, to their players. Its customers take advantage of the most robust, efficient and versatile Gaming Platform in the industry that seamlessly combines the Retail, Mobile and Home Users, connecting innovative Gaming Verticals and offering an unparallel business support to the organization for optimal customer experience.

In the U.S.A, the State of Illinois in its effort to expand and optimize its lottery market, awarded in 2010 the first license for the management of its lottery to a consortium of private companies. Until today, two more management contracts have been granted from the states of Indiana and New Jersey, while many other states have express their interest for similar agreements. INTRALOT is monitoring these interesting developments that expand its growth opportunities in the U.S.

Another important growth driver in the U.S.A is the legalization of internet games. The prohibition of all internet games in the country started to lift after a Department of Justice legal opinion at the end of 2011, which ruled that the prohibition only applies to sports betting. The above mentioned development opened the way for the introduction of internet gaming (like poker, casino type games and bingo) and for lotteries to sell its existing games through the internet. Due to the lack of a federal regulatory framework, the legalization of internet gaming proceeds on an intra-state level. Up to now, the states of Nevada, Delaware and New Jersey have authorized some form of internet gaming, while Illinois, Georgia and Minnesota are selling their lottery games through the internet. INTRALOT, with contracts in 10 states, is prepared to take advantage of the developments in the country and become the technology partner of the lotteries in their effort to offer internet gaming.

INTRALOT USA has launched in the US market its new internet product "DeepStack Casino™", which offers the possibility in the US players to participate in casino style games by receiving cost-free chip bonuses. This new website offers interactive and social gaming content and expands the Company's portfolio beyond the traditional lottery products for which the Company is well known in the US. Legislation permitting, INTRALOT USA will also offer the platform as a B2B product to clients who want to introduce a real-money site within their regulated US jurisdictions, such as the lotteries.

In Asia, countries such as China and Vietnam have very large illegal gaming markets. The local governments have realized the potential benefits from legalizing lottery games, due to the loss of taxes and for social reasons and are now proceeding to modifications in the current legal framework governing the gaming sector. Gaming legalization in Asia can become a major growth factor for the sector. INTRALOT has a significant presence in Asia (China, South Korea, Taiwan, Philippines, and Malaysia) and it is strategically placed in the market through its participation in MelcoLot (a listed company on the Hong Kong stock exchange), which has business relationships with both of the two state lotteries in China.

An important development for the penetration of the Company in China, is its certification from the China Sports Lottery Administration (CSLA) as an approved terminal supplier (among the total six companies that certified) to the 31 provincial CSLA lottery companies in China during the upcoming replacement cycle of approximately 130,000 terminals.

PROSPECTS AND CHALLENGES FOR 2014

The lottery industry is facing both increased challenges and a wealth of opportunities. Regulatory initiatives, technological convergence, new business models and the need to attract new customer demographics all set the pace of change and the pillars of very interesting developments. By leveraging the industry's intrinsic values of contributing to society, preserving and promoting responsible gaming practices, and the awareness and trust of the brands, lotteries have unique advantages to compete in an open market across the globe.

We have been analyzing the patterns and the drive behind the purchasing decisions of lottery players, and come to the strong belief that the centuries-old traditional lottery products touch upon fundamental human needs of luck and entertainment that can now greatly be enhanced, augmented, changed and reshaped to form a very interesting and valuable new proposition. We believe in the emergence of the New Lottery, and we are enthusiastic to plan ahead with our partners towards the realization of this vision.

- **Optimization of existing projects**

The Company, having a presence in 57 countries in all 5 continents, runs projects in advanced and mature gaming markets, but it also has contracts in developing markets and projects in immature markets but with significant growth potential. INTRALOT aims to further penetrate its existing markets with the constant improvement of its products and services and the development of new technologies. At the same time its goal is to improve the profitability of the projects, mainly by reducing the operating costs and increasing the productivity.

- **Performance of new signed projects**

The performance of the Group will depend, among others, on the course of its new markets such as:
Greece, where the Hellenic Lotteries S.A., a company in which INTRALOT participates, signed the exclusive license contract with the Hellenic Republic Asset Development Fund (HRADF) for the management of the Hellenic State Lotteries (Instant and Passive Tickets). The contract has a 12 years duration starting from the lotteries' operations launch, which is expected within the second quarter of 2014.

Germany, where INTRALOT is ready to enter the sports betting market in the country, in cooperation with Scientific Games International for the support of ODDSET, subsidiary of the German State Lotteries.

Winners' Payouts in sports betting

INTRALOT is one of the largest sports betting operator worldwide. The winners' payout in sports betting may fluctuate in the short-term since it depends on the outcome of the events. The fluctuation of the payout may affect the financial results of INTRALOT since it represents a significant cost element for the Company.

Gaming sector and economic activity

The gaming market is affected by the economic cycles since lottery products are consumer products. However, the gaming sector is more resilient than other sectors of the economy. Specifically, during an economic downturn, frequent draw games (like KENO or VLTs) are most likely to present a reduction in revenues, while lotto type games are less affected. INTRALOT with its international expansion has achieved a significant diversification and it has reduced its dependency on individual markets and economies.

Gaming Taxation

The financial crisis has increased the budget deficits of many countries. The increase of the taxation of the lottery games constitutes sometimes an easy, but not correct in our opinion, solution for the governments in order to finance these deficits and it may affect INTRALOT's financial results.

RISKS AND UNCERTAINTIES

Description of significant risks and uncertainties

The group's international activities expose its companies to a variety of financial risks, including foreign exchange, interest rate, credit and liquidity risks. Risk management is a continuous and evolving process, which focuses on the volatility of financial markets and seeks to minimize potential adverse effects on the Group's financial performance. Risk management is carried out by a central treasury department under policies approved by the Board of Directors.

Credit risk

The Group does not have significant credit risk concentration because of the wide dispersion of its customers and the fact that credit limits are set through signed contracts. The maximum exposure of credit risk amounts to the aggregate values presented in the balance sheet. In order to minimize the potential credit risk exposure arising from cash and cash equivalents, the Group sets limits regarding the amount of credit exposure to any financial institution. Moreover, in order to secure its transactions even more, the Group adopted an internal rating system, regarding credit rating evaluation, using the relevant financial indices.

Liquidity risk

Prudent liquidity risk management implies maintaining sufficient cash and marketable securities, the availability of funding through an adequate amount of committed credit facilities and the ability to close out market positions. The Group took measures to obtain certain policies to monitor the liquidity in order to hold liquid assets that can cover Group's liabilities.

Market Risk

1) Foreign Exchange risk

Fluctuations in exchange rates can have significant effects on the Group's currency positions. Group transactions are carried out in more than one currency and therefore there is a high exposure in foreign exchange rate fluctuations against the euro, which is the main underlying economic currency. On the other hand, the Group's activity abroad also helps to create a significant advantage in foreign exchange risk management, due to the diversification in the currency portfolio. This kind of risk mainly results from commercial transactions in foreign currency as well as investments in foreign entities. For managing this type of risk, the Group enters into derivative financial instruments with various financial institutions. The Group's policy regarding the foreign exchange risk concerns not only the parent company but also the Group's subsidiaries.

Sensitivity Analysis in Currency movements (amounts of the period 1/1 – 31/12/2013)

Foreign Currency	Currency Movement	Effect in Earnings before taxes	Effect in Equity
		('000 €)	('000 €)
USD:	5%	-296	2.474
	-5%	268	-2.239
TRY:	5%	1.633	1.875
	-5%	-1.478	-1.696
PEN:	5%	-105	111
	-5%	95	-101
BRL:	5%	-314	-204
	-5%	284	184
JMD:	5%	304	1.085
	-5%	-275	-982
ARS:	5%	636	-70
	-5%	-576	63
RON:	5%	11	921
	-5%	-10	-833

Sensitivity Analysis in Currency movements (amounts of the period 1/1 – 31/12/2012)

Foreign Currency	Currency Movement	Effect in Earnings before taxes	Effect in Equity
		('000 €)	('000 €)
USD:	5%	-245	2.995
	-5%	221	-2.710
TRY:	5%	1.527	1.497
	-5%	-1.381	-1.354
PEN:	5%	321	-67
	-5%	-290	61
BRL:	5%	-279	-11
	-5%	253	10
JMD:	5%	685	1.098
	-5%	-620	-994
ARS:	5%	564	160
	-5%	-510	-145
RON:	5%	40	899
	-5%	-36	-813

2) Interest rate risk

The Group's exposure to market risk for changes in interest rates relates to long and short term borrowings. For managing this type of risk the Group enters into derivatives financial instruments. Group policy regarding the interest rate risk concerns not only the parent company but also debt that the Group's subsidiaries have raised either in Euros or in the local currency.

Year 2013		**Change in interest rate**	**Effect on profit before tax**
	Euribor 1M	+/- 1%	1.260
	Euribor 3M	+/- 1%	425

Year 2012		**Change in interest rate**	**Effect on profit before tax**
	Euribor 1M	+/- 1%	2.600
	Euribor 3M	+/- 1%	625
	Euribor 6M	+/- 1%	159

MATERIAL TRANSACTIONS BETWEEN THE COMPANY AND RELATED PARTIES:

The most important transactions between the Company and its related parties as per IAS 24 are presented on the table below:

Group	**Income**		**Expense**	
	01/01/2013-31/12/2013	**01/01/2012-31/12/2012**	**01/01/2013-31/12/2013**	**01/01/2012-31/12/2012**
Intracom Holdings Group	5.539	4.450	13.606	15.106
Turkcell Group	23	44	2.782	2.681
Gain Advance Group LTD	5.450	0	0	0
Intralot South Africa LTD	689	1.941	-610	13
Lotrich Information Co LTD	14.065	181	0	6
Gidani LTD	0	1.194	0	0
Other related parties	186	1.495	4.544	5.464
Executives and members of the board	0	0	10.769	9.671
	25.952	**9.305**	**31.091**	**32.941**

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

Company	Income		Expense	
	01/01/2013-31/12/2013	01/01/2012-31/12/2012	01/01/2013-31/12/2013	01/01/2012-31/12/2012
Intralot Operations LTD	880	1.539	0	214
Inteltek Internet AS	2.540	7.840	2	0
Intracom Holdings Group	5.539	4.342	13.378	14.868
Bilyoner Interaktif Hizmelter A.S.	1.109	2.503	0	0
Intralot Inc	747	1.981	173	91
Betting Company S.A.	14	14	4.243	4.227
Lotrom S.A.	11.292	12.388	1.641	1.719
Intralot Nederland BV	2.454	3.036	20	22
Intralot South Africa LTD	1.207	1.941	-610	13
Intralot International LTD	664	469	8.369	7.669
Tecno Accion S.A.	2.973	3.136	31	29
Maltco LTD	4.568	9.606	3	0
Intralot New Zealand LTD	2.016	2.192	0	0
Intralot Czech LTD	0	1.295	0	0
Lotrich Information Co LTD	14.065	181	0	6
Intralot Gaming Services PTY LTD	456	5.192	0	0
Intralot Do Brazil LTDA	1.310	1.465	-278	0
AzerInteltek A.S.	1.174	250	8	0
Intralot Lotteries LTD	1.531	67	0	0
Intralot Finance UK PLC	17	0	3.697	646
Intralot Finance Luxembourg S.A.	0	0	2.337	0
Gidani LTD	0	1.194	0	0
Other related parties	3.985	5.005	4.007	6.243
Executives and members of the board	0	0	5.715	5.075
	58.541	**65.636**	**42.736**	**40.822**

Group	Receivable		Payable	
	31/12/2013	31/12/2012	31/12/2013	31/12/2012
Uniclic LTD	4.003	4.087	0	0
Intracom Holdings Group	13.645	6.920	26.932	18.543
Gain Advance Group LTD	5.450	0	0	0
Lotrich Information Co LTD	14.071	183	0	6
Other related parties	4.628	7.009	6.491	6.503
Executives and members of the board	585	589	826	894
	42.382	**18.788**	**34.249**	**25.946**

Company	Receivable		Payable	
	31/12/2013	31/12/2012	31/12/2013	31/12/2012
Inteltek Internet A.S.	1.807	1.764	0	0
Intracom Holdings Group	13.000	6.230	26.210	17.835
Gaming Solutions Int. SAC	9.029	9.026	13	13
Intralot Inc	10.371	10.253	255	92
Uniclic LTD	4.345	4.346	0	0
Intralot International LTD	2.508	2.319	2.074	5.150
Pollot Sp.zoo	7.309	6.373	0	0
Intralot de Peru SAC	7.499	8.775	0	0
Intralot Iberia SA Unipersona	1.342	1.069	18	0
Loteria Moldovei S.A.	2.084	2.005	0	0
LotRom S.A.	256	-8.965	13.418	2.059
Intralot Business Development LTD	12.476	12.454	0	0
Intralot Nederland B.V.	15.239	16.910	0	22
Betting Company S.A.	0	27	7.373	5.990
Betting Cyprus LTD	0	0	5.706	5.706
Intralot Do Brazil LTDA	14.929	13.285	0	0
Intralot Australia PTY LTD	1.449	1.579	3	3
Intralot Czech LTD	1.497	1.937	0	0
Intralot Beijing Co LTD	0	0	4.424	5.397
Intralot Lotteries LTD	33.378	18.697	0	0
Intralot Operations LTD	5	47.645	0	225
Gaming Solutions International LTDA	1.932	2.140	0	0
Maltco LTD	2.008	8.955	3	0
Intralot Dominicana S.A.	2.225	2.230	0	0
Intralot Finance UK PLC	17	0	66.017	1.134
Intralot Gaming Services PTY LTD	4.639	5.081	0	0
Intralot Finance Luxembourg S.A.	2.163	0	166.692	0
Lotrich Information Co LTD	14.071	183	0	6
Intralot Italia S.p.A	276	319	1.033	800
Other related parties	7.192	5.989	4.298	5.227
Executives and members of the board	0	0	482	560
	173.046	**180.626**	**298.019**	**50.219**

From the company profits in 2013, €7.356 thousand (2012: €19.131 thousand) refer to dividends from the subsidiaries and associated companies Inteltek AS, Maltco LTD, Tecno Accion S.A., Intralot New Zealand Ltd, Intralot South Africa Ltd και Bilyoner AS.

The BoD and Key Management Personnel transactions and fees for the Group and the Company for the year 1/1/2013-31/12/2013 were € 10,8 mio and € 5,7 mio respectively.

From the information stated above and from the Financial Statements you are able to have a complete picture of the Group for the year 1/1/2013-31/12/2013.

Maroussi, 24/03/2014

Sincerely,

Constantinos G. Antonopoulos
CEO and BoD Vice President

Explanatory Report on Article 4 par. 7 of Law 3556/2007

1. *Share capital structure*.
The share capital of the Company amounts today to forty seven million six hundred eighty eight thousand five hundred sixteen euro and thirty cents (€47,688,516.30) divided by one hundred fifty eight million nine hundred sixty one thousand seven hundred twenty one (158,961,721) nominal shares at thirty cents (€0.30) each. All Company shares are introduced to the Athens Stock Exchange for negotiation, in the Large Capitalization category, under "Gaming Sector". Company shares are common registered shares with a voting right.

2. *Restrictions on company share transfer*.

Transfer of Company shares is made in accordance with the law, and the Company Statute contains no restrictions on transfer.

3. *Major direct or indirect participation pursuant to the* Articles 9 to 11 of Law 3556/2007
Socrates Kokkalis owned 20.005% of the corporate share capital as of 31/12/2013.
Konstantinos Dimitriadis owned 8.197% of the corporate share capital as of 31/12/2013.
NOVOMATIC AG owned 5,070% of the corporate share capital as of 31/12/2013. UNICREDIT BANK AUSTRIA AG possesses these shares on behalf of NOVOMATIC AG.

All other natural or legal person / entity own no more than 5% of the corporate share capital.

4. *Shareholders with special control rights (all types of shares)*.
Corporate shares, which confer special control rights to their holders, have not been issued.

5. *Restrictions on the voting right*.
The Company Statute does not provide for restrictions on the voting right.

6. A*greements between Company Shareholders*.
The Company has no notion of agreements between its shareholders that may result in restrictions both on share transfer and on the exercise of the related voting rights.

7. BoD members' appointment rules and replacement; Statute amendments.
The rules of the Company Statute concerning appointment and replacement of corporate BoD members, as well as amendments in the Statute provisions, are conformed with Codified Law 2190/1920.

8. *BoD or BoD member responsibility for the issuance of new shares or the purchase of own shares*.

Intralot BoD is responsible for issuing new shares in the following cases:

a. According to article 5 § 2, 3 and 4 of the corporate Statute:

«2. Without prejudice to §3 hereof, following relevant authorization by the General Assembly, and the decision of the Board of Directors by a two third (2/3) majority, the Board of Directors is entitled to increase share capital in part or in whole by issuing new shares; the corresponding amount cannot exceed the capital paid-up at the date when the BoD was authorized. The above resolution of the General Assembly is subject to the publication obligations referred to in article 7b of the Codified Law 2190/20.

The above authorization of the BoD may be renewed by the General Assembly for an interval not exceeding five years for each renewal; its term starts upon termination of the previous 5-year interval.

3. Notwithstanding the provisions of the previous paragraph, if corporate reserves exceed one fourth (1/4) of the paid-up share capital, an increase of capital necessitates a resolution by the General Assembly extraordinary quorum and majority under article 15 hereof, and the relevant amendment of this article.

4. Increases of capital that are decided pursuant §2 hereof, do not constitute an amendment to the Statute.»

The above right has not been conferred to the corporate BoD.

b. In the cases referred to in article 13 § 13 of the Codified Law 2190/1920 (stock options right) and in accordance with the article 7 § 3 last quotation of Articles of Association(grant stock option rights).

In any case of increase of the share capital that is not made by contribution in kind or issue of bonds with a right of their conversion into shares, a right of preference on the whole new capital or bond loan is granted, in favor of the shareholders at the time of issue, in proportion to their participation in the existent share capital.

The right of preference is exercised within the deadline, which was determined by the company body that decided the increase. This deadline with the reservation of observing the deadline for capital payment, as it is provided for in article 11 of the Codified Law 2190/1920, cannot be less than fifteen (15) days. In the case of section 6, article 13 of the Codified Law 2190/1920, the deadline for the exercise of the right of preference does not begin before the resolution taken by the board of directors for the determination of the disposal price of the new shares. After the expiry of these deadlines, the shares that have not been undertaken according to the above are freely disposed by the board of directors of the company at a price not less than the price paid by the existent shareholders. In case that the company body that decided the increase of the share capital omitted to fix the deadline for the exercise of the right of preference, this deadline or its possible extension is fixed by the board of directors by its resolution within the time limits prescribed by article 11 of the Codified Law 2190/1920.

The invitation for the exercise of the right of preference, in which the deadline within which this right should be exercised should be also mentioned, is published on the company's initiative in the Issue of Societes Anonyme and Limited Liability Companies of the Official Gazette. With the reservation of section 6, article 13 of the Codified Law 2190/1920, the invitation and the notification of the deadline for the exercise of the right of preference, according to the above, may be omitted, should at the General Meeting shareholders be present who represented the whole share capital and be informed of the deadline set for the exercise of the right of preference or who have stated their decision for the exercise or not by them of the right of preference. The publication of the invitation may be replaced by registered "upon receipt" letter, should all shares be registered.

By a resolution of the general meeting taken pursuant to the provisions of sections 3 and 4, article 29 and section 2, article 31 of the Codified Law 2190/1920, the right of preference of section 7 of the Codified Law 2190/1920 may be restricted or abolished. In order to take this decision, the board of directors is obliged to submit to the general meeting a written report, in which the reasons that impose the restriction or abolishment of the right of preference are mentioned and in which the price proposed for the issue of the new shares is justified. The resolution of the general meeting falls under the formalities on publication of article 7b of the Codified Law 2190/1920. There is no exclusion from the right of preference according to the meaning of this paragraph, when the shares are undertaken by credit institutions or enterprises of rendering investment services, which have the right to accept securities for custody, in order to be offered to the shareholders

pursuant to section 7 of the Codified Law 2190/1920. Moreover, there is no exclusion from the right of preference, when the capital increase aims at the staff participation in the company's capital according to the presidential decree 30/1988 (Official Gazette 13 A').

The capital may be increased partly by contributions in cash and partly by contributions in kind. In this case, a provision of the body that decides the increase, according to which the shareholders that contribute in kind do not participate also in the increase by contributions in cash, does not constitute exclusion of the right of preference. If the proportion of the value of the contributions in kind, in relation to the total increase, is at least the same with the proportion of the participation in the share capital of the shareholders who proceed to these contributions. In case of increase of the share capital by contributions partly in cash and partly in kind, the value of the contributions in kind should have been assessed pursuant to articles 9 and 9a of the Codified Law 2190/1920 before taking the relevant decision.

By a resolution of the general meeting taken pursuant to the provisions of sections 3 and 4, article 29 and section 2, article 31 of the Codified Law 2190/1920, a program can be set for share disposition to the members of the board of directors and the staff of the company, as well as of the associated with it companies according to the meaning of section 5, article 42e of the Codified Law 2190/1920, in the form of option for acquiring shares, according to the conditions of this resolution, a summary of which falls under the formalities of publication of article 7b of the Codified Law 2190/1920. Persons that render to the company services on a regular basis may be also appointed as beneficiaries. The nominal value of the shares disposed according to this paragraph cannot exceed totally the one tenth (1/10) of the capital, which is paid up on the date of the resolution of the general meeting. The resolution of the general meeting provides for if for the satisfaction of the right of preference the company will proceed to increase of its share capital or if it will use shares that it acquires or has acquired pursuant to article 16 of the Codified Law 2190/1920. In any case, the resolution of the general meeting should determine the maximum number of shares that may be acquired or issued, if the beneficiaries exercise the above right, the price and conditions of share disposition to the beneficiaries, the beneficiaries or their classes and the method of determination of the acquisition price, with the reservation of section 2, article 14 of the Codified Law 2190/1920, the program duration as well as any other relevant condition. By the same resolution of the general meeting, the determination of the beneficiaries or their classes may be assigned to the board of directors as well as the way of exercising the right and any other condition of the share disposition program. The board of directors, according to the program conditions, issues to the beneficiaries who exercised their right certificates of entitlement to share acquisition and, per calendar quarter at most delivers the shares already issued or issues and delivers the shares to the above beneficiaries, increasing the share capital of the company, and it certifies the capital increase. The resolution of the board of directors for the certification of payment of capital increase is taken per calendar quarter, notwithstanding those prescribed in article 11 of the Codified Law 2190/1920. These increases of the share capital do not constitute modifications of the articles of association, and sections 7 to 11 of the article 13 of the Codified Law 2190/1920 do not apply on these. The board of directors is obliged during the last month of the corporate year, within which capital increases took place, according to those prescribed above, to adjust by its resolution the article of the articles of association on capital, so that the capital amount be provided for, as it resulted following above increases, observing the formalities on publication of article 7 b of the Codified Law 2190/1920.

The general meeting, by its resolution taken pursuant to the provisions of sections 3 and 4, article 29 and section 2, article 31 of the Codified Law 2190/1920 and fallen under the formalities on publication of article 7b of the Codified Law 2190/1920, may authorize the board of directors to set a share disposition program according to the previous paragraph, possibly increasing the share capital and taking all other relevant decisions. This authorization is valid for five (5) years, unless the general meeting determines a shorter period of its validity and it is independent of the powers of the board of directors of section 1, article 13 of the Codified Law 2190/1920. The resolution of the board of directors is taken under the conditions of section 1, article 13 of the Codified Law 2190/1920 and under the restrictions of section 13, article 13 of the Codified Law 2190/1920.

C. Pursuant to the Codified Law 2190/1920 and specifically article 16 of the above mentioned law company may acquire own shares .
By resolution of the Ordinary General Assembly of Shareholders of the Company on 16.05.12 was decided the possibility of purchase of own shares up to the percentage of 10% of the each time paid up share capital during a

time period of the next 24 months starting from 16.05.12, pursuant to art. 16 of Codified Law 2190/1920, regarding the maximum and the minimum limits of the price for their acquisition and in order to provide for the possibility of holding the share for future acquisition of shares of other company. Yet from to date, the company did not buy own shares

9. *Key agreement by the Company, which becomes effective, is amended or terminated in case the Company control changes hands following a public offer, and the results of such agreement*.
There is no such agreement.

10. *Any agreement between the Company and members of its BoD or its personnel providing for indemnification in case of non-well founded resignation or dismissal or termination of mandate/ employment due to a public offer*.

There are no agreements between the Company and members of its BoD or its personnel providing for indemnification in case of non-well founded resignation or dismissal or termination of mandate/ employment due to a public offer.

CORPORATE GOVERNANCE STATEMENT

I. Reference to the Corporate Governance Code the Company is subject to and the location where this Code is available to the public.

INTRALOT (hereinafter "the Company"), is a Société Anonyme whose shares are listed in the Athens Stock Exchange.

This Corporate Governance Statement constitutes special part of the Annual Report of the Board of Directors, according to the provisions of par. 2 of article 2 of Greek Law 3873/2010.

The Company is fully compliant with the relevant national laws, provisions and regulations, as well as with its internal corporate values regarding the development of the principles of corporate governance it applies, and adjusted to what is defined by the institutional framework for corporate governance.

The meeting of 16/03/2011 of the Board of Directors approved the Corporate Governance Code, as amended and in force from the meeting of 08/03/12 of the Board of Directors to be found posted on the Company website www.intralot.com along with its English translation. The company intends in 2014 to revise and improve the current Corporate Gevernance Code which applies, setting out standrards of best practice and comply with the recommendations of the current Legislation.

II. Reference to corporate governance practices applied by the Company in addition to provisions of the law, and reference to the location where they are published.

INTRALOT, in addition to the provisions of the Greek law included in particular in Laws 2190/1920,3016/2002,3693/2008,3884/2010 and 3873/2010, in drafting the Corporate Governance Code posted as applicable on the Company's website www.intralot.com, has considered and incorporated in its Code, and applies the best international practices for listed companies and the Principles of Corporate Governance of OECD.

III. Description of the main attributes of the Company's internal audit and risk management systems, in relation to the process of financial reports drafting.

- The BoD maintains an effective internal audit system whose purpose is to safeguard the investments and assets of the Company and to identify and resolve major risks. The internal audit system is defined as the set of procedures implemented by the Board of Directors, the Management and the employees of the Company, and aims to ensure the effectiveness and efficiency of corporate operations, the accuracy of financial reporting and the compliance with applicable legislation and regulations.

- The Board of Directors monitor and regularly review the implementation of corporate strategy. At the same time, it should regularly review the main risks faced by the company and the effectiveness of the internal audit system regarding the management of said risks. The review should comprise all vital audits, including financial and operational audits, compliance testing and the monitoring of risk management systems. The Board of Directors, through the Audit Committee, also develop direct and regular contact with external and internal auditors in order to receive regular updates from the latter in relation to the proper operation of the control system.

- The Board of Directors must certify in writing that the annual and interim financial statements reflect objectively the financial position of the company. This certification should follow the corresponding certification by the Company auditors.

- The Board of Directors is responsible for the presentation of all significant business risks related to the operation of the company, providing explanations where it deems necessary, in the preparation of annual and interim financial statements.

- The Internal Audit Service has been appointed in accordance with the requirements of the Greek legislation, has been sufficiently staffed and assesses the adequacy of internal controls. The Internal

Audit Service is independent from other business units, and in the fulfillment of its duties, all documents, divisions and employees must be made available to it. The Internal Audit Service reports to the Audit and Compliance Committee of the Board of Directors. The Internal Audit Service operates in accordance with a program established by it and approved by the Audit and Compliance Committee and the Board of Directors and submits reports on a three months basis before the publication of financial information.

- The members of the Board of Directors, through the Audit and Compliance Committee and the Internal Audit Service, are ultimately responsible for ensuring the adequacy and effectiveness of the internal control system and the monitoring and supervision of its effective implementation. The Management of the Company is responsible for the development of a strategy for the Board of Directors as regards a secure internal control system.

- The Internal Audit Service should assist in the assessment of internal control practices, while adopting a systematic and professional approach to the evaluation and improvement of the effectiveness of risk management procedures, internal audit systems and corporate governance.

Specifically,

. Risks be identified and managed effectively.
. Resources (assets) of the Company be protected and used efficiently.
. Financial and management reporting be reliable, accurate and current.
. Employees comply with the policies, procedures and standards of the Company.
. Company conformance with the regulatory framework governing its operation.

- The Internal Audit Service, throughout the audit process, presents proposals aiming to continuously improve internal control systems in order to achieve high productivity and efficiency.

IV. Information demanded by the article 10 par. 1 of Directive 2004/25/EK of the European Parliament and Council.

The information demanded by article 10 par. 1 of Directive 2004/25/EK of the European Parliament and Council is included, according to article 4 par. 7 of l. 3556/2007, in the Explanatory Report which comprises part of the Annual Report of the Board of Directors.

V. Information regarding the function of the General Meeting of shareholders and its main authorities, description of shareholders' rights and of the manner they are exercised.

The Company's General Meeting of Shareholders is its supreme instrument and has the right to decide for all matters concerning the Company. Its legal decisions are binding for shareholders who are absent or in disagreement.

The General Meeting is singularly competent to decide over:

a) the Company's extension of duration, merger, dissolution, demerger, reorganization or restoration,

b) amendments of the articles of associations

c) the increase or decrease of share capital, with the exception of cases where the Board of Directors is competent according to Law or the Articles of Association, and increases or decreases are dictated by provisions of other laws.

d) the election of members of the Board of Directors, with the exception of the case of article 22 of the Articles of Association regarding the election of members by the Board of Directors to replace resigned, deceased or members who lost their status, for the remainder of the term of the members who are being replaced, and provided that these members cannot be replaced by replacement members elected by the General Meeting.

e) the election of auditors

f) the approval of annual accounts (annual financial reports) and the appropriation of annual profit.

g) the appointment of liquidators

The General Meeting of the shareholders is convoked by the Board of Directors and assembles regularly at the Company's registered offices or in another Municipality within the Prefecture of the registered offices, at least once for every year of account and no later than six (6) months of the end of the year of account. The General Meeting may also assemble in the vicinity of the Municipality where the Athens Stock Exchange is headquartered. The Board of Directors may convene an Extraordinary General Meeting of shareholders when they deem appropriate.
The General Meeting, with the exception of repetitive meetings or those identifying with them, must be called at least twenty (20) clear days before the date of its meeting.
The invitation of the General Meeting must at least include the exact address of its location, the time and date of the meeting, a clear layout of items on the agenda, the shareholders entitled to participate, and precise instructions on how the shareholders may participate in the meeting and exercise their rights in person or by proxy. The invitation should at least also include information on the deadline for the exercise of minority rights, the record date, specifying that only persons who are shareholders on the record date are entitled to participate and cast a vote in the General Meeting, information on where the full documentation and the draft of resolutions to be proposed by the Board of Directors for every item on the agenda, and reference of the Company website, where all above information is available, as well as the forms to be used for proxy voting.
The invitation to the General Meeting must be published in whole or in summary (not failing to refer expressly to the website address, where the full text of the invitation and the information specified in par. 3 article 27 of the Codified Law 2190/1920, are available), in the printed media defined by article 26. par. 2 of C.L. 2190/1920, in the I**ssue of S.A. and L.C. of the Greek Government Gazette and on the websites of the Athens Stock Exchange and the Company, at least twenty days prior to the day of the meeting.**

Right to attend General Assemblies

A person must hold shareholder status on the beginning of the fifth day before the day of assembly of the General Meeting (record date)
A person may prove their shareholder status by presenting in writing relevant certification by the Hellenic Exchanges S.A., pursuant to article 51 of law 2396/96 or alternatively, by direct link of the company with the records of the above body. The relevant written certification or electronic authentication regarding shareholder status must be presented to the Company by the Third day before the assembly of the General Meeting, at the latest.
Further to the above, exercising the right to attend the General Assembly is not subject to blocking the shares of the shareholder or complying with any other procedure binding to the ability to sell or transfer the shares in the period between the record date and the date of the General Assembly.
Shareholders or representatives of theirs not having complied with the above may only attend the General Assembly with its permission.
Shareholders with the right to participate in the General Assembly may be represented by a legally authorized person. Legal persons may participate in the General Assembly by appointing one to three natural persons as their representatives.
The company must be notified in writing for the appointment and revocation of a representative in the same manner, at least three (3) days prior to the date of the General Meeting. The Company should post on its website the forms shareholders must complete and present to the Company in order to appoint their representatives.

Quorum – Majority

A quorum is present and validly convening on the items of the agenda at the General Meeting when at least twenty per cent (20%) of the fully-paid share capital is represented in the meeting.
If such quorum fails to be present in the first meeting, a repetitive meeting is held within twenty (20) days of the date of postponement, by invitation with notice of at least ten (10) days. In the repetitive meeting, a

quorum is present and validly convening on items of the initial agenda, regardless of the segment of the fully-paid share capital represented in the meeting.
The decisions of the General Meeting are made by absolute majority of the votes cast in the Meeting.
With the exception of decisions regarding:
a) the extension of duration, merger, demerger, reorganization, restoration or dissolution of the Company, establishing or affirming the power of the Board of Directors to increase share capital
b) the change of the Company's nationality
c) the change of the Company's purpose
d) the increase or decrease of share capital, with the exception of increases per article 5 par. 2 of the articles of association where powers are delegated to the Board of Directors
e) the issuance of loan with convertible bonds or the right to share in profits according to articles 8 and 9 of Law 3156/2003
f) the increase of shareholders liability
g) the change in the manner of appropriation of profit
h) all other cases in which, by law,
a quorum is present and validly convenes on the items of the agenda at the General Meeting, when shareholders representing the two thirds (2/3) of the fully-paid share capital are present in person or by proxy. In all of the above cases, decisions are made by a majority of two thirds (2/3) of the votes represented in the Meeting.
Should the above increased quorum not be present, the General Meeting is called and meets anew within twenty (20) days of the date of the postponed meeting, and a quorum is present and validly convening on the items of the initial agenda when at least half (1/2) of the fully-paid share capital is represented in the meeting. Should this quorum also fail to be present, the Meeting is convoked and meets anew within twenty (20) days, and a quorum is present and validly convening on the items of the initial agenda, when at least one fifth (1/5) of the fully-paid share capital is represented in the meeting.
No additional invitation is required, should the time and place of the repetitive meetings in case a quorum is not present, are defined in the initial invitation.

Rights of the Shareholders

Shareholders have the right to attend General Meetings in person or by proxy, shareholder or not. Each share entitles the owner to one vote.

Priority right

In case of increase of the Company’s share capital, when that increase is not happening by contribution in kind or by issue of convertible bonds, priority rights for the entire new capital or the bond issue, are granted to the shareholders at the date of issue, proportionate to their holding in the existing share capital.
According to article 13 par. 10 of l. 2190/1920, priority rights may be limited or abolished, by decision of the General Meeting of Shareholders made by an increased quorum and majority, pursuant to the provisions of articles 29 par. 3 and 4 and 31 par. 2 of L. 2190/1920.

Minority rights

Following the request of shareholders representing one twentieth (1/20) of the paid up share capital, the board of directors is obligated to call an extraordinary general meeting of shareholders within forty five (45) days from the day that the relevant application is delivered to the chairman of the board of directors. The request should include the items of the agenda. Should the board of directors fail to call a general meeting within twenty (20) days of the delivery of said application, the requesting shareholders may call a meeting at the expense of the company, after decision of the court of first instance with jurisdiction over the area of the Company’s registered offices, issued during interim measures procedure. The time and place of the meeting, as well as the items of the agenda are defined in this decision.

Following the request of shareholders representing one twentieth (1/20) of the paid up share capital, the board of directors is obligated to record additional matters in the agenda of the general meeting that has been called, provided the relevant application reaches the board of directors at least fifteen (15) days prior to the general meeting. Pursuant to article 26 of C.L. 2190/1920, the board of directors is responsible for publishing or communicating additional matters at least seven (7) days prior to the general meeting. Should these matters fail to be published, requesting shareholders are entitled to demand that the general meeting be postponed pursuant to paragraph 3 article 39 of C.L. 2190/1920, and engage in the publication themselves as defined in the preceding paragraph, at the expense of the company.

Following the request of shareholders representing one twentieth (1/20) of the paid up share capital, the chairman of the meeting is obligated to postpone once the adoption of resolutions by an annual or extraordinary general meeting, for all or certain items of the agenda, setting as date for the continuation of the meeting the date stated in the shareholders' request, which date cannot however be later than thirty (30) days from the date of postponement.
The general meeting standing adjourned is a continuation of the previous meeting and the formalities of publication regarding the shareholders' invitation to it need not be repeated, while new shareholders may participate to it, subject to the provisions of articles 27 par. 2 and 28 of L. 2190/1920.
Company shareholders representing at least one twentieth (1/20) of its paid up share capital have the right to request that the company be audited by the Court of First Instance with jurisdiction over the area the company is headquartered in accordance to the provisions set out in article 40 paragraph 2 of L. 2190/1920.

Following the request of any shareholder, which is submitted to the company at least five (5) clear days before the general meeting, the board of directors is obligated to provide at the general meeting the information specifically requested regarding the affairs of the company, to the extent such information is useful towards a realistic assessment of the items on the agenda. Also, following the request of shareholders representing one twentieth (1/20) of the paid up share capital, the board of directors is obligated to announce at the annual general meeting, the sums paid to each member of the board of directors or to the directors of the company in the previous two years, as well as all other benefits paid to these persons for any reason, or any contract between the company and them. In all above cases, the board of directors may refuse to disclose information with due cause, which is recorded.

Following the request of shareholders representing one fifth (1/5) of the paid up share capital, which is submitted to the company by the deadline of the preceding paragraph, the board of directors is obligated to provide information regarding company affairs and the financial standing of the company to the general meeting. In all above cases, the board of directors may refuse to provide information with due cause, which is recorded.

At the request of shareholders representing 1/20 of the paid up share capital, decisions on any item of the agenda of a general meeting are made by roll-call vote.

Shareholders representing one fifth (1/5) of the paid up share capital have the right to request that the Court of First Instance with jurisdiction over the area of the company's registered offices, audit the Company in accordance to article 40 paragraph 3 of L. 2190/1920, provided that the course of the company indicates that the management of company affairs is not exercised in an appropriate and prudent manner.

Right to Dividends

According to the articles of association, the Company must distribute annually minimum dividend equal to the minimum annual dividend projected by law (article 45 of c.l. 2190/1920), which according to article 3 of Development Law 148/1967 amounts to at least 35% of the company's net profit, following the deduction necessary for the establishment of statutory reserves.
The place and method of payment is announced in notices published in the press, the Daily Official List and the website of the ATHEX and the Company website.
Dividends are paid within two (2) months of the date of the Annual General Meeting of Shareholders which approves the Company's Financial Statements.

Dividends which remain unclaimed for a period of five years of the date they became payable, are forfeited to the State.

Rights in product of liquidation

On conclusion of the liquidation, the liquidators return the contributions of the Shareholders in accordance with the Articles of Association and distribute the balance of the Company's assets' liquidation to the Shareholders in proportion to their share in the paid-up capital of the Company.

VI. Composition and manner of operation of the board of directors and other administrative, management or supervisory bodies or committees of the Company.

The purpose of the Board is the continuous enhancement of the long-term economic value of the Company and the safeguarding of general corporate interests. The Board of Directors is responsible for deciding on all matters pertaining to the management of the Company, administering company assets and the general pursuit of the company's purposes without any limitation (apart from matters pertaining exclusively to the General Meeting) and representing the Company both judicially and extra-judicially.

Composition

The Company is managed by a Board of Directors, comprised of minimum seven (7) to eleven (11) members, who are elected by the General Meeting, which also determines the term of their service. A legal entity may also be elected to the Board.

The members of the Board of Directors are elected by shareholders for a five year term which is automatically extended until the first annual General Meeting following the end of their term and is not permitted to exceed six years but does not preclude their re-election. The replacement of all members of the Board in one General Meeting should be avoided, and the succession of members of the Board of Directors must be conducted gradually.

The names of the members of the Board of Directors submitted for election or re-election will be accompanied by sufficient biographical details and the view of the Board on the independence of the proposed Board members, in accordance with the independence criteria set out in the Law, and any other relevant information to enable shareholders to make an informed decision.

The General Meeting may also elect alternate members of the Board, with the aim to replace resigning, deceased or retiring members of the Board.

Should the replacement by alternate members, as stated above, is not possible, the remaining members of the Board of Directors, provided they constitute at least three (3), may resolve to elect new members.

Should the Board be deficient of members (due to resignation, death or any other loss of membership), the Board of Directors, provided the number of remaining members is more than half of the initial number of members, and in any event no less than three (3), may continue to manage and represent the Company, without proceeding to replacement of deficient members as stated in the previous paragraph.

The Board of Directors elects the Chairman, the Vice-Chairman and one or two Chief Executive Officers among its members. The Chairman or Vice-Chairman of the Board of Directors is not required to be an executive member of the Board of Directors.

When the Chairman is absent, unable to attend or non-existent, his responsibilities (as set out by legislation or company statute) are undertaken by the Vice-Chairman. Should the Vice-Chairman also be absent or unable to attend, the Chief Executive Officer or other Executives will preside following a resolution of the Board of Directors.

The Board of Directors is comprised of a majority of non-executive members (including at least two independent non-executive members).

The independent non-executive members are exempt from conflicts of interest with the Company, and from close ties with Management, majority shareholders or the Company. For the duration of their term, the independent non-executive members are not permitted to hold more than 0,5% of the share capital of the Company or to maintain a dependant relationship with the Company or with persons affiliated with the Company. The independent members are elected by the General Meeting. The Board of Directors must determine whether the candidate fulfils the independence criteria before he/she is nominated by the General Meeting of Shareholders. In determining the independence of both candidates and current members, the Board of Directors should consider that a relation of dependence exists when the member:

- is (as stipulated in Law 3016/2002), or has been an employee, senior executive or Chairman of the

Board of Directors of the Company or its subsidiaries within the last three (3) years;
- receives or has received during the 12 month prior to his appointment any compensation from the Company other than board membership fees approved by the General Meeting of Shareholders of the Company;
- has (as stipulated in Law 3016/2002) or had within the past year a material business relationship with the Company or its subsidiaries, particularly as a significant client, supplier or consultant of the Company or as a partner, shareholder or board member, or senior executive of an entity that has such a relationship with the Company or its subsidiaries;
- has been the external auditor of the Company or its subsidiaries or has been a partner or employee of a firm that provides external auditing services to the Company or its subsidiaries within the last three (3) years;
- has (as stipulated in Law 3016/2002) a second degree kinship with or is the spouse of a non-independent Board members, senior executive, adviser or significant shareholder of the Company or its subsidiaries;
- controls directly or indirectly through related parties , more than 10% of the voting rights of the Company or represents a significant shareholder of the Company or its subsidiaries.

The Company's current Board of Directors consists of nine (9) members and was elected by the Annual General Meeting of shareholders of 5 May 2009, for a five-year term. Its members are:
1. Socrates P. Kokkalis, Chairman, executive member,
2. Constantinos G. Antonopoulos, Vice Chairman and CEO, executive member,
3. Andreas V. Papoulias, Director, executive member,
4. Fotios Th. Mavroudis, Director, executive member,
5. Dimitrios Ch. Klonis, Director, non executive member,
6. Dimitrios K. Chatzigrigoriadis, Director, independent-non executive member,
7. Anastasios M. Tsoufis, Director, independent-non executive member,
8. Sotirios N. Filos, Director, independent-non executive member, and
9. Petros K. Souretis, Director, non executive member,

The CVs of all members of the Board of Directors are available on the Company's website (www.intralot.com).

Board of Director Meetings

The Board of Directors may validly convene, in addition to the company headquarters, elsewhere in Greece or abroad. The Board of Directors may also convene via teleconference; in such case, the invitation to the Board members includes information relevant to the teleconference.
The Board of Directors shall convene with the frequency required to ensure the effective performance of its duties and at least once per month.
The Chairman will preside over meetings of the Board of Directors and in the case of being absent, the Vice-Chairman will take the chair.
The Board of Directors decides with a majority of the members either physically present and/or represented by proxy except in case of Article 5 Paragraph 2 of the Company's Articles of Association.
The discussions and the resolutions of the Board are recorded in minutes. The minutes of each session must be distributed and approved at the subsequent Board meeting. The copies of the minutes of the meeting of the Board of Directors must be signed either by the Chairman or Vice-Chairman of the Board of Directors or a General Director each of whom is also entitled to sign extracts thereof.

Responsibilities of the Board of Directors

The responsibilities of the Board of Directors are clearly defined, apart from the legislation in force, by both the Company's Articles of Association and the internal Company regulation or other internal Company documents.
The Board of Directors is responsible for deciding on all matters pertaining to the management of the Company, administering company assets and the general pursuit of the company's purposes without any limitation (apart from matters pertaining exclusively to the General Meeting) and representing the Company both judicially and extra-judicially. Responsibilities of the Board of Directors include:
- approving the overall long-term strategy and operational goals of the Company;
- approving annual budgets and business plans and deciding on major capital expenditures, acquisitions and divestitures;

- selecting and replacing, if necessary, the executive leadership of the Company and overseeing succession planning;
- monitoring the performance of the Management and aligning executive remuneration with the longer term interests of the Company and its shareholders;
- ensuring the integrity of the Company's accounts, financial reporting systems and public disclosures, as well as the effectiveness of the systems of internal control and risk management;
- being alert and adequately addressing actual and potential conflicts of interest between the Company, on the one hand, and the Management, Board members or major shareholders on the other (including shareholders with direct or indirect power to control the Board's composition and behaviour); to this end, the Board should put a set of procedures in place for supervising transactions by all related persons (including transactions that must be submitted to the shareholders for approval) in order to ensure transparency and protect the Company's interests,
- ensuring that there is a satisfactory process for monitoring the Company's compliance with relevant laws and regulations;
- deciding on and monitoring the effectiveness of the Company's governance processes, including its system of decision–making and delegation of authorities and duties to other key executives, and the definition, circulation and implementation of the main values and principles of the Company which govern the relationships between all parties whose interests are associated with the Company;
- the issuance of all bond loans (which is a parallel duty of the General Meeting) except for the issuance of convertible bond loans with profit participation rights for which the General Meeting is responsible to resolve.

The Board of Directors may assign all or part of its managerial powers (except for those requiring collective action) and representation to one or more persons, either members or non-members of the Board of Directors, Company's employees or third parties, specifying the extent of the power granted. These persons may, if provided in the respective resolution of the Board of Directors, further delegate to third parties, wholly or partially, the aforementioned powers. The persons assigned with the aforementioned powers bind the Company as its corporate bodies to the full extent of the aforementioned powers.
The Board of Directors may assign committees which support its decision making process and ensure the effective management of potential conflicts of interest which may arise throughout the decision making process.

Responsibilities & Conduct of the members of the Board of Directors

Each Board member has a duty of loyalty to the Company. The Board members should act with integrity and in the best interests of the Company as well as protect the confidentiality of information that has not been disclosed to the public. They should not compete with the Company and must avoid any role or activity that creates or appears to create conflict between personal interests and the interests of the Company, including holding board or executive positions in competing companies, without the permission of the general meeting of the shareholders. The Board members contribute their expertise and devote to their duties the necessary time and attention. They should also limit the number of other professional commitments (in particular any directorship held in other companies) to the extent necessary for the satisfactory execution of their duties as members of the Board.

Finally, the members of the Board must endeavour to attend all meetings of the Board and the committees of which they are members.

The division of responsibilities between the Chairman and the Chief Executive Officer, in case that both are executive members of the Board, should be clearly established by the Board, set out in writing and communicated to the shareholders. The same applies in the event that the duties of the Chairman and Chief Executive Officer are exercised by the same person.
The Chairman should facilitate the effective contribution by non-executive Board members to the work of the Board and ensure constructive relations between executive and non-executive members.
The Chairman and/or the Vice Chairman must have meetings with the non-executive members, without the presence of the executive members, in order to discuss the performance of the latter as well as other related matters.
The Board should ensure that an induction program is established for new Board members and that continuing professional development programs are available to other Board members, if this is considered to be required.

Board members should arrange to receive regular briefings on business developments and changes in the risk profile of the Company. They should be also appraised in a timely manner of changes in laws and the market environment. Board members should engage frequently with senior executives of the Company, attending regular presentations by heads of sectors and services.
Board members should have the right to request from the Management, via the Chief Executive Officer, any information they consider necessary to fulfill their responsibilities at any point of time.
The Board should appoint an independent vice chairman from among its independent Board members where the Company chooses to:

- Combine the roles of Chairman and Chief Executive Officer; or

A former executive of the Company who is appointed as Chairman within three (3) years as from his/her retirement as executive, he/she should be considered as being an executive chairman.

The Chairman is responsible for leading the Board.
He is responsible for determining the agenda of the meetings, (without limitation to the right of the deputy of the Chairman or two of its members as stipulated in the Articles of Association of the Company to convene a meeting of the Board of Directors), ensuring the organization of activities performed by the Board, and effectively conducting Board meetings. In addition, the Chairman or, should the Chairman be a non-executive director, the Vice Chairman, is responsible for ensuring that the members of the Board are informed in a timely manner and for effectively communicating with all shareholders, as well as the fair and equitable treatment of all shareholder interests . When the Chairman is absent or unable to attend, his responsibilities are undertaken by the Vice-Chairman. Should the Vice-Chairman also be unable to attend, the Chief Executive Officer or other Executive will preside following the resolution of the Board of Directors.
A Board member's other professional commitments (including significant non-executive engagements in companies and non-profit institutions) should be disclosed to the Board before appointment. Changes to such commitments should be reported to the Board as they arise. Non-executive Board members should undertake at appointment that they will have sufficient time to meet what is expected of them.
An executive Board member's appointment as a non-executive board member in a company other than a subsidiary or a related company should be approved by the Board.
Responsibilities of executive members of the Board of Directors:
The Board of Directors selects its executive members from within its members in accordance with the law and the Company's Articles of Association and assigns to one or more members, to other corporate bodies or executives of the Company or to third parties (as per authorization of the abovementioned to this end) the daily management matters and part of its powers.
Responsibilities of non- executive members of the Board of Directors:
The Board of Directors selects its non-executive members from within its members in accordance with legislation and Company statute. The non-executive members are responsible for the advancement of corporate matters, they participate on boards and committees and are particularly responsible for upholding the principles of proper corporate governance.
The non-executive members maintain their independence as regards the matters they investigate, aiming to effectively perform their role and to create a trustworthy climate between the Board of Directors, senior executives and managers.
The non-executive members of the Board of Directors must have in-depth knowledge of both the operation and product of the Company and the broader market of the industry and should be provided with every assistance. In general, each non-executive member arranges for his/her continuing education so as to contribute effectively and efficiently to the proper and efficient operation of the Company.
At least of two of the non-executive members are elected by the General Meeting as independent and may, if deemed necessary, submit, individually or jointly, reports or studies independent from those of the Board of Directors to the Ordinary or Extraordinary General Meeting of the Company.

COMPENSATION POLICY

The formulation and flawless implementation of the Corporate Compensation and Benefits Policy, plays a fundamental role in the operation of INTRALOT and constitutes the focal point for the long-term retention of its Human Capital.

INTRALOT cooperates with international consultancy agencies in the field of Compensation and Benefits research, constantly monitoring world reward trends aiming to achieve a fair, objective and competitive reward strategy in comparison not only with international but with local labor market practices as well.

The Compensation and Benefits Policy regulates fixed salaries levels, benefits and performance-related variable remuneration systems concerning the executive members of Board of Directors. The job description, accountability and responsibility of the position in the Group along with the academic background, competencies, professional experience, and performance evaluation constitute the criteria of the above mentioned policy.

The implementation of the Compensation and Benefits Policy and its monitoring systems aim, in full transparency, to define the salaries and benefits' structure and to safeguard the internal corporate fairness and consistency.

The principles of the Compensation and Benefit Policy imbue the total of the employee force of the Company, including the executive members of the Board of Directors. The fixed salaries reviews, the granting of bonuses along with the benefits share the aforementioned common principles and regard the whole corporate ladder based on the corporate budget and the annual performance of the Group.

In addition to both the fixed and variable remuneration pertaining to the executive members of the Board of Directors, other incentives such as medical and life insurance, corporate car along with extra benefits are granted.

Additionally, the corporate stock option scheme constitutes a strong incentive contributing to the retention of highly performing executives and to the continuous effort for the improvement of the long term results of the Company. Such programs regard the executive members of the Board of Directors, top executives and key employees meeting the following criteria, hierarchy, personal contribution, importance of the role along with performance evaluation results.

Other Managerial and Supervisory Bodies

The Board of Directors may decide to establish committees governing human resources, scheduling, control or other responsibilities as it deems necessary to facilitate the purpose of the Company. The detailed terms of mandate, composition, term, the directorship and reporting frequency to the Board of Directors is determined at the time of establishment. The committees have consulting competence and submit their recommendations to the Board of Directors for due examination and action. Exceptionally, the Board of Directors may, at its discretion, delegate to these committees executive and/or decision making authorities in cases allowed by law and the Company's Articles of Association.

A. Audit and Compliance Committee

Chairman: Sotirios N. Filos, Independent non executive member
Members: Dimitrios K. Chatzigrigoriadis, independent-non executive member,
Anastasios M. Tsoufis, independent-non executive member,

The Audit and Appliance Committee is a committee of the Board of Directors and is established with the aim to assist the Board with its supervisory responsibilities as regards financial reporting and information, the compliance of the Company and its subsidiaries to the legislative and regulatory operational framework, audit system procedures and to exercise supervision over the auditing operation.

The members of the Audit and Compliance Committee are appointed by the Board of Directors. The Audit and Compliance Committee is comprised of at least two (2) non-executive members and one independent non-

executive member of the Board of Directors who presides the meetings and has experience/knowledge on finance and accounting matters.

The Audit and Compliance Committee convenes as necessary but at a minimum four times per annum on invitation of its Chairman and also meets with the Company's auditor at least twice a year and not in the presence of Company's Management.

The main responsibilities of the Audit and Compliance Committee include:

- Monitoring and evaluation of the competence of the internal audit and risk management system of the Company.
- Monitoring the findings of the Supervisory and Taxation Authorities including the responses of the Management of the Company.
- Examination of the Internal Operational Regulation of the Company every two years.
- Monitoring of the financial reporting processes.
- Monitoring of the procedures of mandatory bi-annual and annual audits of the individual and consolidated financial statements of the Company which are prepared according to the International Financial Reporting Standards (IFRS) and recommends their approval or rejection to the Board of Directors of the Company.
- Supervision of the most significant financial accounting reporting matters and the notes to the financial statements, focusing on areas and methods used to evaluate assets and liabilities which are open to subjective interpretation
- Supervision of all taxation or legal matters which may have a significant impact on financial statements.
- Examines, with the Management of the Company, the external and internal Auditors, the adequacy of Company's information systems including the significant risks and instituted controls to minimize risk.
- Recommends the external auditor or firm of auditors (the Auditor) to the Board of Directors, to enable the Board to submit its proposal to appoint an external or firm of auditors to the General Meeting.
- Ensures the independence and objectivity of the Auditor, reviewing the compliance of the firm as regards the rotation of the auditors, the fee paid by the Company and the provision of other services (for example consulting services) by the statutory auditor or firm of auditors.
- Is informed by the Auditor or the firm of auditors, at least once a year, on each matter related to the progress and results of the statutory audit. The Committee receives a report on the weaknesses of the internal audit system, specifying the weaknesses of procedures related to financial reporting and the preparation of financial statements.
- Ensures the Board of Directors is available to internal and external auditors by acting as intermediary.
- Meets with the Auditor (either in the presence of Management or not) to discuss the aforementioned matters, potential disputes which may arise between the Auditor and Management of the Company, and any significant changes which may arise in the audit plan.
- Proposes the appointment, replacement and termination of the Internal Auditor to the Board of Directors and is responsible for the periodic evaluation of the Internal Auditor's performance.
- Receives and examines the periodic reports of the internal audit and supervises the progress of recommendations made by the Internal Auditor and adopted by Management as expressed in the respective reports.
- Examines transparency matters pertaining to the procedures connected to the awarding and execution of public tenders in accordance with current legislation while aiming to ensure transparency.
- Controls the transactions of the subsidiaries and related corporations as stipulated in article 42 of Law 2190/1920 in Greece and abroad as regards the interests and activities of the group of the Company.

The Financial Committee, which is responsible for the financial management of the Company, is a sub-committee of the Audit and Compliance Committee. More particularly, the Financial Committee is comprised of: The Chief Financial Officer, the Director of Finance, the Accounting Director, the Subsidiaries and Business Development Director and other executives within the finance department as deemed necessary and recommends to the Audit and Compliance Committee and/or directly to the Board of Directors as follows:

a. To manage the Group's exposure to risk associated with interest rate fluctuations while taking into account the ratio between floating and fixed interest rates for the total net indebtedness of the Group.

   To manage the risk ratio of fixed-floating interest rates, the Company and/or its subsidiaries may enter into financial derivative agreements such as: Interest Rate Swaps, Interest Rate Caps,

Interest Rate Collars and other financial products offered by Greek and international banks. The abovementioned products "swap" the variable interest rate with a fixed one.

b. To manage the Group's exposure to risks associated with currency exchange rate fluctuations by proposing financial derivative agreements such as: Forward Contracts, Options, Currency Swaps and other financial products offered by Greek and international banks.
The abovementioned products "lock" the exchange rates (spot rate) of various currencies. Decisions regarding the advisability and risk management strategy are undertaken by the Financial Committee depending on the coverage percentage and market conditions and circumstances.

c. To manage risks which may arise from socio-political changes through products available on the market such as: Event Swaps - when a political event compels a business/investment interruption abroad (for example following a political resolution to expel all foreign companies), or Credit Default Swaps - when the credit-worthiness of a county deteriorates.
The Financial Committee will recognise potential risk in a timely manner and will discern the most appropriate and effective methods to manage said risks with the use of suitable financial tools. The Committee then proposes that divisions and/or subsidiaries of the Company enter into agreements.

B. Remuneration Committee
Chairman: Sotirios N. Filos, Independent non executive member
Members: Dimitrios K. Chatzigrigoriadis, independent-non executive member,
Anastasios M. Tsoufis, independent-non executive member,

The Board of Directors of the Company assigns the responsibility of determining the employee remuneration policy of the Company to the Remuneration Committee. The Remuneration Committee recommends levels of remuneration to the Board of Directors for executives, managers and senior executives and concurrently regulates matters associated with the overall remuneration policy of the Company.

The Remuneration committee is comprised of three (3) members the majority of whom are non-executive members. The Chairman of the Remuneration Committee is appointed by the Board of Directors and must be a non-executive member. Should an executive be a member of the Remuneration Committee, this member may not attend discussions pertaining to his/her own remuneration.

The Remuneration Committee convenes at the invitation of its Chairman as deemed necessary and at least once per annum. The main responsibilities of the Remuneration Committee are as follows:

- Proposes the remuneration policy of the Company including incentive bonuses, stock options and employee loyalty incentive programs.
- Specifically for the remuneration of executives and managers, the Committee suggests an annual salary, performance related remuneration, pension plan and severance package.
- Suggests the level and structure of senior executive remuneration. The remuneration of the internal auditor is discussed with the Audit and Compliance Committee.

C. Management Committee
The Management Committee is comprised of the Chief Executive Officer and General Directors of the Company and examines all significant Company matters, formulates proposals and decides how to address them. The role of the Management Committee is also essential in the achievement of inter-company communication, the coordination of the departments' projects and the support of the Chief Executive Officer in both an informative and advisory capacity. The Management Committee provides an accurate and complete overview of the Company, emphasising critical operational issues, designs the development strategy of the Company and advances the implementation of major projects and objectives. The Management Committee may convene without the whole of its members on invitation of the Chief Executive Officer of the Company. Members of the Audit and Compliance Committee and senior executives may attend the meetings as deemed necessary.

Evaluation of the Board of Directors
The evaluation of the performance of the Board and its committees should take place at least every two (2) years in line with a clearly established procedure. The evaluation exercise should be led by the Chairman of the Board (or should the Chairman be a non-executive member, the Vice-Chairman of the Board of Directors) and of every committee, while following the evaluation, the Chairman should act on the results of the performance evaluation by addressing the weaknesses of the Board.

TABLE OF MEMBERS' ATTENDANCE IN DECISION MAKING PROCEDURES OF THE BOARD OF DIRECTORS AND COMMITTEES

FULL NAME	51 PARTICIPATIONS IN DECISION MAKING PROCEDURES OF THE BoD		12 MEETINGS OF THE AUDIT & COMPLIANCE COMMITTEE		2 MEETINGS OF THE REMUNERATION COMMITTEE	
	PRESENT	ABSENT	PRESENT	ABSENT	PRESENT	ABSENT
SOCRATES KOKKALIS	50	1				
CONSTANTINOS ANTONOPOULOS	50	1				
ANDREAS PAPOULIAS	51					
FOTIOS MAVROUDIS	51					
DIMITRIOS KLONIS	51					
DIMITRIOS CHATZIGRIGORIADIS	51		12		2	
ANASTASIOS TSOUFIS	51		12		2	
SOTIRIOS FILOS	51		12		2	
PETROS SOURETIS	51					

INDEPENDENT AUDITORS' REPORT

To the Shareholders of the Company «INTRALOT S.A. INTEGRATED LOTTERY SYSTEMS AND SERVICES»

Report on the Separate and Consolidated Financial Statements

We have audited the accompanying separate and consolidated financial statements of the Company "INTRALOT S.A. INTEGRATED LOTTERY SYSTEMS AND SERVICES", which comprise the separate and consolidated statement of financial position as of 31 December 2013, the separate and consolidated statements of comprehensive income, changes in equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Separate and Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these separate and consolidated financial statements in accordance with International Financial Reporting Standards, as adopted by the European Union and for such internal controls as management determines is necessary to enable the preparation of separate and consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these separate and consolidated financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the separate and consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the separate and consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the separate and consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the separate and consolidated financial statements in order to design audit procedures that are appropriate in the

circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's system of internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the separate and consolidated financial statements.
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the accompanying separate and consolidated financial statements present fairly, in all material respects, the financial position of the Company "INTRALOT S.A. INTEGRATED LOTTERY SYSTEMS AND SERVICES" and its subsidiaries as of 31 December 2013, and of their financial performance and their cash flows for the year then ended in accordance with International Financial Reporting Standards, as adopted by the European Union.

Reference to Other Legal and Regulatory Requirements

a) The Report of the Board of Directors includes a corporate governance statement which provides all information set out in paragraph 3d of article 43a of c.L. 2190/1920.
b) We verified the consistency and the correspondence of the content of the Report of the Board of Directors with the accompanying separate and consolidated financial statements, under the legal frame of the articles 43a, 108 and 37 of c.L. 2190/1920.

Athens, 26 March 2014

Georgios And. Karamichalis

Certified Public Accountant Auditor
Institute of CPA (SOEL) Reg. No. 15931

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Chartered Accountants Management Consultants
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Registry Number SOEL 127

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

STATEMENT OF COMPREHENSIVE INCOME GROUP/COMPANY

Amounts reported in thousand €		GROUP		COMPANY	
	Note	1/1-31/12/2013	1/1-31/12/2012*	1/1-31/12/2013	1/1-31/12/2012*
Sale Proceeds		1.539.430	1.374.021	150.853	139.599
Less: Cost of Sales	7	-1.271.522	-1.130.994	-80.233	-88.239
Gross Profit /(Loss)		**267.908**	**243.027**	**70.620**	**51.360**
Other Operating Income		17.361	18.602	332	517
Selling Expenses	7	-40.185	-43.124	-5.218	-7.069
Administrative Expenses	7	-120.773	-118.315	-8.781	-10.214
Research and Development Expenses	7	-6.977	-10.326	-6.458	-8.274
Other Operating Expenses		-17.045	-9.906	-41.594	-19.563
EBIT		**103.258**	**84.730**	**8.901**	**7.257**
EBITDA		**194.831**	**177.536**	**23.141**	**21.873**
Interest and similar Charges	33	-57.898	-43.284	-24.665	-24.289
Interest and related Income	33	25.233	22.484	24.251	25.530
Exchange Differences		-11.062	-831	-1.288	-1.736
Profit / (Loss) from equity method consolidations		-3.011	95	0	0
Operating Profit/(Loss) Before Tax		**53.551**	**58.422**	**7.199**	**6.262**
Less: Taxes	8	-32.239	-25.365	-7.254	-3.284
Net Profit / (Loss) after taxes from Continuing Operations (a)		**21.312**	**33.057**	**-55**	**2.978**
Net Profit / (Loss) after taxes from Discontinuing Operations (b)		**0**	**0**	**0**	**0**
Net Profit / (Loss) (Continuing and Discontinuing Operations) (a) + (b)		**21.312**	**33.057**	**-55**	**2.978**
Attributable to:					
Owners of the parent		-4.567	6.116	-55	2.978
Non-Controlling Interest		25.879	26.941	0	0
Other comprehensive income after tax:					
Amounts that may not be reclassified to profit or loss:					
Defined benefit plans revaluation		-280	461	-72	417
Amounts that may be reclassified to profit or loss:					
Valuation of Available- for -Sale financial assets		5.380	-2.701	-8	37
Derivatives valuation		3.270	1.999	1.593	649
Exchange differences on translating foreign operations		-42.390	-4.967	0	0
Total comprehensive income/ (expense) after tax:		**-34.020**	**-5.208**	**1.513**	**1.103**
Total income after tax		**-12.708**	**27.849**	**1.458**	**4.081**
Attributable to:					
Owners of the parent		-25.089	3.348	1.458	4.081
Non-Controlling interests		12.381	24.501	0	0
Earnings after taxes per share (in €)	9				
-basic		-0,0287	0,0385	-0,0003	0,0187
-diluted		-0,0287	0,0385	-0,0003	0,0187

Weighted Average number of shares		158.961.721	158.961.721	158.961.721	158.961.721

* Including restated figures according to IAS 19 (Revised) – note 22.b

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

STATEMENT OF FINANCIAL POSITION GROUP/COMPANY

Amounts reported in thousand €		GROUP		COMPANY	
	Note	31/12/2013	31/12/2012*	31/12/2013	31/12/2012*
ASSETS					
Non Current Assets					
Tangible fixed assets	**11**	199.418	240.693	7.381	15.507
Intangible assets	**12**	353.346	363.824	65.977	50.602
Investment in subsidiaries and associates	**13**	61.914	40.217	177.490	158.008
Other financial assets	**15**	7.381	4.913	441	757
Deferred Tax asset	**8**	14.709	21.355	3.284	9.012
Other long term receivables	**16**	83.276	87.950	438	445
		720.044	**758.952**	**255.011**	**234.331**
Current Assets					
Inventories	**17**	48.331	43.533	37.353	31.060
Trade and other short term receivables	**18**	219.876	172.739	166.298	194.355
Other financial assets	**15**	3.585	4.706	0	790
Cash and cash equivalents	**19**	143.334	134.973	5.131	5.254
		415.126	**355.951**	**208.782**	**231.459**
TOTAL ASSETS		**1.135.170**	**1.114.903**	**463.793**	**465.790**
EQUITY AND LIABILITIES					
Share Capital	**20**	47.689	47.689	47.689	47.689
Other reserves	**20**	63.850	60.984	48.703	55.205
Foreign currency translation		-61.300	-32.404	0	0
Retained earnings	**20**	217.212	226.711	18.642	18.108
		267.451	**302.980**	**115.034**	**121.002**
Non-Controlling Interest		78.320	80.617	0	0
TOTAL EQUITY		**345.771**	**383.597**	**115.034**	**121.002**
Non Current Liabilities					
Long term Debt	**21**	352.146	329.730	223.042	55.000
Staff retirement indemnities	**22**	6.840	6.909	3.881	4.290
Other long term provisions	**31**	13.683	14.509	13.039	14.059
Deferred Tax liabilities	**8**	8.124	5.690	0	0
Other long term liabilities	**24**	12.124	21.774	0	0
Finance lease obligation		19.243	5.361	0	0
		412.160	**383.973**	**239.962**	**73.349**
Current Liabilities					
Trade and other short term liabilities	**25**	181.441	136.940	95.142	63.318
Short term debt and current portion of long term debt	**26**	176.920	185.883	9.432	204.384
Current income taxes payable		11.732	19.623	954	1.968
Short term provision	**31**	7.146	4.887	3.269	1.769
		377.239	**347.333**	**108.797**	**271.439**
TOTAL LIABILITIES		**789.399**	**731.306**	**348.759**	**344.788**
TOTAL EQUITY AND LIABILITIES		**1.135.170**	**1.114.903**	**463.793**	**465.790**

* Including restated figures according to IAS 19 (Revised) – note 22.b

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

STATEMENT OF CHANGES IN EQUITY GROUP/COMPANY

STATEMENT OF CHANGES IN EQUITY INTRALOT GROUP (Amounts reported in thousands of €)	Share Capital	Legal Reserve [2]	Other Reserves [2]	Foreign currency translation	Retained Earnings	Total	Non-Controlling Interest	Grand Total
Opening Balance 01/01/2013 (after the restatement for IAS 19) [1]	**47.689**	**23.927**	**37.057**	**-32.404**	**226.711**	**302.980**	**80.617**	**383.597**
Effect on retained earnings from previous years adjustment					-1.163	**-1.163**	-84	**-1.247**
New Consolidated Entities						**0**	5.121	**5.121**
Period's Results					-4.567	**-4.567**	25.879	**21.312**
Other comprehensive income/(expense) after tax			8.374	-28.896		**-20.522**	-13.498	**-34.020**
Dividends to parent shareholders/ non-controlling interest					-417	**-417**	-16.522	**-16.939**
Deemed Dividend Distribution Tax			-62			**-62**	-115	**-177**
Convertible bond repurchase			-8.956		3.715	**-5.241**		**-5.241**
Effect due to change in ownership percentage					-3.557	**-3.557**	-3.078	**-6.635**
Transfer between Reserves/Retained Earnings		270	3.240		-3.510	**0**		**0**
Balances as at 31/12/2013	**47.689**	**24.197**	**39.653**	**-61.300**	**217.212**	**267.451**	**78.320**	**345.771**

[1] Including restated figures according to IAS 19 (Revised) – note 22.b
[2] Including reserves reclassification for more appropriate presentation

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

STATEMENT OF CHANGES IN EQUITY INTRALOT GROUP (Amounts reported in thousands of €)	Share Capital	Legal Reserve [2]	Other Reserves [2]	Exchange differences on foreign currency translation	Retained Earnings	Total	Non-Controlling Interest	Grand Total
Opening Balance 01/01/2012 (Initial publication)	**47.689**	**23.467**	**69.232**	**-29.881**	**188.853**	**299.360**	**75.908**	**375.268**
Restatement for transition to IAS 19 (revised)			-715			**-715**	2	**-713**
Opening Balance 01/01/2012 (after the restatement for IAS 19) [1]	**47.689**	**23.467**	**68.517**	**-29.881**	**188.853**	**298.645**	75.910	**374.555**
Effect on retained earnings from previous years adjustment					-587	**-587**	-103	**-690**
Subsidiary Share Capital Increase						**0**	1.027	**1.027**
Period's Results					6.116	**6.116**	26.941	**33.057**
Other comprehensive income/(expense) after tax [1]			-245	-2.523		**-2.768**	-2.440	**-5.208**
Exercise of stock option rights			1			**1**		**1**
Dividends to parent shareholders/ non-controlling interest					-562	**-562**	-19.252	**-19.814**
Effect due to change in ownership percentage					2.135	**2.135**	-1.466	**669**
Transfer between Reserves/Retained Earnings		460	-31.216		30.756	**0**		**0**
Balances as at 31/12/2012 [1]	**47.689**	**23.927**	**37.057**	**-32.404**	**226.711**	**302.980**	**80.617**	**383.597**

[1] Including restated figures according to IAS 19 (Revised) – note 22.b
[2] Including reserves reclassification for more appropriate presentation

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

STATEMENT OF CHANGES IN EQUITY INTRALOT S.A. (Amounts reported in thousands of €)	Share Capital	Legal Reserve [2]	Other Reserves [2]	Retained Earnings	Total
Opening Balance 01/01/2013 (after the restatement for IAS 19) [1]	**47.689**	**15.896**	**39.309**	**18.108**	**121.002**
Period's Results				-55	**-55**
Other comprehensive income/(expense) after tax			1.513		**1.513**
Dividends to parent shareholders/ non-controlling interest				-417	**-417**
Convertible bond repurchase			-10.726	3.717	**-7.009**
Transfer between Reserves/Retained Earnings			2.711	-2.711	**0**
Balances as at 31/12/2013	**47.689**	**15.896**	**32.807**	**18.642**	**115.034**

[1] Including restated figures according to IAS 19 (Revised) – note 22.b
[2] Including reserves reclassification for more appropriate presentation

STATEMENT OF CHANGES IN EQUITY INTRALOT S.A. (Amounts reported in thousands of €)	Share Capital	Legal Reserve [2]	Other Reserves [2]	Retained Earnings	Total
Opening Balance 01/01/2012 (Initial publication)	**47.689**	**15.896**	**51.453**	**3.525**	**118.563**
Restatement for transition to IAS 19 (revised)			-687		**-687**
Opening Balance 01/01/2012 (after the restatement for IAS 19) [1]	**47.689**	**15.896**	**50.766**	**3.525**	**117.876**
Effect on retained earnings from previous years adjustment				-394	**-394**
Period's Results				2.978	**2.978**
Other comprehensive income/(expense) after tax [1]			1.103		**1.103**
Exercise of stock option rights			1		**1**
Dividends to parent shareholders/ non-controlling interest				-562	**-562**
Transfer between Reserves/Retained Earnings			-12.561	12.561	**0**
Balances as at 31/12/2012 [1]	**47.689**	**15.896**	**39.309**	**18.108**	**121.002**

[1] Including restated figures according to IAS 19 (Revised) – note 22.b
[2] Including reserves reclassification for more appropriate presentation

INTRALOT Group
ANNUAL FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2013

CASH FLOW STATEMENT GROUP/COMPANY

(Amounts reported in thousand of €)		GROUP		COMPANY	
	Note	1/1-31/12/2013	1/1-31/12/2012	1/1-31/12/2013	1/1-31/12/2012
Operating activities					
Net Profit before Taxation		53.551	58.422	7.199	6.262
Plus/Less adjustments for:					
Depreciation and Amortization	6	91.573	92.806	14.240	14.616
Provisions		14.578	7.657	40.779	19.720
Exchange rate differences		-22.583	-178	0	0
Results from Investing Activities		11.854	-384	-6.020	-17.775
Debit Interest and similar expenses		57.898	43.284	24.665	24.289
Credit Interest		-24.774	-20.234	-16.895	-6.399
Plus/Less adjustments of working capital to net cash or related to operating activities:					
Decrease/(increase) of Inventories		-3.901	5.130	-4.628	8.984
Decrease/(increase) of Receivable Accounts		-67.340	-12.327	-20.373	-11.847
(Decrease)/increase of Payable Accounts (except Banks)		43.723	-3.208	35.566	-20.255
Less:					
Interest Paid and similar expenses paid		37.812	33.609	12.341	15.224
Income Tax Paid		35.493	23.602	2.861	255
Net Cash from Operating Activities (a)		**81.274**	**113.757**	**59.331**	**2.116**
Investing Activities					
(Purchases) / Sales of subsidiaries, associates, joint ventures and other investments	13	-22.934	888	-12.092	-831
Purchases of tangible and intangible assets	11,12	-58.170	-119.013	-23.155	-11.825
Proceeds from sales of tangible and intangible assets		389	1.760	0	0
Interest received		8.591	11.460	5.367	2.518
Dividends received		2.606	3.822	7.643	7.855
Net Cash from Investing Activities (b)		**-69.518**	**-101.083**	**-22.237**	**-2.283**
Financing Activities					
Cash inflows from Share Capital Increase		0	194	0	0
Cash inflows from loans		492.442	46.168	74.500	0
Repayment of loans		-472.315	-40.339	-111.300	-8.419
Repayment of Leasing Obligations		-6.877	-5.902	0	0
Dividends paid		-16.645	-20.320	-417	-562
Net Cash from Financing Activities (c)		**-3.395**	**-20.199**	**-37.217**	**-8.981**
Net increase / (decrease) in cash and cash equivalents for the year (a) + (b) + (c)		**8.361**	**-7.525**	**-123**	**-9.148**
Cash and cash equivalents at the beginning of the year		**134.973**	**142.498**	**5.254**	**14.402**
Cash and cash equivalents at the end of the year	19	**143.334**	**134.973**	**5.131**	**5.254**

1. General information

INTRALOT S.A. – 'Integrated Lottery Systems and Gaming Services', with the distinct title «INTRALOT» is a business entity that was established based on the Laws of Hellenic Republic and whose shares are traded in the Athens Stock Exchange. Reference to «INTRALOT» or the «Company» includes INTRALOT S.A. whereas reference to the «Group» includes INTRALOT S.A. and its fully consolidated subsidiaries, unless otherwise stated. The Company was established in 1992 and has its registered office in Maroussi of Attica.
INTRALOT is one of the leading suppliers of integrated gaming and transaction processing systems, while its footprint straddles five continents, with presence in 57 countries, more than 5.500 people and revenues of € 1.539 millions in 2013. Committed to meeting customer requirements and performance expectations and with a demonstrated ability to adapt to new markets and overcome technological and cultural constraints, INTRALOT has acquired an excellent reputation in the global gaming sector.

2. BASIS OF PREPARATION OF THE FINANCIAL STATEMENTS

2.1 Basis of preparation of the Financial Statements

The attached financial statements have been prepared on the historical cost basis, except for the available-for-sale financial assets and the derivative financial instruments that are measured at fair value, or at cost if the difference is not a significant amount, and on condition that the Company and the Group would continue as a going concern. The attached financial statements are presented in Euros and all values are rounded to the nearest thousand ('€000) except if indicated otherwise.

2.2 Statement of compliance

These financial statements have been prepared in accordance with International Financial Reporting Standards (I.F.R.S.), including the International Accounting Standards (IAS) and Interpretations issued by International Financial Reporting Interpretations Committee (IFRIC), that have been endorsed by the European Union as of December 31, 2013.

2.3 Financial Statements

INTRALOT keeps its accounting books and records and prepares its financial statements in accordance with the Greek Corporate Law 2190/1920, the Greek Unified Chart of Accounts and current tax regulations and issues its financial statements in accordance with the International Financial Reporting Standards (IFRS).
INTRALOT's Greek subsidiaries keep their accounting books and records and prepare their financial statements in accordance with Greek Corporate Law 2190/1920 and the International Financial Reporting Standards (IFRS), the Greek Unified Chart of Accounts and current tax regulations. INTRALOT's foreign subsidiaries keep their accounting books and records and prepare their financial statements in accordance with the applicable laws and regulations in their respective countries. For

the purpose of the consolidated financial statements, Group entities' financial statements are adjusted and prepared in relation to the requirements of the International Financial Reporting Standards (IFRS).

2.4 Changes in accounting policies

For the preparation of the financial statements of year ended December 31, 2013, the accounting policies adopted are consistent with those followed in the preparation of the most recent annual financial statements (December 31, 2012), except for the below mentioned adoption of new standards and interpretations applicable for fiscal periods beginning at January 1, 2013.

Standards and Interpretations compulsory for the fiscal year 2013

New standards, amendments of published standards and interpretations mandatory for accounting periods beginning on 1st January 2013. The Group's assessment of the impact of these new and amended standards and interpretations is set out below.

IAS 1 (Amendment) "Presentation of Financial Statements"

(COMMISSION REGULATION (EC) No. 475/2012 of 5th June 2012, L146/1 – 06.06.2012)
This applies to annual accounting periods starting on or after 1st July 2012.
The amendments to IAS 1 require companies preparing financial statements in accordance with IFRSs to group together items within Other Comprehensive Income that may be reclassified or recycled to the profit or loss section of the Income Statement. The Group implemented this amendment on 1st January 2013.

IAS 12 (Amendment) "Income Taxes"

(COMMISSION REGULATION (EC) No.1255/2012 of 11th December 2012, L 360 -29/12/2012)
This applies to annual accounting periods starting on or after 11th December 2012.
IAS 12 requires an entity to measure the deferred tax relating to an asset depending on whether the entity expects to recover the carrying amount of the asset through use or sale. It can be difficult and subjective to assess whether recovery will be through use or through sale when the asset is measured using the fair value model in IAS 40 "Investment Property". The amendment provides a practical solution to the problem by introducing a presumption that recovery of the carrying amount will, normally be, through sale. This amendment does not affect financial statements of the Group, given that it does not own any such assets.

IFRS 1 (Amendment) "First-time adoption of International Financial Reporting Standards"

(COMMISSION REGULATION (EC) No.1255/2012 of 11th December 2012, L 360 -29/12/2012)
It applies to the annual accounting periods starting on or after 11th December 2012.
The amendment proposes guidance on how an entity should resume presenting financial statements in accordance with International Financial Reporting Standards (IFRSs) after a period when the entity was unable to comply with IFRSs because its functional currency was subject to severe

hyperinflation. This amendment has no impact to the Group's financial statements since the Group has already adopted IFRS.

IFRS 1 (Amendment) "First-time adoption of International Financial Reporting Standards"
(COMMISSION REGULATION (EC) No. 183/2013 of 4th March 2013, L61/6 – 05.03.2013)
It applies to the annual accounting periods starting on or after 1st January 2013.
The amendments, dealing with loans received from governments at a below market rate of interest, give first-time adopters of IFRSs relief from full retrospective application of IFRSs when accounting for these loans on transition. This is the same relief as was given to existing preparers of IFRS financial statements. This amendment has no impact to the Group's financial statements since the Group has already adopted IFRS.

IFRS 7 (Amendment) "Financial Instruments: Disclosures"
(COMMISSION REGULATION (EC) No.1256/2012 of 13th December 2012, L 360 -29/12/2012)
This applies to annual accounting periods starting on or after 1st January 2013.
The amendment retains the existing assets and liabilities offsetting models but requires new disclosure requirements to allow investors to better compare financial statements prepared in accordance with IFRSs and US GAAP. The Group does not expect this amendment to affect its financial statements.

IFRS 13 "Fair Value Measurement"
(COMMISSION REGULATION (EC) No.1255/2012 of 11th December 2012, L 360 -29/12/2012)
This applies to annual accounting periods starting on or after 1st January 2013. Earlier application is permitted.
In May 2011 the IASB and the FASB issued new guidance on fair value measurement and disclosure requirements for International Financial Reporting Standards (IFRSs) and US generally accepted accounting principles (GAAP). The guidance sets out in IFRS 13 does not change when an entity is required to use fair value, but provides guidance on how to measure fair value. The Group implemented IFRS 13 on 1st January 2013.

IAS 19 (amendment) «Employee Benefits»
(COMMISSION REGULATION (EC) No. 475/2012 of 5th June 2012, L146/1 – 06.06.2012)
This applies to annual accounting periods starting on or after 1st January 2013. Earlier application is permitted.
In June 2011 IASB amended IAS 19 removing the option that allows a company to defer some gains and losses that arise from defined benefit plans ("corridor method"). Companies now will have to report these changes as they occur. This will result in companies including any deficit or surplus in a defined benefit plan in their statement of financial position. Also, it requires companies to include service and finance cost in profit or loss and remeasurements in other comprehensive income. The Group implemented this amendment of IAS 19 on 1st January 2013, restating the comparative

period according to IAS 8 "Accounting Policies, Changes in Accounting Estimates and Errors". (Note 22.b).

IFRIC 20 "Stripping Costs in the Production Phase of a Surface Mine"

(COMMISSION REGULATION (EC) No.1255/2012 of 11th December 2012, L 360 -29/12/2012)

It applies to annual accounting periods starting on or after 1st January 2013.

The Interpretation 20 clarifies when stripping should lead to the recognition of an asset and how that asset should be measured, both initially and in subsequent periods. The above amendment will not affect the Group's financial statements.

Amendments that regard part of the annual improvement program of IASB (International Accounting Standards Board)

(COMMISSION REGULATION (EC) No. 301/2013 of 27th March 2013, L90/78 – 28.03.2013)

IASB in its annual improvement program published in May 2012, amendments to 5 existing Standards. The amendments hold for the annual fiscal periods beginning on or after the 1st of January, 2013. The above amendments will not have significant effect on the Group's financial statements.

IFRS 1 "First-time adoption of International Financial Reporting Standards"

The amendment clarifies that an entity can apply IFRS 1 more than one time under some specific circumstances. Also, an entity can choose to apply IAS 23 on transition date or on an earlier date.

IAS 1 "Presentation of Financial Statements"

The amendment clarifies the comparative disclosures when an entity presents a third statement of financial position because it is required by IFRS 8 or voluntarily. Also, it explains that an entity may include in the first financial statements prepared in accordance to IFRS, extra comparative information so as to provide a better explanation of the IFRS transition effect.

IAS 16 "Property, Plant and Equipment"

The amendment clarifies that servicing equipment and spare parts may be classified as tangible assets and not as inventories, in case they meet the definition of property, plant and equipment.

IAS 32 "Financial Instruments: Presentation"

The amendment clarifies the treatment of income taxation related to distributions to holders and the costs of equity transactions.

IAS 34 "Interim Financial Reporting"

The amendment clarifies the required disclosures for the assets and liabilities of reportable segments in interim financial statements.

Standards and Interpretations compulsory after 31 December 2013

The following new standards, amendments and IFRICs have been published but are in effect for the annual fiscal period beginning the 1st of January 2014 and have not been adopted from the Group earlier.

IAS 32 (Amendment) "Financial Instruments: Presentation"

(COMMISSION REGULATION (EC) No.1256/2012 of 13th December 2012, L 360 -29/12/2012)
This applies to annual accounting periods starting on or after 1st January 2014.
The amendment clarifies the assets and liabilities offsetting criteria in order to address inconsistencies in current practice. The Group does not expect this amendment to affect its financial statements.

IFRS 9 "Financial Instruments"

This applies to annual accounting periods starting on or after 1st January 2015. Earlier application is permitted.
The IASB intends to ultimately replace IAS 39 in its entirety with IFRS 9, however the replacement will be divided into phases. In November 2009, the IASB issued the chapters of IFRS 9 relating to the classification and measurement of financial assets. In October 2010, the IASB added the requirements related to the classification and measurement of financial liabilities and decided to carry forward unchanged from IAS 19 the requirements related to the derecognition of financial assets and financial liabilities to IFRS 9. In November 2013, the IASB added to IFRS9 the requirements related to hedge accounting. In next phase of the project the new requirements related to impairment of financial instruments will be added. The Group is in the process of evaluating the effect of IFRS 9 on its financial statements. IFRS 9 has not been endorsed yet by the European Union and cannot, therefore, be implemented earlier by the Group. Only when it has been endorsed will the Group decide whether or not it will implement IFRS 9 before 1st January 2015.

IFRS 7 (Amendment) "Financial Instruments: Disclosures"

This applies to annual accounting periods starting on or after 1st January 2015. Earlier application is permitted.
On 16.12.2011, the IASB issued an amendment in IFRS7, adding in the Standard disclosures related to the transition to IFRS 9. The amendment has not yet been endorsed by the European Union. The Group is in the process of evaluating the effect of the amendment on its financial statements.

IFRS 10 "Consolidated Financial Statements"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011 the IASB issued IFRS 10 "Consolidated Financial Statements". IFRS 10 establishes principles for the presentation and preparation of consolidated financial statements when an entity controls one or more other entities. IFRS 10 replaces the consolidation requirements in IAS 27

"Consolidated and Separate Financial Statements" and in SIC-12 "Consolidation—Special Purpose Entities". IFRS 10 builds on existing principles by identifying the concept of control as the determining factor in whether an entity should be included within the consolidated financial statements of the parent company. The standard provides additional guidance to assist in the determination of control where this is difficult to assess. The Group will implement IFRS 10 on 1st January 2014, with no impact on the consolidation of investments held by the Group.

IFRS 11 "Joint Arrangements"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011 the IASB issued IFRS 11 "Joint Arrangements". IFRS 11 replaces IAS 31 "Interests in Joint Ventures" and SIC-13 "Jointly Controlled Entities—Non-Monetary Contributions by Venturers". IFRS 11 "Joint Arrangements" provides for a more realistic reflection of joint arrangements by focusing on the rights and obligations of the arrangement, rather than its legal form (as is currently the case). The standard addresses inconsistencies in the reporting of joint arrangements by requiring a single method (equity method) to account for interests in jointly controlled entities. The Group will implement IFRS 11 on 1st January 2014, changing the consolidation method for jointly controlled entities from proportionate to equity method.

IFRS 12 "Disclosure of Interests in Other Entities"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011 the IASB issued IFRS 12 "Disclosure of Interests in Other Entities". IFRS 12 is a new and comprehensive standard on disclosure requirements for all forms of interests in other entities, including subsidiaries, joint arrangements, associates and unconsolidated structured entities. The Group will implement IFRS 12 on 1st January 2014.

IFRS10, IFRS11 & IFRS12 (amendments) "Transition Guidance"

(COMMISSION REGULATION (EC) No. 313/2013 of 4th April 2013, L95/9 – 05.04.2013)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In June 2012 the IASB issued additional transition relief in IFRS 10 "Consolidated Financial Statements", IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" limiting the requirement to provide adjusted comparative information. The amendments explain that the 'date of initial application' in IFRS 10 means 'the beginning of the annual reporting period in which IFRS 10 is applied for the first time'. Consequently, an entity is not required to make adjustments to the previous accounting for its involvement with entities if the consolidation conclusion reached at the date of initial application is the same when applying IAS 27 "Consolidated and Separate Financial Statements" and SIC-12 "Consolidation—Special Purpose Entities" and when

applying IFRS 10. As a result, the IASB confirms that relief from retrospective application of IFRS 10 would also apply to an investor's interests in investees that were disposed of during a comparative period in such a way that consolidation would not occur in accordance with either IAS 27/SIC-12 or IFRS 10 at the date of initial application. The amendments also clarify how an investor shall adjust comparative period(s) retrospectively if the consolidation conclusion reached at the date of initial application is different when applying IFRS 10 when compared with applying IAS 27/SIC-12. Additional transition relief is provided by limiting the requirement to present adjusted comparative information to the period immediately preceding the date of initial application (the 'immediately preceding period'). Presentation of adjusted comparatives for earlier periods is permitted but not required. The IASB has also amended IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" to provide similar relief from the presentation or adjustment of comparative information for periods prior to the immediately preceding period. IFRS 12 is further amended to provide additional transition relief by eliminating the requirement to present comparatives for the disclosures relating to unconsolidated structured entities for any period before the first annual period for which IFRS 12 is applied. The Group will implement these amendments on 1st January 2014.

IAS 27 (amendment) "Separate Financial Statements"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011, when the IASB issued IFRS 10 "Consolidated Financial Statements", IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" also amended IAS 27 that now contains the accounting and disclosure requirements for investments in subsidiaries, joint ventures and associates when an entity prepares separate financial statements. The Standard requires an entity preparing separate financial statements to account for those investments at cost or in accordance with IFRS 9 "Financial Instruments". The Group will implement IAS 27 on 1st January 2014.

IAS 28 (amendment) "Investments in Associates and Joint Ventures"

(COMMISSION REGULATION (EC) No.1254/2012 of 11th December 2012, L 360 -29/12/2012)
According to EU, this applies to annual accounting periods starting at the latest on or after 1st January 2014. Earlier application is permitted.
In May 2011, when the IASB issued IFRS 10 "Consolidated Financial Statements", IFRS 11 "Joint Arrangements" and IFRS 12 "Disclosure of Interests in Other Entities" also amended IAS 28 that now contains the accounting for investments in associates and sets out the requirements for the application of the equity method when accounting for investments in associates and joint ventures. The Group will implement IAS 28 on 1st January 2014.

IFRS10, IFRS12 & IAS27 (amendments) "Investment Entities"

(COMMISSION REGULATION (EC) No.1174/2013 of 20th November 2013, L 312 -21/11/2013)

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted.

In October 2012 the IASB issued additional transition amendments in IFRS 10 "Consolidated Financial Statements", IFRS 12 "Disclosure of Interests in Other Entities" and IAS 27 "Separate Financial Statements". The amendments define an investment entity and introduce an exception to consolidating particular subsidiaries for investment entities. These amendments require an investment entity to measure those subsidiaries at fair value through profit or loss in accordance with IFRS 9 Financial Instruments in its consolidated and separate financial statements. The amendments also introduce new disclosure requirements for investment entities in IFRS 12 and IAS 27 for investment entities. The Group does not expect this amendment to affect its financial statements.

IAS 36 (amendment) "Impairment of Assets"

(COMMISSION REGULATION (EC) No.1374/2013 of 19th December 2013, L 346 -20/12/2013)

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted when the entity has already applied IFRS 13.

In May 2013 the IASB issued amendments in IAS 36 "Impairment of Assets" to require disclosures about the recoverable amount of impaired assets. The amendments clarify the IASB's original intention that the scope of those disclosures is limited to the recoverable amount of impaired assets that is based on fair value less costs of disposal. The Group does not expect this amendment to affect its financial statements.

IAS 39 (amendment) "Financial Instruments: Recognition & Measurement"

(COMMISSION REGULATION (EC) No.1375/2013 of 19th December 2013, L 346 -20/12/2013)

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted.

On June 2013 the IASB issued amendments in IAS 39 "Financial Instruments: Recognition & Measurement". The amendments will allow hedge accounting to continue in a situation where a derivative, which has been designated as a hedging instrument, is novated to effect clearing with a central counterparty as a result of laws or regulation, if specific conditions are met (in this context, a novation indicates that parties to a contract agree to replace their original counterparty with a new one). The Group does not expect this amendment to affect its financial statements.

IFRIC 21 "Levies"

This applies to annual accounting periods starting on or after 1st January 2014. Earlier application is permitted.

On May 2013 the IASB issued IFRIC 21 "Levies". The Interpretation describes how an entity should account for liabilities to pay levies imposed by governments, other than income taxes, in its financial statements. The principal question raised was about when the entity should recognise a liability to

pay a levy. This is an interpretation of IAS 37 Provisions, Contingent Liabilities and Contingent Assets. IAS 37 sets out criteria for the recognition of a liability, one of which is the requirement for the entity to have a present obligation as a result of a past event (known as an obligating event). The Interpretation clarifies that the obligating event that gives rise to a liability to pay a levy is the activity described in the relevant legislation that triggers the payment of the levy. The Group does not expect this interpretation to affect its financial statements. This amendment has not yet been endorsed by the European Union.

IAS 19 (amendment) "Employee Benefits"

This applies to annual accounting periods starting on or after 1st July 2014. Earlier application is permitted.

In November 2013 the IASB issued narrow scope amendments in IAS 19 "Employee Benefits". The narrow scope amendments apply to contributions from employees or third parties to defined benefit plans. The objective of the amendments is to simplify the accounting for contributions that are independent of the number of years of employee service, for example, employee contributions that are calculated according to a fixed percentage of salary. The Group will assess the impact of the amendment on its financial statements. This amendment has not yet been endorsed by the European Union.

Amendments that regard part of the annual improvement program of IASB (International Accounting Standards Board)

IASB in its annual improvement program published in December 2013, 2 Cycles of narrow scope amendments to existing Standards. The amendments hold for the annual fiscal periods beginning on or after the 1st of July, 2014. The above amendments will not have significant effect on the Group's financial statements and have not yet been endorsed by the European Union.

Annual Improvements to IFRSs 2010-2012 Cycle

IFRS 2 "Share-based Payment"

Definitions of "vesting conditions" and "market conditions" are amended and the definitions of "performance conditions" and "service conditions" are added (previously were part of the "vesting conditions" definition).

IFRS 3 "Business Combinations"

The amendment clarifies that the contingent consideration that is classified as financial asset or liability shall be measured at fair value at each reporting date.

IFRS 8 "Operating Segments"

The amendment requires that an entity shall disclose the judgements made by the management in applying the aggregation criteria in operating segments. It also clarifies that the entity shall provide

reconciliations of the total reportable segments' assets to the entity's assets only if the segments assets are reported regularly.

IFRS 13 "Fair Value Measurement"

The amendment clarifies that the issue of IFRS 13 and the amendments of IFRS 9 and IAS 39 did not result in the deletion of the ability to measure short-term receivables and payables with no stated interest rate at invoice amounts without discounting, when the effect of not discounting is immaterial.

IAS 16 "Property, Plant and Equipment"

The amendment clarifies that when an item of property, plant and equipment is revalued, the gross carrying amount is adjusted in a manner that is consistent with revaluation of the carrying amount of the asset and the accumulated depreciation is eliminated against the gross carrying amount of the asset.

IAS 24 "Related Party Disclosures"

The amendment clarifies that the entity, or any member of a group of which is part, provides key management personnel services to the reporting entity or to the parent of the reporting entity, is a related party to the reporting entity.

IAS 38 "Intangible Assets"

The amendment clarifies that when an intangible asset is revalued, the gross carrying amount is adjusted in a manner that is consistent with revaluation of the carrying amount of the asset and the accumulated depreciation is eliminated against the gross carrying amount of the asset.

Annual Improvements to IFRSs 2011-2013 Cycle

IFRS 1 "First-time Adoption of International Financial Reporting Standards"

The amendment clarifies that a first-time adopter entity is allowed to use either the IFRS that is currently mandatory or the new IFRS that is not yet mandatory, if that new IFRS permits early application. It is required the entity to apply the same version of the IFRS throughout the periods covered by the entity's first IFRS financial statements. Consequently, if a first-time adopter chooses to early apply a new IFRS, that new IFRS will be applied throughout all the periods presented in its first IFRS financial statements on a retrospective basis, unless IFRS 1 provides an exemption.

IFRS 3 "Business Combinations"

The amendment clarifies that IFRS3 does not apply the accounting for the formation of a joint arrangement in the financial statements of the joint arrangement itself.

IFRS 13 "Fair Value Measurement"

The amendment clarifies that the exemption of financial assets, financial liabilities and other contracts, that is mentioned in paragraph 52 of IFRS13, includes all the contracts within the scope of, and accounted for in accordance with IAS 39 or IFRS 9, regardless of whether they meet the definitions of financial assets or financial liabilities in IAS 32 "Financial Instruments: Presentation.

IAS 40 "Investment Property"

The amendment clarifies whether a specific transaction meets the definition of a business combination as defined in IFRS 3 and includes an investment property as defined in IAS 40, the separate application of both Standards is required.

3. SIGNIFICANT ACCOUNTING POLICIES

3.1 Basis of Consolidation

The consolidated financial statements comprise the financial statements of INTRALOT S.A. and its subsidiaries as at the end of each reporting period. The financial statements of the subsidiaries are prepared for the same reporting period as the parent company, using consistent accounting policies. Subsidiaries are fully consolidated from the date on which control is transferred to the Group and cease to be consolidated from the date on which control is transferred out of the Group.

Adjustments are made to bring in line any dissimilar accounting policies that may have existed. All intercompany balances and transactions, including unrealized profits arising from intra-group transactions, have been eliminated in full. Unrealized losses are eliminated unless costs cannot be recovered.

Changes in a parent's ownership interest in a subsidiary that do not result in a loss of control are accounted for as equity transactions (i.e. transactions with owners in their capacity as owners).

Total comprehensive income is attributed to the owners of the parent and to the non-controlling interests even if this results in the non-controlling interests having a deficit balance.

If the Group loses control over a subsidiary, it:

- derecognizes the assets (including goodwill) and liabilities of the subsidiary,
- derecognizes the carrying amount of any non-controlling interests in the former subsidiary(including any components of other comprehensive income attributable to them),
- derecognizes the cumulative translation differences that have been recorded in equity,
- recognizes the fair value of the consideration received from the transaction,
- recognizes any investment retained in the former subsidiary at its fair value at the date when control is lost,
- reclassifies to profit or loss, (or transfers directly to retained earnings if required in accordance with other IFRSs), the amounts that have been recorded in other comprehensive income,
- recognizes any resulting difference as a gain or loss in profit or loss.

Where there is a loss of control of a subsidiary, the consolidated financial statements include the results for the part of the reporting year during which the Group has control.

3.2 Business combination and goodwill

a) Subsidiaries

Subsidiaries are entities that are controlled by the Group. Control is the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities. Control is presumed to exist when the Group owns, directly or indirectly through subsidiaries, more than half of the voting power of an entity. Control also exists when the Group owns half or less of the voting power of an entity, but clauses of IAS 27 par.13 are met. The existence and effect of potential voting rights that are currently exercisable or convertible, are considered when assessing whether Group controls an entity.

Subsidiaries are consolidated using the acquisition method according to IFRS 3. The cost of an acquisition is measured as the aggregate of the consideration transferred measured at acquisition date fair value and the amount of any non-controlling interest in the acquiree. The amount of non-controlling interest is measured at fair value or at the proportionate share of the acquiree's identifiable net assets. Acquisition costs incurred are expensed to statement of comprehensive income.

At the acquisition date, the Group classifies or designates the identifiable assets acquired and liabilities assumed on the basis of the contractual terms, economic conditions, its operating or accounting policies and other pertinent conditions as they exist at the acquisition date.

In a business combination achieved in stages, the Group remeasures its previously held equity interest in the acquiree at its acquisition-date fair value and recognizes the resulting gain or loss in profit or loss. In prior reporting periods, the Group may have recognized changes in the value of its equity interest in the acquiree in other comprehensive income (i.e. due to the fact that the investment has been classified as available for sale). If so, the amount that was recognized in other comprehensive income shall be recognized on the same basis as would be required if the Group had disposed directly of the previously held equity interest.

The Group recognizes any contingent consideration at the fair value, at the acquisition date. Subsequent changes to the fair value of the contingent consideration which is deemed to be an asset or a liability will be recognized in accordance with IAS 39 either in statement of comprehensive income or as a change in other comprehensive income. If the contingent consideration is classified as equity, it shall not be remeasured until it is finally settled within equity.

Goodwill in a business acquisition is initially measured at cost being the excess of the cost of acquisition transferred over the net fair value of the identifiable assets acquired and liabilities assumed of the acquiree. If this cost of acquisition is lower than the fair value of the net assets of the subsidiary acquired, the difference is recognized in profit or loss.

Any goodwill arising on the acquisition of a foreign subsidiary and any fair value adjustments to the carrying amounts of assets and liabilities arising on the acquisition are treated as assets and liabilities of the foreign operation and translated at the closing rate accordingly.

Following initial recognition, goodwill is measured at cost less any accumulated impairment losses. Based on IFRS 3 'Business combinations', Goodwill is not amortized. Goodwill is reviewed for

impairment, annually or more frequently if events or changes in circumstances indicate that the carrying value may be impaired.

Impairment is determined by assessing the recoverable amount of the cash-generating unit, to which the goodwill relates. Where recoverable amount of the cash-generating unit is less than the carrying amount, an impairment loss is recognized.

Where goodwill forms part of a cash generating unit and part of the operation within that unit is disposed of, the goodwill associated with the operation disposed of is included in the carrying amount of the operation when determining the gain or loss on disposal of the operation. Goodwill disposed of in this circumstance is measured on the basis of the relative values of the operation disposed of and the portion of the cash-generating unit retained.

Any impairment losses that have been recognized for goodwill, will not be reversed in future periods.

Investments in subsidiaries are stated in the individual statement of financial position of the Company at their cost less any impairment in value.

b) Investment in associates

Associates are entities over which the Group has significant influence and are neither subsidiaries nor interests in a joint venture. The Group's investments in associates are accounted for using the equity method.

Under this method, investments in associates are carried in the statement of financial position at cost plus post acquisition changes in the Group's share of net assets of the associate. Goodwill relating to the associate is included in the carrying amount of the investment and is neither amortized nor individually tested for impairment.

The statement of comprehensive income reflects the Group's share of the post acquisition associate's results after taxes and non-controlling interests of the associate's subsidiaries. Also, the Group's share of the changes in associates' equity is directly recognized to the consolidated statement of changes in equity. Unrealized gains and losses resulting from transactions between the Group and the associate are eliminated to the extent of the interest in the associate.

If an associate uses accounting policies other than those of the Group for like transactions and events in similar circumstances, adjustments are made to the associate's financial statements so as to apply the equity method.

The financial statements of associates are prepared for the same reporting period as the parent company.

If the Group's share of losses of an associate equals or exceeds its interest in the associate, the Group discontinues recognizing its share of further losses, unless it has incurred legal or constructive obligations or made payments on behalf of the associate.

After application of the equity method, the Group applies the requirements of the relative IFRSs to determine whether it is necessary to recognize any additional impairment loss with respect to its net investment in the associate. The Group incurs impairment test at the end of each reporting period comparing the recoverable amount of the investment in associate to its carrying value and recognizes the difference in the statement of comprehensive income of the period.

The Group discontinues the use of the equity method from the date when it ceases to have significant influence over an associate and accounts for the investment in accordance with IAS 39 measuring the investment at fair value. Any difference between the carrying amount and the fair value of the investment in associate is recognized in the statement of comprehensive income of the period.
Investments in associates are stated in the statement of financial position of the Company at their cost less any impairment in value.

c) Interest in joint ventures

A joint venture is a contractual arrangement whereby two or more parties undertake an economic activity that is subject to joint control. The Group consolidates joint ventures applying the proportionate consolidation method, whereby the Group's share of each of the assets, liabilities, income and expenses of a jointly controlled entity is combined "line by line" with similar items in the Group's consolidated financial statements.
If a joint venture uses accounting policies other than those of the Group for like transactions and events in similar circumstances, adjustments are made to the joint venture's financial statements so as to apply the proportionate method.
The financial statements of joint ventures are prepared for the same reporting period as the parent company.
Any intercompany balances and transactions, including unrealized gains, resulting from transactions between the Group and joint ventures, are fully eliminated.
At the date of loss of joint control to a venture and provided the former joint venture does not become a subsidiary or associate, the Group ceases applying the proportionate consolidation method and measures the remaining investment at its fair value. Any difference between the carrying amount of the former joint venture and the fair value of the investment is recognized in statement of comprehensive income. If the joint venture becomes an associate or subsidiary it would be accounted for according to IAS 28 & IAS 27 respectively.
Investments in joint ventures are stated in the individual statement of financial position of the Company at their cost less any impairment in value.

3.3 Foreign Currency Translation

The functional and presentation currency of INTRALOT S.A. and its subsidiaries which are located in Greece is the euro (€).

a) Transactions and balances

Transactions in foreign currencies are initially recorded in the functional currency rate ruling at the date of the transaction.
Monetary assets and liabilities denominated in foreign currencies are retranslated at the functional currency rate of exchange ruling at the balance sheet date.
All resulting differences are taken to the consolidated statement of comprehensive income with the exception of differences on foreign currency borrowings that provide a hedge against a net

investment in a foreign entity. These are taken directly to Other Comprehensive Income until the disposal of the net investment, at which time they are recognized in the consolidated statement of comprehensive income. Tax charges and credits attributable to exchange differences on those borrowings are also dealt with in Other Comprehensive Income.
Non-monetary items that are measured in terms of historical cost in a foreign currency are translated using the exchange rate as at the date of initial transaction. Non-monetary items measured at fair value in a foreign currency shall be translated using the exchange rates at the date when the fair value was determined.

b) Group companies
The functional currency of the overseas subsidiaries is the currency of the country in which these subsidiaries are located and operate. As at the reporting date, the assets and liabilities of these overseas subsidiaries are translated into the presentation currency of INTRALOT S.A. at the rate of exchange ruling at the balance sheet date and, their statements of comprehensive income are translated at the weighted average exchange rates for the year. The resulting exchange differences arising on the retranslation are taken directly to a separate component of Other Comprehensive Income. On disposal of a foreign entity, the deferred cumulative amount recognized in Other Comprehensive Income relating to that particular foreign operation shall be transferred to the statement of comprehensive income.

3.4 Tangible assets
Tangible assets are stated at cost less accumulated depreciation and any impairment in value. Such cost includes the cost of replacing the tangible assets and borrowing costs for long-term construction assets if the recognition criteria are met.
Depreciation is calculated on a straight-line basis over the useful life of the asset as follows:

• Buildings (owned)	20 to 30 years
• Installations on third party property	Over the duration of the lease but not less than 5% per annum
• Equipment	5 to 15 years
• Computer Hardware	20% to 30% per annum
• Transportation Equipment-Motor vehicles	7 years or 15% per annum
• Transportation Equipment-Trucks etc.	5 years or 20% per annum

An item of property, plant and equipment is derecognized upon disposal or when no future economic benefits are expected to arise from the continued use of the asset. Any gain or loss arising on de-recognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the item) is included in the statement of comprehensive income in the year the item is de-recognized.
The assets' residual values and useful lives are reviewed at each financial year end, and adjusted prospectively, if appropriate.

As regards hardware and software leased under operating lease, these assets, in the group statement of financial position are disclosed in acquisition cost values and are depreciated using the straight line method and according to the lower period between the useful life and the contract life, taking also into account their residual value at the end of the relative contract life as well as the collecting cost. In case of the respective contracts renewal the assets' remaining net book value is depreciated according to the renewed contract life.

The carrying values of property, plant and equipment are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable. If any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets or cash-generating units are written down to their recoverable amount. The recoverable amount is the greater of fair value minus selling expenses and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using an after-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs. Impairment losses are recognized in the statement of comprehensive income.

3.5 Borrowing costs

Since January 1st 2009, borrowing costs directly attributable to the acquisition, construction or production of an asset that necessarily takes a substantial period of time to get ready for its intended use or sale are capitalized as part of the cost of the respective assets. All other borrowing costs are expensed in the period they occur. Borrowing costs consist of interest and other costs that the Group incurs in connection with the borrowing of funds.

3.6 Intangible assets

Intangible assets acquired individually, are capitalized at cost and those acquired through a business combination at fair values at the acquisition date. After initial recognition, intangibles are valued at cost less accumulated amortization and any impairment in value. Useful lives of these intangibles are assessed to be either finite or indefinite. Intangibles with finite useful lives are amortized as follows:

• Software platforms • Central operating software • Central Network software • Licenses • Rights	Over the duration of the longest contract
• Other software	3 to 5 years

Central operating systems used for several projects are amortized over their expected useful life, up to 20 years. The expected useful life is determined by reference to the longest duration of the relevant contracts and the Intralot Group's renewal track record in respect of such contract.

Software that does not fall within the scope of particular contracts, is amortized at the expected useful life.

Amortization of finite life intangibles is recognized as an expense in the statement of comprehensive income apportioned to the related cost centers. Intangible assets with indefinite useful life are not amortized, but are tested for impairment annually, either individually or at the cash generating unit level.

Intangibles, except development costs, internally generated are not capitalized and the costs are included in the statement of comprehensive income in the year they are incurred.

Intangible assets are tested for impairment at the end of each reporting period, either individually or at the cash generating unit level. Useful lives are also assessed annually and any revisions do not have retrospective application.

Gains or losses arising from derecognition of an intangible asset (that are measured as the difference between the net disposal proceeds and the carrying amount of the asset) are recognized in the statement of comprehensive income when the asset is derecognized.

Research and Development Costs

Research costs are expensed as incurred. Development expenditure incurred by individual project is capitalized if, and only if, the Group can demonstrate all of the following:

(a) the technical feasibility of completing the intangible asset so that it will be available for use or sale

(b) its intention to complete the intangible asset and use or sell it

(c) its ability to use or sell the intangible asset

(d) how the intangible asset will generate probable future economic benefits

(e) the availability of adequate technical, financial and other resources to complete the development and to use or sell the intangible asset

(f) its ability to measure reliably the expenditure attributable to the intangible asset during its development.

Following the initial recognition of the development expenditure, the cost model is applied requiring the asset to be carried at cost less any accumulated amortization and accumulated impairment losses. Amortization of the capitalized development expenditure begins when development is complete and the asset is available for use. Any expenditure capitalized is amortized over the period of expected future sales from the related project.

The carrying value of development costs is reviewed for impairment annually when the asset is not yet in use, or more frequently when an indicator of impairment arises during the reporting year indicates that the carrying value may not be recoverable.

3.7 Financial instruments

i) Financial assets

Financial assets within the scope of IAS 39 are classified according to their nature and characteristics in the below four categories:

- Financial assets at fair value through profit or loss,
- Loans and receivables,
- Financial assets held-to-maturity, and
- Available-for-sale financial assets.

All financial assets are recognized initially at cost, which is the fair value of the consideration given, including transaction costs, in some cases.

The subsequent measurement of financial assets depends on their classification as follows:

Financial assets at fair value through profit or loss:
Include trading portfolio investments that acquired for the purpose of selling them in the near future. Also, include derivatives financial instruments that are not designated as hedging instruments. Gain or losses from the measurement of these assets are recognized in statement of comprehensive income as financial income or expenses respectively.

Loans and receivables:
Include non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. After initial measurement, such financial assets are subsequently measured at amortized cost using the effective interest rate method (EIR), less impairment. Amortized cost is calculated by taking into account any issue costs, and any discount or premium on acquisition over the period to maturity. Gains or losses arising from derecognition and impairment are recognized in the statement of comprehensive income as finance costs or income, as well as the EIR income through the amortization process.

Financial assets held-to-maturity:
Include non-derivative financial assets with fixed or determinable payments and fixed maturities are classified as held-to maturity that the Group has the positive intention and ability to hold them to maturity. Financial assets that held for indefinite or non-predetermined period of time cannot be classified under this category. After initial measurement held-to-maturity investments are measured at amortized cost using the effective interest method. Gains or losses arising from derecognition and impairment are recognized in the statement of comprehensive income as finance costs or income, as well as the EIR income through the amortization process.

Available-for-sale financial assets:
Financial assets that cannot be included under the abovementioned categories are classified as available-for-sale financial assets. Available-for-sale financial investments include equity investments and debt securities. Equity investments classified as available-for-sale are those that are neither classified as held for trading nor designated at fair value through profit or loss. Debt securities in this category are those that are intended to be held for an indefinite period of time and

that may be sold in response to needs for liquidity or in response to changes in the market conditions.

After initial measurement the available-for-sale financial assets are subsequently measured at fair value with unrealized gains or losses recognized as other comprehensive income in the available-for-sale reserve. When the investment is sold, derecognized or impaired the cumulative gains or losses are transferred from the relative reserve to the statement of comprehensive income of the period.

Derecognition of financial assets

The Group ceases recognizing a financial asset when and only when:

- the contractual rights to the cash flows from the financial asset expire or
- the Group has transferred its contractual right to receive cash flows from an asset, or retains this right to receive cash flows from an asset but has assumed a contractual obligation to pay the cash flows to a third or more parties, or has transferred substantially all risks and rewards of the asset, or has neither transferred nor retained substantially all the risks and rewards of the asset but has transferred the control of the asset.

When the Group has transferred its rights to receive cash flows from an asset or has assumed a contractual obligation to pay the cash flows to a third or more parties, but in parallel has neither transferred nor retained substantially all the risks and rewards of the asset nor transferred control of the asset, the asset is recognized to the extent of the Group's continuing involvement in the asset.
When the Group's continuing involvement takes the form of a guarantee over the transferred asset, the extent of continuing involvement is measured at the lower of the carrying amount of the asset and the maximum amount of consideration that the Group could be required to repay ('the guarantee amount'). When the entity's continuing involvement takes the form of a written or purchased option (or both) on the transferred asset (including cash-settled options), the extent of the entity's continuing involvement is the amount of the transferred asset that the Group may repurchase. However, in case of a written put option on an asset that is measured at fair value, the extent of the continuing involvement is limited to the lower of the fair value of the transferred asset and the option exercise.

Impairment of financial assets

The Group assesses, at each reporting date, whether there is any objective evidence that a financial asset or a group of financial assets is impaired. A financial asset or a group of financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset (an incurred 'loss event') and that loss event has an impact on the estimated future cash flows of the financial asset or the group of financial assets that can be reliably estimated. Objective evidence that a financial asset or group of assets is impaired includes observable data that comes to the attention of the holder of the asset about the following loss events:
(a) significant financial difficulty of the issuer or obligor;
(b) a breach of contract, such as a default or delinquency in interest or principal payments;

(c) the lender, for economic or legal reasons relating to the borrower's financial difficulty, granting to the borrower a concession that the lender would not otherwise consider;
(d) it becoming probable that the borrower will enter bankruptcy or other financial reorganisation;
(e) the disappearance of an active market for that financial asset because of financial difficulties; or
(f) observable data indicating that there is a measurable decrease in the estimated future cash flows from a group of financial assets since the initial recognition of those assets.

Financial assets carried at amortised cost

For financial assets carried at amortised cost (loans and receivables or held-to-maturity investments), the Group first assesses whether objective evidence of impairment exists individually for financial assets that are individually significant, or collectively for financial assets that are not individually significant. If the Group determines that no objective evidence of impairment exists for an individually assessed financial asset, whether significant or not, it includes the asset in a group of financial assets with similar credit risk characteristics and collectively assesses them for impairment. Assets that are individually assessed for impairment and for which an impairment loss is, or continues to be, recognised are not included in a collective assessment of impairment. If there is objective evidence that an impairment loss has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows
(excluding future expected credit losses that have not yet been incurred). The present value of the estimated future cash flows is discounted at the financial asset's original effective interest rate (ie the effective interest rate computed at initial recognition). If a loan has a variable interest rate, the discount rate for measuring any impairment loss is the current EIR. The carrying amount of the asset shall be reduced either directly or through use of an allowance account and the amount of the loss is recognised in the income statement. Interest income continues to be accrued on the reduced carrying amount and is accrued using the rate of interest used to discount the future cash flows for the purpose of measuring the impairment loss. The interest income is recorded as part of finance income in the income statement. Loans together with the associated allowance are written off when there is no realistic prospect of future recovery and all collateral has been realised or has been transferred to the Group. If, in a subsequent year, the amount of the estimated impairment loss increases or decreases because of an event occurring after the impairment was recognised, the previously recognised impairment loss is increased or reduced either directly or by adjusting the allowance account. If a future write-off is later recovered, the recovery is credited to finance costs in the income statement.

Financial assets carried at cost

If there is objective evidence that an impairment loss has been incurred on an unquoted equity instrument that is not carried at fair value because its fair value cannot be reliably measured, or on a derivative asset that is linked to and must be settled by delivery of such an unquoted equity instrument, the amount of the impairment loss is measured as the difference between the carrying

amount of the financial asset and the present value of estimated future cash flows discounted at the current market rate of return for a similar financial asset. Such impairment losses shall not be reversed.

Available-for-sale financial investments

For available-for-sale financial investments, the Group assesses at each reporting date whether there is objective evidence that an investment or a group of investments is impaired.

In the case of equity investments classified as available-for-sale, objective evidence would include a significant or prolonged decline in the fair value of the investment below its cost. 'Significant' is evaluated against the original cost of the investment and 'prolonged' against the period in which the fair value has been below its original cost. When there is evidence of impairment, the cumulative loss – measured as the difference between the acquisition cost (net of any principal repayment and amortisation) and the current fair value, less any impairment loss on that investment previously recognised in the income statement – is removed from other comprehensive income and recognised in the income statement. Impairment losses recognised in profit or loss for an investment in an equity instrument classified as available for sale shall not be reversed through profit or loss.; increases in their fair value after impairment are recognised directly in other comprehensive income.

In the case of debt instruments classified as available-for-sale, impairment is assessed based on the same criteria as financial assets carried at amortised cost. However, the amount recorded for impairment is the cumulative loss measured as the difference between the amortised cost and the current fair value, less any impairment loss on that investment previously recognised in the income statement. Future interest income continues to be accrued based on the reduced carrying amount of the asset, using the rate of interest used to discount the future cash flows for the purpose of measuring the impairment loss. The interest income is recorded as part of finance income in the income statement. If, in a subsequent year, the fair value of a debt instrument classified as available for sale, increases and the increase can be objectively related to an event occurring after the impairment loss was recognised in the income statement, the impairment loss is reversed through the income statement.

Derivative financial instruments and hedge accounting

The Group uses derivative financial instruments such as forward currency contracts, interest rate swaps, currency swaps and other derivatives in order to hedge risks related to interest rates and foreign currency fluctuations.

Such derivative financial instruments are measured at fair value at each reporting date. Derivatives are carried as financial assets when the fair value is positive and as financial liabilities when the fair value is negative. The fair value of these derivatives is measured by reference of the market value and is verified by the financial institutions.

Gains or losses from the change in derivatives fair value are recognized directly in statement of comprehensive income, except for the effective portion of cash flow hedges, which is recognized in Other Comprehensive Income.

For the purpose of hedge accounting, derivative financial instruments are classified as:

- **fair value hedge**: hedging the exposure to changes in the fair value of a recognized asset or liability or an unrecognized firm commitment
- **cash flow hedge**: hedging the exposure to variability in cash flows that is either attributable to particular risk associated with a recognized asset or liability (such as all or some future interest payments on variable rate debt) or a highly probable forecast transaction
- **hedge of a net investment in a foreign operation.**

At the inception of a hedge relationship, the Group formally designates and documents the hedge relationship to which the Group wishes to apply hedge accounting and the risk management objective and strategy for undertaking the hedge. The documentation includes identification of the hedging instrument, the hedged item or transaction, the nature of the risk being hedged and how the entity will assess the effectiveness of changes in the hedging instrument's fair value in offsetting the exposure to changes in the hedged item's fair value or cash flows attributable to the hedged risk. Such hedges are expected to be highly effective in achieving offsetting changes in fair value or cash flows and are assessed on an ongoing basis to determine that they actually have been highly effective throughout the financial reporting periods for which they were designated.

Hedge accounting:

Fair value hedge:

Gains or losses from subsequent measurement of the hedging instrument at fair value are recognized in the statement of comprehensive income as finance income/expenses. Gains or losses from subsequent measurement of the hedged item at fair value are recognized as a part of the carrying value of the hedged item and is also recognized in the statement of comprehensive income as finance income/expenses.

Cash flow hedge:

The effective portion of the gain or loss on the hedging instrument is recognized directly as other comprehensive income in the cash flow hedge reserve, while any ineffective portion is recognized immediately in the statement of comprehensive income as finance income/expenses.

Amounts recognized as other comprehensive income are transferred to the statement of comprehensive income in the same period or periods during which the asset acquired or liability assumed affects profit or loss (such as in the periods when the hedged financial income or financial expense is recognized or when a forecast sale occurs).

If the forecast transaction or firm commitment is no longer expected to occur, the cumulative gain or loss previously recognized in other comprehensive income are transferred to the statement of comprehensive income. If the hedging instrument expires or is sold, terminated or exercised without replacement or rollover, any cumulative gain or loss previously recognized in other comprehensive income remains in other comprehensive income until the forecast transaction occurs, when is transferred to the statement of comprehensive income.

Hedge of a net investment in a foreign operation:

Hedges of a net investment in a foreign operation, including a hedge of a monetary item that is accounted for as part of the net investment, are accounted for in a way similar to cash flow hedges. Gains or losses on the hedging instrument relating to the effective portion of the hedge are recognized as other comprehensive income while any gains or losses relating to the ineffective portion are recognized in the statement of comprehensive income. On disposal of the foreign operation, the cumulative value of any such gains or losses recorded in other comprehensive income is transferred to the statement of comprehensive income.

Some derivatives while characterized as efficient hedging items, following group policy, they cannot qualify as hedging accounting according to IAS 39 and thus profit and loss are accounted directly in the statement of comprehensive income.

ii) Financial liabilities

Financial liabilities include trade and other liabilities, bank overdrafts, loans and borrowings, financial guarantee contracts and derivative financial instruments.
Financial liabilities are initially recognized at fair value and in case of loans and borrowings, plus directly attributable transaction costs.
After the initial measurement, the financial liabilities are measured as follows:

Interest bearing loans and borrowings:

All interest bearing loans and borrowings are subsequently measured at amortized cost using the effective interest method. Amortized cost is calculated by taking into account any issue costs, and any discount or premium on settlement. Gains and losses are recognized in the statement of comprehensive income when the liabilities are derecognized or impaired, as well as through the amortization process.

Financial liabilities at fair value through profit or loss:

Include financial liabilities held for trading, that are acquired or incurred principally for the purpose of selling or repurchasing it in the near term, are part of a portfolio of identified financial instruments that are managed together and for which there is evidence of a recent actual pattern of short-term profit-taking, or it is a derivative (except for a derivative that is a financial guarantee contract or a designated and effective hedging instrument).
Such liabilities, including derivative instruments that are liabilities, are measured at fair value (except for a derivative liability that is linked to and must be settled by delivery of an unquoted

equity instrument whose fair value cannot be reliably measured, which shall be measured at cost). Gains or losses from the measurement at fair value are recognized in the statement of comprehensive income.

Financial guarantee contracts:

Include contracts that require the issuer to make specified payments to reimburse the holder for a loss it incurs because a specified debtor fails to make payment when due in accordance with the original or modified terms of a debt instrument. These contracts are recognised initially as a liability at fair value, adjusted for transaction costs that are directly attributable to the issuance of the guarantee. Subsequently are measured at the higher of the amount determined in accordance with IAS 37 and the amount initially recognized less, when appropriate, cumulative amortization recognized in accordance with IAS 18.

Derecognition of financial liabilities

Financial liabilities are derecognized when the obligation is cancelled, extinguished or not exists any more. In the case that an existing liability is replaced by another from the same borrower but under substantially different terms, or in case that there are substantial changes in terms of an existing liability, then the initial financial liability is derecognized and a new liability recognized, and the resulting difference between balances is recognized in the statement of comprehensive income.

Offsetting of financial instruments

The financial instruments are offset when the Group, according to law, has this legal right and there is an intention to settle them on a net basis (among them) or to realize the asset and settle the liability simultaneously.

Fair value of financial instruments

For investments that are actively traded in organized markets, fair values are determined in relation to the closing traded values at the reporting date. For investments where there is no quoted market price, fair value is determined by reference to the current market value of another item substantially similar, or is estimated based on the expected cash flows of the underlying net asset that consists the base of the investment or on acquisition cost.

3.8 Inventories

Inventories are valued at the lower of cost and net realizable value. Cost is determined using the weighted average method. Net realizable value is the estimated selling price in the ordinary course of business of the Group, less the estimated costs necessary to make the sale. Provisions for impairment of the inventories value are recorded when it is needed and recognized in the statement of comprehensive income.

3.9 Trade and other short term receivables

Trade receivables are recognized and carried at original invoice amount less an allowance for any uncollectible amount.

The Group makes an estimate for doubtful debts when collection of the full amount is no longer probable. Bad debts are written off when all possible legal actions have been exhausted.

When the inflow of cash or cash equivalents arising from goods sale or services rendering is deferred, the fair value of the consideration may be less than the nominal amount of cash received or receivable. When the arrangement effectively constitutes a finance transaction, the fair value of the consideration is determined by discounting all future receipts using the prevailing interest rate for a similar instrument of an issuer with a similar credit rating. The difference between the fair value and the nominal amount of the consideration is recognized as interest revenue in the future periods, in accordance with IAS 39 'Financial Instruments: Recognition and Measurement'.

3.10 Cash and Cash Equivalents

Cash and cash equivalents in the statement of financial position include cash at bank, short-term deposits and cash in hand along with other high liquidity investments that are subject to an insignificant risk of changes in value and have an original maturity of three months or less.

Bank overdrafts are included in the short-term bank loans in the statement of financial position. Also, cheques payables that have not been paid at the balance sheet date are included in short-term liabilities.

For cash flow statement purposes, cash and cash equivalents include what is defined above, without the netting of outstanding bank overdrafts.

3.11 Long Term Liabilities

All long term liabilities are initially recognized at cost. Following initial recognition, liabilities that are denominated in foreign currency are valued at the closing exchange rate of each reporting date. Any interest expenses are recognized on an accruals basis.

3.12 Provisions and Contingent Liabilities

Provisions are recognized when the Group has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation. When the Group expects some or all of a provision to be reimbursed, for example under an insurance contract, the reimbursement is recognized as a separate asset but only when the reimbursement is virtually certain the expense relating to any provision is presented in the statement of comprehensive income net of any reimbursement. Provisions are re-examined at the reporting date and are adjusted so as to represent the present value of the expense that will be needed to settle the liability. If the effect of the time value of money is material, provisions are determined by discounting the expected future cash flows at an after-tax rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the

liability. Where discounting is used, the increase in the provision due to the passage of time is recognized as a borrowing cost.

Contingent liabilities are not recognized in the financial statements but are disclosed, except if the probability of a potential outflow of funds embodying economic benefits is remote. Contingent assets are not recognized but are disclosed when the probability of a cash inflow is probable.

Provisions are recognized on each financial statements date (and interim) based on the best and reliable estimate for potential excess of cost (payments to winners) in games with predetermined odds, as this is provided by the contracts between the company and the clients. The provision amount arising from this calculation is recognized and booked as an expense.

3.13 Leases

Entity of the Group as lessee:

Finance leases, which transfer to the Group substantially all the risks and benefits incidental to ownership of the leased item, are capitalized at the inception of the lease at the fair value of the leased property or, if lower, at the present value of the minimum lease payments. Lease payments are apportioned between the finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are charged directly to the statement of comprehensive income. Capitalized leased assets are depreciated over the shorter of the estimated useful life of the asset or the lease term.

Leases where the lessor retains substantially all the risks and benefits of ownership of the asset are classified as operating leases. Operating lease payments are recognized as an expense in the statement of comprehensive income on a straight-line basis over the lease term.

Entity of the Group as Lessor:

In cases of hardware and software leasing through operating lease, these assets are included in the Group's tangible assets. The lease income that occurs is recognized on a straight line basis through the contract period.

When fixed assets are leased through financial leasing, the present value of the lease is recognized as a receivable. The difference between the gross amount of the receivable and its present value is registered as a deferred financial income. The income from the lease is recognized in the period's statement of comprehensive income during the lease using the net investment method, which represents a constant periodic return.

3.14 Share capital – Treasury shares

Share capital includes common and preference shares without voting right, which have been issued and being traded. Share premium reserve includes the excess of the shares par value received consideration. Any costs directly attributable to the issue of new shares are shown as a deduction in share premium reserve.

Treasury shares represent shares of the parent company held by the Group. Treasury shares are stated at cost and are deducted from Equity. Upon acquisition, disposal, issuance or cancellation of

treasury shares, no gain or loss is recognized in the statement of comprehensive income. The consideration given or received and the related gains or losses from the settlement are recognized directly in Equity.

3.15 Share Based Payments

IFRS 2 'Share-based Payment' requires an expense to be recognized where the Group buys goods and services in exchange for shares ('equity-settled transactions') or rights over shares (stock options), or in exchange for other assets equivalent in value to a given number of shares or rights over shares ('cash-settled transactions').

The Group provides stock options to executives and employees. The fair value of the executives and employees, who receive these stock options, is recognized according to IFRS 2 as expenditure in the statement of comprehensive income, with a respective increase of equity, during the period that these services are received and the options provided. The estimation of the total amount of the stock options expenditure during the vesting period is based on the provided stock options fair value at the grant date. The stock options fair value is measured using the proper valuation model depending on the terms of each program, taking into account the proper data such as volatility, discounting factor and dividend yield. Detailed information about the relative stock option programs of the Company included in note 22.b.

Any outstanding stock options during the reporting period are taken into account for the calculation of the diluted earnings per share.

3.16 Staff Retirement Indemnities

Staff retirement indemnities are measured at the present value of the defined benefit obligations at the balance sheet date, through the recognition of the employees' right to benefits based on years of service over their expected working life. The above liabilities are calculated using financial and actuarial assumptions and are determined based on an actuarial valuation method (Projected Unit Credit Method). The net pension costs for the period are included in the accompanying statement of comprehensive income and consists of the present value of the benefits earned during the year, interest cost on the benefit liability, past service cost and any other additional pension costs that are recognised within staff costs in income statement, and the actuarial gains or losses that are fully recognized when they occur, in other comprehensive income without future reclassification in income statement. Total past service costs are recognized in income statement at the earlier of when the amendment occurs or when the Group recognizes the related restructuring or termination costs. The Company's pension benefit schemes are not funded.

3.17 State Insurance Programs

The Company employees are covered by the main State Insurance Organization for the private sector (IKA) that provides pension and medical benefits.

Each employee is obliged to contribute a percentage of the monthly salary to IKA while part of the total contribution is covered by the Company. On retirement, IKA is responsible for the payment of

pensions to employees. Consequently, the Company does not have any legal or constructive obligation for the payment of future benefits based on this scheme.

3.18 Revenue recognition

Revenues are recognized in the period they are realized and the related amounts can be reliably measured. Revenues are measured at their fair value of the consideration received excluding discounts, sales tax and duties. The following specific recognition criteria must also be met before revenue is recognized:

- ***Hardware and Software:*** This category includes the supply of hardware and software (gaming machines, central computer systems, gaming software, communication systems etc.) to Lotteries so that they can operate their on-line games. Revenue is recognized by the Company either as a direct sale of hardware and software or as operating lease or as finance lease for a predetermined time period according to the contract with the customer.
  In the first case, the income from the sales of hardware and software (in a determined value) is recognized when the significant risks and rewards arising from the ownership are transferred to the buyer.
  In the second case that consists income from operating lease, is defined per case either on straight-line basis over the lease term or as a percentage on the Lottery Organization's gross turnover received by the player-customer (in this case income recognition occurs the moment that the player-customer places the related consideration in order to participate in a game).
  In the third case that consists income from finance lease, it is defined using the net investment method (the difference between the gross amount of the receivable and its present value is registered as a deferred financial income). This method represents a constant periodic return, recognizing the revenue from the finance lease in the period's statement of comprehensive income during the lease term.
- ***Technical services:*** This category includes the rendering of technical support services to Lotteries so that they can operate their on-line games. The revenue associated with the transaction is recognized by reference to the completion of the transaction at the end of the reporting period.
- ***Game management:*** The Group undertakes the provision of value added services, such as the design, organization and/ or management of games, advertising and sales promotion, establishment of sales network, risk management (for fixed odds games) e.t.c to organizations internationally. Group revenues mainly consist of a percentage of the turnover of the games to which the above services are provided, the size of which is contractually determined based on the market size, the type of services rendered, the duration of the contract and other parameters. Revenue recognition occurs the moment that the player-customer pays the related consideration in order to participate in a game and equals to an amount calculated as a percentage on the total amount received by the lottery games organization from the player-customer.

- ***Game operation*:** In this category, the Group has the full game operating license in a country. In the case of operating the game the Company undertakes the overall organization of the games provided (installation of information systems, advertising and promotion, establishment of sales network, receipt of the payments from players, payment of winnings to players, etc). Revenue recognition in this category occurs the moment that the player-customer pays the related consideration in order to participate in a game and equals the total amount received from the player-customer. Especially in the case of VLT revenue measured as the "net drop" (total price minus winnings/payout) received from the player-customer.
- ***Interest income:*** Interest income is recognized in the statement of comprehensive income using the effective interest rate method.
- ***Dividends:*** Dividend income is recognized in the statement of comprehensive income when the Group's right to receive the payment is established.
- ***Rental income:*** Rental income arising from operating leases on is accounted for on a straight-line basis during the lease term.

3.19 Taxes

Income tax

Current and deferred income taxes are calculated based on the financial statements of each entity included in the consolidated financial statements, based on the Greek tax laws or other tax frameworks within which the foreign subsidiaries operate. Income tax is calculated based on the profit of each entity as adjusted on their tax returns, for additional taxes arising from audits performed by the tax authorities and deferred taxes based on enacted or substantially enacted tax rates.

Deferred income tax is provided, using the liability method, on all temporary differences at the balance sheet date between the tax base of assets and liabilities and their carrying amount.

Deferred income tax liabilities are recognized for all taxable temporary differences except:

- If the deferred income tax liability arises from the initial recognition of goodwill or an asset or liability in a transaction that is not a business combination and, at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; and
- In respect of taxable temporary differences associated with investment in subsidiaries, associates and interests in joint ventures, except where the timing of the reversal of the temporary differences can be controlled and it is probable that the temporary differences will not be reversed in the foreseeable future.

Deferred income tax assets are recognized for all deductible temporary differences and carry-forward unused tax losses, to the extent that it is probable that taxable profit will be available against which the deductible temporary differences, or the unused tax losses can be utilized except if:

- the deferred income tax asset relating to the deductible temporary difference arises from the initial recognition of an asset or liability in a transaction that is not a business combination and,

at the time of the transaction, affects neither the accounting profit nor taxable profit or loss; and,

- in respect of deductible temporary differences associated with investment in subsidiaries, associates and interests in joint ventures, deferred tax assets are only recognized to the extent that it is probable that the temporary differences will reverse in the foreseeable future and taxable profit will be available against which the temporary differences can be utilized.

The carrying amount of deferred income tax assets is reviewed at each balance sheet date and reduced to the extent that it is no longer probable that sufficient taxable profit will be available to allow all or part of the deferred income tax asset to be utilized.

Deferred income tax assets and liabilities are measured at the tax rates that apply at the year when the asset is expected to be realized or the liability is settled, based on tax rates that have been enacted or substantively enacted at the balance sheet date.

Deferred income tax is not measured by the Group as regards the undistributed profits of subsidiaries, branches, associates and joint ventures due to the elimination of intercompany profits, from relevant transactions, as they are considered insignificant.

Income tax relating to items recognized directly in Other Comprehensive Income is recognized in Other Comprehensive Income and not in the statement of comprehensive income.

Sales tax

Revenues, expenses and assets are recognized net of the amount of sales tax except:

- Where the sales tax incurred on a purchase of assets or services is not recoverable from the taxation authority, in which case the sales tax is recognized as part of the cost of acquisition of the asset or as part of the expense item as applicable and
- Receivables and payables that are stated with the amount of sales tax included.

The net amount of sales tax recoverable from, or payable to, is included as part of receivables or payables in the statement of financial position.

3.20 Government grants

Government grants are recognised where there is reasonable assurance that the grant will be received and all attached conditions will be complied with.

When the grant relates to an expense item, it is presented in the statement of financial position as deferred income and is recognised as deduction in the relative expenses on a systematic basis over the periods that the related costs, for which it is intended to compensate, are expensed.

When the grant relates to an asset, it is presented in the statement of financial position as deferred income and is recognised as income in the profit or loss on a systematic basis over the expected useful life of the related asset.

3.21 Earnings per share

The basic earnings per share (EPS) are calculated by dividing net profit by the weighted average number of ordinary shares outstanding during each year, excluding the average number of ordinary shares of the parent held by the Group as treasury shares.

The diluted earnings per share are calculated by dividing the net profits attributable to the equity holders of the parent company by the weighted average number of ordinary shares outstanding during the year (adjusted for the effect of the average number of share option rights outstanding during the year).

3.22 EBITDA

International Financial Reporting Standards (IFRS) do not define the content of the "EBITDA". The Group taking into account the nature of its activities, as well as the Decision 6/448/11.10.2007 of the BOD of Hellenic Capital Market Commission and the relative Circular no.34 defines "EBITDA" as "Operating Profit/(Loss) before tax" adjusted for the figures "Profit/(loss) from equity method consolidations", "Exchange Differences", "Interest and related income", "Interest and similar charges", "write-off and impairment losses of assets and investments", "gain/(loss) from asset disposal" και "Assets depreciation and amortization".

3.23 Significant accounting judgements, estimates and assumptions

The preparation of the consolidated financial statements requires management to make judgements, estimates and assumptions that affect the amounts of revenues, expenses, assets liabilities and disclosures of contingent liabilities that included in the financial statements. On an ongoing basis, management evaluates its judgements, estimates and assumptions that mainly refer to goodwill impairment, allowance for doubtful receivables, provision for staff retirement indemnities, provision for impairment of inventories value, impairment of tangible and intangible assets as well as estimation of their useful lives, recognition of revenue and expenses, pending legal cases, provision for income tax and recoverability of deferred tax assets. These judgements, estimates and assumptions are based on historical experience and other factors including expectations of future events that are considered reasonable under the circumstances.

The key judgements, estimates and assumptions concerning the future and other key sources of uncertainty at the reporting date and have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year are the below:

Goodwill, tangible and intangible assets impairment

Management tests goodwill for impairment annually or more frequently if events occur or changes in circumstances indicate that the carrying value may be reduced in accordance with accounting policy described in note 3.2.a. The recoverable amounts of cash generating units have been determined based on "value in use" calculations using appropriate estimates regarding future cash flows and discount rates.

The carrying values of tangible and intangible assets are reassessed for possible need for impairment whenever events or circumstances indicate that the value reported on may not be recovered in accordance with the accounting principle described in the notes 3.4 and 3.6.

Income Tax Provision

The companies of the Group are subject to income taxes in numerous jurisdictions. The provision for income taxes in accordance with IAS 12 "Income Taxes" refers to the amounts expected to be paid to the tax authorities and includes provision for current income taxes and the provision for any additional taxes that may arise as a result of the audit of the tax authorities. The provision for income tax of the Group for numerous transactions require significant subjective judgment, making tax exact calculation uncertain during the ordinary course of business of the Group. The estimate may differ from the final tax due to future changes in tax legislation or to unforeseen effects of the final determination of the tax liability for each year from the tax authorities. Where the final tax resulting from tax audits differ from the amounts that were initially assessed and recorded, such differences will impact the income tax and deferred tax provisions in the period in which such determination of tax differences occurred. Further details are provided in notes 8 and 27.B.

Deferred Tax Assets

Deferred tax assets and liabilities are recognized on temporary differences between the accounting basis and the tax basis of assets and liabilities using the tax rates that have been enacted and are expected to apply in the periods when the differences are expected to be eliminated. Deferred tax assets are recognized for the deductible temporary differences and tax losses carried forward to the extent that it is probable that there will be taxable income available to be used against which the deductible temporary differences and the carry forward of unused tax losses. The Group considers the existence of future taxable income and ongoing follow a conservative tax planning strategies in assessing the recoverability of deferred tax assets. The accounting estimates related to deferred tax assets requires management to make assumptions about the timing of future events, the probability of expected future taxable income and available tax planning possibilities. Further details are provided in Note 8.

Allowance for doubtful receivables

The Group impairs the value of receivables when there is evidence or indications which show that the recovery of the receivables in whole or in part is unlikely. The Group's Management periodically reassesses the adequacy of the allowance for doubtful accounts based on factors such as the credit policy, reports from the legal department for recent developments in cases handled by this, and its estimation of the influence of other factors related to the collectability requirements. Further details are provided in notes 18 and 31.

Provision for staff retirement indemnities

Liabilities for retirement benefits are calculated using actuarial methods that require management to assess specific parameters such as discount rates, future growth rates of employee wages, the future rate of employees' retirement and other factors such as the inflation rate. The Group's management estimates in the best possible way these parameters on an annual basis, for the relevant actuarial study. Further details are provided in note 22.b.

Estimation of assets useful life

The Group reassesses at each year end and, when appropriate, prospectively adjusts useful lives of tangible and intangible assets that were recognized either through acquisition or business combination. These estimates take into account new data and current market conditions. Further details are provided in notes 3.4 and 3.6.

Contingent liabilities

The Group reviews the status of each significant legal case on a periodic basis and assesses the potential risk, based partly on the view of legal department. If the potential loss from any litigation and legal matters is considered probable and the amount can be reliably estimated, the Group recognizes a liability for the estimated loss. In order to determine the probability and whether the risk can be estimated reliably, a considerable degree of judgment of management is required. When additional information becomes available, the Group reassesses the potential liability related to pending litigation and legal proceedings, and estimates for the probability of an unfavorable outcome and an assessment of potential loss may be revised. Such revisions in the estimates of the potential liability could have a material effect on the financial position and income statement of the Group. Further details are provided in note 27.A.

Provision for impairment of inventories value

The Group recognizes inventory at the lower of cost and net realizable value. Net realizable value is the estimated selling price in the ordinary course of business, less estimated selling expenses. Provisions for impairment of inventories are formed when necessary and recognized in the income statement. Further details are provided in note 17.

Business combination

Group when acquiring a company performs the necessary estimates in determining the fair value and the useful life of the acquired tangible and intangible assets. Future events could cause changes in the assumptions used in determining fair value with a corresponding effect on the results and equity of the Group. Further details are provided in notes 3.2.a and 14.

4. Information Per Segment

Intralot Group is active in about 57 countries and the segmentation of its subsidiaries is performed based on their geographical location. The financial results are presented in the following operating geographical segments:

European Union: Greece , Italy , Malta , Cyprus , Poland , Luxembourg , Spain , United Kingdom , Netherlands , Romania , Bulgaria , France , Germany , Czech Republic and Slovakia .

Rest of Europe: Russia , Moldova and Serbia – Montenegro .

USA : U.S. , Peru , Brazil , Argentina , Mexico , Jamaica , Chile , Colombia , Guatemala , Dominican Republic , Suriname , Uruguay and Santa Lucia .

Other countries: Australia , New Zealand , China , South Africa , Turkey , South Korea , Lebanon , Egypt , Azerbaijan , Taiwan and Morocco .

No two operating segments have been added.

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The following information is based on the internal financial reports provided to manager responsible for taking decisions who is the General Director. The performance of the segments is evaluated based on the sales and profit/(loss) before tax. The Group applies the same accounting policies for the financial results of the above segments with those of the consolidated financial statements. The transactions between operating segments are realized within the natural conditions present in the Group with similar way to that with third parties. The intragroup transactions are eliminated in a group level and are included in the column "Eliminations".

1/1-31/12/2013

(in mio €)	European Union	Other Europe	America	Other Countries	Eliminations	Total
Sales to third parties	772,91	11,74	458,81	295,97	0,00	1.539,43
Intragroup sales	67,54	0,00	8,89	0,03	-76,46	0,00
Total Sales	**840,45**	**11,74**	**467,70**	**296,00**	**-76,46**	**1.539,43**
(Debit)/Credit interest & similar (expenses)/income	-10,06	-0,23	-1,04	1,78	-23,11	-32,66
Depreciation/Amortization	-57,55	-3,08	-26,60	-11,94	7,60	-91,57
Profit/(loss) consolidated with equity method	0,00	0,00	0,00	-3,01	0,00	-3,01
Write-off & impairment of assets	-2,35	-0,01	-0,39	-0,05	0,00	-2,80
Profit/ (Loss) before tax	**-16,75**	**-4,41**	**6,99**	**31,05**	**36,67**	**53,55**
Taxes	-11,16	-0,12	-5,61	-15,35	0,00	-32,24
Profit/(Loss) after Tax	**-27,91**	**-4,53**	**1,38**	**15,70**	**36,67**	**21,31**

1/1-31/12/2012

(in mio €)	European Union	Other Europe	America	Other Countries	Eliminations	Total
Sales to third parties	669,53	7,12	451,25	246,12	0,00	1.374,02
Intragroup sales	70,05	0,00	9,60	0,03	-79,68	0,00
Total Sales	**739,58**	**7,12**	**460,85**	**246,15**	**-79,68**	**1.374,02**
(Debit)/Credit interest & similar (expenses)/income	12,26	0,47	-0,06	3,09	-36,56	-20,80
Depreciation/Amortization	-52,71	-2,20	-26,03	-19,38	7,51	-92,81
Profit/(loss) consolidated with equity method	0,00	-0,76	0,00	0,86	0,00	0,10
Write-off & impairment of assets	-3,23	0,00	-0,26	0,00	0,00	-3,49
Profit/ (Loss) before tax	**24,21**	**-1,47**	**21,67**	**28,27**	**-14,26**	**58,43**
Taxes	-9,52	-0,28	-9,75	-5,82	0,00	-25,37
Profit/(Loss) after Tax	**14,69**	**-1,75**	**11,92**	**22,45**	**-14,26**	**33,06**

Revenue per business activity:

	31/12/2013	31/12/2012	change
Technology and support services	1.160.632	1.043.193	11,26%
Management contracts	124.480	110.984	12,16%
Licensed operations	254.318	219.844	15,68%
	1.539.430	**1.374.021**	12,04%

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5. Staff costs	**GROUP**		**COMPANY**	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Salaries	90.032	88.201	16.075	17.840
Social security contributions	16.656	14.552	4.181	3.509
Staff retirement indemnities (Note 22)	-65	1.222	-463	676
Other staff costs	11.151	9.461	1.181	880
Total	**117.774**	**113.436**	**20.974**	**22.905**

Salaries & Social security contributions per cost center December 31, 2013

Group	**Cost of Sales**	**Selling expenses**	**Administrative costs**	**R&D costs**	**Total**
Salaries	43.168	10.297	33.492	3.075	90.032
Social security contributions	8.113	2.195	5.562	786	16.656
Staff retir. & other costs	4.863	904	5.293	26	11.086
	56.144	**13.396**	**44.347**	**3.887**	**117.774**

Company	**Cost of Sales**	**Selling expenses**	**Administrative costs**	**R&D costs**	**Total**
Salaries	7.619	2.277	3.179	3.000	16.075
Social security contributions	2.389	533	473	786	4.181
Staff retir. & other costs	141	28	523	26	718
	10.149	**2.838**	**4.175**	**3.812**	**20.974**

Salaries & Social security contributions per cost center December 31, 2012

Group	**Cost of Sales**	**Selling expenses**	**Administrative costs**	**R&D costs**	**Total**
Salaries	40.217	11.177	32.197	4.610	88.201
Social security contributions	6.830	1.916	4.724	1.082	14.552
Staff retir. & other costs	5.188	1.106	4.218	171	10.683
	52.235	**14.199**	**41.139**	**5.863**	**113.436**

Company	**Cost of Sales**	**Selling expenses**	**Administrative costs**	**R&D costs**	**Total**
Salaries	5.174	3.100	5.023	4.543	17.840
Social security contributions	1.242	578	608	1.081	3.509
Staff retir. & other costs	934	187	265	170	1.556
	7.350	**3.865**	**5.896**	**5.794**	**22.905**

The number of employees of the Company and the Group on 31 December 2013 was 620 and 5.685 respectively (31 December 2012 was 617 and 5.541 respectively).

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6. Depreciation and amortization

Depreciation and amortization recognized in the accompanying financial statements are analyzed as follows:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Depreciation of tangible fixed assets (Note 11)	50.619	50.571	8.684	9.840
Amortization of intangibles (Note 12)	40.954	42.235	5.556	4.776
Total	**91.573**	**92.806**	**14.240**	**14.616**

Depreciation and amortization per cost center

31/12/2013	**Cost of Sales**	**Selling expenses**	**Administrative costs**	**R&D costs**	**Total**
Group	62.054	2.165	25.788	1.566	**91.573**
Company	8.544	1.709	2.421	1.566	**14.240**

31/12/2012	**Cost of Sales**	**Selling expenses**	**Administrative costs**	**R&D costs**	**Total**
Group	57.711	2.197	31.290	1.608	**92.806**
Company	8.770	1.754	2.484	1.608	**14.616**

7. Expenses by nature

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Staff Costs (Note 5)	117.774	113.436	20.974	22.905
Depreciation & amortization (Note 6)	91.573	92.806	14.240	14.616
Change in inventories	3.512	9.463	6.672	20.002
Winners Payout, game taxes and agent commissions	978.735	856.011	0	0
Consumables	11.444	12.763	0	0
Third party fees	95.192	86.898	51.399	46.650
Other expenses	141.227	131.382	7.405	9.623
Total	**1.439.457**	**1.302.759**	**100.690**	**113.796**

8. Income Taxes

Corporate income tax is calculated at 26% on the estimated tax assessable profit for the year 01/01-31/12/2013 and at 20% for the year 01/01-31/12/2012.

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Income Taxes in the Statement of Comprehensive Income:				
Current income taxes	25.392	31.860	1.500	5.072
Deferred income taxes	6.847	-6.495	5.754	-1.788
Total income tax expense reported in income statement	**32.239**	**25.365**	**7.254**	**3.284**

The reconciliation of the income based on Greek statutory tax rate is as follows:

	GROUP		COMPANY	
	31/12/2013	31/12/2012	31/12/2013	31/12/2012
Profit before income taxes	**53.551**	**58.422**	**7.199**	**6.262**
Income taxes based on Greek statutory tax rate 26% (2012: 20%)	13.923	11.684	1.872	1.252
Adjustments in opening balance	-49	-99	0	-113
Tax effect of non-deductible tax expenses	16.424	12.975	7.903	4.985
Tax effect of subsidiaries' losses, for which deferred tax asset was not recognized	4.133	-116	0	0
Tax effect of tax free reserves	39	-1.698	0	-1.656
Tax effect of non taxable profits	-11.056	-12.527	-6.696	-2.184
Tax effect of foreign subsidiaries' profits that are taxable at different tax rates	4.650	8.621	0	0
Deferred tax effect due to tax rate change	2.675	-8	2.675	0
Income tax of previous years after tax audit	0	5.507	0	0
Provision for additional taxes from future tax audits	1.500	1.026	1.500	1.000
Income taxes at effective tax rate as reported in the income statement	**32.239**	**25.365**	**7.254**	**3.284**

Tax returns are submitted annually, but the declared taxable profits or tax allowable losses are revised when the tax authorities subject the tax returns and books and records of a Company to an audit, at which time the tax liabilities become final. The tax losses to the extent recognized by the tax authorities of each country can be offset against taxable future profits.

Deferred income taxes arise on the temporary differences between the carrying amounts and tax bases of the assets and liabilities, at the currently applicable tax rate.

	GROUP		COMPANY	
	31/12/2013	31/12/2012*	31/12/2013	31/12/2012*
Net deferred tax asset at beginning of the year*	**15.665**	**8.847**	**9.012**	**7.370**
(Debit)/Credit to the consolidated statement of comprehensive income	-6.847	6.495	-5.754	1.789
Opening balance restatement	-1.400	0	0	0
Effect from a first time consolidated subsidiary	180	170	0	0
Exchange difference	-505	-466	0	0
Non-consolidated entity due to liquidation	0	-14	0	0
Deferred tax on other comprehensive income	-508	633	26	-147
Net deferred tax asset at end of the year	**6.585**	**15.665**	**3.284**	**9.012**

*Including restated figures according to IAS 19 (Revised) – note 22.b

The deferred tax asset and liability presented in the accompanying balance sheet are analyzed as follows:

December 31, 2013	**GROUP**		**COMPANY**	
	Assets	**Liabilities**	**Assets**	**Liabilities**
Subsidiaries' tax losses carried forward	10.101	0	2.431	0
Inventories– Intercompany profit	-253	0	-335	0
Financial assets	717	-1	0	0
Long term receivables	220	0	0	0
Provisions	1.349	-566	877	-333
Tangible assets	949	-2.537	0	-99
Intangibles assets	15	-8.769	0	-2.597
Short term Receivables	168	2.353	0	2.590
Accrued expenses	2.165	-712	0	0
Long term liabilities	138	-603	0	0
Current Liabilities	1.105	73	0	618
Short Term Loans	638	-157	0	0
Staff retirement indemnities	192	0	132	0
	17.504	**-10.919**	**3.105**	**179**

01/01/2013-31/12/2013	**Income Statement**	
Deferred income tax	**GROUP**	**COMPANY**
Prior years' tax losses utilized	1.834	0
Subsidiaries' tax losses carried forward	-4.935	-2.431
Provisions of the year	-706	481
Reversal of provisions utilized	0	0
Tangible assets	-1.364	-1.564
Intangible Assets	5.182	1.715
Financial assets	-1.509	83
Short term receivables	2.244	1.618
Long Term Receivables	216	0
Inventories– impairment	70	77
Staff retirement indemnities	143	132
Short term Provisions	306	-171
Current Liabilities	4.228	6.050
Long Term Liabilities	1.138	-236
Financial lease obligations	0	0
Deferred Tax (income) / expense	**6.847**	**5.754**

December 31, 2012*	**GROUP**		**COMPANY**	
	Assets	**Liabilities**	**Assets**	**Liabilities**
Subsidiaries' tax losses carried forward	8.033	0	0	0
Inventories– Intercompany profit	-188	0	-258	0
Financial assets	1.460	-1.496	84	0
Long term receivables	479	-63	0	0
Provisions	165	-504	0	-504
Tangible assets	1.197	-5.258	0	-1.664
Intangibles assets	4	-2.261	0	-882
Short Term Receivables	7.077	-1.496	4.841	-153
Long term liabilities	2.494	-508	685	0
Current Liabilities	2.854	-719	506	0
Short Term Loans	6.176	-2.000	6.162	0
Staff retirement indemnities	219	0	195	0
	29.970	**-14.305**	**12.215**	**-3.203**

*Including restated figures according to IAS 19 (Revised) – note 22.b.

01/01/2012-31/12/2012	**Income Statement**	
Deferred income tax	**GROUP**	**COMPANY**
Prior years' tax losses utilized	-881	0
Subsidiaries' tax losses carried forward	-3.788	0
Provisions of the year	235	0
Tangible assets	-478	-1.760
Intangible Assets	-289	1.214
Financial assets	1.363	91
Short term receivables	-1.737	-30
Long Term Receivables	2.868	0
Inventories– impairment	598	608
Staff retirement indemnities	-131	-101
Short term Provisions	1.707	-142
Current Liabilities	-10.724	-6.828
Long Term Liabilities	4.762	5.160
Deferred Tax (income) / expense	**-6.495**	**-1.788**

9. Earnings per share

The calculation of basic and diluted earnings per share is as follows:

	GROUP		**COMPANY**	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Net profit attributable to shareholders of the parent company	**-4.567**	**6.116**	**-55**	**2.978**
Weighted average number of shares	158.961.721	158.961.721	158.961.721	158.961.721
Less: Weighted average number of treasury shares	0	0	0	0
Weighted average number of shares outstanding	**158.961.721**	**158.961.721**	**158.961.721**	**158.961.721**
Basic earnings per share (EPS) (in Euro)	**€ -0,0287**	**€ 0,0385**	**€ -0,0003**	**€ 0,0187**
Weighted average number of shares outstanding (for basic EPS)	158.961.721	158.961.721	158.961.721	158.961.721
Effect of potential exercise of share options (weighted average number outstanding in the year)	0	0	0	0
Weighted average number of shares outstanding (for diluted EPS)	**158.961.721**	**158.961.721**	**158.961.721**	**158.961.721**
Diluted earnings per share (EPS) (in Euro)	**€ -0,0287**	**€ 0,0385**	**€ -0,0003**	**€ 0,0187**

The difference between the weighted average number of shares outstanding and the number of shares including those that would arise from a potential exercise of share options, is not significant.

10. Dividends

	GROUP		**COMPANY**	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Declared dividends of ordinary shares in the year:				
Final dividend of 2011	0	17.960	0	562
Interim dividend of 2012	0	1.854	0	0
Final dividend of 2012	10.883	0	417	0
Interim dividend of 2013	6.056	0	0	0
Dividend per Statement of changes in equity	**16.939**	**19.814**	**417**	**562**
Total dividend of 2012: € 0,002623 (Company € 0,002623)	0	417	0	417
Less: dividend paid as of year end	0	0	0	0
Dividend not recognized as a liability as at 31st December	**0**	**417**	**0**	**417**

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11. Tangible assets

Tangible assets are analyzed as follows:

GROUP	Land	Buildings and installations	Machinery and equipment	Transport equipment	Furniture and fixtures	Assets under construction	Other Tangible Assets	Total
01/01/2013								
Cost	11.273	26.270	336.842	5.979	124.110	3.711	2.603	510.788
Accumulated Depreciation	0	-8.012	-160.656	-3.512	-97.123	0	-792	-270.095
Net Book value 1/1/2013	**11.273**	**18.258**	**176.186**	**2.467**	**26.987**	**3.711**	**1.811**	**240.693**
COST								
Additions	0	657	48.945	684	5.845	1.973	1.658	59.762
Transfer of assets from/to other categories	0	907	3.271	-211	-1.095	-3.186	314	0
Transfer from/to inventories and intangible assets	0	83	-16	0	-204	-76	-18	-231
Disposal	0	0	-44.088	-1.189	-106	-422	-31	-45.836
Write-off	-2.220	-122	-2.746	-56	-1.216	-5	-11	-6.376
Additions due to acquisitions of subsidiaries	0	0	3.031	0	254	0	0	3.285
Net exchange differences on foreign currency translation	-264	-2.751	-24.525	-537	-3.133	-534	-253	-31.997
ACCUMULATED DEPRECIATION								
Depreciation	0	-1.520	-34.758	-637	-13.048	0	-656	-50.619
Disposal	0	0	11.367	738	70	0	28	12.203
Write off	0	115	2.467	43	997	0	9	3.631
Additions due to acquisitions of subsidiaries	0	0	-957	0	-127	0	0	-1.084
Net exchange differences on foreign currency translation	0	763	12.891	301	2.166	0	90	16.211
Transfer of assets from/to other categories	0	0	-1.657	214	1.515	0	-72	0
Transfer from/to inventories and intangible assets	0	-258	8	0	10	0	16	-224
Net book value 31/12/2013	**8.789**	**16.132**	**149.419**	**1.817**	**18.915**	**1.461**	**2.885**	**199.418**
Cost	8.789	25.044	320.714	4.670	124.455	1.461	4.262	489.395
Accumulated Depreciation	0	-8.912	-171.295	-2.853	-105.540	0	-1.377	-289.977
Net book value 31/12/2013	**8.789**	**16.132**	**149.419**	**1.817**	**18.915**	**1.461**	**2.885**	**199.418**

GROUP	Land	Buildings and installations	Machinery and equipment	Transport equipment	Furniture and fixtures	Assets under construction	Other Tangible Assets	Total
01/01/2012								
Cost	11.624	28.246	312.748	7.603	119.915	2.339	1.915	484.390
Accumulated Depreciation	0	-7.462	-124.539	-4.086	-84.296	0	-367	-220.750
Net Book value 1/1/2012	**11.624**	**20.784**	**188.209**	**3.517**	**35.619**	**2.339**	**1.548**	**263.640**
COST								
Additions	0	1.032	24.953	567	4.362	2.981	676	34.571
Transfer of assets from/to other categories	-242	-133	1.382	2	713	-1.160	-542	20
Transfer from /to inventories and Intangible assets	0	-637	4.832	0	118	-48	487	4.752
Disposal	0	-21	-5.100	-1.909	-140	-70	0	-7.240
Write-off	0	-1.114	-1.242	-166	-309	0	0	-2.831
Additions due to acquisitions of subsidiaries	0	0	450	16	42	0	61	569
Net exchange differences on foreign currency translation	-109	-1.103	-1.181	-134	-591	-331	6	-3.443
ACCUMULATED DEPRECIATION								
Depreciation	0	-1.919	-33.772	-1.074	-13.525	0	-281	-50.571
Disposal	0	20	1.940	1.422	108	0	0	3.490
Write off	0	291	907	166	201	0	0	1.565
Additions due to acquisitions of subsidiaries	0	0	-177	-16	-14	0	-22	-229
Net exchange differences on foreign currency translation	0	273	94	73	497	0	9	946
Transfer of assets from/to other categories	0	139	70	3	23	0	-131	104
Transfer from/to inventories and Intangible assets	0	646	-5.179	0	-117	0	0	-4.650
Net book value 31/12/2012	**11.273**	**18.258**	**176.186**	**2.467**	**26.987**	**3.711**	**1.811**	**240.693**
31/12/2012								
Cost	11.273	26.270	336.842	5.979	124.110	3.711	2.603	510.788
Accumulated Depreciation	0	-8.012	-160.656	-3.512	-97.123	0	-792	-270.095
Net book value 31/12/2012	**11.273**	**18.258**	**176.186**	**2.467**	**26.987**	**3.711**	**1.811**	**240.693**

COMPANY	Land	Buildings and installations	Machinery and equipment	Transport equipment	Furniture and fixtures	Total
01/01/2013						
Cost	3.030	4.524	1	665	74.031	82.251
Accumulated depreciation	0	-2.392	-1	-315	-64.036	-66.744
Net book value 01/01/2013	**3.030**	**2.132**	**0**	**350**	**9.995**	**15.507**
COST						
Additions	0	198	0	0	360	558
ACCUMULATED DEPRECIATION						
Depreciation	0	-209	0	-62	-8.413	-8.684
Net book value 31/12/2013	**3.030**	**2.121**	**0**	**288**	**1.942**	**7.381**
31/12/2013						
Cost	3.030	4.722	1	665	74.391	82.809
Accumulated Depreciation	0	-2.601	-1	-377	-72.449	-75.428
Net book value 31/12/2013	**3.030**	**2.121**	**0**	**288**	**1.942**	**7.381**

COMPANY	Land	Buildings and installations	Machinery and equipment	Transport equipment	Furniture and fixtures	Total
01/01/2012						
Cost	3.030	4.524	1	665	73.197	81.417
Accumulated depreciation	0	-1.983	-1	-216	-54.704	-56.904
Net book value 01/01/2012	**3.030**	**2.541**	**0**	**449**	**18.493**	**24.513**
COST						
Additions	0	0	0	0	834	834
ACCUMULATED DEPRECIATION						
Depreciation	0	-409	0	-99	-9.332	-9.840
Net book value 31/12/2012	**3.030**	**2.132**	**0**	**350**	**9.995**	**15.507**
31/12/2012						
Cost	3.030	4.524	1	665	74.031	82.251
Accumulated Depreciation	0	-2.392	-1	-315	-64.036	-66.744
Net book value 31/12/2012	**3.030**	**2.132**	**0**	**350**	**9.995**	**15.507**

A group subsidiary has banking facilities amounting to €29,3 million, consisting of a loan amounting to €20 million, an overdraft of €5 million, and bank guarantee letters of €4,3 million. These facilities are secured by an initial general mortgage on all the subsidiary's present and future assets. (At 31/12/2013 the loan balance amounted to €13,1 million, the overdraft balance to €0,3 million while the used guarantee letters to €4,1 million). Also, a group's subsidiary has a loan of € 1,5 million with mortgage on a building and guarantee letters. Additionally, another group's subsidiary has a loan of €1,8 million with mortgage on a building.

There are no other restrictions, apart from the aforementioned, in the ownership, transfer or other liens on the Group's property.

At 31st December 2013 the Group had no commitments for the purchase of tangible fixed assets.

12. Intangible Assets

GROUP	GOODWILL	SOFTWARE*	RESEARCH & DEVELOPMENT (Internally generated)	OTHER*	LICENCES*	TOTAL
1/1/2013						
Cost*	82.851	95.246	60.932	19.542	289.178	547.749
Accumulated amortization*	-326	-47.864	-15.196	-5.552	-114.987	-183.925
Net book value 01/01/2013	**82.525**	**47.383**	**45.736**	**13.990**	**174.191**	**363.824**
COST						
Additions	0	7.522	12.344	2.203	18.221	40.290
Transfer of assets from /to other categories	0	12	-32	-221	241	0
Transfer from/to inventories and tangible assets	0	383	-94	-152	-154	-17
Additions due to acquisitions of subsidiaries	15.383	1.512	0	48	0	16.943
Disposals	0	-4.017	0	0	0	-4.017
Write – off	-346	-254	-8	-112	-149	-869
Sale of subsidiaries/ change in consolidation method	-43	0	0	0	0	-43
Net exchange differences on foreign currency translation	-16.045	-2.100	-1.094	-1.212	-6.974	-27.425
ACCUMULATED DEPRECIATION						
Amortization	0	-7.923	-4.168	-2.482	-26.381	-40.954
Disposals	0	805	0	0	0	805
Impairment	0	0	0	0	0	0
Additions due to acquisitions of subsidiaries	0	-1.066	0	-40	0	-1.106
Net exchange differences on foreign currency translation	0	1.187	344	402	3.099	5.032
Transfer of assets from/to other categories	0	-56	0	-19	75	0
Transfer from/to inventories and tangible assets	0	-127	0	-26	219	66
Write – off	326	222	8	112	149	817
Net book value 31/12/2013	**81.800**	**43.482**	**53.036**	**12.491**	**162.537**	**353.346**
Cost	81.800	98.304	72.048	20.096	300.363	572.611
Accumulated amortization	0	-54.822	-19.012	-7.605	-137.826	-219.265
Net book value 31/12/2013	**81.800**	**43.482**	**53.036**	**12.491**	**162.537**	**353.346**

*Includes intangible assets reclassification for more appropriate presentation

GROUP	GOODWILL	SOFTWARE	RESEARCH & DEVELOPMENT (Internally generated)	OTHER	LICENCES	TOTAL
1/1/2012						
Cost	83.033	112.990	50.695	38.942	136.996	422.656
Accumulated amortization	-288	-38.540	-11.516	-19.984	-66.892	-137.220
Net book value 01/01/2012	**82.745**	**74.450**	**39.179**	**18.958**	**70.104**	**285.436**
COST						
Additions	435	14.823	11.033	10.560	55.153	92.004
Transfer of assets from/to other categories	-172	1.804	-120	-18.634	17.564	442
Transfer from/to inventories and Tangible assets	0	3.815	46	-337	49	3.573
Additions due to acquisitions of subsidiaries	0	1.009	0	0	31.000	32.009
Disposals	0	-68	0	-9	0	-77
Write – off	0	-77	-107	-1.358	0	-1.542
Net exchange differences on foreign currency translation	-445	57	-615	-352	39	-1.316
ACCUMULATED AMORTIZATION						
Amortization	0	-8.906	-3.901	-2.326	-27.102	-42.235
Disposals	0	4	0	1	0	5
Impairment	-38	0	0	0	-1.322	-1.360
Additions due to acquisitions of subsidiaries	0	-48	0	0	0	-48
Net exchange differences on foreign currency translation	0	-128	174	149	160	355
Transfer of assets from/to other categories	0	-568	7	14.929	-14.936	-568
Transfer from/to inventories and Tangible assets	0	-3.530	0	25	-26	-3.531
Write – off	0	63	40	574	0	677
Net book value 31/12/2012	**82.525**	**82.700**	**45.736**	**22.180**	**130.683**	**363.824**
31/12/2012						
Cost	82.851	134.353	60.932	28.812	240.801	547.749
Accumulated amortization	-326	-51.653	-15.196	-6.632	-110.118	-183.925
Net book value 31/12/2012	**82.525**	**82.700**	**45.736**	**22.180**	**130.683**	**363.824**

COMPANY	SOFTWARE	RESEARCH & DEVELOPMENT (Internally generated)	LICENCES	TOTAL
1/1/2013				
Cost	35.659	45.998	18.203	99.860
Accumulated amortization	-23.008	-11.333	-14.917	-49.258
Net book value 01/01/2013	**12.651**	**34.665**	**3.286**	**50.602**
COST				
Additions	4.623	12.024	4.284	20.931
ACCUMULATED AMORTIZATION				
Amortization	-2.406	-2.804	-346	-5.556
Net book value 31/12/2013	**14.868**	**43.885**	**7.224**	**65.977**
Cost	40.282	58.022	22.487	120.791
Accumulated amortization	-25.414	-14.137	-15.263	-54.814
Net book value 31/12/2013	**14.868**	**43.885**	**7.224**	**65.977**

COMPANY	SOFTWARE	RESEARCH & DEVELOPMENT (Internally generated)	LICENCES	TOTAL
1/1/2012				
Cost	33.652	37.586	17.096	88.334
Accumulated amortization	-20.922	-8.789	-14.771	-44.482
Net book value 01/01/2012	**12.730**	**28.797**	**2.325**	**43.852**
COST				
Additions	2.007	8.412	1.107	11.526
ACCUMULATED AMORTIZATION				
Amortization	-2.086	-2.544	-146	-4.776
Net book value 31/12/2012	**12.651**	**34.665**	**3.286**	**50.602**
31/12/2012				
Cost	35.659	45.998	18.203	99.860
Accumulated amortization	-23.008	-11.333	-14.917	-49.258
Net book value 31/12/2012	**12.651**	**34.665**	**3.286**	**50.602**

13. Investments in subsidiaries and associates

GROUP INVESTMENT IN ASSOCIATES AND OTHER ENTITIES	% Participation	Country	31/12/2013	31/12/2012
Bilyoner Interactif Hizmelter AS	25%	Turkey	0	1.820
Lotrich Information Co Ltd	40%	Taiwan	4.136	4.546
Nanum Lotto Co Ltd	18,95%	S. Korea	4.210	21.373
Precious Success Ltd Group	49,00%	China	0	9.756
Goreward Ltd Group	49,90%	China	19.586	0
Intralot South Africa Ltd	45%	S. Africa	1.861	2.441
Hellenic Lotteries SA	16,50%	Greece	31.716	0
Other			405	281
			61.914	**40.217**

INTRALOT S.A. INVESTMENT IN ASSOCIATES AND OTHER ENTITIES	% Participation	Country	Cost 31/12/13	Impairment	Impaired Cost 31/12/13	Impaired Cost 31/12/12
Bilyoner Interactif Hizmelter AS	25%	Turkey	0	0	0	499
Lotrich Information Co Ltd	40%	Taiwan	5.131	0	5.131	5.131
Nanum Lotto Co LTD	18,95%	S. Korea	5.970	0	5.970	5.970
Intralot South Africa Ltd	45%	S. Africa	2.300	0	2.300	2.300
Other			0	0	0	1
			13.401	**0**	**13.401**	**13.901**

INTRALOT S.A. INVESTMENT IN SUBSIDIARIES	% Participation	Country	31/12/13	Impairment	31/12/13	31/12/12
Intralot Inc	85%	USA	0	0	0	9.253
Intralot De Peru SAC	99,98%	Peru	15.759	0	15.759	15.759
Pollot Ltd	100%	Poland	0	0	0	3.670
Poldin Ltd	100%	Poland	17	0	17	17
Intralot Holdings International Ltd	100%	Cyprus	8.464	0	8.464	8.464
Intralot Australia Pty Ltd	100%	Australia	114	0	114	114
Betting Company S.A.	95%	Greece	139	0	139	139
Maltco Lotteries Ltd	73%	Malta	0	0	0	6.993
Intralot Betting Operations Ltd	54,95%	Cyprus	0	0	0	2.000
Royal Highgate Ltd	5,69%	Cyprus	0	0	0	225
Inteltek Internet AS	20%	Turkey	67.326	0	67.326	67.326
Bilyoner Interactif Hizmelter AS	50,01%	Turkey	10.751	0	10.751	0
Loteria Moldovei S.A.	47,90%	Moldavia	656	0	656	656
Intralot Asia Pacific Ltd	100%	China	0	0	0	295
Intralot Luxembourg S.A.	100%	Luxembourg	31	0	31	31
Intralot New Zealand Ltd	100%	N. Zealand	0	0	0	568
Intralot Iberia SAU	100%	Spain	5.638	0	5.638	5.638
Tecnoaccion S.A.	50,01%	Argentina	0	0	0	8.225
Intralot Beijing Co Ltd	100%	China	0	0	0	7.623
Intralot Argentina S.A.	100%	Argentina	0	0	0	493
Intralot South Korea S.A.	100%	S. Korea	0	0	0	75
Intralot Do Brazil Ltda	80%	Brazil	0	0	0	6.228
Intralot Finance UK Plc	100%	UK	0	0	0	57
Intralot Interactive S.A.	51%	Greece	31	0	31	31
Intralot Nederland B.V.	100%	Nederland	0	0	0	91
Intralot Maroc S.A.	99,83%	Morocco	27	0	27	27
Intralot Global Securities BV	100%	Ολλανδία	55.028	0	55.028	0
Other			108	0	108	109
			164.089	**0**	**164.089**	**144.107**
GRAND TOTAL			**177.490**	**0**	**177.490**	**158.008**

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

Group Structure

The consolidated financial statements include the financial statements of INTRALOT SA and its subsidiaries listed below:

I. Full consolidation:		Domicile	% Direct Part'n	% Indirect Part'n	% Total Part'n
	INTRALOT S.A.	Maroussi, Attica	Parent	Parent	-
3.	BETTING COMPANY S.A.	Maroussi, Attica	95%	5%	100%
24.	BETTING CYPRUS LTD	Nicosia, Cyprus		100%	100%
	INTRALOT AUSTRALIA PTY LTD	Melbourne, Australia	100%		100%
29.	INTRALOT GAMING SERVICES PTY	Melbourne, Australia		100%	100%
	INTRALOT LUXEMBOURG S.A.	Luxemburg, Luxemburg	100%		100%
	INTRALOT IBERIA SAU	Madrid, Spain	100%		100%
30.	INTRALOT JAMAICA LTD	Kingston, Jamaica		100%	100%
30.	INTRALOT TURKEY A.S.	Istanbul, Turkey	50%	49,99%	99,99%
30.	INTRALOT DE MEXICO LTD	Mexico City, Mexico		99,8%	99,8%
30.	INTELTEK INTERNET AS	Istanbul, Turkey	20%	25%	45%
31.	AZERINTELTEK AS	Baku, Azerbaijan		22,95%	22,95%
	INTRALOT DE CHILE S.A.	Santiago, Chile	99,99%		99,99%
4.	INTRALOT DE PERU SAC	Lima, Peru	99,97%	0,03%	100%
	POLDIN LTD	Warsaw, Poland	100%		100%
	ATROPOS S.A.	Maroussi, Attica	100%		100%
	INTRALOT MAROC S.A.	Casablanca, Morocco	99,83%		99,83%
	INTRALOT FRANCE S.A.S.	Paris, France	100%		100%
	INTRALOT HOLDINGS LUXEMBOURG S.A.	Luxemburg, Luxemburg	100%		100%
2.	GAMING SOLUTIONS INTERNATIONAL LTD	Bogota, Colombia	99%	1%	100%
2.	INTRALOT INTERACTIVE S.A.	Maroussi, Attica	51%	24%	75%
	INTRALOT GLOBAL SECURITIES B.V.	Amsterdam, Nederland	100%		100%
1.	INTRALOT FINANCE LUXEMBOURG S.A.	Luxemburg, Luxemburg		100%	100%
1,2,3,4.	INTRALOT GLOBAL HOLDINGS B.V.	Amsterdam, Nederland		100%	100%
5.	INTRALOT INC	Atlanta, USA		85%	85%
12.	INTRALOT INTERACTIVE USA LLC	Atlanta, USA		85%	85%
12.	DC09 LLC	Wilmington, USA		41,65%	41,65%
12.	DEEPSTACK CASINO LLC	Atlanta, USA		85%	85%
5.	INTRALOT NEDERLAND B.V.	Amsterdam, Nederland		100%	100%
5.	INTRALOT ITALIA S.p.A	Rome, Italy		100%	100%
13.	VENETA SERVIZI S.R.L.	Mogliano Veneto, Italy		100%	100%
5.	LOTROM S.A.	Bucharest, Romania		60%	60%
5.	INTRALOT BEIJING Co LTD	Beijing, China		100%	100%
5.	TECNO ACCION S.A.	Buenos Aires, Argentina		50,01%	50,01%
5.	MALTCO LOTTERIES LTD	Valetta, Malta		73%	73%
5.	INTRALOT NEW ZEALAND LTD	Wellington, New Zealand		100%	100%
5.	INTRALOT DO BRAZIL LTDA	Sao Paolo, Brazil		80%	80%
14.	OLTP LTDA	Rio de Janeiro, Brazil		80%	80%
5.	INTRALOT ARGENTINA S.A.	Buenos Aires, Argentina		100%	100%
5.	INTRALOT GERMANY GMBH	Munich, Germany		100%	100%
5.	JACKPOT S.p.A.	Rome, Italy		100%	100%
5,7.	INTRALOT GAMING MACHINES S.p.A.	Rome, Italy		100%	100%
5.	INTRALOT SOUTH KOREA S.A.	Seoul, South Korea		100%	100%
5.	INTRALOT FINANCE UK PLC	London, United Kingdom		100%	100%
5.	INTRALOT ASIA PACIFIC LTD	Hong Kong, China		100%	100%
5.	WHITE EAGLE INVESTMENTS LTD	Hertfordshire, United Kingdom		100%	100%
5.	BETA RIAL Sp.Zoo	Warsaw, Poland		100%	100%

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

I. Full consolidation:		Domicile	% Direct Part'n	% Indirect Part'n	% Total Part'n
5.	POLLOT Sp.Zoo	Warsaw, Poland		100%	100%
15,16,17	TOTOLOTEK S.A.	Warsaw, Poland		95,45%	95,45%
5.	SLOVENSKE LOTERIE A.S.	Bratislava, Slovakia		51%	51%
18.	TACTUS S.R.O.	Bratislava, Slovakia		51%	51%
5.	NIKANTRO HOLDINGS Co LTD	Nicosia, Cyprus		100%	100%
19.	LOTERIA MOLDOVEI S.A.	Chisinau, Moldova	47,90%	32,85%	80,75%
2,5.	INTRALOT CZECH S.R.O.	Prague, Czech Republic		100%	100%
5.	INTRALOT BETTING OPERATIONS (CYPRUS) LTD	Nicosia, Cyprus		54,95%	54,95%
5,6.	ROYAL HIGHGATE LTD	Nicosia, Cyprus		35,08%	35,08%
5.	INTRALOT LEASING NEDERLAND B.V.	Amsterdam, Nederland		100%	100%
5.	INTRALOT CYPRUS GLOBAL ASSETS LTD	Nicosia, Cyprus		100%	100%
8.	INTRALOT OOO	Moscow, Russia		100%	100%
28.	INTRALOT DISTRIBUTION OOO	Moscow, Russia		100%	100%
8.	INTRALOT ST. LUCIA LTD	Castries, St. Lucia		100%	100%
9.	INTRALOT GUATEMALA S.A.	Guatemala City, Guatemala		100%	100%
10.	LOTERIAS Y APUESTAS DE GUATEMALA S.A.	Guatemala City, Guatemala		51%	51%
9.	INTRALOT DOMINICANA S.A.	St. Dominicus, Dominican Republic		100%	100%
9.	INTRALOT LATIN AMERICA INC	Miami, USA		100%	100%
9.	INTRALOT SURINAME LTD	Paramaribo, Suriname		100%	100%
9.	CARIBBEAN VLT SERVICES LTD	Castries, St. Lucia		50,001%	50,001%
9.	INTRALOT CARIBBEAN VENTURES LTD	Castries, St. Lucia		50,05%	50,05%
11.	SUPREME VENTURES LTD	Kingston, Jamaica		24,97%	24,97%
	INTRALOT HOLDINGS INTERNATIONAL LTD	Nicosia, Cyprus	100%		100%
2.	INTRALOT INTERNATIONAL LTD	Nicosia, Cyprus		100%	100%
3.	GAIN ADVANCE GROUP LTD	Hong Kong, China		100%	100%
22.	KTEMS HOLDINGS CO LTD	Seoul, South Korea		100%	100%
3.	INTRALOT OPERATIONS LTD	Nicosia, Cyprus		100%	100%
2,4.	NETMAN SRL	Bucharest, Romania		100%	100%
2.	BILOT EOOD	Sofia, Bulgaria		100%	100%
20.	EUROFOOTBALL LTD	Sofia, Bulgaria		49%	49%
21.	EUROFOOTBALL PRINT LTD	Sofia, Bulgaria		49%	49%
2.	INTRALOT EGYPT LTD	Nicosia, Cyprus		88,24%	88,24%
2,4,23.	E.C.E.S. SAE	Cairo, Egypt		90,03%	90,03%
4.	SERVICIOS TRANSDATA S.A.	Lima, Peru		100%	100%
2.	INTRALOT TECHNOLOGIES LTD	Nicosia, Cyprus		100%	100%
33.	INTRALOT LOTTERIES LTD	Nicosia, Cyprus	51%	49%	100%
33.	INTRALOT INVESTMENTS LTD	Nicosia, Cyprus	51%	49%	100%
2.	INTRALOT BUSINESS DEVELOPMENT LTD	Nicosia, Cyprus		100%	100%
2.	GAMING SOLUTIONS INTERNATIONAL SAC	Lima, Peru		100%	100%
2.	NAFIROL S.A.	Montevideo, Uruguay		100%	100%
2.	LEBANESE GAMES S.A.L	Lebanon		99,99%	99,99%
	BILYONER INTERAKTIF HIZMELTER AS GROUP	Istanbul, Turkey	50,01%		50,01%
2.	INTRALOT HONG KONG HOLDINGS LTD	Hong Kong, China		100%	100%
2.	INTRALOT BETTING OPERATIONS RUSSIA LTD	Nicosia, Cyprus		100%	100%
25.	FAVORIT BOOKMAKERS OFFICE OOO	Moscow, Russia		100%	100%
2.	KELICOM HOLDINGS CO LTD	Nicosia, Cyprus		100%	100%

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

I. Full consolidation:		Domicile	% Direct Part'n	% Indirect Part'n	% Total Part'n
26.	DINET ZAO	Moscow, Russia		100%	100%
27.	PROMARTA OOO	Moscow, Russia		100%	100%
2.	UNICLIC LTD	Nicosia, Cyprus		50%	50%
32.	DOWA LTD	Nicosia, Cyprus		30%	30%

II. Equity method:		Domicile	% Direct Part'n	% Indirect Part'n	% Total Part'n
	BILYONER INTERAKTIF HIZMELTER AS GROUP	Istanbul, Turkey	25%		25%
	LOTRICH INFORMATION Co LTD	Taipei, Taiwan	40%		40%
	INTRALOT SOUTH AFRICA LTD	Johannesburg, South Africa	45%		45%
34.	GIDANI LTD	Johannesburg, South Africa		8,10%	8,10%
3.	GOREWARD LTD	Shanghai, China		49,99%	49,99%
36.	PRECIOUS SUCCESS LTD GROUP	Hong Kong, China		24,49%	24,49%
36.	GAIN ADVANCE GROUP LTD	Hong Kong, China		49,99%	49,99%
22.	KTEMS HOLDINGS CO LTD	Seoul, South Korea		49,99%	49,99%
	NANUM LOTTO CO LTD	Seoul, South Korea	18,95%		18,95%
36.	OASIS RICH INTERNATIONAL LTD	Shanghai, China		44,99%	44,99%
37.	WUSHENG COMPUTER TECHNOLOGY (SHANGHAI) CO LTD	Shanghai, China		44,99%	44,99%

Subsidiary of the company:		
1: Intralot Global Securities BV	14: Intralot Do Brazil Ltda	27: Dinet ZAO
2: Intralot Holdings International Ltd	15: Pollot Sp.Zoo	28: Intralot OOO
3: Intralot International Ltd	16: White Eagle Investments Ltd	29: Intralot Australia PTY LTD
4: Intralot Operations Ltd	17: Beta Rial Sp.Zoo.	30: Intralot Iberia S.A.U.
5: Intralot Global Holdings BV	18: Slovenske Loterie AS	31: Inteltek Internet AS
6: Intralot Betting Operations(Cyprus) Ltd	19: Nikantro Holdings Co Ltd	32: Uniclic Ltd
7: Jackpot S.p.A.	20: Bilot EOOD	33: Intralot Technologies Ltd
8: Intralot Cyprus Global Assets Ltd	21: Eurofootball Ltd	34: Intralot South Africa Ltd
9: Intralot St.Lucia Ltd	22: Gain Advance Group Ltd	35: KTEMS Holdings Co Ltd
10: Intralot Guatemala S.A.	23: Intralot Egypt Ltd	36: Goreward Ltd
11: Intralot Caribbean Ventures Ltd	24: Betting Company S.A.	37: Oasis Rich International Ltd
12: Intralot Inc	25: Intralot Betting Operations Russia Ltd	
13: Intralot Italia S.p.A	26: Kelicom Holdings Co Ltd	

The subsidiary Servicios Transdata SA absorbed by Intralot De Peru SAC on 1/10/13.

The entity BILYONER INTERAKTIF HIZMELTER AS GROUP is consolidated since 01/12/2013 with the full consolidation method (in prior periods was consolidated with the equity method) since the requirements of IAS 27 are met.

Since 01/11/2013, entities GAIN ADVANCE GROUP LTD and KTEMS HOLDINGS CO LTD are consolidated with the equity method (in prior periods were consolidated with the full consolidation method) since the requirements of IAS 27 are no longer met.

Since 01/11/2013 company Nanum Lotto Co Ltd is not consolidated since the requirements of IAS 28 are no longer met.

Companies Atropos SA, Nafirol SA and E.C.E.S. SAE are in the process of liquidation while the liquidation of Intralot France SAS was completed in May 2013.

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

Basic Financial Figures of the group entities consolidated through the equity method
(first level of consolidation)

Basic Financial Figures	Assets	Liabilities	Revenue	Profits / (Losses) after Taxation
BILYONER INTERAKTIF HIZMELTER AS	16.992	6.750	24.134	8.517
LOTRICH INFORMATION Co. LTD	32.942	22.137	3.115	-233
GOREWARD LTD	55.649	0	0	0
NANUM LOTTO CO LTD	115.893	2.473	17.005	-4.508
PRECIOUS SUCCESS LTD GROUP	16.536	263	505	-2.036
GAIN ADVANCE GROUP LTD	20.785	5.451	0	-216
KTEMS HOLDINGS CO LTD	5.611	6.047	0	-10.408
OASIS RICH INTERNATIONAL LTD	39.019	2.792	1.972	-26
WUSHENG COMPUTER TECHNOLOGY (SHANGHAI) CO LTD	45.545	10.581	6.513	-505
INTRALOT SOUTH AFRICA LTD	3.954	308	4.391	1.164

The Group has also a number of shares of non-significant value in subsidiaries and associates to which, in respect to INTRALOT SA, there is no parent- subsidiary relationship in the form of a legal entity.

The entity Inteltek Internet AS is consolidated with the full method as the requirements of IAS 27 are met.

14. Business Combination

Acquisitions during 2013

In August 2013, Intralot SA making use of the option held, signed an agreement to acquire an additional stake of approximately 25.01 % to the associate Bilyoner Interaktif Hizmelter AS, which will result in the total share of Intralot SA to the company to be around 50.01% . The transaction was completed in November 2013 at a consideration for the rate to be 10,252 thousand euros. The carrying value and fair value (provisional) of the assets and liabilities of the group Bilyoner Interaktif Hizmelter AS the date on which the Group took control was:

	Fair Value (Provisional)	Carrying Value
Tangible & Intangible fixed assets	942	942
Participations	182	182
Deferred tax assets	184	184
Other Long-Term receivable	208	208
Inventories	395	395
Trade and other receivables	2.377	2.377
Cash and cash equivalents	12.704	12.704
Total Assets	**16.992**	**16.992**
Non-current liabilities	285	285
Current liabilities	6.465	6.465
Value of Net Assets	**10.242**	**10.242**
Consideration	**10.252**	
Non-Controlling Interest	**5.121**	
Fair value of previously held equity interest	**10.252**	
Value of Net Assets	**-10.242**	
Goodwill on Acquisition	**15.383**	

The net cash outflow is analysed as follows :	
Cash and cash equivalents acquired	12.704
Cash consideration given	-10.252
Group cash inflow	2.452

Establishments during 2013

During 2013 the Group established the subsidiaries Intralot Global Securities BV, Intralot Global Holdings BV, Intralot Leasing Nederland BV, Intralot Finance Luxembourg SA and Intralot Cyprus Global Assets Ltd and the associate Goreward Ltd Group.

In July 2013, Hellenic Lotteries S.A., a company in which Intralot Lotteries Ltd participates (16.5%) together with OPAP S.A. (67%) and Scientific Games (SGI) (16.5%), signed the 12 year's exclusive license contract with the Hellenic Republic Asset Development Fund (HRADF) for the production, operation, circulation, promotion and management of the Hellenic State Lotteries (Instant and Passive Tickets). The share investment of Hellenic Lotteries S.A. amounted to € 31.7 million.

Changes in ownership percentage during 2013

The Group increased its investment in Totolotek SA from 92.89% to 95.45% and in Bilyoner Interaktif Hizmelter AS from 25% to 50.01%.
At the same time decreased its investment in Gain Advance Group Ltd from 100% to 49.9%, in Ktems Holdings Co Ltd from 100% to 49.9% in Precious Success Ltd Group from 49% to 24.49% and Nanum Lotto Co Ltd from 29% to 18.95%.

Subsidiaries' Share Capital Increase:

During 2013 the Group completed the share capital increase in Intralot Italia S.p.A and the Group holds from now on 100% of the company.

Discontinued Operations in the Group:

On May 2013 the liquidation of Intralot France S.A.S. was completed.

15. Other financial assets

Other financial assets which in total have been classified by the Group as «Available for sale» and «Held to maturity» are analyzed as follows:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Opening Balance	**9.619**	**34.190**	**1.547**	**968**
Purchases	4.999	5.140	0	1.092
Exchange of bank deposits with shares	786	0	0	0
Exchange of financial instrument with shares	26	61	0	0
Disposals	-9.028	-3.036	-1.020	-266
Fair value revaluation	5.457	251	-86	-197
Change in the consolidation method	0	-26.928	0	0
Foreign exchange differences	-893	-59	0	-50
Closing balance	**10.966**	**9.619**	**441**	**1.547**

The above data concern:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Listed securities	6.963	4.019	43	50
Non-listed securities	4.003	5.600	398	1.497
Total	**10.966**	**9.619**	**441**	**1.547**

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Long-term Financial Assets	7.381	4.913	441	757
Short-term Financial Assets	3.585	4.706	0	790
Total	**10.966**	**9.619**	**441**	**1.547**

During the year 2013 Group gains from the fair value revaluation of the aforementioned financial assets amounting to € 5.457 thousand (2012: profit € 251 thousand) come from € 5.360 thousand profit (2012: profit € 3.529 thousand), reported at a special equity reserve and gain of € 97 thousand (2012: losses €3.278 thousand) reported to the statement of comprehensive income. Respectively, Company losses of € 86 thousand (2012: losses of € 197 thousand) are analyzed to losses of € 8 thousand (2012: gain €37 thousand) recorded at a special equity reserve and to losses of € 78 thousand (2012: losses € 234 thousand) reported to the statement of comprehensive income.

For investments that are actively traded in organized stock markets, fair values are determined in relation to the closing market values at the balance sheet date. For investments without quoted market price, fair values are determined by reference to the current market value of another item substantially similar, or are estimated based on the expected cash flows of the underlying net assets or are otherwise valued at acquisition cost.

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16. Other long term receivables

Other long term receivables at 31 December 2013 are analyzed as follows:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Receivables	2.654	5.732	0	0
Receivables from related parties (Note 28)	4.123	4.391	0	0
Rent guarantees	2.441	1.812	0	0
Other receivables	74.058	76.015	438	445
	83.276	**87.950**	**438**	**445**

17. Inventories

Inventories (in thousand €) are analyzed as follows:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Merchandise – Equipment	46.833	39.404	39.106	32.813
Other	3.251	5.882	0	0
	50.084	**45.286**	**39.106**	**32.813**
Impairment	-1.753	-1.753	-1.753	-1.753
	48.331	**43.533**	**37.353**	**31.060**

For the period ended December 31, 2013 the amount transferred to profit and loss is €3.512 thousand (2012: € 9.463 thousand) for the Group while the respective amount for the Company is €6.672 thousand (2012: € 20.002 thousand).

18. Trade and other short term receivables

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Trade receivables	129.545	83.671	61.491	39.599
Receivables from related parties (Note 28)	38.259	14.397	173.046	180.626
Other receivables (1)	39.133	61.365	15.269	19.139
Less: Provisions	-13.190	-10.770	-91.175	-49.956
Prepaid expenses and other receivables	26.129	24.076	7.667	4.947
	219.876	**172.739**	**166.298**	**194.355**

(1) In the Group at 31/12/2013 are included time deposits maturing beyond three months amounting to € 616 thousand.

The above receivables are non- interest bearing.

The maturity information of short-term and long-term receivable is a follows:

	GROUP		COMPANY	
	2013	**2012**	**2013**	**2012**
RECEIVABLES				
Trade receivables	132.199	89.404	61.491	39.598
Receivables from other related parties (Note 28)	42.382	18.788	173.046	180.626
Prepaid expenses and other receivables	141.761	163.267	23.374	24.532
Provision for doubtful debt	-13.190	-10.770	-91.175	-49.956
Total	**303.152**	**260.689**	**166.736**	**194.800**
MATURITY INFORMATION				
0-3 months	29.519	46.769	8.851	6.801
3-12 months	190.357	125.970	157.447	187.554
More than 1 year	83.276	87.950	438	445
Total	**303.152**	**260.689**	**166.736**	**194.800**

19. Cash and cash equivalents

Bank current accounts are either non-interest bearing or interest bearing and yield income at the daily bank interest rates.

The short term deposits are made for periods from one (1) day to three months depending on the Group's cash requirements and yield income at the applicable prevailing interest rates.

For the purposes of the Statement of Cash Flows, cash and cash equivalents at 31 December 2013 consist of**:**

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Cash and bank current accounts	133.103	114.426	2.737	2.092
Short term time deposits	10.231	20.547	2.394	3.162
	143.334	**134.973**	**5.131**	**5.254**

The time deposits denominated in foreign currency relate mainly to currency exchange contracts (which have the nature of a time deposit and not of a derivative financial asset).

20. Share Capital and Reserves

	GROUP	COMPANY
158.961.721 Ordinary shares of nominal value € 0,30 each	**47.689**	**47.689**

Reserves

Statutory reserve

In accordance with Greek Commercial Law, companies are required to set aside at least 5% of their annual net profits as shown in their books at Legal Reserve until the cumulative balance reaches at least 1/3 of their paid up share capital. This reserve is not distributable during a company's operating life.

Foreign exchange differences reserve

This reserve includes the exchange differences arising from the translation of foreign subsidiaries' financial statements. The balance of this reserve in the Group at 31 December 2013 was debit € 61,3 million (2012: € 32,4 million debit balance).

Tax free reserves and reserves specially taxed

Tax-free and specially taxed reserves represent interest income, which are either tax free or taxed at 15% at source, or reserves that have formed because of the lump-sum payment of income tax. These revenues are not taxable provided that there are sufficient profits from which can be formed relative untaxed reserves. According to the Greek tax legislation, these reserves are exempt from income tax, provided they are not distributed to shareholders. Exceptions are the reserves formed in Greece in accordance with the provisions of Law 2238/1994 and that according to Law 4172/2013, provided that in case of distribution or capitalization until 31/12/2013 they are autonomously taxed at a rate of 15 %, while since 01/01/2014 will be mandatorily offset at the end of each tax year to tax recognizable losses incurred in the last five (5) years until exhausted, unless distributed or capitalized and subject to an autonomous taxation at a rate of 19% .The Company does not intend to distribute or capitalize reserves and therefore has not provided for deferred income tax would be required in the case of distribution.

Also profits that domestic companies receive from companies that have their registered office in another Member State of the European Union, where the domestic company is involved within the meaning of article 11 of Law 2578/1998, exempt from taxation. The exempt amount is shown under untaxed reserves, irrespective of the adequacy of profits or not.
The balance of these reserves at 31 December 2013 was €32.993 thousand for the Group (2012: €31.461 thousand) and € €30.237 thousand for the Company (2012: € 28.704 thousand).

Stock option reserve

This reserve concerns the stock option rights granted and amounts for the year ended December 2013 to € 922 thousand for the Group and the Company (2012: € 922 thousand).

21. Long Term Loans

Long term loans at 31 December 2013 are analyzed as follows:

	Currency	Interest rate	GROUP	COMPANY
Facility A(€325.000.000)	EUR	9,75%	321.148	0
Facility B (€42.500.000)	EUR	3M Euribor +4.75%	42.257	0
Facility C (€230.000.000)	EUR	1M Euribor + 5.50%	124.388	0
Facility D (€25.000.000)	EUR	5,10%	13.176	0
Intercompany loans			0	232.474
Other			16.807	0
			517.776	**232.474**
Less: Payable during the next year (Note 26)			-165.630	-9.432
Long Term Loans			**352.146**	**223.042**

- Facility A: In August 2013, Intralot Finance Luxembourg issued Senior Unsecured Notes with a face value of €325 mio, due August 2018, guaranteed by the parent company and subsidiaries of the Group. The Notes were offered at an issue price of 99.027%. The Notes are trading on the Luxembourg Stock Exchanges Euro MTF Market. Part of the proceeds was used to repay the €140 million outstanding principal Guaranteed Exchangeable Notes plus interest and redemption due December 2013. Interest is payable semi-annually in arrears at a nominal interest rate of 9.75% per annum. The Notes are subject to financial covenants such as Leverage Ratio and Fixed Charge Coverage Ratio. The Group was in compliance with the covenants under Notes as at 31/12/13.

- Facility B: In June 2013, Intralot Finance UK plc signed a €62.5 mio a term loan guaranteed by the parent company and a subsidiary of the Group. The financing bears floating interest (Euribor) plus a 4.75% margin. The facility was partially prepaid out of the Facility A proceeds and Group's liquidity. As of 31/12/13, €42.5 mio were outstanding. The loan matures in December 2015. The loan contains financial covenants including Leverage Ratio, Debt Cover and Interest Coverage. The Group was in compliance with the loan covenants as at 31/12/13.

- Facility C: In June 2012, Intralot Finance UK plc signed a syndicated senior unsecured Credit Facility, guaranteed by the parent company and subsidiaries of the Group, for an amount up to €300 million, maturing in December 2014. The facility was partially prepaid out of the Facility A proceeds and Group's liquidity. Following the prepayment, the Credit Facility Limit is €230 million and consists of a €150 mio revolving credit and a €80 mio term loan. Facility C bears a floating interest (Euribor) plus a 5.5% margin and its outstanding balance as at 31/12/13 was €126 million. Amounts under the revolving credit facility may be borrowed, repaid and re-borrowed by the Group from time to time until maturity. Voluntary prepayments and commitment reductions under the Credit Agreement are permitted at any time in whole or in part, without premium or penalty (other than break-funding costs). The facility contains financial covenants including Leverage Ratio, Debt Cover and Interest Coverage. The Group was in compliance with the covenants under the facility as of 31/12/13. The Group is in the process of refinancing Facility C.
- Facility D: In July 2012, Maltco Lotteries Ltd signed a term loan amounting to €25 mio, guaranteed by the parent company. The financing bears floating interest with a total average rate equal to 5.10%, is paid in monthly instalments and matures in July 2020.

The weighted average cost of funding of the long term loans is 8.32% in Euro and from 4% to 12% in the rest of the currencies.

In regards of the maturity loans are categorized as follows:
One to two years: Loan B, C
Two to five years: Loan A, D

22. Staff retirement indemnities

(a) State Insurance Programs: The Group's contributions to the State insurance funds for the year ended 31st December 2013 have been reported expenses and amount to € 16.080 thousand as stated in Note 5.

(b) Staff Retirement Indemnities: According to Greek Labor Law, employees are entitled to indemnity on dismissal or retirement, the amount of which varies depending on the years of service, salary level and the way the employee leaves employment (dismissal or retirement). Employees that resign or are dismissed for legally valid reasons are not indemnified. The indemnity payable on retirement is 40% of the amount that would have been payable to the same employee on dismissal on the same day (retirement date). In Greece, based on customary practice these programs are not funded. The Group charges to the income statement the expense attributable to the service provided by employees in the year, with a corresponding increase in the provision for staff retirement indemnities. Any payments made to retiring employees, are set against the related provision.

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Independent actuaries calculated the Company's and the Group's liability for retirement indemnities. The movement of the net liability as presented in the balance sheet, details and the basic assumptions used in the actuarial study as at 31st December 2013 are as follows:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012***	**31/12/2013**	**31/12/2012***
Present Value of unfunded liability	6.840	6.909	3.881	4.290
Unrecognized actuarial losses	0	0	0	0
Net liability on the balance sheet	**6.840**	**6.909**	**3.881**	**4.290**
Components of the net retirement cost in the year:				
Current service cost	761	1.044	314	437
Interest	176	245	158	218
Amortization of unrecognised actuarial (gain) or loss	0	0	0	0
Amortization of unrecognised service cost	-920	-124	-859	-112
Effect of cutting / settlement / termination benefits	-82	57	-82	58
Intragroup staff transfer	0	0	6	75
Benefit expense charged to income statement (Note 5)	**-65**	**1.222**	**-463**	**676**
Additional service cost	0	0	0	0
Total charge to income statement	**-65**	**1.222**	**-463**	**676**
Reconciliation of benefit liability:				
Actuarial (gains) / losses recognized in other comprehensive income (before deferred tax)	**307**	**-622**	**98**	**-563**
Reconciliation of benefit liabilities:				
Net liability at beginning of year*	6.909	5.561	4.290	3.423
Opening balance after restatement for IAS 19	0	964	0	928
Service cost	761	1.044	314	437
Interest	176	245	158	218
Amortization of unrecognised actuarial (gain) or loss	0	0	0	0
Amortization of unrecognised service cost	-920	-124	-859	-112
Effect of cutting / settlement / termination benefits	-82	57	-82	58
Benefits paid	-243	-384	-44	-174
Intragroup staff transfer	0	0	6	75
New consolidated entities	102	143	0	0
Actuarial (gains) / losses	307	-622	98	-563
Foreign exchange difference	-170	25	0	0
Present Value of the liability at end of year	**6.840**	**6.909**	**3.881**	**4.290**

* Including restated figures according to IAS 19 (Revised) – note 22.b.

Basic assumptions:

Discount rate		3,5%
Percentage of annual salary increases	2014-15: 0%, afterwards	4%
Increase in Consumer Price Index		2%

The Group implemented IAS 19 (Revised) on 1st January 2013, restating the comparative period according to IAS 8 "Accounting Policies, Changes in Accounting Estimates and Errors". Particularly, comparative statements of financial position as of 31st December 2012 have been restated for the unrecognized actuarial gains and losses. Until 2012, unrecognized actuarial gains and losses of the Group were recognized, using the corridor method, over the remaining average working life of active employees, and are included as part of the net annual pension cost of each year, if at the beginning of the period they exceed 10% of the future estimated liability for benefits. According to IAS 19 (Revised) corridor method is not yet allowed and actuarial gains and losses are fully recognized when they occur, in other comprehensive income without future reclassification in income statement.

The effect of this change in the financial statements of the Group and the Company is presented below:

	Group	**Company**
(Increase)/decrease in staff retirement indemnities	-964	-928
Change in deferred taxation	251	241
Impact on equity as of 1st January 2012	**-713**	**-687**
Attributable to:		
Owners of the parent	-715	-687
Non-controlling interest	2	0
(Increase)/decrease in staff retirement indemnities	622	563
Change in deferred taxation	-161	-146
Impact on equity for the period 1/1-31/12/12	**461**	**417**
Impact on equity as of 1st January 2013	**-252**	**-270**
Attributable to:		
Owners of the parent	-253	-270
Non-controlling interest	1	0

Other comprehensive income after tax for the period 01.01 to 31.12.12 Amounts that will not be reclassified to the income statement:		
Revaluations of defined benefit plans	**461**	**417**
Attributable to:		
Owners of the parent	461	417
Non-Controlling interest	0	0

23. Share based benefits

Plans for employee participation in the share capital

The Group offers incentive plans to executives and employees with the provision of non-transferable rights to acquire shares. At the date of preparation of these financial statements Program III has been approved:

The Program III was approved by the Second Repeat Session of the Extraordinary General Assembly of the shareholders dated 16.11.2009, that took place on Monday, the 14th of December, 2009. The General Assembly decided the approval of the stock option plan to persons among those referred in paragraph 13, article 13 of Codified Law 2190/1920, as modified and standing (Program III) and more specifically that the above share purchase options be granted to the members of the Board of Directors, to General Directors, to Directors and Managers of the Company and of its affiliated companies, as defined in paragraph 5 of the article 42e of Codified Law 2190/1920, as well as to persons providing services in a regular basis to the Company and/or to the abovementioned affiliates. The exercise price the stock options was fixed to four (4) Euro per share while INTRALOT's shares that will be finally issued, in case all options to be granted are exercised, will not exceed eight millions (8.000.000) shares (i.e. approx. 5,03% of the share capital of the Company). For the settlement of stock options, the Company will proceed to increases of its share capital. The duration of this program will be four years, i.e. up to December 2013. Each beneficiary, during each year, will be entitled to exercise options which will not exceed 1/3 of the total number of options granted to him/her. In the event of a change in the number of shares of the Company until the designation, the provision or the exercise of stock options, both the number of the shares of the beneficiary, and the offer price will be readjusted so as to allow that the proportion of participation of each beneficiary to the share capital of the Company to remain constant. The Company's Board of Directors was authorized to draw up the relative regulation of the above-mentioned Program III and to regulate any other relative detail in relation to this. (Resolution of the Board of Directors on 28.01.2010). Finally, the amendment of the current stock option program (Program II) for the purchase of shares was decided, so that no more options be granted other than those already granted. On February 12, 2010 INTRALOT S.A. announces that according to the Stock Option Plans terms, approved by the General Meeting of Shareholders of 14th December 2009, 235 persons mentioned in article 13 par. 13 of Codified Law 2190/1920 as in force, are entitled to exercise, during the time program III is in effect, – within a period of four (4) years and not later than 31.12.2013 - stock options with exercise price 4 Euro per share which if exercised all, will lead to the issuance of up to 6.227.000 new common Company shares. Depending on the number of stock options to be exercised by the beneficiaries, the Company's Board of Directors, with its decision, shall increase the Company's share capital – without modification to its Statute, pursuant to article 13 par. 13 of Codified Law 2190/1920, shall issue new common registered shares and proceed to all actions necessary for the listing of the new shares for trading in the Athens Stock Exchange. INTRALOT S.A. announces that during 2013 no right was exercised by the beneficiaries of Program III which ended on 31/12/2013.

Details regarding the Program III approved by the Board of Directors on 28.1.2010:

Option Program	Number of Options granted	Grant date	Expiry date	Volatility	Risk-Free Rate	Dividend Yield	Fair value per Option (€)
Progr. III - 1	2.070.667	31/3/2010	31/12/2013	44%	6,65%	3,00%	-
Progr. III - 2	2.070.667	1/1/2011	31/12/2013	44%	6,65%	3,00%	0,094
Progr. III - 3	2.070.667	1/1/2012	31/12/2013	44%	6,65%	3,00%	0,352
	6.212.000						

The total Option Fair value, estimated using the Binomial Model, is € 922 k, which was recognized in the results of prior years.

24. Other Long Term Liabilities

Other long term liabilities at 31 December 2013 include:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Other financial liabilities	0	0	0	0
Guarantees	11.211	13.115	0	0
Amounts due to related parties (Note 28)	32	43	0	0
Other long-term liabilities (1)	881	8.616	0	0
	12.124	**21.774**	**0**	**0**

(1) There are included derivative financial instruments with total amount for the Group € 4.716 thousand as at 31/12/2012.

25. Trade and Other Current Liabilities

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Trade Creditors	78.738	38.088	22.282	3.360
Amounts due to related parties (Note 28)	32.139	23.733	65.545	50.219
Winnings	20.528	19.674	0	0
Other Payables (1)	38.935	44.426	5.293	7.312
Taxes	10.685	10.901	1.937	2.314
Dividends payable	416	118	85	113
	181.441	**136.940**	**95.142**	**63.318**

(1) There are included financial derivatives with total value on 31/12/2013 € 1.061 thousand (31/12/2012 € 1.843 thousand) for the Group and on 31/12/2013 € 165 thousand (31/12/2012 € 1.593 thousand) for the Company.

The above amounts are non-interest bearing.

The maturity of short-term and long-term liabilities is as follows:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
PAYABLES				
Trade payables	78.738	38.088	22.282	3.360
Payable to related parties (note 28)	32.171	23.776	65.545	50.219
Other payables	82.656	96.850	7.315	9.739
Total	**193.565**	**158.714**	**95.142**	**63.318**
MATURITY INFORMATION				
0-3 months	69.311	62.242	3.942	8.909
3-12 months	112.130	74.698	91.200	54.409
More than 1 year	12.124	21.774	0	0
Total	**193.565**	**158.714**	**95.142**	**63.318**

26. Short term loans and current portion of long term loans (including finance lease)

Short term loans represent draw-downs on various credit lines that the Group maintains in various banks. The utilized amounts of these credit lines are analyzed below:

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Loan in EURO*	155.515	168.565	9.432	204.384
Loan in USD*	5.436	12.110	0	0
Loan in PEN	1.489	227	0	0
Loan in PLN	1.740	1.555	0	0
Loan in ARS	4	0	0	0
Loan in JMD	971	1.171	0	0
Loan in BRL	425	57	0	0
Loan in TRY	50	0	0	0
	165.630	**183.685**	**9.432**	**204.384**
Leasing in EURO	9.452	7	0	0
Leasing in USD	1.833	2.133	0	0
Leasing in AUD	0	58	0	0
Leasing in BRL	5	0	0	0
	11.290	**2.198**	**0**	**0**
Total	**176.920**	**185.883**	**9.432**	**204.384**

* includes loans from related parties amounting to €247 thousand for the Group and €9.432 for the company (note 28).

27. Contingent Receivables, Liabilities and Commitments

A. LEGAL ISSUES PENDING

a. On 5th September 2005 an action was served to the company, filed by the company "IPPOTOUR S.A.", against the company and the company "OPAP S.A.". The plaintiff "IPPOTOUR S.A." requested to be acknowledged that the contract signed between OPAP S.A. and the Company should not grant to the latter the right to operate any kind of wagering game on Greek or foreign horse racing, that "OPAP S.A" should not have the right to operate any kind of wagering game on horse racing and that "OPAP S.A." and the company should be excluded from the operation and organization of betting games on horse racing. The hearing of the case had been set for 14th February 2008 when the hearing was postponed for 8th October 2009; at that date the hearing was cancelled due to the national elections. No summons for the schedule of a new hearing date has been served to the company until now. By virtue of the above mentioned action the plaintiff withdrew of the action filed against the Company on 10th January 2003 with the same content, which was set to be heard on 18th May 2005, on which date the said hearing was cancelled. The Legal Department of the Company considers that, following the hearing of the case, the above-mentioned action would not be successful.

b. On 4th January 2005 OPAP S.A. submitted a notice of proceedings to "Betting Company S.A." regarding a lawsuit that was filed against OPAP S.A. before the Multi Member First Instance Court of Athens, with which the plaintiff claims the payment of the amount of €3.668.378,60 plus accrued interests from OPAP S.A., pleading that OPAP S.A. should pay this amount to him as profit, in addition to the amount already paid to him. Since Betting Company S.A. has a legitimate interest in OPAP S.A. winning the lawsuit, Betting Company S.A., the companies INTRALOT S.A. and INTRALOT INTERNATIONAL LTD proceeded to an additional joint intervention in favour of OPAP S.A.; this was scheduled for hearing on 3rd May 2007 but following a petition of the plaintiff the case was heard on 1st December 2005. By its decision No 2412/2006 the Multi Member First Instance Court of Athens ruled in favour of the lawsuit of the plaintiff and, following the restriction by the plaintiff of his petition to a lawsuit for acknowledgement of the debt, the Court acknowledged the obligation of OPAP S.A to pay to the plaintiff the amount of € 3.668.378,60. OPAP S.A and the aforementioned companies filed an appeal on 28/6/2006 which had been rejected by the Athens Court of Appeals with its decision no. 6377/2007. The defendants filed an appeal before the Supreme Court which was heard on 9th November 2009 and decision no. 1252/2010 was issued accepting the appeal and referring back the case to the Athens Court of Appeals which vindicated the defendants and dismissed the lawsuit with its decision no. 5189/2012. For the above case a provision had been made which has been reversed. No application for cassation has been served to the company until now.

c. INTRALOT filed before Multi Member First Instance Court of Athens its civil lawsuit dated 12th May 2005 against Mr. K. Thomaidis, claiming the payment of sum of € 300.000 as pecuniary compensation for moral damage. The case was scheduled for hearing on 26th January 2006. On 18th January 2006 the company was served with an action filed by Mr. K. Thomaidis on 9th January 2006, before the Multi Member First Instance Court of Athens with which the plaintiff claims the payment of sum of €300.000 as pecuniary compensation for moral damage. The case was scheduled for hearing on 14th December 2006. The suit of INTRALOT against Mr. K. Thomaidis was postponed to be heard on 14th December 2006. The two lawsuits have been heard together and the decision no 7936/2007 was issued declaring the lawsuit dated 9th January 2006 of Mr. Thomaidis as cancelled and accepting partially INTRALOT's lawsuit dated 12th May 2005. Until now, no appeal against this decision has been served to the company.

d. Against (a) publishing company "I. Sideris – Andreas Sideris Sons O.E.", (b) the Foundation of Economic and Industrial Researches (IOBE), (c) Mr. Theodosios Palaskas, Director of Research of IOBE, (d) the Kokkalis Foundation, and (e) INTRALOT, a lawsuit of Mr. Charalambos Kolymbalis, was filed on 8th March 2007 before the Multi Member Athens First Instance Court. With his lawsuit, the plaintiff requests to be recognized as the sole creator of the project entitled "The financial consequences of sports in Greece" and his intellectual property right on this, and that the amount of € 300.000 to be paid to him as monetary compensation for moral damages. Date of the hearing was set the 20th February 2008 when it was postponed for 4th March 2009 and then again for 24th February 2010; on that date the hearing of the case was cancelled due to strike of the judicial secretaries. New hearing date was scheduled the 23rd May 2012 when the case was heard and the decision no.

5724/2012 of the Athens Multi Member Court of First Instance was issued which dismissed the lawsuit. No appeal has been served to the company until now.

e. On 26th July 2011 an action was served to INTRALOT SA and the company "Interstar Security LTD" from a former employee of INTRALOT SA claiming the payment of € 500.000 as compensation for moral damage.The hearing has been set for 6th March 2014 when it was postponed for 10 November 2016.

f. The Company and its subsidiary "Intralot International Limited" and Mr. Socratis P. Kokkalis, filed before the Athens Multi Member First Instance Court their lawsuit dated 1st November 2012 against the company "Glory Technology Limited" having its registered offices in Cyprus and Mr. Athanassios K. Ktorides, resident of Cyprus, requesting to compel the defendants to pay, jointly and severally, because of slander and their unfair competitive behaviour:
- to the first plaintiff (Intralot) the amount of € 72.860.479,78 (including monetary compensation for moral damages amounting to € 25.000.000) with the legal interest as from the service of the lawsuit
- to the second plaintiff (Intralot International Limited) the amount of € 5.019.081,67 (including monetary compensation for moral damages amounting to € 5.000.000) with the legal interest as from the service of the lawsuit; and
- to the third plaintiff (Mr. Socratis P. Kokkalis) the amount of € 50.424.019,73 (including monetary compensation for moral damages amounting to €25.000.000) with the legal interest as from the service of the lawsuit.
The Athens Multi Member First Instance Court issued its decision partially accepting the lawsuit; "Glory Technology Limited" is obliged to pay €50.000 to the first plaintiff, €25.000 to the second plaintiff and € 25.000 to the third plaintiff. No legal means have been filed against this decision.
On the other hand, the company "Glory Technology Limited" and Mr. Athanassios K. Ktorides filed before the same court their lawsuit dated 19 March 2013 claiming that with the filing of the abovementioned lawsuit (from which unfair competitive behaviour results, as they allege) moral damage was caused to them. With their lawsuit, the plaintiffs were requesting from the court to compel the Company, "Intralot International Limited" and Mr. Socratis Kokkalis to pay jointly and severally monetary compensation for moral damages amounting to € 25.000.000 to each of the plaintiffs. The hearing of the case had been scheduled for 16th October 2013. On 23rd September 2013, the plaintiffs withdrew from the action.

g. In Turkey, GSGM filed on 23rd January 2006 before the First Instance Court of Ankara a declaratory action against the 45% subsidiary company Inteltek requesting to be recognized that the calculation of the player's excess payout of the fixed odds betting games, as per their contract, is effected at the end of each separate semester as opposed to on a cumulative basis at the end of the contract. The decision issued in 2007 by the First Instance Court of Ankara vindicated Inteltek. GSGM filed an appeal which was rejected by the court. GSGM filed an appeal against this decision which was rejected and the decision was finalized.

Inteltek had made a provision of TRY 3,3 million (€ 1,1 m) plus TRY 1,89 million (€638 k) relating to interest in its financial statements due to the probability of a negative outcome of the case which henceforth has been removed following the First Instance Court of Ankara decision. Moreover, Inteltek claimed the amount of TRY 2,34 million (€ 790k) (plus interest) which was paid in the 1st and 3rd reconciliation periods. Inteltek has initiated a lawsuit on 21st February 2008 to collect this amount. On 19th March 2009 the court vindicated Inteltek. GSGM filed an appeal against this decision and the appeal was accepted. Inteltek applied for the correction of the decision that was rejected by the higher court which returned the case to the court of first instance. The court of first instance on June 29, 2011 decided to insist on its initial judgment in favour of Inteltek. GSGM filed an appeal and the General Assembly of the Supreme Court of Appeals decided that the decision of the court of first instance on insisting is sufficient and the lawsuit file should be send to a chamber of the Supreme Court of Appeals for evaluation of the appeal requests of GSGM. The Supreme Court vindicated Inteltek and GSGM requested the correction of the decision. Inteltek requested the receivable from GSGM and GSGM paid the amount subject to the lawsuit on 13/12/2012 ie TL 5.797.372,24 (€1.958.241). The Supreme Court rejected the application for the correction of the decision and the decision was finalized.

h. In Turkey, GSGM filed before the Ankara Tax Court a lawsuit against the local Tax Authority requesting the annulment of a penalty amounting to TRY 5.075.465 (€1.714.395) imposed on GSGM, since the Tax Authority considers that stamp duty should have been paid by GSGM also for the second copy of the contract dated 29th August 2008 with Inteltek as well as for the letter of guarantee securing the minimum turnover of GSGM games. Inteltek intervened in the case before the abovementioned court in favour of GSGM because, according to the contract dated 29th August 2008, GSGM may request from Inteltek the amount that will be finally obliged to pay. The decision issued by the court vindicates GSGM and Inteltek and the abovementioned penalty was cancelled. The Tax Authority filed an appeal which is pending.

i. In Turkey, INTRALOT filed on 21st May 2009, before the Istanbul Court of First Instance a lawsuit against the company Teknoloji Holding A.Ş. ("Teknoloji") requesting from Teknoloji the amount of TRY 1.415.000 (€477.960) on the ground of unjust enrichment, since INTRALOT unjustly paid taxes which Teknoloji had to pay on dividends distributed by Inteltek. At the hearing of 15th September 2011 the court issued its decision and vindicated INTRALOT for the total amount claimed. INTRALOT filed an appeal for the time of the calculation of the interest and for the amount of the overdue interest, while Teknoloji filed an appeal complaining for the reasoning of the decision. The case is pending.

g. In Colombia, INTRALOT, on 22nd July 2004, entered into an agreement with an entity called Empresa Territorial para la salud ("Etesa"), under which it was granted with the right to operate games of chance in Colombia. In accordance with terms of the abovementioned agreement, INTRALOT has submitted an application to initiate arbitration proceedings against Etesa requesting to be recognized that there has been a disruption to the economic balance of abovementioned agreement to the detriment of INTRALOT and for reasons not attributable to INTRALOT and that Etesa to be compelled to the modification of the financial terms of the agreement in the manner specified by

INTRALOT as well as to pay damages to INTRALOT (including damages for loss of profit) or alternatively to terminate now the agreement with no liability to INTRALOT. The arbitration court adjudicated in favour of Etesa the amount of 23,6 billion Colombian pesos (€8,9m). The application for annulment of the arbitration award filed by INTRALOT before the High Administrative Court was rejected. The Company filed a lawsuit before the Constitutional Court which was rejected. The Company has created relative provision in its financial statements part of which (€2,9m) has already been used for the payment to Etesa of a letter of guarantee amounting to 7.694.081.042 Colombian pesos.

k. Against the subsidiary Intralot Holdings International Ltd., a shareholder of LOTROM SA and against LOTROM SA, another shareholders of LOTROM SA, Mr. Petre Ion filed a lawsuit before the competent court of Bucharest requesting that Intralot Holdings International Ltd to be obliged to purchase his shares in LOTROM SA for € 2.500.000 and that LOTROM SA to be obliged to register in the shareholders book such transfer. Following the hearing of 28th September 2010 a decision of the court was issued accepting the lawsuit of the plaintiff. Intralot Holdings International Ltd and LOTROM SA filed an appeal which was rejected. The abovementioned companies further filed a recourse before the Supreme Court which was heard and rejected. To date, no enforcement procedure has been commenced. If an enforcement procedure commences, the abovementioned companies will examine the possibility of filing further legal means at the enforcement procedure.

l. Mr. Petre Ion filed in Romania a lawsuit against Intralot Holdings International Ltd and LOTROM requesting to issue a decision to replace the share purchase contract of its shares in LOTROM SA for €2.500.000 (for which he had filed the above lawsuit) and to oblige Intralot Holdings International Ltd a) to pay the amount of €400.000 as tax on the above price, b) to sign on the shareholders book for the transfer of the shares, c) to pay the price of the transfer and the legal costs. The first instance court rejected Mr. Petre Ion's lawsuit. Until now, no appeal against this decision has been served.

m. On 24 April 2013 the Company was notified of the existence of a research conducted by the Competition Board of Romania in relation to the contract signed in 2003 with Compania Nationala Loteria Romana regarding the Videolotto program. The Competition Board of Romania imposed a fine to the Company amounting to 5.541.874 ROL (€1.239.516) and to the subsidiary LOTROM to 512.469 ROL (€114.621). The Company indents to file legal means against the respective decision.

n. In Poland, as a result of bet making points controls conducted by Custom Service bodies in 6 shops, a gambling law breach was claimed to be made by the "E-Promotion" program of the subsidiary "Totolotek Totomix SA" and a relevant administrative procedure was initiated which was concluded with the issue of a second instance decision of the Ministry of Finance for revocation of the six relevant licenses; the company filed a recourse against this decision before the Administrative Courts which was rejected and an appeal was filed against the respective decision which is pending. In relation to all remaining shops a second instance decision of the Ministry of Finance was issued revoking their licenses. The company has filed recourses before Administrative Courts; two of them have been

rejected and appeals have been filed against the respective decisions, while the hearing of the remaining recourses is pending. The company's management and its legal advisors estimate that the outcome of the recourse to the Administrative Courts will be finally positive. Since December 2012, new licenses have already been issued by virtue of which the subsidiary "Totolotek Totomix SA" operates and, therefore, the abovementioned cases will not affect its activities.

o. In August 2012, two British Virgin Island companies filed a Complaint in the United States Bankruptcy Court Southern District of Florida, Miami Division, against numerous defendants, including Supreme Ventures Limited ("SVL"), a publicly traded gaming company listed on the Jamaican Stock Exchange in which INTRALOT holds an indirect shareholding interest. Notably, as per SVL, the lawsuit is based on the same claims (related to demands arose before the acquisition of INTRALOT's participation in SVL), towards third parties, initial shareholders and/or directors of SVL, or not, which were brought in, and were recently rejected by the Jamaican courts, first by the Supreme Court and then again by the Court of Appeals. INTRALOT is named as a "Relief Defendant" which means that INTRALOT is not alleged to have been part - directly or indirectly - of any wrongdoing, since the alleged by the plaintiffs acts are made before the acquisition of SVL's shares by INTRALOT through the Jamaican Stock Exchange. Intralot agrees with SVL's opinion that the Complaint is wholly without merit and expects that it will be successful in the Florida courts, as it was in the Jamaican courts.

p. In Brazil, a former officer of a subsidiary company filed a lawsuit against such subsidiary requesting several amounts to be paid to him as fees resulting from his labour relationship amounting to appox. € 240.000 and from a services agreement calculated as a percentage 4% on the turnover of the subsidiary. On August 23rd, 2013, the decision of the local court was issued dismissing the lawsuit; until now, no appeal against this decision has been served to the company.

q. In Australia, the company Bytecraft Systems Pty Ltd is alleging with a lawsuit filed that it has a claim against the subsidiary company Intralot Gaming Services Pty amounting to 550k Australian dollars (€357k) for services relating to cabling of venues where VLTs are installed, in the frame of a subcontracting assigned by Intralot Gaming Services Pty to Bytecraft Systems Pty Ltd during implementation of the project of the VLTs' monitoring system. No hearing date has been scheduled, while an attempt to amicably settle the dispute has started and will continue.

r. On 30 July 2012, Intralot filed before the Athens Multi Member Court of First Instance a lawsuit against the company "Hellenic Organization of Horse Racing S.A." (ODIE) requesting the payment of the amount of 2.781.381,15€ relating to system maintenance services provided but not paid. The hearing date is 3rd December 2014.
Moreover, Intralot filed a recourse to the arbitration panel on 13 August 2012 against the same company ODIE requesting the payment of the amount of 9.551.527,34€ relating to operational services of integrated system provided but not paid. The arbitration was concluded on 1st March 2013 and the arbitration decision no 27/2013 was issued vindicating Intralot and compelling ODIE to pay to Intralot the total amount requested (9.551.527,34€). In order to secure its claims, Intralot:

a) by virtue of the above arbitration decision, has already recorded on the mortgage books of the Land Registry Office of Kropia a mortgage on a land property of ODIE and specifically on the property where the Horse Racetrack of Athens in Markopoulo Attica is operating, and on the buildings thereupon, for an amount of 11.440.655,35 €;
b) by virtue of the decision no 2209/2014 of the Athens Single Member Court of First Instance, has already recorded on the mortgage books of the Land Registry Office of Kropia, a note of mortgage on the same real estate of ODIE for an amount of 9.481.486,11€.
c) has already started the procedure of compulsory execution against ODIE in order to execute its claims.

Furthermore, on 20 March 2014, Intralot filed before the Athens Multi Member Court of First Instance a lawsuit against ODIE requesting the payment of the amount of 8.043.568,69€ which is owed to it pursuant to the "Agreement of Maintenance and Operation of the System of the Mutual Betting on Horse Races of ODIE" dated 6 March 2012. The hearing date is 17th February 2016.
Besides the above, Intralot will take any further steps to defend its interests including, among others, through the application of the results of the notice of termination of the above agreement which is dated 12 February 2014 and was served to ODIE if the latter do not cure the reason of the termination.

s) In Italy, the company Stanley International Betting Ltd filed a recourse before the administrative courts of Lazio against the State Autonomous Administrative Monopolies (AAMS) and eventually against all companies to which licenses for conducting betting activities have been granted, including the subsidiary Intralot Italia SpA, requesting the annulment of the legislative decree of 2012 which provided for the granting of licenses for betting activities for three years, the annulment of the tenders conducted in 1999 and 2006 and the betting licenses granted pursuant to them for twelve and nine years respectively.
The hearing of the case was made on 5 February 2014 and the court decided to suspend the issue of the decision until the European Court of Justice responds on some preliminary queries which have been set by the court of second instance relating to a recourse of Stanley International Betting Ltd against AAMS and the companies SNAI S.p.A. and Intralot Italia S.p.A. which was rejected at the first instance and was related, among others, to the legality of the participation of Stanley International Betting Ltd to the tenders of 1999 and 2006. The local legal advisors of Intralot Italia S.p.A. opine that the above recourse will not succeed.

Until 21 March 2014, apart from the legal issues for which a provision has been recognised, the Group Management estimates that the rest of the litigations will be finalized without a material effect on the Group's and the Company's financial position and results.

B. UNAUDITED TAX YEARS

COMPANY	FISCAL YEARS
INTRALOT S.A.	2012-2013
BETTING COMPANY S.A.	2007-2010 & 2013
BETTING CYPRUS LTD	2004-2013
INTRALOT DE CHILE S.A.	2008-2010 & 2012-2013
INTRALOT DE PERU SAC	2009 & 2011-13
INTRALOT INC.	2010-2013
INTRALOT BETTING OPERATIONS (CYPRUS) LTD	2003-2013
ROYAL HIGHGATE LTD	2006-2013
POLLOT Sp.Zoo	2010-2013
MALTCO LOTTERIES LTD	2004-2013
INTRALOT HOLDINGS INTERNATIONAL LTD	2004-2013
LOTROM S.A.	2010-2013
BILOT EOOD	2009-2013
EUROFOOTBALL LTD	2009-2013
EUROFOOTBALL PRINT LTD	2009-2013
INTRALOT INTERNATIONAL LTD	2010-2013
INTRALOT OPERATIONS LTD	2010-2013
INTRALOT BUSINESS DEVELOPMENT LTD	2010-2013
INTRALOT TECHNOLOGIES LTD	2003-2013
INTELTEK INTERNET AS	2009-2013
LOTERIA MOLDOVEI S.A.	1/10/2009-2013
TOTOLOTEK S.A.	2007-2013
WHITE EAGLE INVESTMENTS LTD	2012-2013
BETA RIAL Sp.Zoo	2007-2013
UNICLIC LTD	2004-2013
DOWA LTD	2004-2013
INTRALOT NEW ZEALAND LTD	2010-2013
INTRALOT ST.LUCIA LTD	2008-2013
INTRALOT DOMINICANA S.A.	2009-2013
INTRALOT GUATEMALA S.A.	2009-2013
LOTTERIA Y APUESTOSA DE GUATEMALA S.A.	2009-2013
INTRALOT LATIN AMERICA INC	2008-2013
INTRALOT JAMAICA LTD	2008-2013
INTRALOT NEDERLAND BV	2011-2013
INTRALOT CARIBBEAN VENTURES LTD	2010-2013
INTRALOT SURINAME LTD	2009-2013
SUPREME VENTURES LTD	2008-2013
DC09 LLC	2010-2013
KELICOM HOLDINGS CO LTD	2008-2013
DINET ZAO	2010-2013
INTRALOT DE COLOMBIA (BRANCH)	2008-2013
INTRALOT HONG-KONG HOLDINGS LIMITED	2013
INTRALOT FRANCE SAS	2010-2013
INTRALOT CZECH S.R.O.	2011-2013
INTRALOT GERMANY GMBH	2012-2013
GAIN ADVANCE GROUP LTD	-
INTRALOT GAMING MACHINES SpA	2013
CARIBBEAN VLT SERVICES LTD	2012-2013
INTRALOT INVESTMENTS LTD	2012-2013
DEEPSTACK CASINO LLC	2012-2013
INTRALOT HOLDINGS LUXEMBOURG S.A.	2012-2013
INTRALOT GLOBAL HOLDINGS B.V.	2013
INTRALOT FINANCE LUXEMBOURG S.A.	2013
GOREWARD LTD	-
WUSHENG COMPUTER TECHNOLOGY (SHANGHAI) CO LTD	2013

COMPANY	FISCAL YEARS
INTRALOT EGYPT LTD	2008-2013
E.C.E.S. SAE	2007-2013
INTRALOT OOO	2011-2013
POLDIN LTD	2007-2013
INTRALOT ASIA PACIFIC LTD	2006-2013
INTRALOT AUSTRALIA PTY LTD	2010-2013
INTRALOT SOUTH AFRICA LTD	2005-2013
INTRALOT LUXEMBOURG S.A.	2010-2013
INTRALOT ITALIA S.p.A.	2008-09 & 2011-13
INTRALOT FINANCE UK PLC	2012-2013
INTRALOT IBERIA SAU	2010-2013
INTRALOT IBERIA HOLDINGS S.A.	2010-2012
TECNO ACCION S.A.	2009-2013
GAMING SOLUTIONS INTERNATIONAL SAC	2009-2013
GAMING SOLUTIONS INTERNATIONAL LTD	2009-2013
INTRALOT BEIJING Co LTD	2007-2013
NAFIROL S.A.	-
INTRALOT ARGENTINA S.A.	2009-2013
LEBANESE GAMES S.A.L	-
VENETA SERVIZI S.R.L.	2007-2013
INTRALOT SOUTH KOREA S.A.	2007-2013
SERVICIOS TRANSDATA S.A.	2009-2013
SLOVENSKE LOTERIE AS	2009-2013
TORSYS S.R.O.	2009-2012
INTRALOT DO BRAZIL LTDA	2008-2013
OLTP LTDA	2010-2013
BILYONER INTERAKTIF HIZMELTER AS	2009-10 & 2012-2013
LOTRICH INFORMATION Co. LTD	2013
GIDANI LTD	2008-2013
INTRALOT INTERACTIVE S.A.	2010 & 2013
INTRALOT INTERACTIVE USA LLC	2010-2013
JACKPOT S.p.A.	2010-2013
NIKANTRO HOLDINGS CO LTD	2009-2013
TACTUS S.R.O.	2009-2013
ATROPOS S.A.	2009-2013
NETMAN SRL	2010-2013
AZERINTELTEK AS	2011-2013
INTRALOT TURKEY AS	2009-2013
INTRALOT MAROC S.A.	2010-2013
INTRALOT MINAS GERAIS LTDA	2010-2012
PROMARTA OOO	2010-2013
FAVORIT BOOKMAKERS OFFICE OOO	2012-2013
INTRALOT DE MEXICO LTD	2006-2013
INTRALOT DISTRIBUTION OOO	2011-2013
INTRALOT GAMING SERVICES PTY	2010-2013
KTEMS HOLDINGS CO LTD	2005-2013
INTRALOT BETTING OPERATIONS RUSSIA LTD	2011-2013
NANUM LOTTO LTD	2007-2013
INTRALOT LOTTERIES LTD	2011-2013
PRECIOUS SUCCESS LTD GROUP	-
INTRALOT GLOBAL SECURITIES B.V.	2013
INTRALOT LEASING NEDERLAND B.V.	2013
INTRALOT CYPRUS GLOBAL ASSETS LTD	2012-2013
OASIS RICH INTERNATIONAL LTD	-

There is a tax audit in progress in Servicios Transdata S.A. for the year 2012, in Intralot Italia S.p.A for the years 2008-2009, in Intralot de Peru SAC for the year 2011-2012, in Azerinteltek for the years 2011-2013, in Australia Pty Ltd and Intralot Gaming Services Pty for the years 2010-2012, in Wusheng Computer Technology (Shanghai) Co Ltd for the year 2013, in Loteria Moldovei SA for the period 30/9/2009-31/1/2014, in Intralot de Colombia for the year 2008 and in Royal Highgate Ltd for the years 2007-2011. In Jackpot S.p.A the tax audit for the years 01/01/2010-08/03/2012 has been completed but the company has not been notified up to now for the results of this audit. In Intralot De Peru SAC the tax audit for the year 2010 has been completed, in Intralot Hong-Kong Holdings Ltd for the years 2011-2012, in Lotrich Information Co Ltd for the years 2011-2012, in Intralot Italia S.p.A. for the year 2010, in Intralot de Chile S.A. for the year 2011 and in Bilyoner AS for the year 2011. Also, in Servicios Transdata S.A. the tax audit for the income tax as for the year 2008 and for VAT as for the period 1/12008-30/6/2009 has been completed imposing additional taxes and fines amounting to € 3,4 εκατ. The company has started an objection according to the relevant law for the cancellation of imposed taxes and fines. The company's legal consultants believe that the most possible outcome of the case will be positive. In 2011, in Lotrom S.A. the tax inspection for the years 1/1/2004-2009 has been completed with an effect in the company's 2011 results of €1,3 mio, in addition to imposing taxes of €1,1 mio due to a different estimation of the tax base recognition of some transnational transactions, which were offset during 2011-2012 with tax receivables after a relevant audit. In addition, there were penalties of € 1 mio that have already been paid during 2012, as a prerequisite for a relative appeal of the company and have been recognised as claims. The company's legal consultants fully disagree and have already started an objection according to the relevant law for the cancellation of taxes imposed and the payback of the fines. So far the Court of Appeal quashed the decisions of the tax authorities, who appealed to the Supreme Court. The tax inspection in Lotrom S.A., covering the period 01/01/2010-30/11/2011 regarding VAT has been completed and in Intralot Jamaica Ltd for the years 2011 - 2012 regarding PAYE tax. Moreover, in Intralot S.A. the tax audit for the year 2011 has been completed imposing taxes on accounting differences plus surcharges amounting to € 3,9 million. The Company has filed administrative appeals against the relevant control sheets. The company's management and its legal advisors estimate that the appeals will thrive finally for the most part. The company has formed sufficient provisions. The companies Intralot Interactive S.A. and Betting Company S.A. have received an annual tax audit report with an unqualified opinion for the year 2012 from an audit company based on POL.1159/22.7.2011.

C. COMMITMENTS

(i) Operating lease payment commitments:

At 31st December 2013 within the Group there had been various operating lease agreements relating to rental of buildings and motor vehicles. Rental costs have been included in the income statement for the year ended 31st December 2013.

Future minimum lease payments of non-cancelable lease contracts as at 31st December 2013 are as follows:

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

	GROUP		COMPANY	
	31/12/2013	31/12/2012	31/12/2013	31/12/2012
Within 1 year	10.027	9.356	2.046	1.943
Between 2 and 5 years	30.507	32.335	7.011	7.273
Over 5 years	4.850	9.537	3.442	4.876
Total	45.384	51.228	12.499	14.092

(ii) Guarantees:

The Company and the Group at 31st December 2013 had the following contingent liabilities from guarantees for:

	GROUP		COMPANY	
	31/12/2013	31/12/2012	31/12/2013	31/12/2012
Guarantees to third parties on behalf of subsidiaries	0	0	280.265	258.046
Bank guarantee letters	165.382	148.357	70.148	82.357
Other guarantees	0	9.300	0	9.300
	165.382	**157.657**	**350.413**	**349.703**

(iii) Financial lease payment commitments:

GROUP	Minimum of the lease payments	Present value of the minimum lease payments	Minimum of the lease payments	Present value of the minimum lease payments
	31/12/2013	31/12/2013	31/12/2012	31/12/2012
Within one year	13.002	11.290	2.488	2.199
After one year but not more than five years	20.503	19.243	5.696	5.360
After more than five years	0	0	0	0
Minus: Interest	-2.972	0	-625	0
Total	**30.533**	**30.533**	**7.559**	**7.559**

COMPANY	Minimum of the lease payments	Present value of the minimum lease payments	Minimum of the lease payments	Present value of the minimum lease payments
	31/12/2013	31/12/2013	31/12/2012	31/12/2012
Within one year	0	0	0	0
After one year but not more than five years	0	0	0	0
After more than five years	0	0	0	0
Minus: Interest	0	0	0	0
Total	**0**	**0**	**0**	**0**

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

28. Related Parties Disclosures

INTRALOT acquires goods and services from or sells goods and provides services to various related parties in the course of its ordinary business.
These related parties consist of subsidiaries, associates or other related companies being under common control and/or administration with INTRALOT.

Below there is a summary presentation of the transactions and balances with the related parties for the year 2013:

Amounts in thousand €	GROUP		COMPANY	
	31/12/2013	31/12/2012	31/12/2013	31/12/2012
a) Sales of goods and services				
-to Subsidiaries	0	0	36.627	54.305
-to Associates	20.522	4.460	16.590	6.754
-to Other Related parties	5.430	4.845	5.324	4.577
b) Purchases of goods and services				
-from Subsidiaries	0	0	20.103	16.224
-from Associates	-610	19	-610	19
-from Other Related parties	20.932	23.251	17.528	19.504
c) Receivables (1)				
-from Subsidiaries	0	0	141.534	169.809
-from Associates	19.890	903	14.440	893
-from Other Related parties	21.907	17.296	17.072	9.924
d) Liabilities (2)				
-to Subsidiaries	0	0	267.803	27.872
-to Associates	0	6	0	6
-to Other Related Parties	33.423	25.046	29.734	21.781
e) Transactions and fees of key management personnel	10.769	9.671	5.715	5.075
f) Receivables from key management personnel	585	589	0	0
g) Payables to key management personnel	826	894	482	560
(1)The respective amounts analysed as follows:				
Total due from related parties	42.382	18.788	173.046	180.626
(less) long term portion (Note 16)	4.123	4.391	0	0
Short term from related parties (Note 18)	38.259	14.397	173.046	180.626
(2)The respective amounts analysed as follows:				
Total due to related parties	34.249	25.946	298.019	50.219
(less) long term loans	1.831	1.914	223.042	0
(less) long term liabilities (Note 24)	32	43	0	0
Short term to related parties (Note 25 & 26)	32.386	23.989	74.977	50.219

Sales of goods and services to related companies are at normal market prices. The outstanding balances at the end of the year are not secured and their settlement is made in cash. No guarantees are provided or taken for the above receivable. For the year ended 31 December 2013, the Company has raised a provision of €39,5 mil. that relates to provision for doubtful debts of receivables from subsidiaries and has been recognized in the statement of comprehensive income of the year. The cumulative provisions for 31/12/2013 amount to €82,8 million.

29. Fair Value Estimation

The Group classifies fair values using the fair value hierarchy that reveals the importance of the inputs used for the estimation of these valuations.

The levels of fair value are the following:

Level 1: quoted (unadjusted) prices in active markets with large volume of transactions for identical assets or liabilities

Level 2: inputs other than quoted prices included within Level 1, that are observable for the asset or liability, either directly (e.g prices) or indirectly (that is derived from prices)

Level 3: inputs for the asset or liability that are not based on observable market data (unobservable inputs)

GROUP	**Fair Value 31/12/2013**	**Fair Value Hierarchy**		
		Level 1	**Level 2**	**Level 3**
Financial Assets				
Other financial assets	10.965	6.963	0	4.002
Derivative financial instruments	0	0	0	0
Financial Liabilities				
Derivative financial instruments	1.061	0	1.061	0

COMPANY	**Fair Value 31/12/2013**	**Fair Value Hierarchy**		
		Level 1	**Level 2**	**Level 3**
Financial Assets				
Other financial assets	441	43	0	398
Derivative financial instruments	0	0	0	0
Financial Liabilities				
Derivative financial instruments	165	0	165	0

During 2013 there were no transfers between Level 1 and 2 in the hierarchy of fair value or transfer in and out of Level 3.

GROUP	**Fair Value 31/12/2012**	**Fair Value Hierarchy**		
		Level 1	**Level 2**	**Level 3**
Financial Assets				
Other financial assets	9.619	4.809	168	4.642
Derivative financial instruments	0	0	0	0
Financial Liabilities				
Derivative financial instruments	6.559	0	6.559	0

COMPANY	Fair Value 31/12/2012	Fair Value Hierarchy Level 1	Level 2	Level 3
Financial Assets				
Other financial assets	1.547	840	0	707
Derivative financial instruments	0	0	0	0
Financial Liabilities				
Derivative financial instruments	1.593	0	1.593	0

During 2012 there were no transfers between Level 1 and 2 in the hierarchy of fair value or transfer in and out of Level 3.

30. Financial risk management

Description of significant risks and uncertainties

The group's international activities expose its companies to a variety of financial risks, including foreign exchange, interest rate, credit and liquidity risks. Risk management is a continuous and evolving process, which focuses on the volatility of financial markets and seeks to minimize potential adverse effects on the Group's financial performance. Risk management is carried out by a central treasury department under policies approved by the Board of Directors.

Credit risk

The Group does not have significant credit risk concentration because of the wide dispersion of its customers and the fact that credit limits are set through signed contracts. The maximum exposure of credit risk amounts to the aggregate values presented in the balance sheet. In order to minimize the potential credit risk exposure arising from cash and cash equivalents, the Group sets limits regarding the amount of credit exposure to any financial institution. Moreover, in order to secure its transactions even more, the Group adopted an internal rating system, regarding credit rating evaluation, using the relevant financial indices.

Liquidity risk

Prudent liquidity risk management implies maintaining sufficient cash and marketable securities, the availability of funding through an adequate amount of committed credit facilities and the ability to close out market positions. The Group took measures to obtain certain policies to monitor the liquidity in order to hold liquid assets that can cover Group's liabilities.

Market Risk

1) Foreign Exchange risk

Fluctuations in exchange rates can have significant effects on the Group's currency positions. Group transactions are carried out in more than one currency and therefore there is a high exposure in foreign exchange rate fluctuations against the euro, which is the main underlying economic currency. On the other hand, the Group's activity abroad also helps to create a significant advantage in foreign

exchange risk management, due to the diversification in the currency portfolio. This kind of risk mainly results from commercial transactions in foreign currency as well as investments in foreign entities. For managing this type of risk, the Group enters into derivative financial instruments with various financial institutions. The Group's policy regarding the foreign exchange risk concerns not only the parent company but also the Group's subsidiaries.

Sensitivity Analysis in Currency movements (amounts of the period 1/1 – 31/12/2013)

Foreign Currency	Currency Movement	Effect in Earnings before taxes ('000 €)	Effect in Equity ('000 €)
USD:	5%	-296	2.474
	-5%	268	-2.239
TRY:	5%	1.633	1.875
	-5%	-1.478	-1.696
PEN:	5%	-105	111
	-5%	95	-101
BRL:	5%	-314	-204
	-5%	284	184
JMD:	5%	304	1.085
	-5%	-275	-982
ARS:	5%	636	-70
	-5%	-576	63
RON:	5%	11	921
	-5%	-10	-833

Sensitivity Analysis in Currency movements (amounts of the period 1/1 – 31/12/2012)

Foreign Currency	Currency Movement	Effect in Earnings before taxes ('000 €)	Effect in Equity ('000 €)
USD:	5%	-245	2.995
	-5%	221	-2.710
TRY:	5%	1.527	1.497
	-5%	-1.381	-1.354
PEN:	5%	321	-67
	-5%	-290	61
BRL:	5%	-279	-11
	-5%	253	10
JMD:	5%	685	1.098
	-5%	-620	-994
ARS:	5%	564	160
	-5%	-510	-145
RON:	5%	40	899
	-5%	-36	-813

2) Interest rate risk

The Group's exposure to market risk for changes in interest rates relates to long and short term borrowings. For managing this type of risk the Group enters into derivatives financial instruments. Group policy regarding the interest rate risk concerns not only the parent company but also debt that the Group's subsidiaries have raised either in Euros or in the local currency.

Sensitivity Analysis of Group Loans in interest rate risk

Year 2013		**Change in interest rate**	**Effect on profit before tax**
	Euribor 1M	+/- 1%	1.260
	Euribor 3M	+/- 1%	425

Year 2012		**Change in interest rate**	**Effect on profit before tax**
	Euribor 1M	+/- 1%	2.600
	Euribor 3M	+/- 1%	625
	Euribor 6M	+/- 1%	159

DERIVATIVES

For the interest rate and exchange rate risk which may arise from the current and future funding needs, the Group has concluded entering in various contracts for the Parent company and the Subsidiaries.

Interest Rate Hedge:

Positions: Swap
Inception of contract: 31/03/2009
Expiration: 31/03/2014
Amount: € 90 million

Interest Rate and foreign exchange Hedge:

Positions: Cross Currency Swap
Inception of contract: 12/08/2011
Expiration: 12/08/2014
Amount: € 4,88 million

Positions: Cross Currency Swap
Inception of contract: 29/09/2011
Expiration: 12/08/2014
Amount: € 0,9 million

The Group from the fair value revaluation on 31/12/2013 of the above mentioned derivatives and the settlement of derivative instruments that had in its possession from 2012, recognized a gain of € 3,27 million (including deferred tax) in equity and a loss of €3,76 million in income statement.

CAPITAL MANAGEMENT

The Group aims through capital management to ensure the smooth functioning ability of the Group in the future, shareholders value maximization and maintaining the appropriate capital structure in terms of capital costs.

The Group monitors its capital adequacy based on the ratio of net debt to EBITDA. Net debt includes borrowings and finance lease liabilities minus cash and cash equivalents.

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Long term loans (note 21)	352.146	329.730	223.042	55.000
Long term finance lease liabilities	19.243	5.361	0	0
Short term loans (note 26)	165.630	183.685	9.432	204.384
Short term finance liabilities	11.290	2.198	0	0
Total Debt	**548.309**	**520.974**	**232.474**	**259.384**
Minus: Cash and cash equivalents	-143.334	-134.973	-5.131	-5.254
Net Debt	**404.975**	**386.001**	**227.343**	**254.130**
EBITDA	**194.831**	**177.536**	**23.141**	**21.873**
Leverage ratio	**2,08**	**2,17**	**9,82**	**11,62**

31. Other short and long term provisions

The Group's provisions in 31/12/2013 that refer to legal issues amount to € 6,1 million, to unaudited tax periods and tax audit expenses amount to €3,9 million and € 10,9 million refer to other provisions. The respective amounts for the Company amount to € 6,1 million (legal issues), € 3,3 million (provisions for unaudited tax periods and tax audit expenses from chartered auditors) and € 7 million (other provisions).

Moreover, in the statement of comprehensive income of the Group is included an amount of € 2,8 million, which refers to an estimate for impairment of tangible and intangible assets and amount € 11,4

million which refers to receivable bad debts from third parties. Respectively, in the Company's statement of comprehensive income is included an amount of € 39,5 million that concerns estimate for impaired recoverable value of receivables from subsidiaries and € 2 million from third parties.

32. Comparatives

Limited reclassifications have been performed to the comparative previous year financial data for comparison purposes.

33. Debit / Credit Interest -Contiguous Expense /Income

	GROUP		COMPANY	
	31/12/2013	**31/12/2012**	**31/12/2013**	**31/12/2012**
Interest Expense	-38.626	-17.841	-17.285	-13.216
Losses on investments	-2.436	-1.930	-347	-252
Losses on derivatives	-5.346	-3.447	-3.102	-1.502
Finance costs	-11.422	-18.587	-3.931	-9.319
Discounting	-68	-1.479	0	0
Finance Expense	**-57.898**	**-43.284**	**-24.665**	**-24.289**
Interest Income	10.198	12.578	5.495	5.429
Gains on investments	14.370	7.133	11.315	596
Gains on derivatives	85	375	85	374
Dividends	459	2.250	7.356	19.131
Discounting	121	148	0	0
Finance Income	**25.233**	**22.484**	**24.251**	**25.530**
Net Finance income/expense	**-32.665**	**-20.800**	**-414**	**1.241**

34. Subsequent events

In January 2014, INTRALOT announced its new organizational structure as well as the members of the Executive Committee, who will report directly to the Group CEO, Mr. Constantinos Antonopoulos. The new structure of the organization reflects the growing global footprint of Intralot, the need to better serve the customers, satisfy their fast evolving needs, optimize its operations, enhance the offering of top-quality and innovative products and services, and increase shareholder value. The new organization was the outcome of a thorough strategic and organization study conducted in collaboration with the global management consultants The Boston Consulting Group - BCG. The company will be organized around three distinct divisions - Products & Services, Global Operations & Sales and Technology.

The new management Executive Committee appointments are the following:

- Mr. Socrates S. Kokkalis is appointed Group Deputy Chief Executive Officer
- Mr. Ioannis Pantoleon is appointed Group Chief Operating Officer, for all Global Operations and Sales

- Mr. George Zenzefilis is appointed Group Chief Products & Services Officer
- Mr. Konstantinos Farris is appointed Group Chief Technology Officer
- Mr. Athanasios Chronas is appointed Group Chief Legal & Compliance Counsel
- Mr. Antonios Kerastaris (presently Chief Executive Officer of Hellas Online) is appointed Group Chief Financial Officer
- Mr. Nikos Nikolakopoulos is appointed President Latin America, Western Europe & Africa, reporting to the Group COO.

In February 2014, after a smooth conversion to INTRALOT's systems and six years of successful operations in New Mexico, INTRALOT USA was awarded an extension of its contract by the New Mexico Lottery Board for the provision of the on-line Lottery Gaming System and related products and services. The new amendment extends the current seven (7) year contract, for three (3) additional years from 2015 until 2018.

In February 2014, INTRALOT S.A. announced the extension of its agreement with Hrvatska Lutrija d.o.o, the Croatian State Lottery, for the supply and maintenance of an extensive portfolio of interactive instant and scratch games, following a public procurement procedure. The extension contract will have a duration of one (1) year and may be re-extended for consecutive one-year periods.

In March 2014 INTRALOT selected by Premier Lotteries Ireland Limited (PLI), as its technology provider for the supply, set up, maintenance and support of new lottery software platforms and terminals in Ireland. Premier Lotteries Ireland is a company that has been awarded a 20 year licence to operate the Irish National Lottery that recorded revenues of €735m in 2012. Within the framework of the 10-year contract, INTRALOT will provide its state-of-the-art LOTOS™ O/S On-line Gaming Computer System for the operation and administration of Lottery and instant games over both the retail POS network, as well as the Internet and mobile channels. The technology suite will also include INTRALOT's CRM solution and LOTOS™ Horizon content management software platform. In addition, INTRALOT will supply PLI with more than 4,000 of its sophisticated Photon terminals that are based on INTRALOT's cutting-edge Icon Digital Imaging Technology. Aiming to offer the most efficient on-site support, INTRALOT has set-up INTRALOT Ireland that will be responsible for the implementation and configuration of these platforms, simultaneously offering a combination of high quality maintenance, support and repair services for the delivered software and terminals, as well as on-going consultancy services for the complete project term. Additional options from INTRALOT's product portfolio have also been made available to Premier Lotteries Ireland for the duration of the contract.

In March 2014, Intralot Finance UK Plc signed a supplemental agreement with a revised repayment schedule of the €42.5 Facility B (note 21).

Also in March 2014, Intralot Finance UK Plc engaged Alpha Bank and Societe Generale, to arrange a €200 million syndicated Term and Revolving Credit Facility. The facility will be structured with a 3 year tenor plus a one-year extension option at the discretion of the Lenders and will be used:
a) to refinance the existing €230 million Facility C (note 21) maturing in December 2014 and
b) for general corporate purposes.

Maroussi, March 24th, 2014

THE CHAIRMAN OF THE BOARD OF DIRECTORS

S.P. KOKKALIS
ID. No. AI 091040

THE VICE-CHAIRMAN OF THE BoD AND CEO

C.G. ANTONOPOULOS
ID. No. AI 025905

GROUP CHIEF FINANCIAL OFFICER

A.I. KERASTARIS
ID. No. AI 682788

THE ACCOUNTING DIRECTOR

N. G.PAVLAKIS
ID.No. AZ 012557
H.E.C. License No. 15230/ A' Class

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

35. Information according to Article 10 L.3401/2005

The following notifications sent to the Daily Official List of ASE, and are posted to the ASE's website (www.helex.gr) and also to our company's website (www.intralot.com):

16/1/2013	INTRALOT ANNOUNCES SOUTH CAROLINA EDUCATION LOTTERY EXERCISES CONTRACT EXTENSION OPTION
21/1/2013	Press Release: Renewal of Betting License in Cyprus
30/1/2013	Press Release
31/1/2013	Press Release
27/2/2013	Press Release
11/3/2013	Press Release
14/3/2013	PRESS RELEASE
15/3/2013	Announcement
19/3/2013	Reply to letter of Capital Market Commission
19/3/2013	Press Release
20/3/2013	Press Release
21/3/2013	Press Release
26/3/2013	Press Release
27/3/2013	Reply to letter of Hellenic Capital Market Commission
27/3/2013	Financial Calendar for the year 2013
27/3/2013	Conference Call Invitation for Thursday, 28th March 2013
28/3/2013	Press Release (2012 Full Year Results)
11/4/2013	REPLY TO LETTER OF CAPITAL MARKET COMMISSION
17/4/2013	Press Release
19/4/2013	Reply to a letter of Capital Market Commission
2/5/2013	Invitation to the Ordinary General Meeting
24/5/2013	INTRALOT ANNOUNCES FIRST QUARTER 2013 FINANCIAL RESULTS
27/5/2013	Press Release (1Q 2013 financial results)
28/5/2013	Announcement
28/5/2013	Press Release (Shareholders' Annual General Meeting)
29/5/2013	Announcement of voting results
29/5/2013	Press Release
30/5/2013	Press Release
4/6/2013	Press Release
17/6/2013	Press Release
17/6/2013	Press Release
18/6/2013	Press Release
19/6/2013	Press Release
25/6/2013	Press Release
25/6/2013	Press Release
26/6/2013	Press Release
1/7/2013	Press Release
2/7/2013	Press Release
5/7/2013	INTRALOT SIGNS 5-YEAR IT CONTRACT WITH OPAP
5/7/2013	Press Release
11/7/2013	Press Release
19/7/2013	Press Release
30/7/2013	Press Release: 12-year concession for the Hellenic State Lotteries in Greece
1/8/2013	Press Release
2/8/2013	Announcement: INTRALOT announces pricing of €325 million Senior Notes
5/8/2013	PRESS RELEASE
27/8/2013	First Half 2013 Financial Results: Conference Call Invitation
27/8/2013	Announcement
28/8/2013	First Half 2013 Financial Results (Press Release)
2/9/2013	PRESS RELEASE
4/9/2013	Press Release
9/9/2013	Press Release
11/9/2013	Announcement
13/9/2013	Announcement
19/9/2013	PRESS RELEASE
30/9/2013	Press Release
4/10/2013	Notification according to Law 3556/2007
9/10/2013	Notification according to Law 3556/2007

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

11/10/2013	Announcement according to the Law 3556/2007
24/10/2013	Press Release
29/10/2013	Press Release
7/11/2013	Press Release: 3rd Contract in Taiwan
12/11/2013	Notification according to Law 3556/2007
18/11/2013	Reply to a letter of Capital Market Commission
19/11/2013	Press Release
26/11/2013	Press Release
27/11/2013	INTRALOT ANNOUNCES 9M2013 FINANCIAL RESULTS
2/12/2013	Press Release
12/12/2013	Press Release

NOTES TO THE ANNUAL FINANCIAL STATEMENTS OF 31 DECEMBER 2013

36. Summary Financial Information for the year January 1st to December 31st 2013

INTRALOT S.A.

INTEGRATED LOTTERY SYSTEMS AND SERVICES

Company's Number in the General Electronic Commercial Registry: 818201000 - (Public Companies (S.A.) Reg. No.: 27074/06/B/92/9)
Domicile: 64 Kifissias Av. & 3 Premetis Str., Maroussi 151 25
Financial data and information of Group and Company from 1 January to 31 December 2013
(Published in terms of article 135 of Law 2190, for Companies preparing annual consolidated and single financial statements in accordance with IAS/IFRS)
Amounts in thousands euro

The figures presented below aim to give summary information about the financial position and results of INTRALOT S.A. and INTRALOT Group. We, therefore , recommend to the reader before proceeding to any kind of investment decision or transaction with the company, to refer to the Company's web - site address, where the Annual Financial Statements in accordance to International Financial Reporting Standards are available together with the auditor's report.

Regulatory Authority:	**Ministry of Regional Development and Competitiveness (Societe Anonyme and Credit Division)**	**Board of Directors:**	**Chairman - Socrates P. Kokkalis**
Web Site:	**www.intralot.com**		**Vice-Chairman and CEO - Constantinos G. Antonopoulos**
Financial Statements approval date :	**March 24, 2014**		**Member - Andreas V. Papoulias**
Certified Auditor :	**George A.Karamichalis (Reg.No/S.O.E.L 15931)**		**Member - Fotios Th. Mavroudis**
	Georgios N. Deligiannis (Reg.No/S.O.E.L 15791)		**Member - Dimitrios Ch. Klonis**
Auditor Firm:	**S.O.L S.A. (Reg.No /S.O.E.L. 125)**		**Member - Dimitrios C. Chatzigrigoriadis ***
	Grant Thornton (Reg. No/S.O.E.L. 127)		**Member - Anastasios M. Tsoufis ***
Type of Auditor's Report:	**Unqualified**		**Member - Sotirios N. Filos ***
			Member - Petros K. Souretis

***Independent non-executive directors**

1. STATEMENT OF FINANCIAL POSITION GROUP / COMPANY

	GROUP		COMPANY	
	31.12.2013	31.12.2012*	31.12.2013	31.12.2012*
ASSETS				
Tangible Fixed Assets	199.418	240.693	7.381	15.507
Intangible Assets	353.346	363.824	65.977	50.602
Other Non-Current Assets	167.280	154.435	181.653	168.222
Inventories	48.331	43.533	37.353	31.060
Trade accounts receivable	223.481	177.445	166.298	195.145
Other Current Assets	143.334	134.973	5.131	5.254
TOTAL ASSETS	**1.135.170**	**1.114.903**	**463.793**	**465.790**
LIABILITIES AND EQUITY				
Share Capital	47.689	47.689	47.689	47.689
Other Equity Elements	219.762	255.291	67.345	73.313
Shareholders Equity (a)	267.451	302.980	115.034	121.002
Non-Controlling Interests (b)	78.320	80.617	0	0
Total Shareholders Equity (c)=(a)+(b)	345.771	383.597	115.034	121.002
Long-term Debt	352.146	329.730	223.042	55.000
Provisions / Other Long term Liabilities	60.014	54.243	16.920	18.349
Short-term Debt	176.920	185.883	9.432	204.384
Other Short-term Liabilities	200.319	161.450	99.365	67.055
Total Liabilities (d)	789.399	731.306	348.759	344.788
TOTAL EQUITY AND LIABILITIES (c)+(d)	**1.135.170**	**1.114.903**	**463.793**	**465.790**

* Including restated figures according to IAS 19 (Revised) – (note 22.B of annual financial statements)

2. TOTAL COMPREHENSIVE INCOME STATEMENT GROUP / COMPANY

	GROUP		COMPANY	
	1.1-31.12.2013	1.1-31.12.2012*	1.1-31.12.2013	1.1-31.12.2012*
Sale Proceeds	1.539.430	1.374.021	150.853	139.599
Less: Cost of Sales	-1.271.522	-1.130.994	-80.233	-88.239
Gross Profit / (Loss)	**267.908**	**243.027**	**70.620**	**51.360**
Other Operating Income	17.361	18.802	332	517
Selling Expenses	-40.185	-43.124	-5.218	-7.069
Administrative Expenses	-120.773	-118.315	-8.781	-10.214
Research and Development Costs	-6.977	-10.326	-6.458	-8.274
Other Operating Expenses	-17.045	-9.926	-41.594	-19.563
EBIT	**100.288**	**84.730**	**8.901**	**7.257**
Interest and similar charges	-57.898	-43.284	-24.665	-34.289
Interest and related income	25.233	22.464	24.251	25.530
Exchange differences	-11.062	-831	-1.288	-1.736
Profit / (Loss) from equity method consolidations	-3.011	95	0	0
Operating Profit / (Loss) before tax	**53.551**	**58.422**	**7.199**	**6.262**
Less: taxes	-32.239	-25.365	-7.254	-3.284
Operating Profit / (Loss) after tax (A)	**21.312**	**33.057**	**-55**	**2.978**
Attributable to:				
- Owners of the parent	-4.567	6.116	-55	2.978
- Non-Controlling Interests	25.879	26.941	0	0
Other comprehensive income for the year, after tax (B)	**-34.020**	**-5.206**	**1.513**	**1.103**
Total comprehensive income after taxes (A) + (B)	**-12.708**	**27.849**	**1.458**	**4.081**
Attributable to:				
- Owners of the parent	-25.089	3.348	1.458	4.081
- Non-Controlling Interests	12.381	24.501	0	0
Profit / (Loss) after taxes per share (in euro)				
- basic	-0,0257	0,0385	-0,0003	0,0187
- diluted	-0,0257	0,0385	-0,0003	0,0187
Proposed dividend per share (in euro)	0,000000	0,002823	0,000000	0,002823
EBITDA	**194.831**	**177.536**	**23.141**	**21.873**

* Including restated figures according to IAS 19 (Revised) – (note 22.B of annual financial statements)

3. STATEMENT OF CHANGES IN EQUITY GROUP / COMPANY

	GROUP		COMPANY	
	31.12.2013	31.12.2012*	31.12.2013	31.12.2012*
Net equity at the beginning of the year (1/1/2013 and 1/1/2012 respectively) (initial publication)	383.849	375.258	121.272	118.563
Restatement for transition to IAS 19 (revised)	-252	-713	-270	-687
Net equity at the beginning of the year (1/1/2013 and 1/1/2012 respectively)(after the restatement for IAS 19)*	383.597	374.555	121.002	117.876
Effect on retained earnings from previous years adjustment	-1.247	-690	0	-394
Convertible bond repurchase	-5.241	0	-7.009	0
Total comprehensive income for the year after tax (continuing and discontinuing operations)	-12.708	27.849	1.458	4.081
New consolidated companies	5.121	0	0	0
Increase / (decrease) in share capital	0	1.027	0	0
Dividends Distributed	-16.939	-19.814	-417	-562
Exercise of stock option rights	0	1	0	1
Effect due to change in ownership percentage	-6.635	669	0	0
Deemed Dividend Distribution Tax	-177	0	0	0
Net Equity at the end of the year (31/12/2013 and 31/12/2012 respectively)	**345.771**	**383.597**	**115.034**	**121.002**

* Including restated figures according to IAS 19 (Revised) – (note 22.B of annual financial statements)

4. CASH FLOW STATEMENT GROUP / COMPANY

	GROUP		COMPANY	
	1.1-31.12.2013	1.1-31.12.2012	1.1-31.12.2013	1.1-31.12.2012
Operating Activities				
Net Profit before Taxation (continuing operations)	53.551	58.422	7.199	6.262
Plus/Less adjustments for:				
Depreciation and Amortization	91.573	92.806	14.240	14.616
Provisions	14.578	7.657	40.779	19.720
Exchange rate differences	-22.583	-178	0	0
Results from Investing Activities	11.854	-384	-6.020	-17.775
Debit Interest and similar expenses	57.898	43.284	24.665	24.289
Credit Interest	-24.774	-20.234	-16.895	-6.399
Plus/Less adjustments of working capital to net cash or related to operating activities:				
Decrease/(Increase) of Inventories	-3.901	5.130	-4.828	8.984
Decrease/(Increase) of Receivable Accounts	-67.340	-12.327	-20.373	-11.847
(Decrease)/Increase of Payable Accounts (except Banks)	43.723	-3.208	35.566	-20.255
Less:				
Interest Paid and similar expenses paid	37.812	33.609	12.341	15.224
Income Tax Paid	35.493	23.602	2.861	255
Net Cash from Operating Activities (a)	**81.274**	**113.757**	**59.331**	**2.116**
Investing Activities				
Purchases of subsidiaries, associates, joint ventures and other investments	-22.934	888	-12.092	-831
Purchases of tangible and intangible assets	-58.170	-119.013	-23.155	-11.825
Proceeds from sales of tangible and intangible assets	389	1.760	0	0
Interest received	8.591	11.460	5.367	2.518
Dividends received	2.806	3.822	7.943	7.855
Net Cash from Investing Activities (b)	**-69.318**	**-101.083**	**-22.237**	**-2.283**
Financing Activities				
Cash inflows from Share Capital Increase	0	194	0	0
Cash inflows from loans	492.442	46.168	74.500	0
Repayment of loans	-472.315	-40.339	-111.300	-8.419
Repayment of Leasing Obligations	-6.877	-5.902	0	0
Dividends paid	-16.955	-20.330	-417	-562
Net Cash from Financing Activities (c)	**-3.395**	**-20.199**	**-37.217**	**-8.981**
Net increase / (decrease) in cash and cash equivalents for the year (a) + (b) + (c)	**8.361**	**-7.525**	**-123**	**-9.148**
Cash and cash equivalents at the beginning of the year	**134.973**	**142.498**	**5.254**	**14.402**
Cash and cash equivalents at the end of the year	**143.334**	**134.973**	**5.131**	**5.254**

Supplementary information

1. The same accounting policies have been followed, compared with previous year financial statements 31/12/12 except for the changes resulting from the adoption of new or revised accounting standards and interpretations as mentioned in note 2.4 of the year-end financial statements.
2. The companies included in the consolidation of 31/12/13 and not in the consolidation of 31/12/12 due to subsequent acquisition are the following: Intralot Cyprus Global Assets Ltd, Intralot Finance Luxembourg SA., Intralot Global Holdings BV, Intralot Global Securities BV, Intralot Leasing Nederland BV, Gorewand Ltd, Oasis Rich International Ltd & Wusheng Computer Technology (Shanghai) Co Ltd (note 14 of annual financial statements). The entity Bilyoner Interaktif Hizmetler AS Group is consolidated since 1/12/13 with the full consolidation method (in prior periods was consolidated with the equity method) since the requirements of IAS 27 are met. Since 1/1/13, entities Gain Advance Group Ltd and KTEMS Holdings Co Ltd are consolidated with the equity method (in prior periods were consolidated with the full consolidation method) since the requirements of IAS27 are no longer met. Since 1/1/2013 company Nanum Lotto Co Ltd is not consolidated since the requirements of IAS 28 are no longer met. The subsidiary Servicios Transdata SA was absorbed by Intralot De Peru SAC on 1/10/13. Companies Atropos SA, Nafird SA and E.C.E.S. SAE are in the process of liquidation while the liquidation of Intralot France SAS was completed in May 2013.
3. The Group's provisions that refer to legal issues up to 31/12/13 amounted to € 6,1 mio. The Group's provisions that refer to unaudited tax periods amounted to € 3,9 mio and the rest € 10,9 mio to other provisions. Respectively, the Company stated € 6,1 mio for provisions of legal issues, € 3,3 mio for unaudited tax periods and € 7 mio for other provisions.
4. The personnel employed as at 31/12/13 by the Company were 620 and by the Group were 5.685. Respectively, as at 31/12/12, the personnel employed by the Company were 617 and by the Group were 5.541.
5. Companies that are included in 31/12/13 consolidated financial statements are presented in note 13 in the annual financial report including locations, group percentage ownership and consolidation method.
6. The fiscal years that are unaudited by the tax authorities for the Company and the Group's subsidiaries are presented in detail in the note 27.B of the annual financial report.
7. The amounts of expense/income included in the Group's comprehensive income statement as at 31/12/13 of € -84 mio (2012: € -5,2 mio) concern: foreign exchange differences of € -42,3 mio (2012: € -5 mio), derivative valuation of € 3,3 mio (2012: € 2 mio), € 5,3 mio (2012: € -2,7 mio), concerns the valuation of available for sale financial assets, while ending amount € -0,3 mio (2012: € 0,5 mio), concerns defined benefit plans revaluation. Accordingly, the amounts of expense/income recorded in the comprehensive income statement as at 31/12/13 for the Company, amounted to € 1,5 mio (2012: € 1,1 mio) regard: revaluation of available for sale financial assets, amounted to € -8k (2012: € 37 k), € 1,6 mio (2012: € 649 k) concerns valuation of derivative and € -72 k (2012: € 417 k) concerns defined benefit plans revaluation.
8. There are no changes in accounting estimates. Certain prior year amounts have been reclassified for presentation purposes with no significant impact on the prior year equity, turnover and earnings after tax of the Group and the Company.
9. Transactions (including income, expenses, receivables, payables) with related parties, are as follows:

	Group	Company
a) Income		
-from subsidiaries	0	36.827
-from associates	20.522	16.590
-from other related parties	5.430	5.324
b) Expenses		
-to subsidiaries	0	20.103
-to associates	-610	-610
-to other related parties	20.932	17.528
c) Receivables		
-from subsidiaries	0	141.534
-from associates	19.890	14.440
-from other related parties	21.907	17.072
d) Payables		
-to subsidiaries	0	267.803
-to associates	0	0
-to other related parties	33.423	29.734
e) BoD and Key Management Personnel transactions and fees	10.789	5.715
f) BoD and Key Management Personnel receivables	585	0
g) BoD and Key Management Personnel payables	826	482

Maroussi, March 24th, 2014

THE CHAIRMAN OF THE BOARD OF DIRECTORS	THE VICE-CHAIRMAN OF THE BOARD OF DIRECTORS AND CEO	THE GROUP CHIEF FINANCIAL OFFICER	THE ACCOUNTING DIRECTOR
S. P. KOKKALIS	C.G. ANTONOPOULOS	A. I. KERASTARIS	N.G. PAVLAKIS
ID. No. AI 091040	ID. No.AI 025905	ID. No. AI 682788	ID. No. AZ 012557 H.E.C. License No. 15230/A' Class

George Alexandris, PMP

Proposed Position: *Technical Project Manager iGEM*
Current Position: *Technical Project Manager*
Description of Responsibility: *Project Management for the Technical Implementation*

Lottery Experience

2004 - Present **INTRALOT S.A.**
Video Lottery Systems Architect/Technical Project Manager

- Technical Project Manager of the Ohio VLT Project in OH, USA
- Project Lead of the Integrated Gambling Platform (IGP)Project in New Zealand
- Development Lead for the G2S Site Controller – Central System Integration
- Design, Development and Support of the Central System (transaction server) for the following Video Lottery Installations: Australia, Romania, Malta, Moldavia, Serbia, New Zealand, Colombia, Peru
- Design and Development of Multi-Protocol Site Controllers for EGMs
- Technical Coordination and Support during Roll-Out in Australia, New Zealand and Peru
- WAN Video Lottery Transactional System Design and Development
- VLT Site Controller Design and Development

2002 **INTRALOT S.A.**
Radio Engineer

- LMDS Wireless Network Planning

Education

2003: MS Information Networking, Carnegie Mellon University, Pittsburg

2000: Electrical Engineering, Technical University of Munich, Germany

Other Training

PM Certification – Project Management Institute

Memberships

- Institute of Electrical and Electronics Engineers (IEEE), 2007
- Project Management Institute (PMI), 2008
- Technical Chamber of Greece (TEE), 2004
- Gaming Standards Association (GSA), 2007

Bruce Anderson

Proposed Position: *Project Management Support*
Current Position: *General Manager - Ohio*
Description of Responsibility: *Management of central site staff; Lottery liaison*

Lottery Experience

2011 - Present **INTRALOT**
General Manager, Vermont and Ohio

- Responsible for multiple project data center services, marketing, field service, and call center operations.
- Implemented server based TAPP IT! games that don't require a terminal release to add and remove games.
- Implemented multiple FastPlay game technology where online instant win games can be turned on and off without a terminal release.
- Directed the project to install self-service instant and online ticket terminals. .

2007 - 2011 **Gaming Acquisition and Innovation Corp.**
Operations SVP/Subject Matter Expert

- Responsible for strategic planning, corporate communications, product research, complex data mining and analysis, future sales and return on investment modeling and government relations.
- Built and presented complex financial models to Wall Street's top 10 investment banks.
- Developed patent pending process, methodology and system to manage lottery growth.
- Developed a DBMS-based project management system to manage project risk, communications, issues, earned value, requirements, and documentation.

1999 - 2006 **GTECH Corp.**
Senior Director North American Lottery Customer Service

- Led North American IT Customer Service organization, 100 call center associates and 750 installation and repair technicians in 42 states and Canada.
- Implemented Information Technology Infrastructure Library (ITIL) processes in concert with the data centers and software development organization.
- Directed definition, introduction and implementation of VSAT Installation and Repair Best Practices.

Senior Director Michigan and Wisconsin Lottery Services

- Managed 24X7 primary and lights out backup data centers.
- Led Keno project and grew Keno sales/terminal from initial launch to 2nd in the US in three years. Recruited venues, geographies and optimized population per terminal
- Leveraged government relations to change Wisconsin law limiting ability to increase instant ticket sales.
- Led project delivery of Wisconsin's new instant ticket vending machines.

Education

BS Zoology – Iowa State University

MS Information Systems – Naval Postgraduate School

Toula Argentis

Proposed Position: *Financial and Accounting Support*

Current Position: *VP and CFO*

Description of Responsibility: *Financial management of corporate accounting*

2005 - Present **INTRALOT**

Vice President and Chief Financial Officer

- Hands-on implementation, management of all accounting/financial functions, including general accounting, financial reporting, and audits consistent with US GAAP and IFRS.
- Ensure compliance with all applicable regulations and/or regulatory agencies.
- Establish and enforce appropriate internal controls, policies and procedures.
- Convey financial and accounting reports as appropriate to Parent company.
- Assume timely payroll, corporate tax compliance, securing full advantage of all favorable federal, state and local tax codes.
- Develop, analyze, and interpret data to assess profitability, and performance against budget.
- Prepare annual budget with Parent Company.
- Assisting in costing and pricing models to answer state bids for Requests for Proposals (RFP's).

Other Experience

1994 – 2003 **Lectra USA**

V.P. Finance and Administration

- Responsible for financial reporting to Corporate Headquarters that included monthly analytical reviews with actual results vs budgets. Forecasting of monthly and quarterly revenues and expenses.
- Led project for integration of uniform accounting systems in the North American Region.
- Finalized system integration process for Sales Administration processing system with accounting software system.
- Implemented new standards and procedures for Sales Administration that increased order processing efficiency and provided better market analysis and sales forecasting.
- Converted the internal employee travel manual reservation system to a fully automated online system.
- Prepared and finalized annual budget with corporate office and North American Management team.

Education

1988: Concordia University

1990: Accountancy degree - McGill University, Montreal, Quebec

Bill Avgeris, PMP

Proposed Position: *Technical Project Manager iGEM*
Current Position: *Project Manager*
Description of Responsibility: *Quality Assurance for the delivered application*

Lottery Experience

2009 – Present **INTRALOT S.A./INTRALOT, Ohio**
Video Lottery Application Expert/Analyst

- Supervision of VLT operations
- Managing technical processes and resolve technical issues
- Testing software to identify and resolve problems from an end user perspective.
- Preparing detailed test plans, acceptance criteria and test scenarios for the projects.
- Monitoring the testing process, identifying and logging test failures.
- Analyzing, writing reports and communicating results to customers, colleagues and managers.
- Installation of VLT monitoring system in Racinos (7,000 VLTs) to provide taxation data to Ohio Lottery Commission
- Data migration and installation of VLT monitoring system (27,000 VLTs) in gaming halls to provide taxation data to Victorian Government
- Maintained all operations to upgrade network, servers and VLTs in 4 casinos in Jamaica (2,000 VLTs). New monitoring system and casino platform also installed
- VLT monitoring system installed in 9,000 VLTs to provide taxation data to Ministry of Finance (Peru)
- Participation and supervision of various GLI and BMM certifications

Other Experience

***2008 –2009*, VIVODI TELECOM S.A. Quality Assurance Administrator**

***2005 –2006,* XEROX, On-site Electronic Engineer- Copy Care**

Education

2007–2008: MSc Project Management, University of Sunderland, United Kingdom

2002–2003: Pg. Diploma in Communications and Signal Processing, Newcastle University, United Kingdom 1999–2002: BEng (Hons) Electrical & Electronic Engineering, Newcastle University, United Kingdom, PM Certification – Project Management Institute, Communication Protocol certifications: G2S, SAS, VLS, QCOM, Jackpot certifications: Mystery, Progressives

Memberships

Member of Project Management Institute (PMI), In depth knowledge of Project Management methodologies PMBOK, PRINCE2 and CMMI, Excellent knowledge of *MS Project* various components including Project Monitoring, Tracking Control, Critical Path Scheduling, Management of Resources, Cost Analysis, Project Management and Risk Analysis techniques including FMEA, Fault Tree Analysis, Cause & Effect Diagrams, Turtle Diagrams, SWOT Analysis, Hands-on training in quality assurance techniques: ISO & Six Sigma (short training on Yellow Belt)

Stephen Beck

Proposed Position: *Management Support*
Current Position: *SE Regional Director*
Description of Responsibility: *Supervision of southeastern data centers*

Lottery Experience

2009 - Present **INTRALOT**
Southeast Regional Director (South Carolina, Arkansas, Louisiana)

- Responsible for the day-to-day operations of the South East INTRALOT states for business initiatives while ensuring the integrity and success of the independent lottery jurisdictions and INTRALOT.
- Focus on customer satisfaction while also adhering to fiscal responsibilities.
- Project Lead for the successful 44 day star-up of the **Arkansas Lottery** in 2009.
- Project Lead for the successful conversion of the **Louisiana Lottery** from GTECH to INTRALOT in 2010.

2008 - 2009 **INTRALOT**
General Manager – South Carolina Data Center

- Conversion team member to convert the **South Carolina Education lottery** from SGI to INTRALOT in 2008 and oversee day to day functions of Operations, Field Techs and Help Desk.
- Oversaw day to day functions of Operations, Field Technicians and Help Desk.

2059 - 2008 **South Carolina Education Lottery**
Deputy Director, Marketing & Product Development

- Manage Department Leaders for Product, Advertising, Marketing and Promotions.
- Develop instant tickets (game design and prize structures) & on-line games to introduce the first $10 instant ticket.

Other Experience

U.S. Navy

Honorable Discharge

Education

Accounting - State University of New York at New Paltz

Accounting – Tompkins Cortland Community College

Lynn A. Becker, CPA

Proposed Position: *Management Support iGEM*
Current Position: *VP, Business Development*
Description of Responsibility: *New business development; new products introduction*

Lottery Experience

2002 - Present **INTRALOT**
Vice President, Business Development

- Identify customer needs and innovatively solve problems.
- Responsible for new business procurement
- Oversee department accounting and reporting requirements, budgetary control, purchasing.
- Elevate the point of contact within the accounts and marshal internal resources to develop relationships at all levels; build and maintain strong relationships with customers to identify possible needs for new products.
- Participate in market and business development activities by identifying accounts that have potential and are under-developed.
- Serves as a customer advocate and work continuously to develop a high level of internal communication to meet customer needs (including customer account services, product development and management, and marketing).
- Ensure government and regulatory reporting compliance.
- Oversee RFP technical requirement preparation and compliance.
- Manage human resource allocation, hiring and consultant management.

1986 - 2002 **Scientific Games International**
Senior Director, Information Systems (1997-2002)

- Directed a team of 53 IT developers responsible for systems used by the company.
- Responsible for information technology development, systems support, and help desk, including fiscal responsibility for budgets and operating costs. Duties include programming of networks, servers, workstations, customer-based transaction processing systems and asset management systems.

Manufacturing Group Controller (1992-1997)

- Accountable for all reporting and analysis of costs, budgets, operational efficiencies, and production statistics.

Manager, Documentation (1990-1992)

- Manage internal documentation group responsible for producing in-house and customer documents including user manual, white papers, specifications, requirements and training material.
- Supervised in-house and outside contract technical writers.

Education

BA, Computer Science and Accounting - University of Iowa

1985 CPA Certification

Javier Birriel

Proposed Position: *Sr. Network Engineer iGEM*
Current Position: *Sr. Network Engineer Ohio*
Description of Responsibility: *Network installation and ongoing support*

Lottery Experience

2012 – Present **INTRALOT**
Senior Network Engineer

- Responsible for the support and maintenance of the network communications issues on a 20,000+ nodes network.
- Networking theories, technologies and implementation using Cisco Equipment and Juniper: Routing, Switching and Security including IP, VLAN, OSPF, BGP, MPLS, QoS, IPSEC/ISAKMP.
- Enterprise monitoring software configuration and implementation: Nagios, Rancid, and MRTG.

Other Experience

2006 – 20012 **NPR Solutions**
Network Engineer and Pre-Sales Engineer

- In charge of designing Data, Voice & VoIP Products to solve customer needs with a professional and cost-effective solution.
- Provide installation & post-installation documentation & support for our technical group.
- Created a highly efficient, redundant MPLS WAN infrastructure to support current and future needs. Consolidating costs and generating savings in the process.
- Offer security and network assessments to analyze customer network performance.
- Support and technical troubleshooting of Data, Voice & VoIP Solutions.

Technology & Certification Summary

Certifications:	CCNA (in process of Updating), Nortel VoIP, Nortel CS1K, Brocade CNE 200, Nortel Call Pilot, Avaya Solution Designer Data,
Systems:	Linux, Windows 9X/XP/2K3/Vista/ 7
Network:	Cisco, Nortel/Avaya, Fortinet, 3Com, Brocade, Motorola Canopy, Juniper
VoIP & PBX:	Avaya BCM, Avaya Norstar, Avaya CS1K, Avaya SCS, Digital Speech Voice Mail.

Steven A. Blanchard

Proposed Position: *Operations Manager Data Center Support iGEM*
Current Position: *Operations Manager / Business Analyst - GA*
Description of Responsibility: *Manage data center operations department and personnel*

Lottery Experience

2010 – Present **INTRALOT**
Operations Manager / Business Analyst (2014 – Present)

- Managing a team of operators to ensure 24/7 uptime with proactive monitoring and responsiveness.
- Testing and directing operational changes successfully transition to the Production environment.
- Maximizing various support service output in line with organizational goals and strategies.
- Customer point of contact for all software changes and incident resolutions.

Business Analyst/ Lottery Application Specialist (2012 –2014)

- Created technical documentation based on direct interaction with the customer to ensure the changes meet the lottery's expectations and development's needs based on a strict timeline.
- Created test scripts, test schedules and test plans which were used to ensure the deliverables met or exceeded quality expectations.
- Delivered software releases in QA, UAT and Production environments as scheduled in customer approved timetables.
- Generated promotion ideas with marketing to bolster and exceed revenue forecasts.

Lead Systems Operator, New Hampshire (2010 –2012)

- Assembled checklists and verified successful implementation and execution.
- Supported remote peers and network issues via troubleshooting.
- Supervised and verified system operators as they executed daily tasks and checklists.
- Facilitated software loading, environment (i.e., QA, UAT) management and field deployment of approved software applications with the site BA.

2005 – 2010 **McCullough's Quik Stop**
Night Manager

- Directly interfaced with lottery players at a retail level.
- Explained promotion functionality to players with visual and verbal explanations.
- Performed retail-based financial balancing and accounting.

Other Experience

2008 **Hypertherm, Inc.**
Swage Operator

Education

2010: B.S. in Computer Engineering – Vermont Technical College

Byron Boothe

Proposed Position: *Management Support*
Current Position: *VP, Government Relations*
Description of Responsibility: *Government regulatory compliance*

Lottery Experience

2007 – Present **INTRALOT**
Vice President, Government Relations

- Responsible for assisting customers in establishing gaming opportunities and strategies within the policies of State Governments.
- Assist the site manager in Account Development, Retail Relations and Public Relations.
- Work directly and indirectly with all customers and potential customers in their desire to understand different types of gaming including but not limited to Grey machines, charitable gaming, games of skill and games of chance.

1999 – 2006 **GTECH Corp.**
Account Development Manager

- Lobbied, procured, managed GTECH Lottery and Gaming operations in Kentucky, Indiana, Tennessee.
- Lobbied, managed new sales opportunities in Arkansas, Alabama, Mississippi.

2003 – 2004
Regional Director, Government Relations

- Facilitated GTECH's integration of Interlott Technologies.
- Succeeded in all nine procurement and contract extension opportunities.

1999 – 2002 **INTERLOTT Technologies**
State Sales Manager/Project Manager

- Responsible for $5 million in direct sales.
- Assisted in the development of a new lottery instant ticket vending machine (EDSQ).
- Developed two patents related to lottery gaming and the software interface to the online system.

Education

BS Finance – University of Kentucky

Paul Cainkar

Proposed Position:	*Network Manager iGEM*
Current Position:	*Senior Network Engineer*
Description of Responsibility:	*Network and communications Support*

Lottery Experience

2006 – Present **INTRALOT**
Senior Network Engineer

- Responsible for the start-up of and primary contact for ongoing maintenance of systems and network communications issues on a 900 node network.
- Unix platforms including AIX and FreeBSD, Linux platforms including SuSE. AIX technologies includes GPFS, HACMP (clustering) with AIX 5.3 and 6.
- Networking theories, technologies and implementation using Cisco Equipment: Routing, Switching and Security including IP, VLAN, OSPF, BGP, MPLS, QoS, IPSEC/ISAKMP, Radius/AAA, Certificates.
- VPN Technologies including IPSEC, PIX/ASA, and OpenSWAN.
- Setup and configuration of resilient storage technologies: SAN, fiber switches, multipath, and RAID with an emphasis on IBM equipment.
- Enterprise monitoring software configuration and implementation: Nagios, Rancid, and MRTG.
- Responsible for implementation of a multi-site Active Directory architecture and migration to Exchange server for all INTRALOT's business centers.

Other Experience

2005 – 2006 **Marketron International**
Systems Administrator

2004 – 2005 **Albertson College of Idaho**
Systems Administrator

1997 – 2003 **Orbitel Communications, Inc.**
Network Administrator

Education

Albertson College of Idaho - Microsoft Certified Systems Engineer

Certifications

Cisco Certified Network Associate

Microsoft Certified Systems Engineer/NT4

IBM AIX 5.3 Jumpstart for Unix Professionals

Lindsay Ellsberry-Carter

Proposed Position: *Lead Operator*
Current Position: *Lead Call Center Operator*
Description of Responsibility: *Call Center Training and Support*

Lottery Experience

2011 – Present **INTRALOT – DC09**
Lead Call Center Operator

- Create and Submit Retailer Services Reports on a weekly basis
- Assist Call Center Manager and General Manager with daily tasks and responsibilities
- Manage Day to Day Retailer Recurring Issues in coordination with the Field Service Manager
- Create and Monitor the Call Center Operators Schedule on a weekly basis
- Manage inbound phone calls from the Lottery Retailers
- Provide Operator Performance Feedback and Advice on a daily basis
- Implement new standards and procedures for Call Center that increased operator productivity and general business functions.
- Train new employees on lottery equipment and DC09 Procedures

Call Center Operator

- Managing inbound phone calls from the Lottery Retailers
- Effectively troubleshooting equipment and related issues or problems in response to inbound retailer calls, inquiries, or questions
- Dispatching technicians to Retailer Locations
- Participated in DC09 'Go Live' and Roll/Installation Out of WinStation and MP Terminals
- Trained new employees on lottery equipment and DC09 Procedures
- Participated in Outbound Retailer Call Campaigns and Play Days

Other Experience

2010 **DC Arts and Humanities, Education Collaborative**
Program Intern

2010 **Mentoring Today**
Intern and One-on-One Mentor

Education

2010: Bachelor of Arts. English - University of North Carolina

2013: Masters of Arts, Teaching (Secondary English and Special Education) - Goucher College, Baltimore, Maryland

Damianos Spantidakis

Proposed Position: *iGEM Software Development Manager*
Current Position: *Director of LOTOS Platform/Video Lottery &Casinos*
Description of Responsibility: *Management of iGEM Software Development*

Lottery Experience

2003 – Present **INTRALOT S.A.**
Director, LOTOS Platform/Video Lottery & Casinos

- Responsible for the design/development/ support and installation of iGEM (Intralot's VLT Monitoring System)
- Project Management experience for the design and development of the new version of iGEM that supports the SBG (server Based Games) technology through the G2S (Game to System) protocol of GSA (Gaming Standards Association). This version of iGEM has been installed in Victoria State (Australia), OHIO State (USA), and recently in Georgia State (USA).
- Technical Project Manager responsible for the development/installation and support of Video Lottery Monitoring System (EMS) in the following countries: Romania, Moldavia, Serbia, New Zealand, Colombia, Peru.

1998 - 2003 **Athens Central Security Depository**
Head of Software Development Department

- Responsible for the development and maintenance of Company's In-house Software as well as for the Management of Department's Personnel.

1992 - 1998 **INTRASOFT S.A.**
Senior Software Engineer

- Project Leader for the development of ATM Network in Macedonia Thrace Bank
- Design and development of a SCADA system for Greek Telecommunications.
- Responsible for the design and development of various EU projects

1991 - 1992 **INTRACOM S.A.**
Software Engineer

- Software development for digital exchange system AXE (Erricson).

Education

1981-1986: BS Mathematics

Ethnikon kai Kapodistriakon Panepistimion Athinon / University of Athens

2008: PMP Certification, Project Management Institute

Apostolos Dalas

Proposed Position: *R&D, iGEM POS Support*
Current Position: *Deputy Director, R&D POS Solutions*
Description of Responsibility: *Project Management for POS Support*

Lottery Experience

2007 – Present **INTRALOT S.A.**
Deputy Directory, POS Solutions (R&D)

- Project Management experience in projects relevant to Video-lottery Monitoring Systems
- Hardware and System software design and development of Gaming Terminals and Video Lottery Monitoring equipment
- High Level System Technical Integration
- Design and Development of Legacy and G2S Monitoring Systems

1999 - 2007 **INTRACOM S.A.**
Lottery/POS System Department Product/Project Manager

- Responsible for the product management and the development of the Self Service Lottery Terminals.

1997 - 1999 **INTRACOM S.A.**
Lottery/POS System R&D Project Manager

- Responsible for the projects of Information Display System, Horserace online terminal, Lottery terminal model 1 upgrade for online operation.

1991 - 1997 **INTRACOM S.A.**
Lottery/POS System Department Development Engineer

- Responsible for the hardware and firmware design of the lottery terminals

Education

1987-1988: Master of Science in Electronic System Design (specialization in Control Systems, Microprocessor and Software Engineering)
Cranfield Institute of Technology, School of Electronic System Design, College of Aeronautics, Cranfield, Bedford, England.

1981-1987: Electrical Engineer (specialization in Electronics, Telecommunications and Microprocessors with specialization in Electrical Engineering)
Polytechnic School of the Aristotle University of Thessaloniki

Ioannis Dikaros

Proposed Position: *Technical Project Manager iGEM*
Current Position: *Technical Project Manager*
Description of Responsibility: *Management of systems development / implementation*

Lottery Experience

2007 – Present **INTRALOT**
Lottery Application Expert/Business Analyst/Technical Project Manager

- Involved in 7 projects with assistance in conversion, testing process, gathering requirements and finalizing specifications, communicating the proper solutions to the development team, interfacing with the customers.
- Currently responsible for the software and quality assurance in 3 projects (Arkansas, Louisiana, South Carolina) – Technical Project Manager.
- Assisting in enforcement of projects deadlines and schedules and managing the resources in accordance to the project schedule.
- Working with client personnel to identify and capture required changes and participating in the design of the solutions.
- Capturing application requirements in the form of technical specifications.
- Leading the testing process

Other Experience

2004 – 2005 **Data Research and Consulting**
Statistical Researcher and Data Analyst

2003 – 2005 **Self-employed**
Private Mathematics Tutor (part-time)

Education

Sep 2005 – Sep 2006: MSc Information Management – University of Strathclyde, Glasgow, UK
MSc Dissertation in Data/Text Mining, "Applying Clustering Techniques in Text Mining – A case study for crime investigation"

Sep 2000 – Jun 2005: Undergraduate degree in Mathematics – University of Patras, Greece
Expertise in Computational Mathematics and Informatics

Christos Dimitriadis

Proposed Position: *Security Oversight and Support*
Current Position: *International VP and CSO*
Description of Responsibility: *Oversight of security implementation and compliance*

Experience

2010 – Present — **Information Systems Audit & Control Associates**
International VP and Chief Security Officer

2010 – Present — **IT Governance Institute**
Member, Board of Trustees

2006 – 2007 — **European Commission DG TRADE and DG MARKT**
Information Security Senior Consultant

2006 – 2007 — **Greek Army, Research and Information Division**
Information Security Expert

2000 – 2006 — **Expertnet SA, Information Security Solutions**
Technical Manager

2005 – 2007 — **University of Piraeus Research Center**
Information Security Research Expert

2006 – 2007 — **EC Information Society Directorate General**
Project Reviewer/Security Expert

2005 — **EC Information Society Directorate, Internatl. Scientific Corp.**
Information Security Expert

2005 — **EC Information Society Directorate (TAIEX)**
Information Security Expert

2004 — **International Telecommunication Union**
Information Security Expert

1999 – 2006 — **Public Power Corporation (Greece)**
Electrical and Computer Engineer

Education

2003 – 2007 Information Security Ph.D., Department of Mathematics, University of Piraeus

1996 – 2003 Electrical and Computer Engineering Degree, University of Piraeus

Certifications

2011 – Risk and Information Systems Control (CRISC), Information Systems Audit & Control Association

2010 – ISO 20000 Audit, itSMF

2006 – Hellenic Army Information Technology Expert

2003, 2004 – Information Security Manager (CISM), ISACA

Committee Participation

ISACA

Committee	From	Thru	Position
ISACA Board of Directors	7/6/2010	24/6/2012	Vice President
IT Governance Institute Board of Trustees	7/6/2010	24/6/2012	Vice President
COBIT Security Task Force	1/11/2010	31/7/2012	Chair
Creating a Culture of Security	1/4/2010	30/4/2011	Chair
External Relations Committee	20/7/2009	8/6/2010	Chair
Journal Article Reviewers	7/6/2010	31/7/2012	Member
IT Governance Survey Task Force	1/2/2010	31/1/2011	Member
White Paper Development Contributor	1/7/2010	31/12/2010	Member
Relations Board	20/7/2009	8/6/2010	Member
Volunteer Applicants 2009 2010 Term	1/1/2009	31/12/2009	Member
Business Model for information Security Development	30/7/2008	29/7/2009	Member
Academic Relations Committee	1/8/2008	31/7/2009	Member
Journal Editorial Committee	1/8/2007	31/7/2009	Member
CISM Study Materials Item Writer	1/12/2005	31/7/2007	Member

Other Relevant Experience

- Leader of the Information Security Special Interest Group of the Hellenic Management Association (EEDE)
- Member of the Young Lions Program of the European Lotteries Association on the identification of innovative ideas on the Lottery Market sector: 2011, Member of the editorial committee of Open Information Science Journal
- Reviewer for the IEEE Security & Privacy Journal, Transactions on Mobile Computing, Parallel and Distributed Systems, Information Forensics and Security, Elsevier International Journal of Information Security
- Member of the International Programme Committee (IPC) of RASC 2006, University of Kent, Canterbury, UK, 2006.
- ISACA, ACFE, PMI, Technical Chamber of Greece, Hellenic Management Association

Patents

- C. Dimitriadis, M. Bakopoulos, I.T. Christou: METHODS AND A SYSTEM FOR DETECTING FRAUD IN BETTING AND LOTTERY GAMES. Patent Filed with the US Patents and Trademark Office on May 25, 2010 assigned patent application serial no. 12/787,024.
- C. Dimitriadis, M. Bakopoulos, I.T. Christou: METHODS AND A SYSTEM FOR DETECTING FRAUD IN COMPUTER SYSTEMS. European Patent Office. Patent no: 10168757.2 - 2212. Date: 30/Aug/2010

Publications

79 Publications in Scientific Journals and Conferences in the area of Information Security

Theodosios Engelis

Proposed Position: *Risk & Senior Management- iGEM*
Current Position: *Director, Gaming Solutions*
Description of Responsibility: *Development and implementation of gaming solutions*

Lottery Experience

2006 – Present **INTRALOT S.A.**
Directory, Gaming Solutions (VLT Business Unit)

- In charge of all gaming business and technology development activities within the company worldwide. Definition of technology roadmap and of business strategy for market penetration as a technology provider and operator in the Gaming industry.
- Overall responsibilities include management of the Unit, execution of agreements with providers and partners, proposal preparation and negotiations with customers, budgeting, planning, deployment, and optimisation of commercial operation of EGMs.
- Specific responsibilities and achievements :
- Project Director for the implementation of the Monitor License in Victoria. Project planning, setting up of local company, management of the infrastructure build-up, field deployment of monitoring equipment, transition strategy, delivery of all contractual deliverables, establishment of operational procedures, and liaison with the government (2011 to date).
- Implementation of the EMS NZ Monitoring project. Project planning, setting up of local company, management of the infrastructure, System development, Rollout in 1500 Venues (2004-2006).
- Preparation of and submission of a number of proposals in response to RFPs from Canada, Victoria, Illinois, Ohio etc. and the private sector (2008 to date).
- Participation in preparatory activities for the VLTs project in Greece (2011 to date)
- Support of system readiness for the Ohio project (2011).
- Extension of the EMS monitoring contract with the New Zealand Government (2010)
- Development, deployment and operation of an Integrated Gambling Platform for the management of licensing, compliance and investigations of the Gaming Sector in New Zealand (2010 to date).
- Deployment of a network of company owned EGMs in the Peruvian market and supply of monitoring, wide area jackpots and management services to the Gaming Industry in Peru (2006 to date).
- Business development in several countries in Latin America and Europe and operational support of local subsidiaries.

Education

1987: Ph.D., The Ohio State University, Department of Geodetic Science.
1983: M.Sc., The Ohio State University, Department of Geodetic Science.
1980: Graduate studies certificate, National Geographic Institute, Paris, France.
1979: Engineering Diploma, Polytechnic School, University of Thessaloniki, Greece.

Mike Farrell

Proposed Position: *Field Service Support & Training iGEM*

Current Position: *Field Support Manager/Chief Quality Controller*

Description of Responsibility: Field service manager for TVM installations and maintenance

Lottery Experience

2008 – Present **INTRALOT**

Field Support Manager and Chief Quality Controller

- Responsible for all quality of WINSTATION TVMs manufactured by INTRALOT in our Ohio manufacturing plant.
- Training for all INTRALOT customer service representatives on the maintenance of the WINSTATION TVMs.
- Assisted in organization of Warehouse Database.
- Assembled test stand used for trouble shooting components of the TTS Model ITVM.

2005 – 2007 **GTECH Corporation**

Field Support Supervisor/Technical Support Engineer

- Completed 100% Out-of-Box testing on machines used for pilot tests.
- Lead Trainer on a 4-month project for which I received a Gold Award.
- Responsible for generating reports for corporate and the Indiana Lottery.
- Redesigned major components used in the ITVM, CDS and GameGuard.

1996 – 2005 **Interlott Technologies, Inc.**

Engineering Technician/Trainer

- Trained new field service employees on repair of all models of lottery vending equipment.
- Assisted in writing Field Service Technical Manual used worldwide.
- Assisted in software creation and verification. Translated English to French and Taiwanese to minimize character usage.

Project Specialist/Project Coordinator

- Install & train retailers on all aspects of lottery vending equipment. Including how to troubleshoot and repair minor problems.
- Outlined training program used to train all new Project Specialists and Field Service Technicians.
- Re-organized the Shipping & Receiving Departments. Helped design and train employees on how to use the new RMA procedures.
- Involved in special projects as a Sales/Service Technician demonstrating & training personnel at lottery jurisdictions throughout North America.

Education

Ohio University - Undergraduate studies in Architectural Interior Design and Mechanical Drafting & Design

Mark Fruehling

Proposed Position: *Application Expert/Business Analyst iGEM*
Current Position: *Application Expert/Business Analyst*
Description of Responsibility: *Software development, QA, and implementation support*

Lottery Experience

2008 – Present **INTRALOT**
Application Specialist/Business Analyst

- Develop & maintain NASPL required test scripts, summaries & test plans.
- Assist in NASPL audits.
- Perform restores, backups, troubleshooting and debugging.
- Assisted developers in testing to come up with the quickest solutions.
- Assist developers in writing TDS and deployment specifications.

2006 – 2008 **INTRALOT**
Operations/Hotline Team Lead

- Created web based applications for the tracking of day to day operations.
- Provided advanced support to end users over the phone.
- Aided in the training of new employees.
- Monitored support phone calls for quality control.
- Help in keeping procedures up-to-date

Other Experience

Telecomm2001 – 2006 **Pizza Hut**
General Manager

1997 – 2001 **United States Marine Corps**
Maintenance Management Chief

Thomas E. Garcia

Proposed Position: *Business Development Director*
Current Position: *General Manager - Ohio*
Description of Responsibility: *Management of central site staff; Lottery liaison*

Lottery Experience

2006 – Present **INTRALOT**
General Manager – Ohio Online/VLT and Eastern Regional Hub

- Responsible for all Ohio Online/VLT contract operations and performance
- Hosting of DR systems for NH, VT, LA, MT, and AR plus DC Primary Operations
- Areas include Marketing, Call Center, Field Repair, Operations, Software, and Bench Repair.
- Previously functioned as Senior Project Manager for the Ohio Conversion and Director of Support Services in the corporate Marketing department

2005 – 2006 **GTECH Corporation**
Consulting Engineer

- Managed all Network and Communications Engineers in the GTO group
- Group responsible for all backbone and project communications and security hardware, software, and configuration
- Group also responsible for all VSAT and communications R&D company-wide
- Group representative on-the-ground for the North Carolina lottery implementation and multi-state Retailer Web Site implementation

2002 – 2005 **Scientific Games International**
Director, Production Systems

- Managed IT group providing deliverables world-wide

1988 – 2001 **Automated Wagering (AWI)**
Manager, Worldwide Networks

- Managed network and communications group providing deliverables for operational projects world-wide

Education

Russellville Vo-Tech, Russellville, AR – Industrial Electronics

Other Training

United States Air Force – (1978-1987) Telecommunications and Air Training Command Technical Instructor training – Honorable Discharge with award of the Air Force Commendation Medal

NEC America, Fairfax, VA – Fiber Optic Transmission Systems

Control Data Institute, New York, NY – Network Design and Optimization

Various – Cisco Systems Support and Troubleshooting – CCNA Certification

Reginald Garner

Proposed Position: *Field Service Manager Support*
Current Position: *Field Service Manager*
Description of Responsibility: *Management of field service technicians*

Lottery Experience

2009 – Present **INTRALOT – DC09**
Senior Marketing Manager

- Responsible for all field activity and reporting
- Handle customer escalations
- Plan for deployment of special projects
- Plan, organize, and direct field and warehouse personnel
- Develop working relationships with customers through regular contact
- Develop working relationships with key DCLB personnel
- Train and mentor field service techs
- Perform new customer installations
- Handle escalated priority 1 calls and all priority 3 calls
- Service daily trouble tickets
- Communication upgrades
- Equipment upgrades
- New equipment deployments

1992 – 2009 **GTECH/DC Services**
Manager/Installer/Field Service Technician

- Performed presites to determine the best location for lottery equipment
- Perform installation of lottery equipment in store and on roofs
- Relocation and removal of all lottery equipment
- Maintain 4 RF towers located throughout the city of Washington dc
- Troubleshooting on sites with Verizon technicians and GTECH and LTE manger and Network Engineers
- Manager in charge of all operations in the State of Georgia for 10 years
- Responsible for installations and removal and maintenance of all deployed and warehoused equipment.

Education

2010: Anne Arundel Community College, certificate for Introduction to Network Cabling (copper), and Introduction Network Cabling (fiber optic).

1992: Southeast Vicariate Cluster Inc. in Washington D.C. Certificate awarded in telephone System Installation and Maintenance.

United States Navy Feb 1982 - Nov 1999: Radioman "A" School/International Morse Code "C" School Certified Morse Code operator Certificate (awarded 1982) Morse Code Specialist

Antonio Guerrero

Proposed Position: *Systems Engineer iGEM*
Current Position: *Systems Engineer VT*
Description of Responsibility: *performs admin and maintenance for systems*

Lottery Experience

2012 – Present **INTRALOT**
Systems Engineer

- Provide technical support for all Intralot, Inc. systems to ensure 24/7, fully operational conditions.
- Install and maintain Windows, AIX, and Linux operating systems.
- Perform system tuning and security audits of systems. Write and review shell scripts. Monitor and manage the performance and uptime of systems utilizing proprietary or other open source tools.
- Create policies and procedures pertaining to system availability, system maintenance, data archiving, and disaster recovery.
  Respond to alerts within the appropriate time frame and resolve critical issues with minimal impact to production systems.

2004 - 2011 **Resource Systems Group, Inc**
Systems Support Specialist

- Replaced 20 long-overdue servers with 4 larger-capacity servers with 2 storage units in just 1.5 years. Personally handled migration of email server using VMWare Esxi, strategizing ways to minimize downtime before cut over.
- Maintained 24/7 on-call status to quickly resolve repeated (up to 2x week) electrical outages; secured integrity of data, protected equipment from meltdown, and brought systems back up within an average 15 minutes.
- Proposed and managed replacement process for failing UPS equipment – saved company $15K on system and completed project 4 weeks ahead of schedule while simultaneously enabling system virtualization. Handled project soup-to-nuts: sent out RFP, interviewed vendors, purchased selected unit, and coordinated all players in project (electrician, building manager, vendor, and internal staff).

Other Experience

1978 – 1992 **Elmer Corporation**

- Managed a 4 to12 person crew to maintain 150,000 square foot office building and engineering and manufacturing space.
- Maintained HVAC and electrical systems and various testing systems for aerospace equipment.
- Managed new construction and remodeling throughout the building.

Education

Community College of Vermont, Network Administrator, Computer Science 2003 – 2005

Shelbi Haas

Proposed Position: *Call Center Support iGEM*
Current Position: *Call Center Supervisor*
Description of Responsibility: *Supervision of call center and event staff*

Lottery Experience

2013 – Present **INTRALOT**
Call Center Supervisor

- Providing customer service and terminal training to Idaho, Montana and New Mexico retailers
- Recruiting, training, scheduling and development of call center employees
- Compiling daily, weekly and monthly Lottery Reports for state lotteries
- Assisting Field Service Management in day-to-day operations; dispatching appropriate routes to on-call technicians
- Collecting, analyzing and providing management information from available resources

Training and Events Coordinator

- Managing and coordinating eight crew members for Idaho Lottery events
- Assess events to determine sales viability and fit for Idaho Lottery presence
- Forecast yearly event cost and determine ROI of events post-mortem
- Work with Idaho Lottery marketing to brainstorm events and promotions
- Balance of sales and revenue after the events

Other Experience

2010 – 2013 **INTRALOT**
Event Ambassador

- Promoted the Idaho Lottery at events statewide
- Up-sell and cross-sell new games, ticket packs and targeted promotions
- Provide education for players on all facets of the Idaho Lottery

2010 – 2012 **Walgreens**
Store Associate

- Managed Beauty department and product inventory
- Maintained positive "red zone" sales
- Up-sell of products through extensive knowledge/training in beauty care
- Provided skilled customer service

Education

2013: Graduate – Boise State University, B.B.A. Marketing

Tim Hallet

Proposed Position: *General Support*
Current Position: *General Manager – South Carolina*
Description of Responsibility: *Management of central site staff; Lottery liaison*

Lottery Experience

2009 – Present **INTRALOT**
General Manager – SCEL

- Overall project responsibility for the Operations, Field Service and Help Desk Departments ensuring customer satisfaction and contract compliance.
- Manages the contractual relationship with the South Carolina Education Lottery. Coordinates contract activities and service requirements.
- Ensures deliverables are provided timely and successfully with seamless coordination of local and corporate tech staff.

2008 – 2009 **INTRALOT**
Operations Manager

- Managed the day to day activities of the Operations Department ensuring successful operation of the 24/7 Computer Gaming System.
- Coordinated UAT with the Lottery's Gaming Department.
- Provided periodic reviews to the Lottery staff on the operational state of the system.

1986 – 2005 **AWI / Scientific Games International**
Field Service

- Managed Lead Techs, CSR's, Bench Techs and Field Techs to ensure maximum coverage for service, routes, PM's and Customer Service.
- Maintained the necessary inventory of parts and consumables in order the keep retailer terminals operable and properly supplied with ticket stock, ribbons and play slips.
- Coordinate the repair and servicing of customer equipment. Monitored route delivery and collection activities to ensure all customer requirements are met.

Education

A.S. Electronics Technology – Penn Technical Institute

Matthew Johnson, PMP

Proposed Position: *Project Manager for iGEM WV Project*
Current Position: *Senior Project Manager*
Description of Responsibility: *Management of implementation and ongoing operations*

Lottery Experience

2009 – Present **INTRALOT**
Senior Project Manager

- Provide project management support for Lottery implementations
- Support INTRALOT Ohio ongoing operations
- Project Manager for INTRALOT VLT and iGEM system implementation for the Ohio Lottery Commission
- Project Manager for INTRALOT VLT racino implementation for the Ohio Lottery Commission
- Project Manager for INTRALOT conversion of D.C. Lottery from GTECH

2008 - 2009 **Nebraska Lottery**
IT Manager

- Manage Nebraska Lottery and Nebraska Charitable Gaming IT functions
- Experienced with Multi-State Lottery Association (MUSL) rules and game standards
- Ensure Nebraska Lottery and online vendor compliance with MUSL rules and
- Provide project management support for Nebraska Lottery and Nebraska Charitable Gaming IT projects

2004 - 2007 **INTRALOT**
Director of Operations and Applications

- Developed software specifications tailored to meet specific RFP requirements and third party organization standards.
- Improved software quality through quality assurance testing and communication with the Software Engineers, QA Staff, and Implementation Team.
- Provided on-site management of the Montana Lottery software and data conversion from the SGI systems to INTRALOT systems.
- Provided on-site management of the Idaho Lottery software and data conversion from the GTECH systems to INTRALOT systems.

Other Experience

2007 – 2008 **FISERV**
Business Analyst

Education

Doane College – Information Systems Management

Wassia A. Kamon, CPA

Proposed Position: *Financial Controller*
Current Position: *Interim Controller*
Description of Responsibility: *Corporate accounting and financial support*

Lottery Experience

2014 – Present **INTRALOT**
Controller

- Direct the financial planning & analysis, accounting, treasury and tax functions.
- Implement changes in financial reporting to international parent resulting in improved timeliness and accuracy.
- Implement improved budgeting and forecasting processes resulting in improved decision making.
-

2012-2014 **INTRALOT**
Assistant Controller

- Overseen month-end close and financial reporting for main entity and all subsidiaries
- Coordinated year-end external audit, interim review activities and annual budget submission to parent company
- Served as main liaison between U.S. accounting department and parent company accounting team
-

2009-2012 **INTRALOT**
Various Accounting Positions

- Reviewed inter-company transactions, reconciliations and consolidating journal entries for all entities
- Assisted with system conversions/implementations/enhancements
- Maintained capital expenditures records and processed related depreciation
- Overseen inventory transactions from manufacturing plant in Ohio
- Directed invoicing of customers based on contracts terms
-

Other Experience

2009 **PricewaterhouseCoopers, LLP**
Assurance Intern

Conducted search for unrecorded liabilities and revenue testing
Performed trend analysis on assigned accounts and investigated major variances
Reviewed internal audit control procedures

Education

Certified Public Accountant, State of Georgia
Master in Business Administration – Georgia Institute of Technology - 2015
Bachelor of Business Administration – Accounting – summa cum laude - Georgia State University - 2008

Babis Karathanasis, M.Sc., Ph.D.

Proposed Position: *Project Manager – Multimedia Systems*
Current Position: *Director, Multimedia Systems*
Description of Responsibility: *Implementation support and new product development*

Lottery Experience

2005 – Present **INTRALOT**
Director, Multimedia Systems

- New product development proposals as well as technical management, project management, specifications and team leading.
- Gablet, INTRALOT's multifunctional player tablet for Lottery Triple Play services (Games, Information and Advertisement) in retail shops.
- (2005-2009) INTRALOT's Self-Service Terminals software development, including Winstation (ITVM), Coronis MP and Coronis SL, installed in several lottery projects in USA and Europe.
- Managerial duties including R&D investment proposals, planning, staffing, human resource management, budgeting and management reporting.

Other Experience

2002 – 2005 **Athens Information Technology, Greece**
Adjunct Professor

1990 – 2005 **INTRACOM**
Section Manager/R&D Engineer

- Digital TV Set Top Boxes: Hardware and software development of Intracom Set-top-boxes *etherbox*, *firebox*, *gamecast*.
- Electronic Program Guides (EPG): Intracom EPG, News Digital Systems (NDS) EPGs for a number of international digital TV operators (DVB satellite and cable).
- Interactive TV (iTV) applications: Several iTV applications, including information services, weather, traffic, e-commerce, and sports-betting among others, in OpenTV, Java and DVB-MHP middleware platforms.
- Content Delivery Systems: Set-top box software (in INTRACOM's *etherbox* and third party *amino* and *dreambox* set top boxes), encryption-conditional access software (server and client modules), and IP streaming software (streamer server and set-top box client), full-service content delivery platform (installed in more than 35 telcos, with more than 150,000 subscribers worldwide).
- VLSI design, Application Specific Integrated Circuits (ASIC) design, Systems-On-Chip design, Hardware/Software Co-design.

Education

Ph.D., Computer Engineering and Informatics, University of Patras, Greece (1990-1993)
M.Sc., Computer Sciences, Purdue University, U.S.A. (1988-1990)
Diploma, Computer Engineering and Informatics, University of Patras, Hellas (1983-1988).

Bill Kavadias

Proposed Position:	*Software Quality Assurance Manager*
Current Position:	*Software Quality Assurance Manager*
Description of Responsibility:	*Software QA and implementation support*

Lottery Experience

2010 – Present **INTRALOT**

Software Quality Assurance Manager

- Directly supervises Corporate Quality Assurance Team
- Manages the planning and execution of product testing efforts
- Ensures delivery against QA department goals and objectives
- Manages and responds to Software Quality Assurance issues
- Anticipates software release problems and takes corrective action

Software Quality Assurance Analyst (2010 – 2012)

- Participated in DC Lottery successful start-up
- Conducted FAT and UAT for software releases
- Ensured deliverables meet functional and design requirements
- Participated in the product life-cycle from design to Go live
- Partnership with TPM in working through issues/defects

2008 - 2010 **INTRALOT S.A.**

Application Expert / Business Analyst (2008 – 2010)

- Participated in 4 successful start-us (NH,VT, LA and Malaysia Magnum 4D)
- Tested software releases and software development procedures
- Created and executed test plans and test cases
- Liaison with Lottery and Developers
- Second level support for production issues

Other Experience

2007 – 2008 **Hellenic Army**

Information Technology Specialist

Education

B.Sc. in Business Planning and Information System - Technological Education Institute, Patras, Greece.

Oracle certification from Oracle Hellas in 2008

Courses on Operation Management from Pennsylvania University with Distinction in 2012.

Ioannis Koryfidis

Proposed Position: *Senior Software Engineer*
Current Position: *Senior Software Engineer, ITVM Developer*
Description of Responsibility: *ITVM software development, implementation and support*

Lottery Experience

2008 – Present **INTRALOT**
ITVM Developer and Senior Software Engineer

- Support the operation of the Winstation and MP terminals by providing 24/7 support, developing tools and deployment scripts, lead user acceptance testing and perform post-implementation training.
- Develop mobile lottery applications and games
- Develop flash-clients for lottery VIP player management

2006 – 2008 **INTRALOT S.A.**
Software Engineer

- Developed a web-based Management System that utilized Enterprise Java technology (J2EE, JSF, Hibernate) in a JBoss AS.
- Developed end-user graphical interfaces of lottery applications for lottery organizations in Malta and Idaho/USA

Other Experience

2005 – 2006 **Philips Research**
Engineer, Storage Systems & Applications Division

2001 – 2004 **INTRACOM S.A.**
Engineer (2003-2004)
Embedded Systems Engineer (2002-2003)
Electronics Engineer Internship (2001-2002)

Education

Technical University of Delft - MSc Computer Engineering
National Technical University of Athens - Electrical & Computer Engineering
Technological Educational Institute of Pireaus - BSc Electronic Engineering

Skills

- Programming: Java/J2EE (Expert), C#.NET, C++ (Expert), C, IA32 and MIPS Assy., Java Enterprise Technology (J2EE, JSF, EJB 3.0, JPA, Hibernate)
- Hardware Programming Languages : VHDL; Parallel Programming (PVM, HPFortran); Embedded Systems Programming (VxWorks); Programming in software tools for numerical computations (Matlab)

Hiren Kothari

Proposed Position: *Senior Software Engineer*
Current Position: *Senior Software Engineer*
Description of Responsibility: *Software development, implementation and support*

Lottery Experience

2008 – Present **INTRALOT**
Senior Network Engineer

- Designing and developing customized software based on lottery requirements
- Actively involved for implementing and testing software with operation staff and lottery personnel.
- Developing customized reports using crystal reports and business objects enterprise in web environment
- Designing and developing customized views and packages on RDBMS for data consistency and data management.
- Providing production system support for operations staff on a 24/7 basis.

2004 – 2008 **Scientific Games International**
Senior Network Engineer

- Established Co-operative Services Program (CSP) requirements by analyzing customer requests from the lotteries, internal requests, and product design.
- Developed new applications using VB.NET 2005, supported existing VB6 applications and converted them to VB.NET 2005.
- Integrate custom applications using web services and socket based applications using VB.NET.
- Generate custom reports using crystal reports 8.5/10 with sub reports, parameters to address the needs of the applications.
- Write complex queries, UDF, store procedures on MSSQL 2000/2005 for CSP sites client server applications.
- Provide primary level DBA support for jobs, replication, mirroring and other database activities.
- Create custom DTS packages for data transfer to and from application on MSSQL 2000/2005 servers.
- High level programming using integration services in SQL 2005. Basic knowledge for reporting services.

Manufacturing Software Programmer

- Developed and implemented packaging and shipping system for manufacturing plant and increased production by 30%.
- Developed and maintained system for packaging and shipping department using vb.net/C# and asp.net.
- Developed and implemented TCP/IP socket based communication systems to automate plant operations.
- Worked on production Database for complex T-SQL and built high-quality stored procedures, triggers, views, indexes and DTS jobs.

Education

MS/BS Math – University of Baroda

Robert Kulp

Proposed Position: *iGEM General Manager*
Current Position: *Project Manager-Business Development*
Description of Responsibility: *Oversight of Georgia Class B COAM Operations*

Gaming Experience

2014 – Present **INTRALOT**
General Manager Georgia COAM

- Overall management of ongoing operations, field services, call center, installation, rollout, and customer relations.

2008 - 2010 **Gateway Gaming**
VP of Sales & Service

- GM for Alabama Class 2 Business Unit
- Sales & Account Executive functions in Maryland, Oklahoma, Florida, S. Carolina
- Manage overall corporate field service and depot repair and return

2006 – 2008 **Cadillac Jack**
Director of Operations/ Eastern Region Sales Director

- Overall Management of Field Operations in US and Mexico
- Managed Sales Executives in Alabama, New York and Oklahoma
- Oversight of corporate machine production, quality assurance and acceptance testing

2000 – 2006 **IGT**
Regional Casino Service Manager (Midwest)

- Managed Installation and Support services of IGT Gaming products in Midwest US.
- Managed company wide implementation of SAP ERP system.
- Overall office management of five IGT state offices

Other Experience

2010 – Present Partner **Apex Accounting & Tax Services**

1998-2000 Director of Sales & Service (Midwest) **Aristocrat**

1993-1998 Regional Casino Systems Manager (Midwest) **IGT**

Education

1990: Graduate BS Business Management – Linnfield College McMinnville, Or.

Other Training

Cisco Certified Network Technician, IBM Certified AIX Administration, PROGRESS DBA, SAP SM/CS

Jay Lapine, Esq.

Proposed Position: *Business and Legal Support*
Current Position: *VP & General Counsel*
Description of Responsibility: *Business and government compliance; general legal counsel*

Lottery Experience

2008 – Present **INTRALOT**
General Counsel

- Responsible for the overall direction and management of legal affairs for INTRALOT, Inc.
- Serve as Chief Counsel to INTRALOT, Inc.
- Responsible for Corporate Compliance and Security at INTRALOT, Inc.

Other Experience

1999 – 2008 **LaRoche Industries, Inc.**
General Counsel and Secretary

1994 - 1999 **HBO & Company**
Senior Vice President, General Counsel & Assistant Secretary Education

1992 - 1994 **Premier Anesthesia, Inc.**
Executive Vice President, Operations & General Counsel.

1991 - 1992 **Greater El Monte Hospital**
Chief Executive Officer

1990 - 1991 **Midway Hospital Medical Center**
Executive Vice President and Chief Operating Officer

1986 - 1990 **American Medical International**
Various Senior Management positions

1981 - 1986 **Dayton Children's Medical Center**
Assoc. VP-Operations & In-House Counsel

Education

University of Akron School of Law - J.D.

University of Akron - MBA (studies), Finance; BSIM, HR/Labor

Huan P. Larsen

Proposed Position: *R&D Director, Software & iWare Data warehouse*
Current Position: *Director, R&D and New Implementations*
Description of Responsibility: *Implementation management support*

Lottery Experience

2010 – Present **INTRALOT**
Director of R&D and New Implementations

- Coordinate development efforts for new lottery implementations.
- Coordinated design and development efforts for IWare (INTRALOT's Warehouse and Business Intelligence System).
- Coordinated design and development efforts for the Second Chance Drawing Framework.
- Coordinated design and development efforts for other specialty projects.

2008-2010 **INTRALOT**
Senior Software Architect

- Help design new modules for the Instant Replenishment Application.
- Provide quality development support for existing lottery contracts.
- Involved in writing specifications for new lottery implementations.

2006-2007 **Scientific Games International**
Software Architect

- Created new consumable products module for ordering & tracking.
- Designed and developed new transaction & draw engine.
- Designed, managed and led the project development efforts.

Assist other teams with the design phase of their projects.

1997-2004 **Scientific Games International**
Senior Programmer Analyst/Architect

- Designed and develop high volume transaction processing applications.
- Successfully designed, developed and implemented secure lottery systems.
- Provide quality support for lottery systems throughout the contract period.
- Supported Instant Ticket and SciTrack Systems.
- Designed, Developed & Led GMS Support for several Startups.

Education

University of Akron School of Law - J.D.

University of Akron - MBA (studies), Finance; BSIM, HR/Labor

Neung Hoon (Anthony) Lee

Proposed Position: *Business Analyst iGEM*
Current Position: *Business Analyst - NM*
Description of Responsibility: *Software business analysis and implementation support*

Lottery Experience

2011 – Present **INTRALOT**
Business Analyst

- Analyzed the request from the lottery and coordinated the new release and production issues between the lottery and dev. team.
- Implemented UAT in prior to deliver a release to customer and supported UAT by the lottery.
- Analyzing the request from the lottery and the production issue and UAT.

2007 - 2011 **INTRALOT, Seoul, Korea**
Operations Manager

- Operated the lottery project (Nanum lotto) with 12 operators and 8000 terminals without local Greek engineer.
- Automated many manual jobs to avoid human mistakes by using script and Windows application.
- Implemented UAT with the lottery, and coordinated the release between the lottery and the customer.
- Day-to-Day task: Operations of the lottery system (90% of day) and coordinating between the customer and HQ, Greece (10%).

Other Experience

2004-2006 **Wincor Nixdorf Korea, Inc.**
Project Manager

2004 **Techlotto, Inc.**
Development Leader

2003-2004 **4C Gate, Inc.**
Development Leader

Education

2002: Information Technology - PACE University, New York, NY

2001: Networking Technology - TCI College of Technology, New York, NY

1996: Bachelor of Science in Computer Science - Suwon University, Seoul, Korea

Cheng Li

Proposed Position: *Software Engineer*
Current Position: *Software Engineer*
Description of Responsibility: *Software development and support*

Lottery Experience

2008 – Present **INTRALOT**
Software Engineer

- Involved in the start-up projects which includes Ohio, Arkansas, Vermont, New Hampshire, and Louisiana
- As Arkansas project developer lead, support BOS system releases and any production issues

Other Experience

2007-2008 **EagleSoft Solutions**
Internship

Education

Georgia State University

Bachelor of Science - Major: Computer Science (Dean's List; 3.51GPA)

Concentration: Human and Computer Interaction (Graphics)

Coursework / Class Projects:

- Software engineering - Developed a Point of Sales system with four classmates using C#. Designed and implemented the class objects and the graphical user interface. In addition, helped on the database design.
- Windowing system programming - Developed server-based student registry system in a team of four people. Acted as the team manager that setup meetings, split the jobs, and put the pieces together. Also, designed the graphical user interface and implemented the server side program in Java RMI.

Skills

- **Hardware** - Basic PC upgrades/repairs, Network cabling, connectivity troubleshooting, hard drive recoveries, component level replacements.
- **Programming** – Strong C++ and Java, C#, VB.Net, OpenGL.
- **Database** – Oracle, MySQL, SQL server, Traditional file style.
- **Web Programming** – HTML, XHTML, CSS, XML, JavaScript, JSP, JQuery, ASP.Net,Silverlight.

Andrey Lifshiz

Proposed Position: *Software Support Director*
Current Position: *Software Support Director*
Description of Responsibility: *Supporting software running on real time systems including online, instant and video lottery.*

Lottery Experience

2012 – Present **INTRALOT**
Software Support Director

- Leading software development team based in Duluth, Georgia. Responsible for maintenance, troubleshooting and support of the lottery system on daily basis.
- Keeping quarterly releases on time and up to lottery specification.

2014 WY Lottery Startup
Back Office System – Lead Developer

- Responsible for delivering Back Office Application for WY lottery.
- Delivered Retailer Application system for retailer enrolment process.
- Directly working with GLI (www.gaminglabs.com) who were responsible for UAT of the system.

2010 DC Lottery Startup

- Back Office System developer.

2009 VT, NH, LA lotteries startup

- Back Office System developer.
- Designed and developed secure / encrypted service communication system to transfer ACH and POSIPAY files to bank and retrieve acknowledgement reports.

2008 South Carolina Lottery startup

- Back Office System developer.
- Designed and developed secure / encrypted service communication system to transfer ACH and POSIPAY files to bank and retrieve acknowledgement reports.

2005 – 2008 **Scientific Games International**
Software Development Engineer

- Lead Developer for five Lotteries Start-up projects. Developer on the Games Management System & other sub systems. Developed and support applications consisted ASP.NET, SQL Server, Crystal Reports and other technologies.

2004-2005 **KMC TELECOM INC.**
Software Development Engineer

- Designed & implemented an automatic system for database processes.
- Implemented numerous system data access & business objects.
- Designed & implemented ASP.NET web applications.

Education

Associates of Science, Georgia Perimeter College, Dean's List.

Panagiotis Liontis

Proposed Position: *Senior System Engineer & Project Mgr. Central Systems Hardware*
Current Position: *Principle System Engineer*
Description of Responsibility: *System development, implementation and support*

Lottery Experience

2009 – Present **INTRALOT**
Principal System Engineer

- Design and pre-sales support IT data center infrastructure specific for Lotteries
- Implementation and 2nd level support on systems used in Lottery data centers
- Professional IT services and consulting

2003 – 2009 **INTRALOT S.A.**
Senior Manager, IT Implementation & Support Services

- Design and pre-sales support IT data center infrastructure specific for Lotteries
- Implementation and 2nd level support on systems used in Lottery data centers
- Professional IT services and consulting

Other Experience

1999 – 2003 **Central Securities Repository S.A.**
Senior IT Security Administrator

1997 – 1999 **SyNet S.A.**
Senior System Engineer

1990 – 1997 **Abacus S.A.**
System Engineer

Education

KSYNIS Technical School: Developer

MCP, Compaq ASE

Jeffrey A. Lipps, Jr.

Proposed Position: *General Manager Support*
Current Position: *General Manager - VT*
Description of Responsibility: *Manage site operations and personnel*

Lottery Experience

2009 – Present **INTRALOT**

General Manager, Vermont (2014 –Present)

- Developing strategic plans through technological and financial analysis.
- Provide leadership and vision to development of long range and annual goals.
- Maintaining service quality by establishing and enforcing organization standards.
- Review financial statements, sales and activity reports, and other performance data to measure productivity.
- Direct market strategies and product development across various departments.

Operations Manager (2012 – 2014)

- Managing logistics that ensure client goods and services are of an acceptable standard.
- Directing secure operational service transitions to the Production environment.
- Preserve Production uptime through proactive and responsive supervision.
- Maximizing various support service output in line with organizational goals and strategies.
- Customer point of contact for all incident resolutions.

Business Analyst/ Lottery Application Specialist (2011 –2012)

- Brainstormed the execution of lottery requests through direct interaction.
- Facilitated development processes that both meet lottery's expectations and mold to development's timetables.
- Drafted and finalized software specifications to clearly elucidate what is to be developed.
- Outlined test scripts, test schedules and test plans to fulfill delivery agendas and provide a product surpassing quality standards in utility and warranty.
- Delivered software releases in QA, UAT and Production environments as scheduled in customer approved timetables.
- Generated promotion ideas with marketing to bolster and exceed revenue forecasts.

Other Experience

2008 **Big Brothers and Big Sisters**

Marketing Assistant

Education

2008: Journalism and Psychology (double major); French (minor) – Indiana University

Tom Little

Proposed Position: *Executive Oversight*
Current Position: *President and CEO - INTRALOT*
Description of Responsibility: *Executive oversight and Lottery support*

Lottery Experience

2001 – Present **INTRALOT**
President and Chief Executive Officer

- Developed and implemented 5-year plan to secure a contract with a domestic lottery partner. Secured first lottery partner in year three and a total of three partners by year five.
- Instituted and champion of the "Customer First" ideology which has allowed INTRALOT to remain the only gaming vendor in the world to never have been assessed liquidated damages.

1975 – 2000 **Scientific Games International**
Senior Vice President, Systems

- Developed and implemented complete instant ticket systems, including ticket accounting, claims validation, and distribution systems for Michigan, New York, Connecticut, and Ohio lotteries.
- Worked at a senior level with more than 75 lotteries throughout the world on all aspects of lottery operations.
- Developed the Michigan Lottery's instant ticket weekly television show that utilized and broadcast a drawing. This included interfacing with the television station and ad agency and designing the games.
- Directed the implementation of an instant ticket finishing plant in the United Kingdom; established the complete sales and systems functions for the UK facility.
- Designed and implemented the first on-line video lottery system terminal that dispensed prizes directly to the player.
- Developed application software for on-line games pertaining to validation, agent accounting, terminal activity and game summary.
- Directed Illinois' video lottery project and served as project leader for the central site software system, which featured fault-tolerant hardware.
- Implemented daily on-line transaction processing and agent sales reports for five on-line lottery systems.
- Developed validation systems for Maryland and Illinois lotteries.

Other positions at Scientific Games included:

- Senior Vice President, International Sales;
- Vice President, Online Systems;
- Manager, Online and Video Lottery Systems;
- International Sales Representative;
- Project Manager;
- Programmer;
- Lottery Consultant

Education

BS Mathematics – Perdue University

Vasileios Makris

Proposed Position: *Project Manager, iGEM*
Current Position: *Project Manager, Gaming Solutions*
Description of Responsibility: *Gaming software implementation and support*

Lottery Experience

1999 – Present **INTRALOT**

Project Manager, Gaming Solutions

- Project Management and/or Implementation of Gaming and Video Lottery projects:
- Australia, state of Victoria Monitoring and Accounting System (27,000 gaming machines, in 503 venues, multiple local and wide area jackpots)
- Romania Video Lottery network (6,500 VLTs and monitoring system)
- New Zealand Electronic Monitoring Service (monitoring of 20,000 gaming machines)
- Peru Gaming Operations (2,000 gaming machines, Wide Area Jackpot)
- Moldova Video lottery (500 linked VLTs)
- Jamaica, Casino Monitoring and Accounting System (4 casinos, 1000 Gaming Machines)
- Colombia Gaming Operations (200 gaming machines)
- Coordination and Preparation of Proposals to International Tenders for the Gaming and Lottery Business
- System and Product Specifications Design / Liaison with the customers to translate their needs into product specifications
- Gaming Regulations and Operations Consulting
- Relationship/Account Management with the customer and involved third parties (e.g. subcontractors) during the implementation and rollout phase of new gaming solutions.
- Liaison between INTRALOT's headquarters and INTRALOT's local organizations (e.g. GSI Peru, LOTROM, INTRALOT New Zealand).
- Negotiation and Contract Management with customers and vendors for the provision of products and services related to gaming.

Education

2010: Advanced PMP Certification – PMI Institute

1992: M.Sc., Cranfield University, UK.

1991: Engineering Diploma, University of Patras, Greece

Tryfonas Mastoropoulos

Proposed Position:	*Software Engineer, VLTs, iGEM*
Current Position:	*Software Engineer, VLTs*
Description of Responsibility:	*VLT software development and support*

Lottery Experience

2008 – Present **INTRALOT S.A.**

Software Engineer

- Development and technical support of VLT monitoring systems.
- Expert knowledge of SAS protocol, a VLT communication protocol, and its host side software implementation.
- Key person in development, installation and support of VLT monitoring systems in Peru, OHIO State (USA), Jamaica and Romania.
- High level experience of G2S protocol, a network XML based VLT communication protocol.
- Expert knowledge of the following fields: C++ programming language, MySQL databases, PostgreSQL databases, Linux based operating systems, script languages, Graphical user interfaces.

Education

1999 - Degree in Computer Science – University of Crete

2004 – Masters, Computer and Communication Engineering – University of Thessaly

George Mermigas

Proposed Position: *Software Management oversight*
Current Position: *VP Technology*
Description of Responsibility: *Project management oversight and support*

Lottery Experience

2009 – Present **INTRALOT**
Vice President, Technology

- In charge of the conversion/startup of US project: Arkansas, Louisiana, New Hampshire, Vermont, and Washington DC.
- Successful 3 startups in 1 week (LA, NH, VT).
- Direct and manage computing and information technology strategic plans, policies, programs and schedules for business data processing, computer services, and management information services to accomplish corporate goals and objectives.
- Manage and direct the Company's overall technical architecture.
- In charge of the conversion/startup of US project: Ohio

2002 – 2009 **INTRALOT S.A.**
Senior Project Manager/Systems Administrator

- Responsible for the analysis, design and implementation of LOTOS™ modules for all INTRALOT Projects. Startups outside of the states worked on: OPAP, Nigeria, Russia, FYROM, Philippines. In charge of the software part for the conversion/startup of the US projects: Nebraska, Montana, Idaho, South Carolina, and New Mexico.
- Completed two successful startups in one week – South Carolina and New Mexico.

Other Experience

1997 - 2002 **P&K Brokerage**
Senior Programmer - Analyst

Programmer Analyst

Systems & Network Administrator

Education

1996: MS in Engineering in Telematics - **University of Sheffield**,

1995: Information Engineering - **School of Technological Information**

Michalis Mochamet

Proposed Position: *Application Software Management, iGEM*
Current Position: *Application Software Manager*
Description of Responsibility: *Manage application development and implementation*

Lottery Experience

2001 – Present **INTRALOT S.A.**
Application Software Manager

- Senior engineer participated in the design and implementation of Electronic Gaming Machines communication protocols VLC, QCOM, SAS and G2S in Ohio state (USA) and Victoria state (Australia).
- Senior engineer participated in the implementation of player tracking mechanism based on G2S protocol, adapting the specific features provided by legacy EGM protocols for Victoria State (Australia).

2001 - Present **INTRALCOM S.A.**
Application Software Manager

- Responsible for the implementation of POS peripheral device drivers. Support of POS custom Linux OS distributions.
- C/C++ software developing of communication protocols for POS terminals.

Education

1997-2002 BSc Electronic Engineering - Technological Educational Institute of Piraeus

2003-2004 MSc Network Systems Engineer – University of Plymouth

Ethan Murphy

Proposed Position: *Bench Repair Support*
Current Position: *Bench Technician*
Description of Responsibility: *Repair of terminal equipment*

Lottery Experience

2010 – Present **INTRALOT**
Bench Repair Technician (2011-Present)

- Manage inventory of all equipment and paper stock.
- Report weekly on warehouse inventory and paper stock.
- Repair and test all equipment returned from the field.
- Report monthly to Parent Company on machine repairs.
- Prepare documentation for technicians regarding new field/warehouse procedures.
- Gather information from field for communications troubleshooting.
- Assist with the daily tasks of the Field Service Manager.

System Operator (2010-2011)

- Troubleshot communication outages for call center and field technicians.
- Completed daily lottery draws.
- Monitored hardware and server room temperature.
- Created and maintained permissions for the back office system.
- Opened and closed trouble tickets using Seibel.
- Troubleshot ITVM and Photon configuration issues with field technicians.

Other Experience

2005 - 2008 **Saint Michael's College**
Help Desk Team Lead / Network Technician

- Worked closely with network administrators to solve network outage issues across campus.
- Installed CISCO network switches.
- Aided in completing the repair of network data jacks across campus.
- Aided in office moves and necessary computer renaming.
- Answered and solved user support calls regarding network issues.
- Provided Tier 2.5 support to users and other help desk technicians.
- Trained new user support technicians for Tier 1 support.
- Added new users and systems to the Bradford Campus Manager

2005 - 2008 **University of Vermont**
Network Administrator (Proctor Maple Research Center)

Education

Candidate for Bachelors of Science in Information Systems - Saint Michael's College

Akis G. Mytakidis, MBA

Proposed Position: *Software QA Analyst*
Current Position: *Software QA Analyst*
Description of Responsibility: *Software quality assurance*

Lottery Experience

2012 – Present **INTRALOT**
Software Quality Assurance Analyst

- Conducting factory acceptance testing and on-site user acceptance testing.
- Participating in design, implementation, integration, roll-out and maintenance.
- Customer requirements review, verification and validation.
- Cooperating with the project managers and stakeholders on the appliance of the project plan.
- Ensuring customer's satisfaction in project deliverables.
- Second level support on customer's production environment.
- Monitoring and managing project deliverables using TestTrack tool.
- Direct involvement in improvement processes for future projects and deliverables.

2010 – 2012 **INTRALOT S.A.**
Lottery Application Expert/Business Analyst

- Main projects involved: OPAP (Greece), Orglot (Russia), Loteria Moldovei (Moldova).
- Planning, writing and executing test plans and test cases using DevTest tool.
- Analyzing bugs and collaborating with development teams.
- Factory acceptance testing and on-site user acceptance testing support.
- Training and support on customer's official environment.
- Deliverables status reporting to management and issues escalation.

Other Experience

2009 – 2010 **Greek Army**
Communications Systems Operator

2008 **INTRASOFT International S.A.**
Intern – Quality Assurance Department

Education

Master in Business Administration - Total Quality Management - University of Piraeus

Informatics - University of Piraeus.

Paul S. Ostendorf

Proposed Position:	*Management Support*
Current Position:	*Regional Director*
Description of Responsibility:	*Project management support*

Lottery Experience

2007 – Present **INTRALOT**

Regional Director, Midwest Operations – Online, VLT, Vending Solutions (2010-Present)

- Manage data center facilities and point of sale networks for lottery contracts including traditional online operations and Video Lottery operations
- Provide leadership for P&L financials, site management, field service, sales force supervision, training, and call center management
- Provide business oversight for INTRALOT vending solutions

Project Manager/Acting General Manager – Ohio (2009-2010)

- Held lead role supporting the Ohio Lottery vendor to vendor conversion.
- Oversaw installation of 9,000 points of sale including a live KENO operation and multiple systems interfaces – ICS – Lottery Back Office (IAD) - Coles

Project Manager, New Mexico (2007-2009)

- Managed NM Lottery vendor to vendor conversion including 1,100 points of sale and multiple systems interfaces – ICS – Instant Ticket Validation System

1999 - 2006 **SCIENTIFIC GAMES**

Regional Director, Western US (2004-2007)

- Managed data center facilities and point of sale networks for five lottery contracts in the Western US

Senior Director, Support Services (2000-2004)

- Led operations and contract negotiations for multiple corporate functions, including the National Call Center, Depot Repair, and Field Engineering groups.

General Manager, Montana (1999-2000)

- Directed 24/7 data center operations and field service support for the Montana State Lottery, with accountability for continual customer interaction to meet client expectations.

Education

- Business Coursework, Pikes Peak College
- Electronics certification and leadership training, United States Navy
- Held Top Secret SCI clearance

Andreas Panos

Proposed Position: *Terminal Software Manager*

Current Position: *Terminal Software Manager*

Description of Responsibility: Manage terminal software development and implementation

Lottery Experience

2006 – Present **INTRALOT**

Terminal Software Manager

- Working as a C++ Software Engineer at the terminal division, developing the software for the Coronis Terminal. Development is under the Linux platform (SUSE) with C++ and QT for the GUI components.
- Completed the development of the Malaysian lottery, and the refactoring of the base code and development of a framework (Intralot Framework Library – IFL) which is now used on two projects, the West Australian and Central Australian lotteries.

Other Experience

2004 – 2006 **SONAK Systems & Software**

Software Engineer

2002 – 2004 **Interoperability Systems Integration**

Software Programmer

2001 – 2002 **114 Combat Wing of Tanagra**

Analyst Programmer

1999 – 2000 **Silicon Dreams Studios Ltd.**

Graphics Tools Programmer

Education

University of Hull - MSc in Computer Graphics and Virtual Environments

Middlesex University - Diploma in Interactive Computer Systems

Anglia Polytechnic University - BSc (HONS) in Computer Science

Terry Patterson

Proposed Position: *VP Operations Responsible for WV iGEM*

Current Position: *VP Operations*

Description of Responsibility: Project management support; Client Service Program support

Lottery Experience

2009 – Present **INTRALOT**

CSP Director, Regional Director – Northeast U.S.

- Responsible for contract oversight and management of CSP operation in Ohio, Vermont, New Hampshire and Washington, DC.
- Provide project oversight and mentoring for personnel.
- Supervision of Regional Operational Budgets, meeting corporate objectives.

2005 – 2009 **Multimedia Games**

Director of Lottery Sales, International Sales, Video Lottery

- Directly responsible for Lottery customers in New York, Rhode Island, Mexico and Israel.
- Proposal development for all Lottery industry opportunities.
- Management of International Product Distribution Agreements

1997 – 2005 **Scientific Games International**

VP, Online Operations

- Oversight of all on-line lottery operations, national call center, project management, support services (operations, field) throughout the Americas
- Provided oversight for P&L financials for all state on-line lottery operations
- Management of over 400 corporate-wide resources

1982 – 1997 **GTECH Corporation**

Director, Project and Implementation
The Americas; Country Manager
Project Manager, Mexico
Operations Supervisor

Education

Majored in Computer Science at the Catholic University of America in Washington, D.C.

Fluent in Spanish

Michelle M. Paul

Proposed Position: *Administration and Management Support*
Current Position: *Training & Events, VT*
Description of Responsibility: *Assist Gen. Mgr. with Project administration*

Lottery Experience

2010 – Present **INTRALOT**
Training/Events Coordinator, Marketing

- Works with Lottery, INTRALOT marketing, hot line and field service to develop and implement effective retailer relationships as well as training programs.
- Works with Lottery to help identify and staff Lottery events throughout the year and coordinate chain events and promotions with INTRALOT's Key Account Representatives and Lottery staff.
- Works with Lottery staff to troubleshoot and resolve agent issues.
- Manage consumables in compliance with Lottery and MUSL rules and regulations.
- Support reporting for annual SSAE-16 audit.
- Cultivate relationships with potential agents, prepare written marketing materials and coordinated marketing events for potential agents.
- Educate potential agents about newest Lottery games and terminals.

2003 – 2010 **Scientific Games International**
Office Manager/Administrative Assistant

- Managed consumables in compliance with Lottery and MUSL rules and regulations.
- Administered Human Resources policies and procedures.
- Developed and managed Lottery Tel-Sell program, including the implementation of tracking system.
- Compiled data for facility budgeting purposes.
- Collaborated with Tri-State Marketing Manager to develop Instant Tickets promotional programs.
- Troubleshot for Michigan's Big Money Bingo game which was run from the Vermont office.
- Dispatched Field Service Technicians as needed.

2000 – 2010 **NorthCountry Federal Credit Union**
Business Development Officer

- Researched, initiated and developed relationships with potential employee groups.
- Increased penetration of current employee groups.
- Liaison with groups such as Chamber of Commerce and Service Clubs.
- Represented Credit Union at various events (e.g. League functions, civic events and trade shows

1996 – 2000 **Thomas E. Yarger and Associates**

- Office Manager for Certified Public Accounting Firm.
- Managed time and billing and accounts receivable.
- Compiled tax return information for accountants.

Education

- Education Champlain College – A.S. Degree, Social Services

Stan Cook

Proposed Position:	*Facilities build out and Security iGEM*
Current Position:	*Project Manager, Facilities Coordinator Sr*
Description of Responsibility:	*Facilities Management & Configuration*

Lottery Experience

2014 – Present **Intralot**

Facilities Coordinator Sr, IT

- Project Manager handling contractors to complete build out of Georgia COAM primary data center and local operations. Finalization of Georgia COAM data room and FM200 conversion in remote Ohio location
- Manager for installation of the systems equipment for primary and back up data centers
- Verify HVAC, UPS and security systems were installed to specifications
- Verify all construction compliance and specifications

Other Experience

1997 – 2014 **LSI Corporation**

Regional Facilities Manager Southeast, Property Management (2006-2014)

- Project Manager for regional large and small facilities projects. Responsible for implementation, organizing individuals and installation of equipment for each project. Responsible for building maintenance, repair, construction and improvements, workspace planning and allocation
- Supervise and mentor remote facilities coordinators. Forecast, budget, schedule regional building preventative maintenance, janitorial and vending. Primary regional contact for safety/emergency, landlord, security, and employee facilities help tickets

1997 – 2014

Commodity Manager, Supply Chain Management (2006-2014)

- Manage electronics component supply to U.S. and offshore contract manufacturers. Negotiate, forecast, maintain, and support global pricing, cost reduction, and inventory reduction for assigned commodity set. Purchase, track, follow up, and RMA of piece part components.
- Supervise and mentor remote facilities coordinators. Forecast, budget, schedule regional building preventative maintenance, janitorial and vending. Primary regional contact for safety/emergency, landlord, security, and employee facilities help tickets

Education

Georgia Gwinnett College - Bachelor of Science, Business Administration
Georgia Perimeter College - Associate of Science, Business Administration
Austin Community College - Certificate, Electronic Technology

John Pittman

Proposed Position: *Marketing Management Oversight*
Current Position: *VP, Marketing*
Description of Responsibility: *Marketing and games management oversight*

Lottery Experience

2002 – Present **INTRALOT**
Vice President, Marketing

- Responsible for the coordination of all marketing and research activities for lottery customers in the US.
- Coordination with other INTRALOT Marketing Directors throughout the world to exchange ideas and keep current with international market trends.
- Responsible for the marketing of INTRALOT's products and services in the US.
- Work with the Account Representative and Lottery to design game and promotional concepts.
- Work with the Lottery to design and develop Marketing Plans.

1988 – 2002 **Lottery Support Group**
President and CEO

- Directed a 15-employee team of Lottery experts to provide turnkey Lottery startup consultation and services.
- Provided complete start-up consultation services to the Indiana, Kentucky, Louisiana and Texas Lotteries as well as 13 International Lotteries.
- Developed strategic, operational and marketing plans for Lottery clients.
- Played a key role in all functions including operations, new ventures/strategic planning, sales and marketing, negotiations, communications and technology for Lotteries throughout the world.

1977 – 1988 **Scientific Games International**
Executive Vice President

- Progressively promoted during tenure. Positions held include CFO, VP of Operations and Administration and VP of Sales and Marketing.
- Directed all consulting activities for 12 U.S. Lottery start-ups, market research, contract negotiations, contract compliance and sales representatives.

Other Experience

1972 – 1977 **DeLoitte & Touche**
CPA

Education

BS Business Administration, CPA – University of Florida

Joseph W. Ramey

Proposed Position: *System Operations Manager iGEM support*
Current Position: *System Operations Manager*
Description of Responsibility: *Management of System Operations Department*

Lottery Experience

2013 – Present **INTRALOT**
System Operations Manager

- Manages and supports the System Operations group in monitoring the Gaming Network for Ohio Lottery, Ohio VLT, and Washington DC Lottery
- Responsible for the site facilities, including HVAC, UPS, generator, and security
- Develop project plans, maintain metrics, and interface with various engineering and operations groups, as well as the lottery to achieve desired improvement goals
- Interface with Lottery regarding software change requests and problem reports

2009 - 2013 **INTRALOT**
System Operations Supervisor

- Monitor Gaming Network and Communication devices for Ohio Lottery, Ohio VLT, and Washington DC Lottery
- Supervise and coordinate technical aspects and scheduling of system upgrades, maintenance operations, and other special tasks

2008 - 2009 **GTECH**
System Administrator

- Administers LMS Instant Ticket System
- Assists programmers in testing and implementation of software changes

2001 - 2008 **GTECH**
Senior Computer Operator

- Trains, supervises, and evaluates Control Room staff
- Troubleshoots equipment malfunction and implements expedient recovery to minimize financial penalties

1999 - 2001 **GTECH**
Computer Operator III

- Monitor gaming system in real-time environment
- Execution of job production schedules

Other Experience

1997 - 1999 **SUAREZ CORP**
Asst. System Manager/Computer Operations Supervisor

Education

Kent State University – Applied Mathematics

Joffre Rivera

Proposed Position: *IT Director and Communications Project Manager iGEM*
Current Position: *Network Manager/IT Director*
Description of Responsibility: *Management of network installation and ongoing support*

Lottery Experience

2009 – Present **INTRALOT**
Network Manager and IT Director

- Responsible for the start-up of and primary contact for ongoing maintenance of systems and network communications issues on a 20,000+ nodes network.
- Unix platforms including AIX and FreeBSD, Linux platforms including SuSE. AIX technologies includes GPFS, HACMP (clustering) with AIX 5.3 and 6.
- Networking theories, technologies and implementation using Cisco Equipment: Routing, Switching and Security including IP, VLAN, OSPF, BGP, MPLS, QoS, IPSEC/ISAKMP, Radius/AAA, Certificates.
- Enterprise monitoring software configuration and implementation: Nagios, Rancid, and MRTG.
- Microsoft Technologies: Exchange (and related technologies), Windows Server OS, Active Directory, Clustering, DFS, DDNS, Group Policy, Replication, Trusts, and more
- Other Common Internet technologies used: Apache/IIS/HTTP, SSH, SCP, SFTP, DNS, Postfix/SMTP, VoIP, Asterisk & SIP.

Other Experience

2005 – 2008 **Patheon Pharmacuticals**
Senior Infrastructure Manager

- Manage budgeting and cost controls, schedule operational tasks and projects, program implementation, departmental coordination, and logistical
- Responsible for data and voice (PBX / VOIP) networking for multiple sites, wide area network architectural design and administration, and overall operations support and management.
- Created a highly efficient, redundant MPLS WAN infrastructure to support current and future needs. Consolidating costs and generating savings in the process.
- Implemented a highly efficient highly redundant infrastructure configuration over Dell platform integrating ESX virtualization, EMC2 SAN and multiple node clustering with blade servers.
- Managed and modified the Help desk, creating a first level with the necessary training and tools to solve approximately 70% of the problems on the first call

Education

- CISSP : ISC2 Certified Information Systems Security Professional
- Security + : Comptia Security+ Certification
- CCNA : Cisco Certified Network Administrator
- JNCIA : Juniper Networks Certified Associate
- MCSA 2003 + Security : Microsoft Certified Systems Administrator + Security
- MCSE 2003 + Security : MS Certified Systems Engineer + Security Plus: COMPTIA

Lynne Robertson

Proposed Position: *Human Resources Manager*
Current Position: *Human Resources Manager*
Description of Responsibility: *Oversee on-site personnel hiring and staffing compliance*

Lottery Experience

2009 – Present **INTRALOT**
Human Resources Manager/Analyst

- Directly responsible for assisting with the overall leadership and management of the Human Resources function for Operations, General Management, and Field Tech Divisions by providing effective human resources management support in organizational development, employee development, training, employee coaching, recruitment, and processing payroll.
- Maintain and review job descriptions and evaluate jobs for internal ranking to ensure equitable salary rates both internally and externally
- Responsible for informing and educating internal clients about HR policies, procedures, performance management, recruitment, and employee relations issues
- Review and implement all the mandatory global HR standards making sure they are adjusted to our local needs and follow best practices
- Responsible for workers compensation and safety management
- Use good judgment in receiving, communication, and managing confidential information
- Identify HR, business, and organizational trends and deliver recommendations to improve them.

Other Experience

1998 – 2009 **Sybase**
Human Resources Representative/Generalist 2

- Provided extensive HR generalist support and services to division/organization management and employees to include: HR policies and procedures, compensation, performance management, employee relations, training & development, employee benefits, employment law, disciplinary action, and performance improvement plan.
- Assisted hiring managers in establishing recruitment needs and aids in developing sourcing mechanisms for candidates.
- Worked with Division/Organization managers to assist in job postings, employment requisitions, scheduling of candidate, interviewed, administered background checks, offer authorization, letter generation, and processing of other new hire records.
- Trained management team on interviewing techniques and best practices, conducted workshops and one-on-one coaching sessions that contributed to sound hiring decisions.

Education

Georgia Perimeter College - Currently pursuing Business Degree

Felicia Robinson

Proposed Position: *Call Center Training and Support*
Current Position: *Call Center Manager*
Description of Responsibility: *Oversee on-site personnel hiring and staffing compliance*

Lottery Experience

2008 – Present **INTRALOT**
Call Center Manager – South Carolina Call Center

- Establishing and managing a successful 24/7 in-bound Call Center / Help Line to assist lottery retailers and the South Carolina Education Lottery. Call Center recognized as one most successful in the company. Overall, impressive feedback from the South Carolina Education Lottery about the Call Center's performance and reputation.
- Ability to effectively multitask several other delegated office duties in addition to managing and routinely taking calls in a 24/7 Inbound Call Center. Other delegated office duties include processing all new hire paper work, maintaining badge or security requests, managing office supplies, maintaining thousands of data entry requests for repaired lottery terminals for the Field Service Department, and any other administrative duties as needed.
- Clearly communicated performance expectations to a diverse group of Customer Service Representatives to include technical support and trouble shooting, even though everyone's schedules changed every 6 months. Subsequently, established an environment of friendly competition among the team by recognizing exceptional performance through praising emails and small awards.
- Coached a group of newly hired supervisors, after their formal training, on techniques and strategies that would benefit job performance. Developed rapport with each of these individuals and shared successful business practices.

Other Experience

2006 – 2007 **Connect and Join**
Customer Service Manager

2001 – 2005 **Verizon Wireless**
Customer Service Supervisor/Project Manager
1999 – 2001
Customer Service Manager

1999 **Mack Trucks, Inc.**
HR Consultant

Education

1991: A.A. Business Administration - University of South Carolina (Dean's List)

1993: B.S. Business Management - University of South Carolina

Justice Ross

Proposed Position: *Field Service Repair & Support*
Current Position: *Vending Quality & Repair Specialist*
Description of Responsibility: *Deployment, installation and support of vending equipment*

Lottery Experience

2008 – Present **INTRALOT**
Winstation/MP Project Manager/Specialist

- Project Manager for Deployment of WinStations & M.P.'s per State contract.
- Keep track of all spending accrued during a project rollout, and create a cost analysis at the end of each project.
- Provide a weekly update of project status to the Lottery, and any known changes.
- Assemble a team of full time and temporary workers to roll out equipment and meet specific deadlines.
- Assist Training all INTRALOT technicians, Op's, Hotline/Call center on how to troubleshoot and resolve any issues pertaining WinStations or M.P.'s
- Train all Lottery Reps on functionality of terminals and usage of sales/reporting information.
- Keep track of all employee hours and send in weekly.
- Tier II Technical Support for all States that have WinStations and or M.P.'s
- Assist Engineers in Electrical, Mechanical and Software development of WinStations & M.P.'s through physical testing of upgrades.
- Work directly with Technicians from any State on issues that have escalated to the Lottery until they are resolved.
- Ensure GMs & Field Service Managers in each state are given all necessary tools to continue a high level of support for equipment once project is complete.
- Participated in project work with the following: Idaho, New Mexico, Ohio, Arkansas, Montana, New Hampshire, Washington D.C., Louisiana, Vermont, and Maine.

2007 – 2008 **WinZ Technologies**
Manufacturing Quality Supervisor

- Perform 100% final visual inspection of WinStations/MP to ensure machines are approved and ready for shipment.
- Train all new employees assigned to the quality department.
- Perform functionality tests on all components as required by contract per state lottery.
- Upon request, travel with WinStation and prep for RFI or RFP presentations per state lottery.

Other Experience

2004 – 2007 **Graphix One Corporation**
Inventory Control Manager/Mechanical Technician

Education

2001: Computer Engineering major - Cincinnati State Technical & Community College

Tim Rutten

Proposed Position: *General Management Support*
Current Position: *General Manager Wyoming*
Description of Responsibility: *Management of central site staff; Lottery liaison*

Lottery Experience

2014 – Present **INTRALOT**
General Manager/Field Services Manager – Wyoming (Current Position)

- Responsible for the day-to-day operations of the Primary Business Center and Primary Data Center.
- Responsible for budget compliance and site profitability.
- Responsible for increasing Lottery revenues and maximizing the net benefit to the State in a secure and socially responsible manner.
- Coordinates all activities between INTRALOT and the Lottery and Liaison with corporate offices
- Responsible for establishing and maintaining social responsibility and good corporate citizenship.
- Manage field technicians. Duties for this include hiring, regular evaluations, training, payroll, and scheduling.
- Order and inventory site consumables, Fleet manager for all site vehicles, Oversee the installation and maintenance of the field hardware for the satellite communications network.

2004 – 2011 **INTRALOT**
General Manager – Nebraska (2008-2011)

- Responsible for the day-to-day operations of the Primary Business Center and Primary Data Center.
- Responsible for budget compliance and site profitability.
- Responsible for increasing Lottery revenues and maximizing the net benefit to the State in a secure and socially responsible manner.
- Coordinates all activities between INTRALOT and the Lottery and Liaison with corporate offices
- Responsible for establishing and maintaining social responsibility and good corporate citizenship.

Field Services Manager (2004-2007)

- Manage field technicians. Duties for this include hiring, regular evaluations, training, payroll, and scheduling. Setup and meet an annual budget. Order and inventory site consumables. Responsible for site maintenance. Fleet manager for all site vehicles. Oversee the installation and maintenance of the field hardware for the satellite communications network.

1995 – 2004 **GTECH Corporation**
Field Service Supervisor

- Manage field technicians. Duties for this include hiring, regular evaluations, training, payroll, scheduling, etc. Setup and meet an annual budget. Order and inventory site consumables.
- Fleet manager for all site vehicles. Responsible for various site maintenance issues.
- Install and maintain online terminals, dialup terminals, and satellite communication accounts.

Education

Bachelor of Science in Electronics Engineering Technology - University of Nebraska at Lincoln

Jeff Savage

Proposed Position: *Data Center Operations Support*
Current Position: *Operations Manager*
Description of Responsibility: *Oversee 24/7 uptime of the VT and NH gaming systems*

Lottery Experience

2010 – Present **INTRALOT**

Operations Manager (2014-Present)

- Manage data center operations for the Vermont and New Hampshire Production systems.
- Point of contact for all incident resolutions.
- Ensuring all deliverables are provided to the customer on schedule and with acceptable quality.

Vermont Business Analyst (2013-2014)

- Received Vermont Lottery requests for new games, software, and system functionality and translated their needs into functional specification documents.
- Developed test plans and test scripts to be used during SWQA testing to ensure all system changes are thoroughly tested.
- Confirmed customer requirements were met throughout the software product lifecycle.

Lead System Operator (2012-2013)

- Supervised daily operational tasks within the Vermont and New Hampshire data center.
- Established and maintained procedures to be followed while completing various tasks within the data center.

System Operator (2010-2012)

- Provided technical support for IBM AIX servers, Windows 200 servers, and more.
- Managed installation, removal, and troubleshooting of telecommunication devices within the retail environment for the Vermont and New Hampshire lotteries.
- Executed daily tasks to ensure the proper operation of the Vermont and New Hampshire lottery systems.
- Participated in drawings for various lottery games while ensuring compliance with Vermont Lottery, New Hampshire Lottery, and MUSL guidelines.

Other Experience

2007 – 2010 **Woodruff Custom Furniture**

- Designed and developed the company's first web site.
- Assisted with all changes to content and design of the website as well as tested all website functionality prior to deploying updates to the live web site.

Education

Vermont Technical College – Computer Information Technology

Chaz Shivers

Proposed Position: *Procurement and Supply Chain Management*
Current Position: *Director, Supply Chain Management*
Description of Responsibility: *Manage purchasing of required goods and services*

Lottery Experience

2008 – Present **INTRALOT**
Supply Chain Management Director

- Supplier Development, Management, and Performance Review, Supply Chain Policies, Processes, and Procedures.
- Inventory Control Policies, Processes, and Procedures.
- Lean Initiatives and Business Process Improvements.
- Contract Assembly Services, Active and Passive Components, Electro-Mechanical Hardware, and Software acquisition.
- Fleet Leasing Management

Other Experience

2007 – 2008 **ArgonST**
Manager, Supply Chain Management

2001 – 2007 **EMS Defense & Space Systems**
Senior Manager, Supply Chain Management

1995 – 2001 **Via Sat, Inc.**
Procurement Section Manager

1991 – 1995 **Block Medical, Inc.**
Senior Buyer/Planner

Education

Graduate, Certified Purchasing and Inventory Management Program - San Diego City College

Undergraduate studies with a concentration in Business Management - San Diego State University

Skills

- Materials Management , Warehouse Inventory Control, and Logistics
- Internal and External Supplier Performance Metrics
- Commercial and Government Supplier Sourcing and Management
- Government Acquisition Policies – FAR, DAR, GSA, SBA, & CPSR
- Property Administration - GFE, CFE, and Capital Assets
- Capital Equipment Leasing, Calibration, Maintenance, and Repairs
- Business Process Improvements – Lean Initiatives
- Supply Chain Policy, Process, and Procedure Development
- Proficient in all aspects of MS Office
- Enterprise Resource & Materials Requirements Implementation & Administration

Vladislav V. Simonenko

Proposed Position: *Field Service Manager WV*
Current Position: *Customer Service Manager*
Description of Responsibility: *Responsible for Field Service and Call Center operations*

Lottery Experience

2009 – Present **INTRALOT**
Customer and Field Service Manager

- Managing team of Field Service Technicians on day-to-day operations, to ensure complete field coverage. Also managing Call Center Department for Vermont and New Hampshire Lottery projects. Hiring new personnel by recruiting/interviewing candidates. Developing and implementing procedures and practices in order to achieve highest level of customer service and technical expertise.
- Conduct personnel evaluations both directly and formally. Implementation of remedial training, disciplinary action, and incentive and rewards programs in accordance with company policies. Measuring and reporting on performance improvements according to company practices. Oversee fleet vehicle maintenance and have the responsibility to ensure that vehicle management procedures are being adhered to. Coordinate major retrofit programs in the field including scheduling and other logistical planning with Retailers, the Field Service staff, Lottery officials, and other Intralot staff.
- Enforce standard policies and practices. Evaluate recommendations from customer Service Technicians for changes to policy and follow Intralot procedures to modify standard or site-specific policies when appropriate. Attend meetings with the lottery and provide reports on department performance and projects.

2003 – 2008 **Scientific Games International**
Field Service Technician (South Carolina Project)

- Maintained, computerized POS lottery terminals for South Carolina Educational Lottery Commission. Customer base include more than 260 retail locations in Upstate South Carolina. Customer service, driving company van to a retail location, install, repair, maintain and removal of lottery terminals. Supplies delivery and inventory maintenance. Troubleshoot and repair various types of communications like Dial-up, digital lease, DSL and LAN.

1998 – 2000 **Hydroacoustic Technologies Inc**
Assembler Lead/ Network Admin Electronic/electrical/mechanical assembler

- Prep, and stuffing PCB, soldering, wiring. Work with different type of underwater and "dry" CAT and CAT-5 cables. Setup and initial test company products. Assembly units "from scratch to ready unit", using blueprints, and written assembly instructions. Creating assembly documentation in MS Word. Work in company workshop with various machines (drilling press, milling machine, etc.). Responsible for small group of assemblers, and stockroom employees. Shipping/ Receiving, creating Packing/Shipping documentation in computer. Repair and Maintenance Company owned PCs and adjustment customer owned computers for their needs. Responsible for company network maintenance and backup.

Education

College of Communications and Information Technologies, Sevastopol USSR, A.A. Diploma Integrated Circuits, USSR ARMY – Class 2 Radio Repair Specialist, Squad Commander

Sherry Soard

Proposed Position: *Vending Solutions Implementation and Management*
Current Position: *Vending Solutions Manager*
Description of Responsibility: *Oversee vending manufacturing, deployment and support*

Lottery Experience

2008 – Present **INTRALOT**
Vending Solutions Manager

- Responsible for coordinating customer product specifications with engineering/development team.
- Work with customer to identify new vending opportunities for sales growth and expansion.
- Work with deployment/install teams to ensure all requirements are provided and schedules are met, including; field service training, lottery training, out-of-box testing, install resources, ongoing operation needs, etc.
- Conduct sales/marketing analyses for measuring current performance and projecting sales trends for current and future customers. Work with current customers to employ best practices to maximize profits.
- Responsible for vending solution marketing needs for trade shows, lottery demonstrations and RFP requirements.
- Provide project oversight, budgeting and mentoring for personnel.
- Identifies resources needed and assigns individual responsibilities.
- Reviews deliverables prepared by team before passing to client.
- Liaison for customers on all project-related deliverables.

2000 – 2004 **GTECH Corporation**
Regional Account Director/Account Executive

- Provide software integration, self-service dispensing kiosks and on-line lottery equipment.
- Led domestic and international sales and marketing. Negotiated contract terms to maximize overall profitability. Mentored and coached staff and retailers on products and strategy.
- Renegotiated existing lease contracts, increasing gross revenue and net profits.
- Headed all Request for Proposal responses. Developed and delivered formal presentations to customers in response to bid proposals.
- Managed multiple instant ticket vending machine contracts. Business plan development, sales data and marketing analysis, sales revenue projections and forecast analysis, bid responses, contract negotiations and execution.
- Directed implementation teams for equipment installation, training and service programs. Trade show set-up and demonstrations.

Other Experience

1993 – 2000 **Self-employed**
Commercial Real Estate Appraiser

Education

BS Health Services Administration - University of Kentucky

Certified Appraiser - Appraisal Institute (Level I & Level II Courses)

Konstantinos Stravroulidakis

Proposed Position: *Database Administrator iGEM*
Current Position: *Database Administrator*
Description of Responsibility: *Database implementation and administration*

Lottery Experience

2006 – Present **INTRALOT**
Database Administrator

- Administrate Oracle 9i/10g/11g databases on AIX, Windows, and OpenVMS
- Architect OLTP databases for back office lottery and scratch tickets.
- Architect OLAP databases for reporting and data analysis.
- PL/SQL development for business logic layer, reporting, and data access.
- Perform applications database administration functions including SQL tuning, database application design, physical data modeling, and developer support.
- Expertise with large data sets, data movement, partitioning, shell scripting, and PL/SQL development.
- Work with development teams in database design process and make
- Architect ETL between disperse systems.
- Design and manage database replication technologies for lottery databases. (Advanced Replication, Streams, Data Guard, Standby Database)
- Direct DBA and Database Development activities across projects in the US.
- Support Day to Day activities and lottery system data issues.
- Maintain and monitor database and system performance

2004 – 2006 **INTRALOT S.A.**
Database Administrator

- Main responsibility was to support all databases (Total 60 databases – production, test & development).
- Install Oracle RDBMS, create new databases, restore databases, space management (Troubleshooting, foreseeing possible oracle errors, minimizing FS utilization), support users, generate statistics, implement partitioning & transportable table spaces solution for the Data Ware House server.

Developer (1999-2004)

- Member of the software support department responsible for the developing and user training of an ERP program named "AIXMES", which is an accounting and industry application.
- Responsible for the installation of a C Application and Oracle RDBMS v 7.3 - v 9.2 on unix Sco, AIX, Linux, Windows NT, Windows2000 server.
- Operated as a Database Administrator in all Oracle RDBMS installations.

Education

Oracle University- Oracle Fundamentals I and II

Diploma of technological institute "KONTORAVDI" Computer programmer.

Diploma of technological institute "AKTO" "Free hand and linear architectural designer, Auto Cad".

Fotios Theodoropoulos

Proposed Position: *Product Support Manager iGEM*
Current Position: *Technical Project and Quality Manager*
Description of Responsibility: *Oversee technical implementation team*

Lottery Experience

2008 – Present **INTRALOT**
Technical Project Manager (Ohio, South Carolina)

- Team leadership , Analytical IT professional with financial expertise with strong technical solutions, Customer Satisfaction, Improved performance and reliability of multiple systems
- Schedule and resource management
- Strategically identifying new tools, processes, and techniques for increasing quality
- Producing and maintaining useful and usable documentation of work
- Contributing regularly in Wiki format to the general Engineering body of knowledge, Ongoing training sessions.

2007 – 2008 **INTRALOT S.A.**
Software and QA Manager

- Quality Assurance
- Test Automation
- Team Building, Management and Leadership
- Lead automation project plan, scope, schedule and implementation of tests within the automation framework, Analyze system impact during design reviews with development and business analysts
- Lead in the analysis, design, development, and ongoing maintenance of automated tests and automation architecture performed within the established automation development processes.

Other Experience

2006 – 2007 **Allia (Greece)**
Actuarial Advisor

- Manage risk, develop, price, and manage investment products
- Work with government institutions such as Social Security, the Department of Labor, and Medicare to manage social programs and to develop regulations and legislation.

Education

Bachelor in Sociology , University of Crete , Greece

MS Office 2007 (Excel, Outlook, Access, PowerPoint, Visio) MS Project certification, SPSS, Oracle 11g.

PMP certification

Amy Goeglein

Proposed Position: *Call Center Manager iGEM*
Current Position: *Call Center Manager – OH Call Center*
Description of Responsibility: *Supervision of call center staff*

Lottery Experience

2012 – Present **INTRALOT**
Call Center Manager

- Recruiting, training, scheduling and development of call center employees
- Compiling daily, weekly and monthly Lottery Reports for Ohio lottery and Intralot
- Collecting, analyzing and providing management information from available resources

2011 – 2012 **INTRALOT**
CSP Lead

- Assisted CSP Manager in daily operations and contacting retailers for ticket orders
- Compiling daily, weekly and monthly reports for General Manager
- Collecting, analyzing and providing management information from available resources

2010 – 2011 **Nesco Resources**
Call Center Representative for Intralot

- Outbound call campaign for KENO program
- Providing customer service to Ohio retailers in troubleshooting their lottery equipment
- Assisted in dispatching appropriate routes to on-call technicians

Other Experience

2003 – 2010 **Lennon & Company**
Accounting

- Compiled year-end financial reports for schools and cities
- Prepared and distributed final year-end reports for schools and cities
- Assisted in audits of schools

Education

1990: Graduate – Ball State University

Other Training

2012: First Time Manager: Understanding a Manager's Roll

2012: First Time Manager: Challenges

2012: Communication Business Etiquette

2013: Core Negotiation Skills

Larry Thomas

Proposed Position: *Senior System Engineer iGEM*
Current Position: *Senior System Engineer*
Description of Responsibility: *System administration and management of servers*

Lottery Experience

2009 – Present **INTRALOT**
Senior System Engineer

- Manage and administer server (virtual & physical) and storage infrastructure for ten Ohio facilities
- Implement, install, configure, upgrade, and monitor servers running Windows Server, AIX, RedHat Enterprise Linux and CentOS
- Serve as focal point for maintaining asset database and hardware/software support contracts for all U.S. sites
- Provide support and coverage to all Intralot U.S. sites

Other Experience

2007 - 2009 **Park Place International**
Pre-Sales Systems Engineer

- Supported sales representatives by designing infrastructure solutions, developing proposals for Meditech Healthcare Information Systems for major healthcare providers throughout US.
- Assisted customers in comprehending value offered for optimal solutions to specific problems, increasing new, repeat and referral sales.

1991-2007 **Agilysys, Inc.**
Consultant / Associate Consultant 2005 – 2007
Senior Systems Specialist 2004 – 2005
Project Engineer – IBM – Systems Integration Value-Added Center 1999 – 2004
Group Lead / Technician – Systems Integration Value-Added Center 1994 – 1999

- Hardware integration and software configuration of System P servers running AIX and Linux, providing turn-key solutions to business partners and end users.
- Authored statements of work to ensure the correct and proper integration of moderate to complex projects, ensuring consistent quality to our customers.
- Trained staff and instituted tours of assembly operations for consultants to increase product knowledge and formulate optimal solutions to meet specific customer needs.

Education

The University of Akron – Coursework in Computer Information Systems

McKim Technical Institute – Diploma in Industrial Automation

Multiple IBM certifications for System X, System P, AIX and Advanced Power Virtualization

Todd Thomas

Proposed Position: *Systems and Network Administration*
Current Position: *Network Administrator*
Description of Responsibility: *Implementation and support of LAN/WAN network*

Lottery Experience

2007 – Present **INTRALOT**
Network Administrator

- Act as Help Desk Support for INTRALOT
- Create/Modify Active Directory Users
- Support Workstations/Printers/Servers at Duluth Office
- Ensure backups are created daily
- Support cell phones / mobile devices and manages mobile (cell) accounts, and connectivity accounts
- Become the security liaison
- Support the HR and Accounting SAGE products

Other Experience

2008 – 2007 **Xcentric**
Consultant

- Level one support for clients using Citrix Metaframe Server.
- Act as "response" role to the clients.
- Open and resolve helpdesk tickets.
- Monitor network (servers/workstations) via Managed Services software and proactively reacts to alerts.

2000 – 2006 **DirectPath**
Systems Administrator

- Support about 100 users (50 desktop and 50 laptop)
- Support 4 Servers – Windows 2003 (File, Web, Exchange, Domain Controller – Active Directory)
- Support 10 network printers.
- Support 20 mobile devices (Pocket PC's and Blackberry)
- Act as Help Desk for the company
- Perform daily backups of all servers to external hard drive
- Purchase all IT based hardware and software.
- Support broadband service via cable modem with the configuration of Cisco 7200 CMTS and Cisco 2800 Series routers.

Education

1995-1998 - Floyd College / North Metro Tech, Atlanta, GA

Associate Degree of Applied Science, Certified courses in telecommunication.

1998-2000 - Kennesaw College, Atlanta, GA [A+ Certified, Net+ Certified]

Athanasios Thomos

Proposed Position: *Software Engineer iGEM*
Current Position: *Software Engineer*
Description of Responsibility: *Software development, implementation and support*

Lottery Experience

2008 – Present **INTRALOT**
Software Engineer

- Developing the terminal side of the projects utilizing tools such as Ubuntu Linux OS, Qt3 library.
- Troubleshooting peripherals that are attached to the terminals.
- Analyzing data send from the Central System to the terminal side checking for data inconsistency.

Other Experience

2006 **Interoperability Systems International Hellas**
Software Engineer

2003 – 2004 **Wilkes**
Electrical Engineer

2001 – 2002 **Greek Army**

1998 **Indelec Europe S.A.**
Intern

Education

Carnegie Mellon University – Master of Science in Information Networking (MSIN)

Wilkes University – Master of Science in Electrical Engineering (MSEE)

University of Patras – Electrical & Computer Engineering

Skills

Operating Systems: Windows 2000/XP, Linux (Ubuntu, Fedora, SuSE).

Assembly Languages: MIPS, Motorola 68000, 68HC11, ARM XScale.

Programming Languages: C, C++, Java, wxWidgets (C++), Ruby (beginning).

Engineering Software: MATLAB, Simulink.

IDE's: Netbeans 5.5, Eclipse, GNU Software Tools, MS Visual Studio

Oma Tribble

Proposed Position: *Executive Assistant*
Current Position: *Executive Assistant*
Description of Responsibility: *Executive assistance to INTRALOT corporate management*

Lottery Experience

2008 – Present **INTRALOT**
Executive Assistant

- Work directly with executive staff on day-to-day administrative needs.
- Manage travel process and travel bookings for all INTRALOT employees.
- Prepare and distribute correspondence for senior level management.
- Coordinate employee relocation and housing needs; including managing corporate apartments.
- Work with each State Lottery team in securing meeting/training space and meeting planning for various rallies, demos and trade shows.

Other Experience

2002 - 2008 **Vanity Fair (VF) Intimates**
Executive Assistant to VP of Sales (2006-2008)

Executive Assistant President CEO (2002-2006)

2001 – 2002 **Sawnee Electric Membership Corporations**
Executive Assistant to VP of Engineering and Operations

2000 – 2001 **Nortel Networks**
Proposal Engineer/Assistant Team Leader

Education

George Washing University - Certification-Contract Management

Reinhardt College - Bachelors Science-Business Administration

Petros Tsiavaliaris

Proposed Position: *Software Development Manager iGEM*
Current Position: *Software Project Manager*
Description of Responsibility: *Gaming software implementation and support*

Lottery Experience

2001 – Present **INTRALOT, S.A.**
Application Software Manager

- Responsible for the SW design and product management for INTRALOT's Smart Machine Interface Board (iSMIB)
- Design of the G2S protocol Implementation for various projects and EGM devices.
- S/W Engineering of slot machine protocols QCOM and VLC.
- Involved in the design and implementation of iGEM projects in Romania, Peru, Jamaica, Ohio and Victoria.
- Terminal software development team leading.
- Responsible for terminal application and communication software.
- Responsible for technical support and key contact person for various EGM vendors like IGT, Aristocrat, Bally, Spielo and WMS.
- Participates in technical specifications and documentation.
- Identify, organize and implement new technical requirements.
- Participates in design and development of new products.
- Protocol development for video lottery Site Controllers.
- S/W Engineering of slot machine protocol SAS.
- Design and implementation of INTRALOT's proprietary VLT protocol GVP.
- Responsible for terminal security and wide area networking.
- Experienced with network programming, encryption and authentication systems.
- Experienced with over 10 large-scale roll-outs of INTRALOT's EGM monitoring and lottery communication networks.

Education

Technical University of Patras, Degree in Electrical and Computer Engineering

Christos Tzoumaras

Proposed Position: *Project Oversight iGEM*
Current Position: *VP & Chief Operating Officer*
Description of Responsibility: *Oversight of all U.S. central site management staff*

Lottery Experience

1997 – Present **INTRALOT**
Vice President, Operations (2000-Present)

- Responsible for the day-to-day operations of affiliated companies in U.S.
- Prepare and coordinate the cash flows for the affiliated companies in U.S.
- Prepare and manage the expense budgets for the affiliated companies in U.S.
- Prepare and monitor business plans for the affiliated companies in U.S.
- Liaison officer between INTRALOT SA and affiliated companies in the U.S.
- Managed Nebraska, Montana and Idaho lottery conversions (Nebraska in 2004, Montana in 2006, Idaho in 2007
- Supervised over 40 employees per project (Nebraska, Montana, Idaho)
- Daily communication with: CFO, CIO, General Manager of Terminal division in Greece, US technical project
- Reporting to CEO

Contracts Department - Operations (1997-2000)

- Managed a yearly budget of $12,500,000
- Responsible for the bidding processes
- Wrote bid responses to proposals
- Monitored large account cash flows
- Monitored large account business plans
- Supervised over 15 employees

Other Experience

1997 **Unisystems S.A.**
Data Center Manager

- Created the first data center for the Greek IT market
- Managed the outsourcing department of the company
- Managed the Application Service Provision department of the company
- Responsible for the operation of the data center
- Expanded sales outside the Greek market
- Increased sales over 100% during the second year of operation
- Supervised over 45 employees

1995 – 1997 **Sigma Securities S.A.**
Business Analyst

Education

BA – American College of Southeastern Europe

Theocharis Vikatos

Proposed Position: *Vending Manufacturing Management*
Current Position: *Directory, Manufacturing – Ohio Plant*
Description of Responsibility: *Manage manufacture and shipping of all TVM equipment*

Lottery Experience

2008 – Present **INTRALOT**
Manufacturing Director

- Manufacturing of Lottery Ticket Vending Machines (LTVM) and self-service gaming terminals.
- Staffing, budgeting, cost control, production and material planning, quality and subcontracting.
- Manage the areas of electromechanical assembly, functional test, inspection and quality control, repair and rework, warehouse.
- Supporting Procurement, Operations and subcontractors.

Other Experience

2000 – 2008 **INTRACOM**
Business Development (2006-2008)

- Industrial Cooperation Programs - Defense Electronics.
- Set-up of industrial cooperation programs (co-production), exploring business opportunities with customers in order to maximize local added value and industrial participation
- Preparation of technical and commercial Proposals, Offers and Request of Quotations (RfQ)
- Set-up and cost analysis of Transfer of Technology (ToT) for related programs.

Deputy Director, Production (2000-2005

- Manufacturing of advanced telecom products and defense electronics/systems characterized as "high mix – low volume".
- Manpower ~350 employees, annual production load of 350-400,000 MH, four production plants covering total area of 10,000 sq.m.
- Production subsidiaries in Romania and USA.
- Manufacturing capabilities cover the entire spectrum of electronics manufacturing, such as automatic assembly of electronic boards, inspection and functional testing, mechanical assemblies, fabrication of cables and harnesses, end product integration and testing, environmental screening, repair & rework.

Education

Electrical Engineer (Telecommunications and Electronics) - University of Patras, Greece

David P. Wallach

Proposed Position: *Field Service Support iGEM*
Current Position: *Field Service Manager*
Description of Responsibility: *Management and training of field service technicians*

Lottery Experience

2008 – Present **INTRALOT**
Field Service Manager

- **INTRALOT GA** Currently managing a team to provide day to day field service operations for a 5,700 remote location private network, to include new site controllers, locations, maintenance, repair, and services.
- **INTRALOT AR**: Currently managing a team to provide day to day field service operations for a 1,900+ remote location private network, to include new terminal locations, maintenance, repair, and special events. Manage fleet services and warehouse activities. Led a team that aided in the successful launch of 1,500 terminals locations and a private network in 44 days.
- **INTRALOT SC**: Assisted in the deployment and conversion of 3,500 terminals statewide to the state of South Carolina. Installed and maintained the infrastructure and network. Also assisted in the conversion of 9,000 terminals locations statewide in Ohio.

Other Experience

2007 **Retail Systems, Inc.**
Field Service Technician

- Assisted in the deployment and conversion of multiple chain restaurants in Augusta, GA and Columbia, SC area to include new POS terminals, new network, and secure communication for credit card transactions.
- Modernized outdated computer terminals to an updated system and provided ongoing support for startup and afterwards.

2006 **United Technology, Inc.**
Field Service Technician

- Protected vulnerable networks following detailed risk assessments.
- Guided multiple task assessments to correct problems that could lead to intrusion.

Education

Savannah River College, Augusta, GA

Microsoft Network Systems Engineer

Michelle Walsh

Proposed Position: *iGEM Business Analyst*
Current Position: *Ohio Lead Operator*
Description of Responsibility: *Support of implementation and ongoing operations*

Lottery Experience

2012 – Present **INTRALOT**
Lead Operator

- Provide support for Lottery implementations and ongoing monitoring of system processes
- Support Ohio Call Center and Field Service operations
- Manage daily operations for Washington D.C. Lottery and Ohio Lottery
- Worked on implementation of procedures for support and monitoring Ohio Lottery VLT Racinos

2011 - 2012 **INTRALOT**
Business Analyst

- Worked on INTRALOT VLT and iGEM system implementation and training for the Ohio Lottery Commission
- Worked on INTRALOT conversion of D.C. Lottery from GTECH
- Provided support for Lottery implementations and software testing
- Provided quality assurance for Ohio and D.C. Lottery and Ohio VLT Racinos
- Improved software quality through quality assurance testing and communication with the Software Engineers, QA Staff, and Implementation Team

2009 - 2011 **INTRALOT**
Operator

- Provided support of the Ohio Lottery software and data conversion from the GTECH and SGI systems to INTRALOT systems
- Provide support for Lottery implementations and continued monitoring of system processes
- Support Ohio Call Center and Field Service operations

Other Experience

2005 – 2009 **Scientific Games**
Lead Customer Service Representative

Education

John Carroll University – Psychology

Ken Wilson

Proposed Position: *Project Management Field Rollout iGEM*
Current Position: *Manager, Non-Traditional Lottery*
Description of Responsibility: *Management of central site staff; Lottery liaison*

Lottery Experience

2009 – Present **INTRALOT**
Manager of Non-Traditional Lottery

2005 – 2009 **Integrated Management Solutions, Inc.**
Manager of Non-Traditional Lottery

- Provided and implemented the plan to deliver, train and install 1,700 terminals to the retailers of the West Virginia Lottery to upgrade their LVL computer system. Training a temporary workforce of nine installers to work with 37 operators and over 200 independent owners throughout the state.
- Provided the start-up plan to install 3500 VSAT system in the state of Connecticut, including hardware, tools, parts and supplies.
- Developed and implemented a program to rebuild and upgrade SGI's ITVMs for the Tennessee Lottery. Deployed 250 ITVMs in the state of Tennessee. This model was also used in the Washington D.C. Lottery program for 200 ITVMs. Training of both the FST's and retailers were included in the package developed for Tennessee and the D.C. program.
- Provided an ongoing training and guidance program for both the SGI and Interlott ITVMs for the FST's and retailers of the Georgia Lottery.

2003 – 2005 **GTECH Corporation**
Regional Director Client Services

- Responsible for FST and lottery training prior to deployment of ITVMs in Minnesota and Wisconsin. Providing on-going technical support for both states.
- Responsible for the set up and coordination to retro fit Washington State's pilot test of Game Guard.
- An active participant and co-leader in the successful deployment and training of the FSTs, retailers and lottery in Maine and New Hampshire.

1999 – 2003 **Interlott**
Director of Service/Special Project Manager

- Leadership and direction of ITVMs service world-wide, 26 states and seven foreign districts. Directed six regional managers and workforce of more than 160 FSTs.

Education

Associate Degree in Industrial Management

Numerous management courses while employed by the General Electric Company and Continental Airlines.

Athanasios Zampos

Proposed Position: *Application Software Manager iGEM*
Current Position: *Application Software Manager*
Description of Responsibility: *Manage application development and implementation*

Lottery Experience

2008 – Present **INTRALOT S.A.**
Application Software Manager/Senior System Engineer

- Senior Software Engineer responsible for the design and development of SMIB and HOST G2S terminals used in INTRALOT's iGEM VLT monitoring system.
- Software development in lottery INTRALOT's terminals integrating extended GUIs, scanners, printers, smart card readers, barcode guns APIs using Qt libraries.
- Smart Cards Technical Specifications Preparation, Personalization and Verification in various INTRALOT's lottery – VLT projects.

Other Experience

2003 – 2007 **INTRACOM S.A.**
Embedded Software Manager

- Software Development of a CCR (Chip Card Reader) System supporting Integrated Chip Memory Cards, Magnetic Cards and Security Authentication Modules.
- Software development of an AFC (Automatic Fare Collection) System using Mifare Contactless Cards.

Education

2002: Electrical & Computer Engineer – National Technical University of Athens

Professional Training

G2S Specification Analysis Course

EMV Issuing and Personalization

Telematic Systems for Traffic Control Applications

George Zazanis

Proposed Position: *Project Manager Software iGEM*

Current Position: *Technical Project Manager*

Description of Responsibility: Manage all aspects of technical implementation/deployment

Lottery Experience

2005 – Present **INTRALOT S.A.**

Technical Project Manager (2010-Present)

- Work with the local project teams (BA, Operations, CSTs, Operation / General Manager etc) to support 24/7 the day-to-day operations of the system.
- Ensure that the correct working practices are followed with reference to stability and efficient of each system
- Support, guide and lead each individual team (operations, marketing, development etc.) during a start-up to ensure successful completion of project.
- Train new BA's and operations in all aspects of the system to grasp the key points from the complicated details
- Work very closely with Lottery personal so as to meet their demands with a customer-oriented approach.
- Organize the releases of individual projects by communicating and interacting with different teams

Lottery Application Specialist/Business Analyst/DBA (2005-2010)

- Lead system, client acceptance, and all life cycle testing efforts
- Developed and maintained NASPL required test scripts, summaries and test plans.
- Developed and maintained functional specifications and system design specifications for lottery client.
- Provided operational support during and after launch of any new software release.
- Ensured issues were identified, tracked, reported and resolved in a timely manner.
- Assisted developers in writing TDS and deployment specifications.
- Assisted in SAS 70 & NASPL audits.

Other Experience

2003 **Prologic**

Programmer

2002 **GoNet**

Web Developer

Education

B.A, Computer Science – University of Herfordshire, UK (Magnum cum Laude)

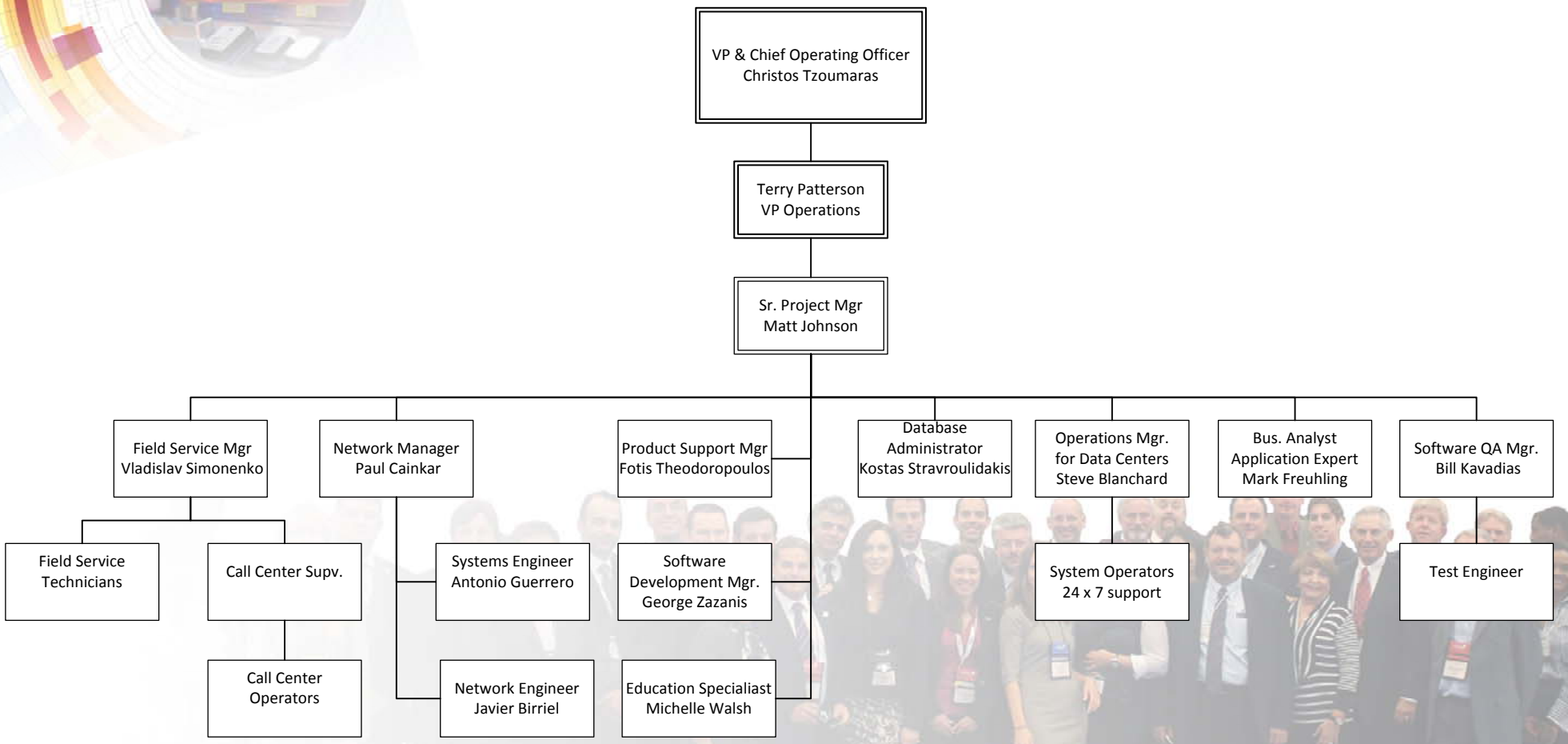
Professional Training

G2S Specification Analysis Course

EMV Issuing and Personalization

Telematic Systems for Traffic Control Applications

INTRALOT West Virginia Staffing Support Structure



West Virginia Project Management Team

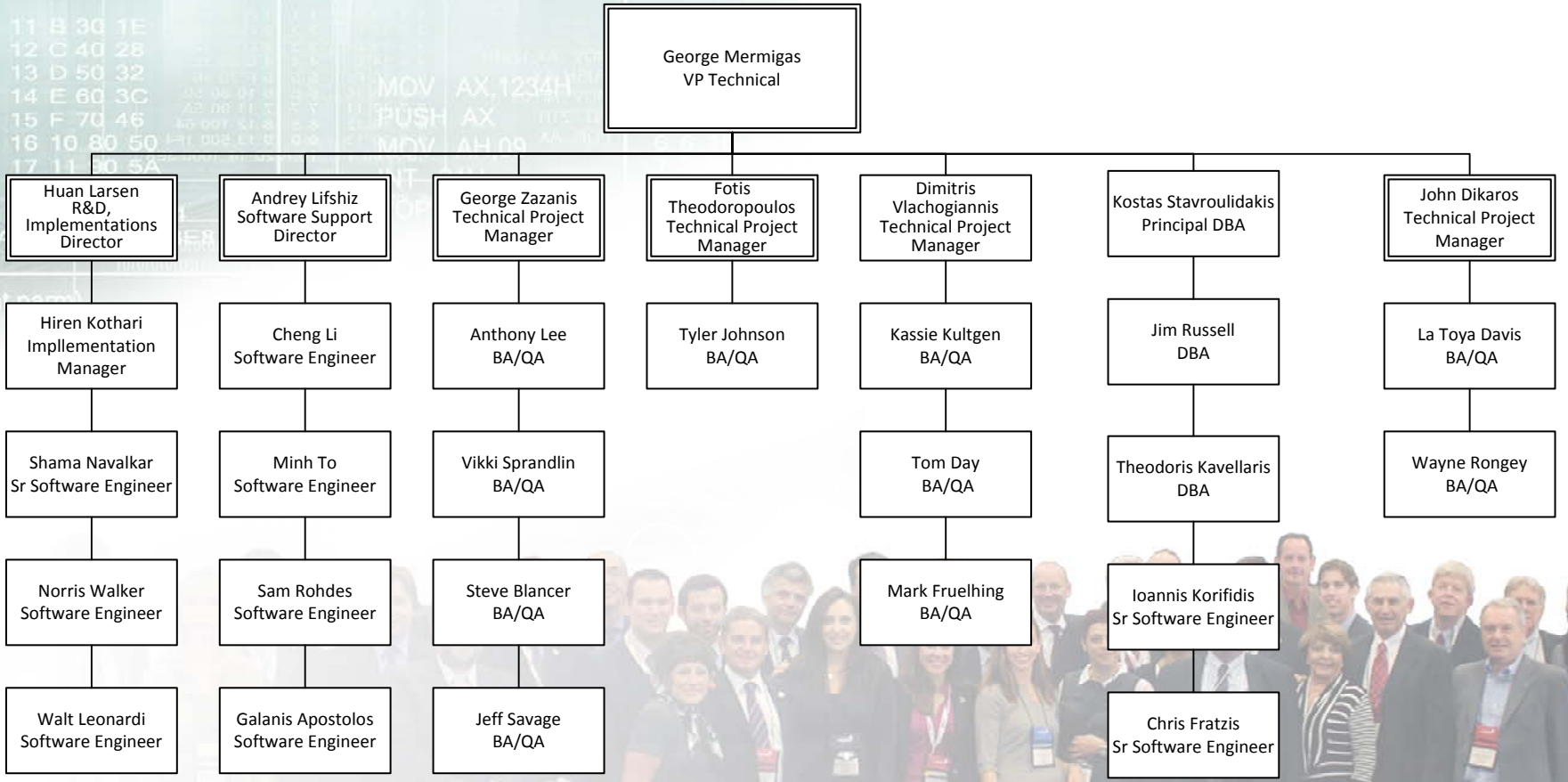
Theo Engelis
Dir. Gaming Solutions

Chris Tzoumaras
VP & COO

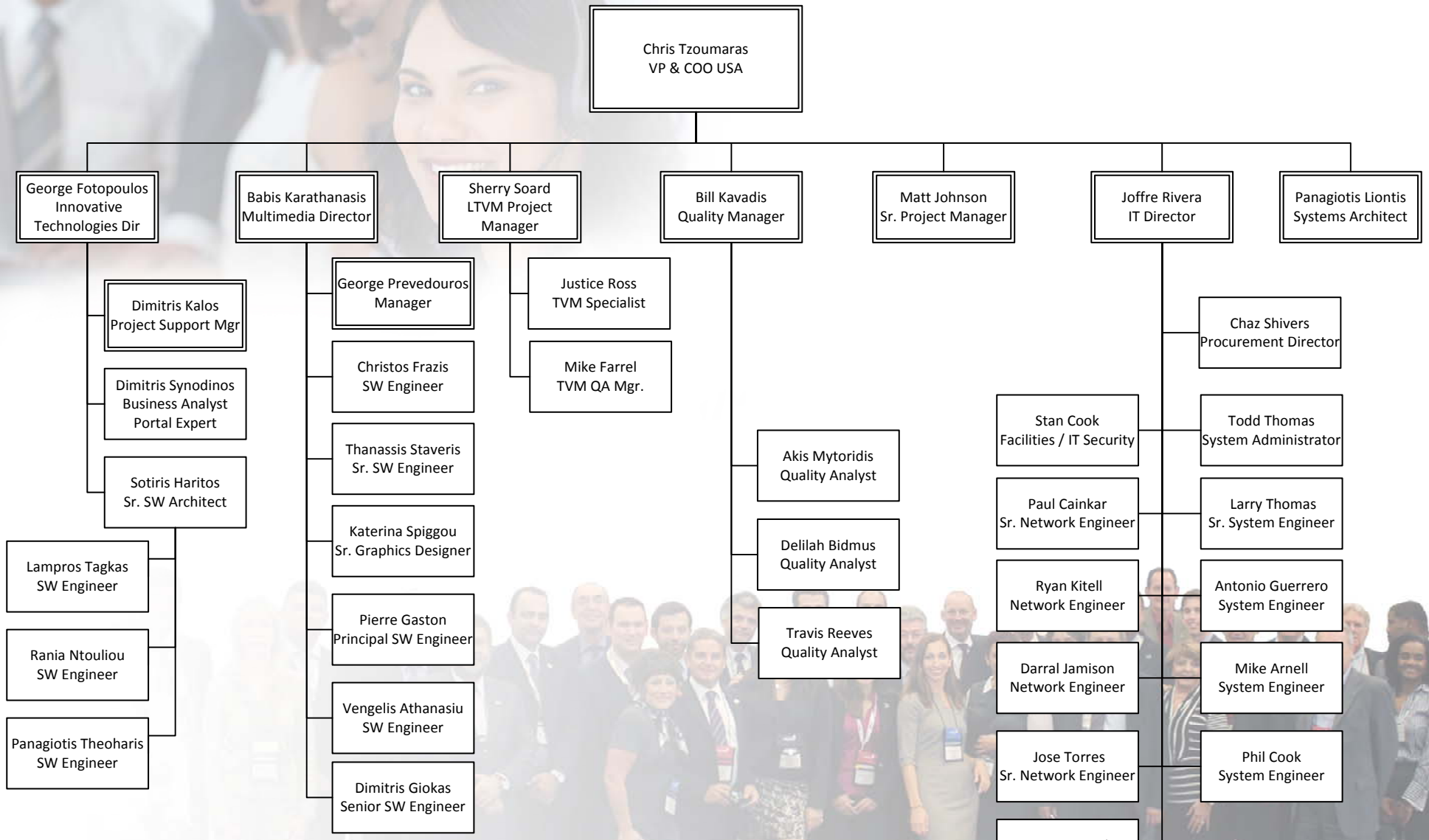
Matt Johnson, PMP
Sr. Project Manager

- Damianos Spantidakas — Video Lottery Sr. Manager
  - Petros Tsiavaliaris — Applications Software Manager
  - Michalis Mochamet — Application Software Manager
  - Athanasios Zampros — Application Software Manager
  - Tryfonas Mastoropoulos — Software Engineer
- George Alexandris PMP, Video Lottery Architect
- Bill Avgeris, PMP — Technical Proj. Mgr.
  - Anthony Lee — Business Analyst
- Vasileos Makris — Gaming Solutions Project Mgr.
- Bob Kulp — Gen Mgr.
  - Field Srv. Mgr Vladislav.Simonenko
- George Zazanis — Project Manager Software
- Panos Liontis — Project Manager
  - Joffre Rivera — Project Manager
    - Paul Cankar — Network Manager

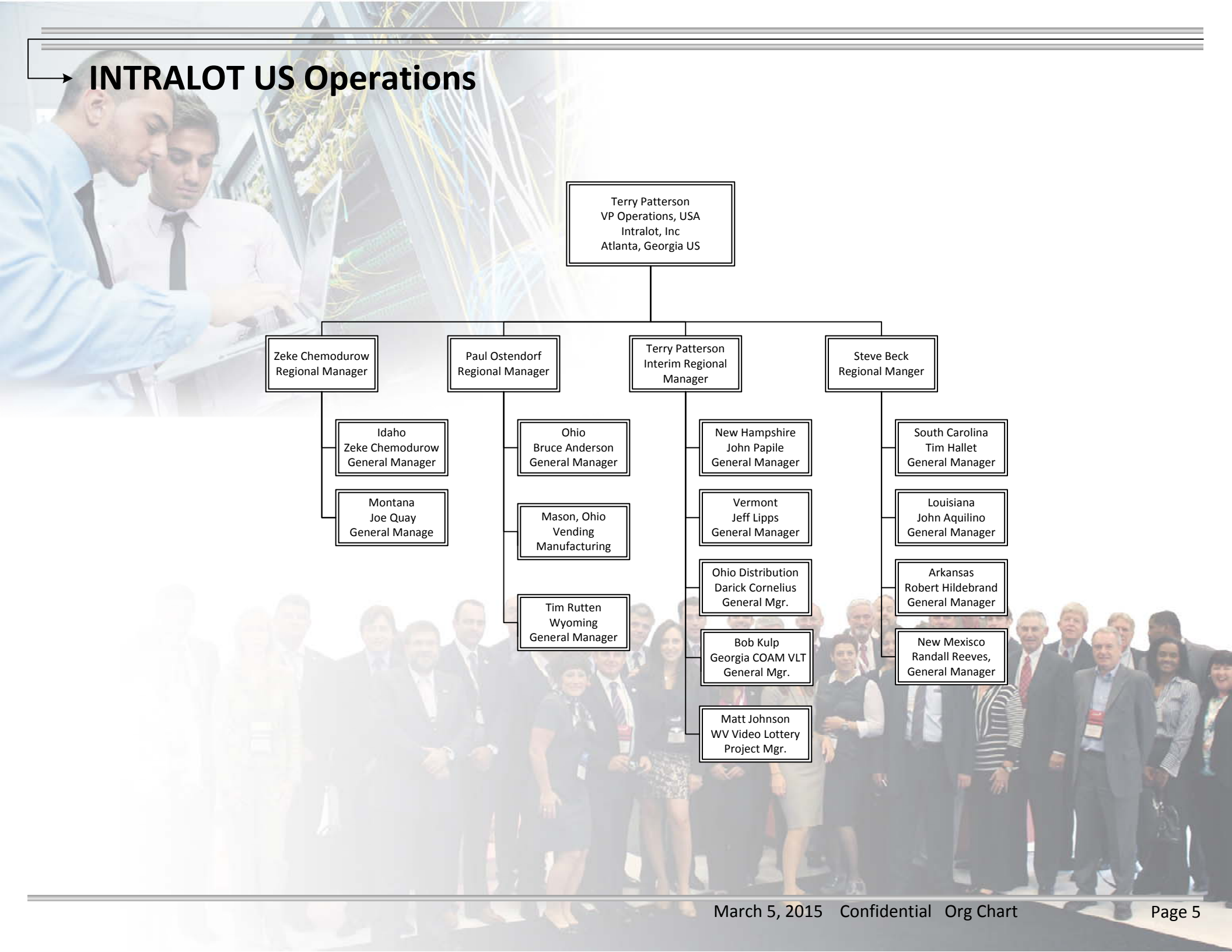
Intralot Software Team (Project and Operational)



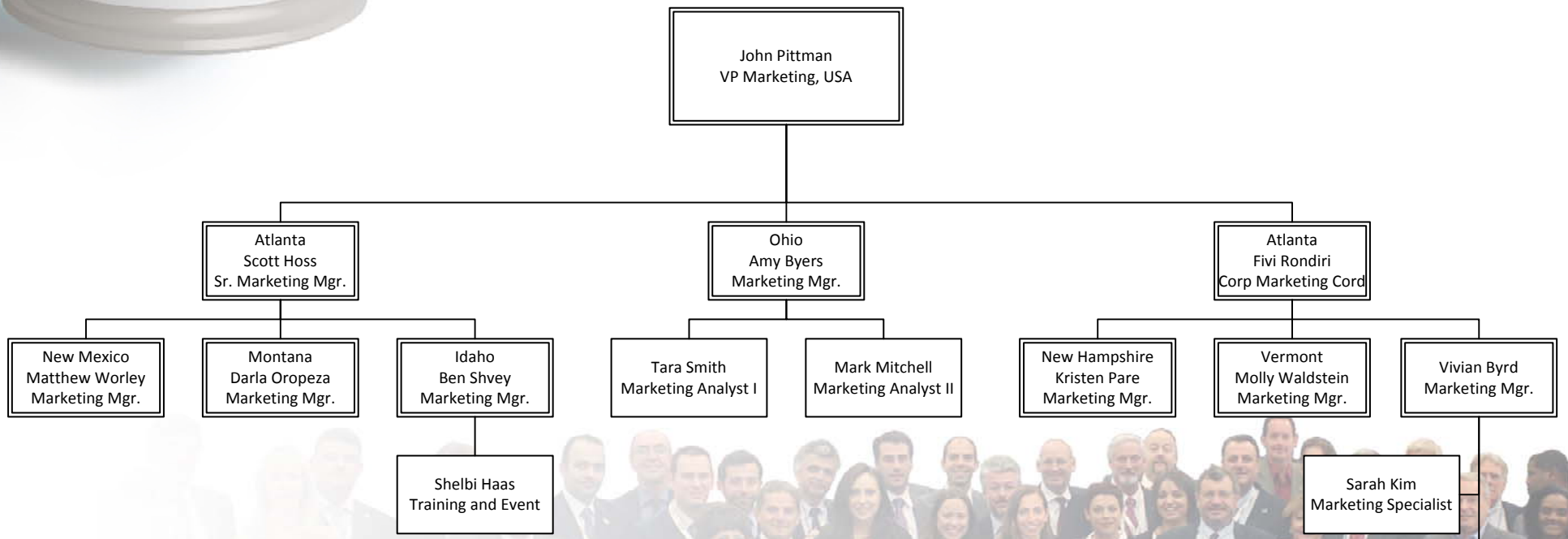
Intralot Project and Operational Technical Support



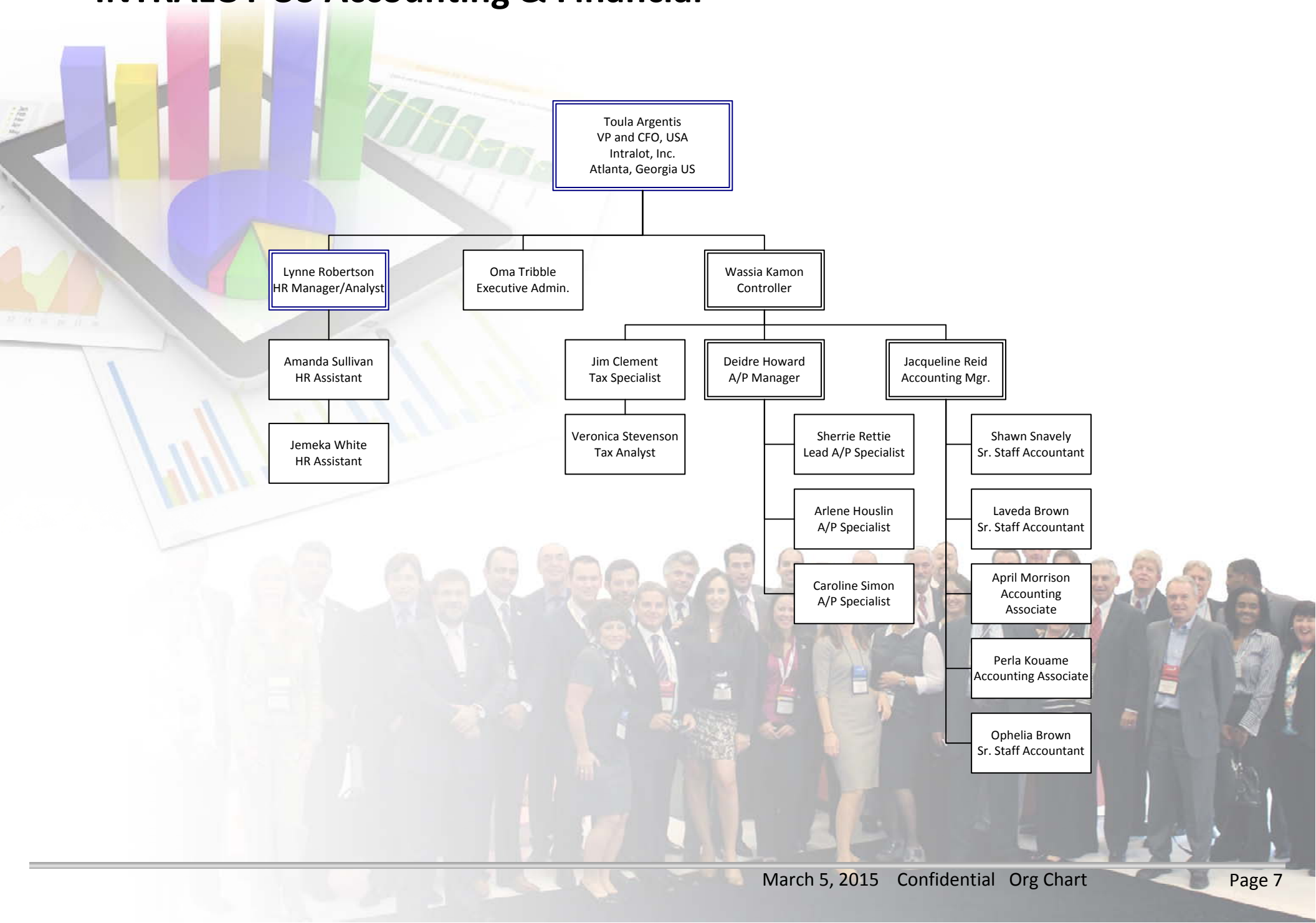
INTRALOT US Operations



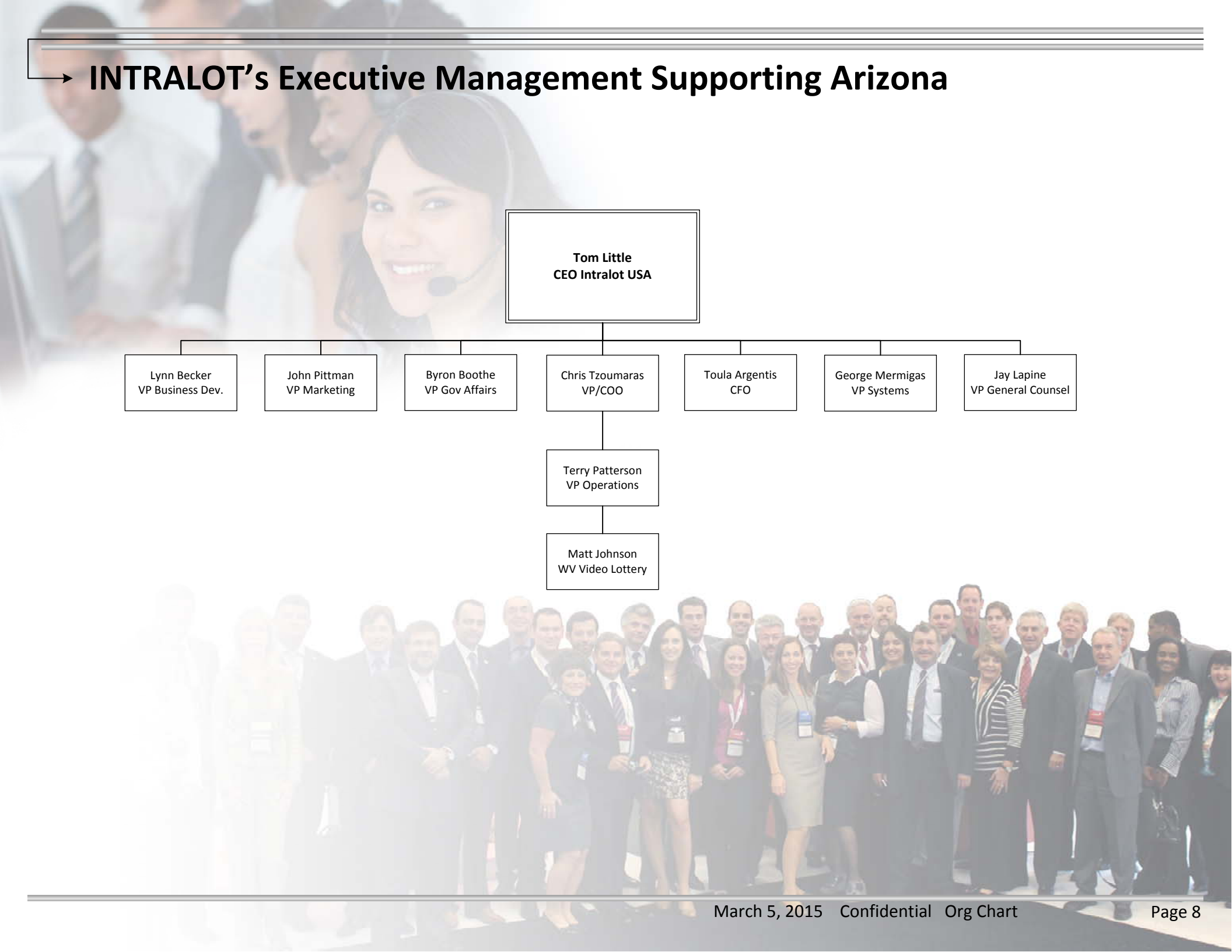
INTRALOT US Marketing



INTRALOT US Accounting & Financial



INTRALOT's Executive Management Supporting Arizona



INTRALOT Parent Company Executive Management

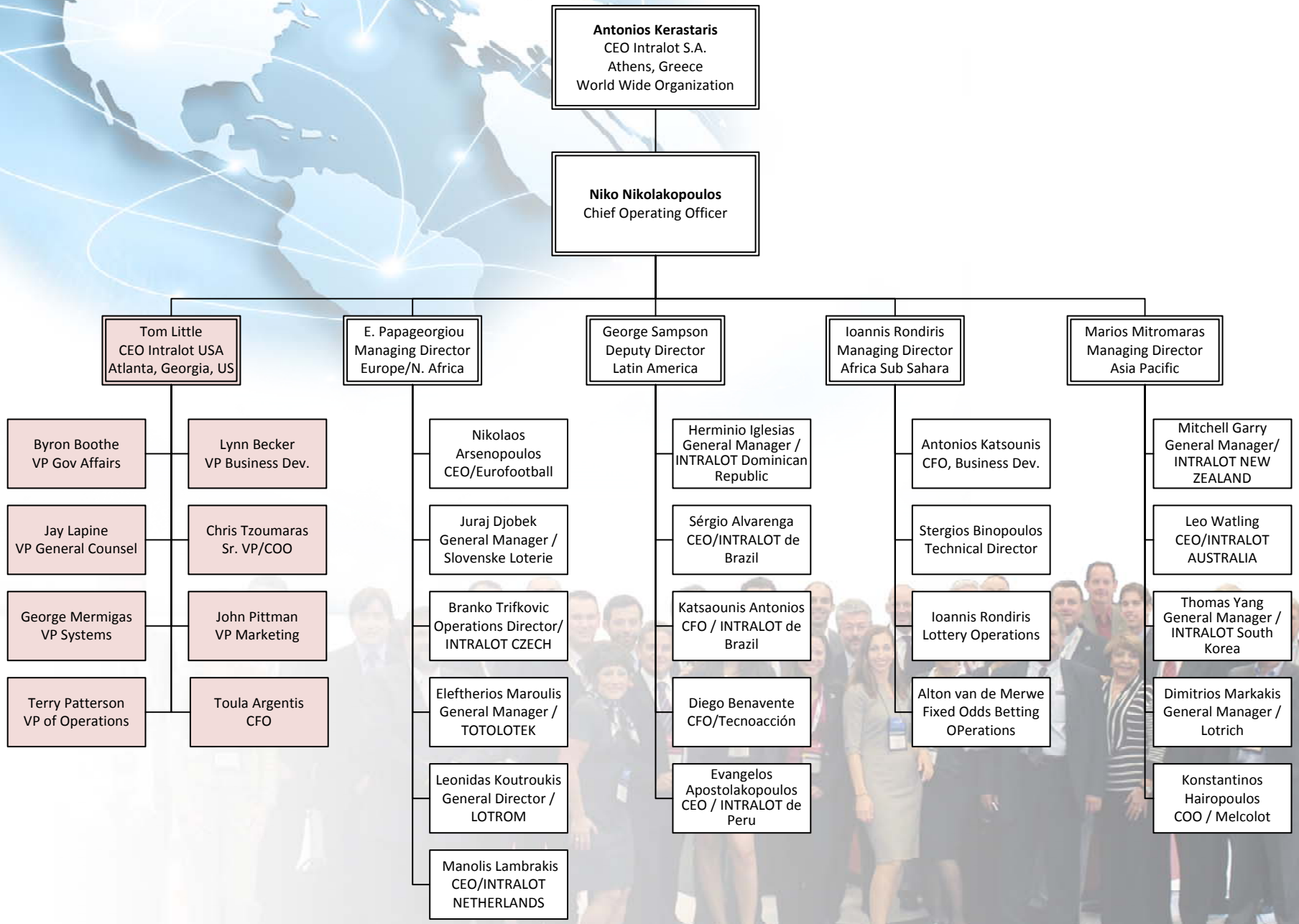
Socrates P. Kokkalis
Chairman Intralot S.A
Athens, Greece
World Wide Organization

Internal Audit
L. Kironomos

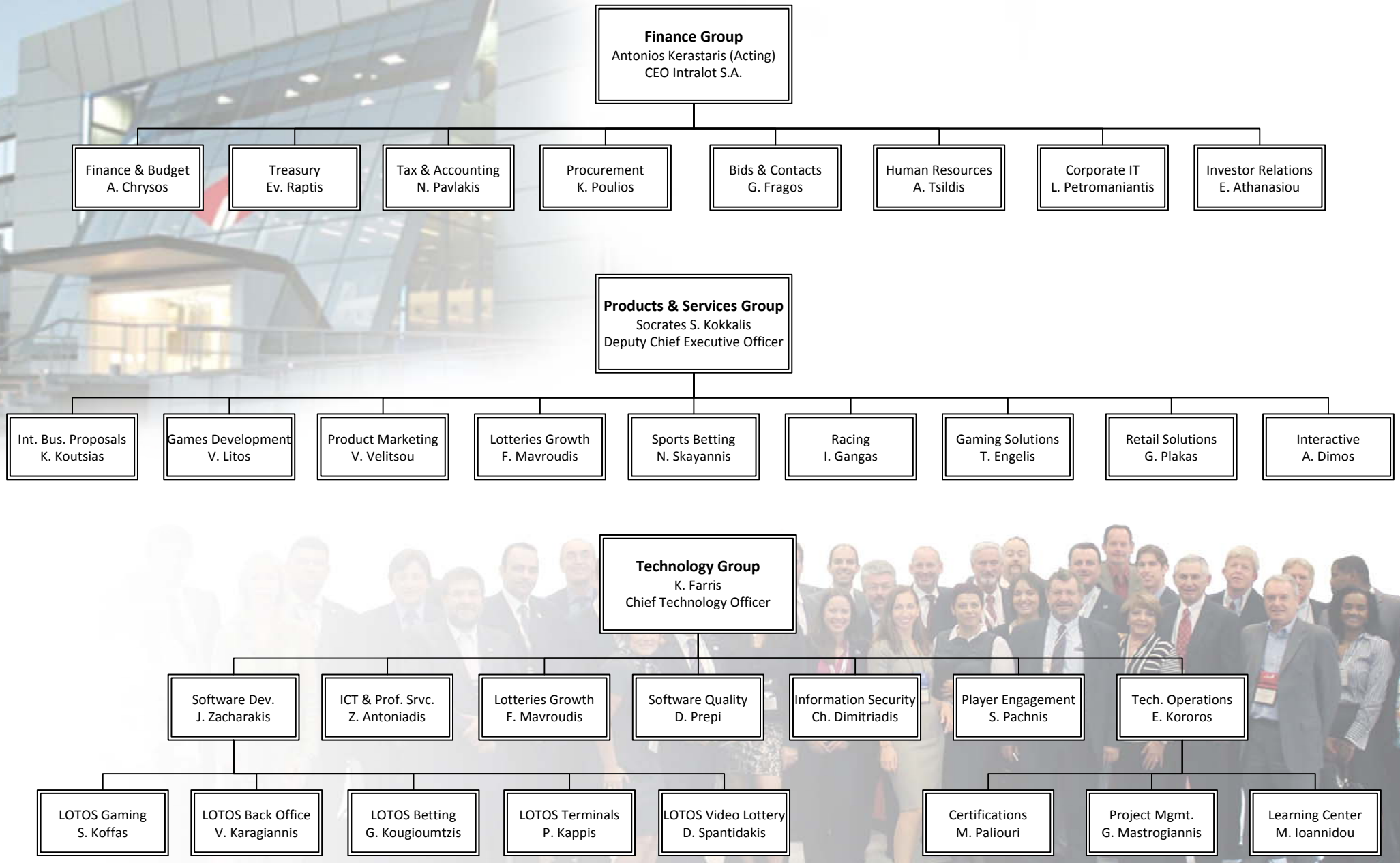
Antonios Kerastaris
CEO Intralot S.A.
Athens, Greece
World Wide Organization

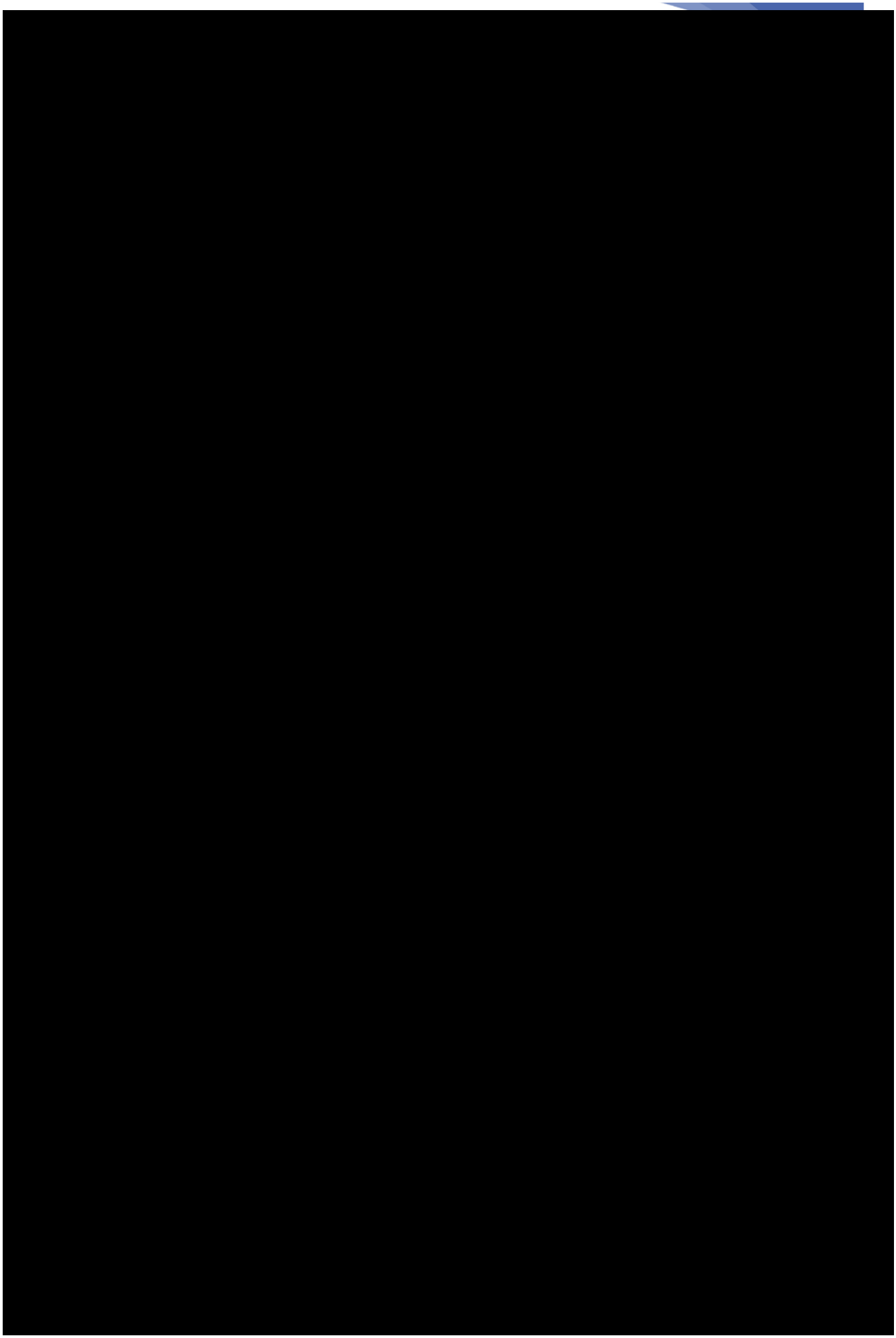
- Group Finance — A. Kerastaris (acting)
- Communications — P. Kartsoli
- Information Security — C. Dimitriadis
- Group Products CEO — S. Kokkalis
- Group Legal — A. Chronas
- Group Operations — N. Nikolakopoulos
- Group Technology — K. Farris
- Group Strategy — tbd

INTRALOT World Wide Operations



INTRALOT Parent Company Support





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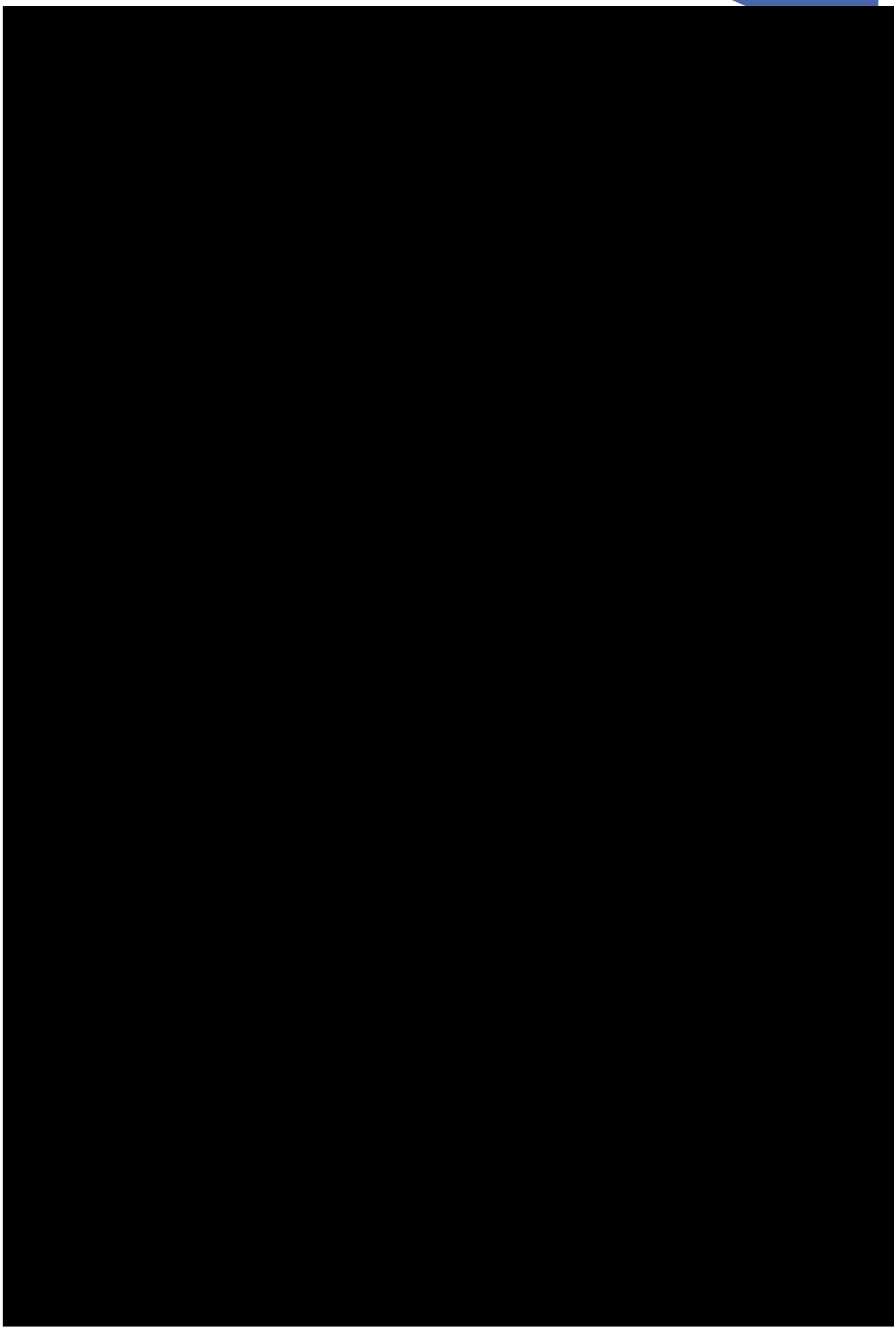

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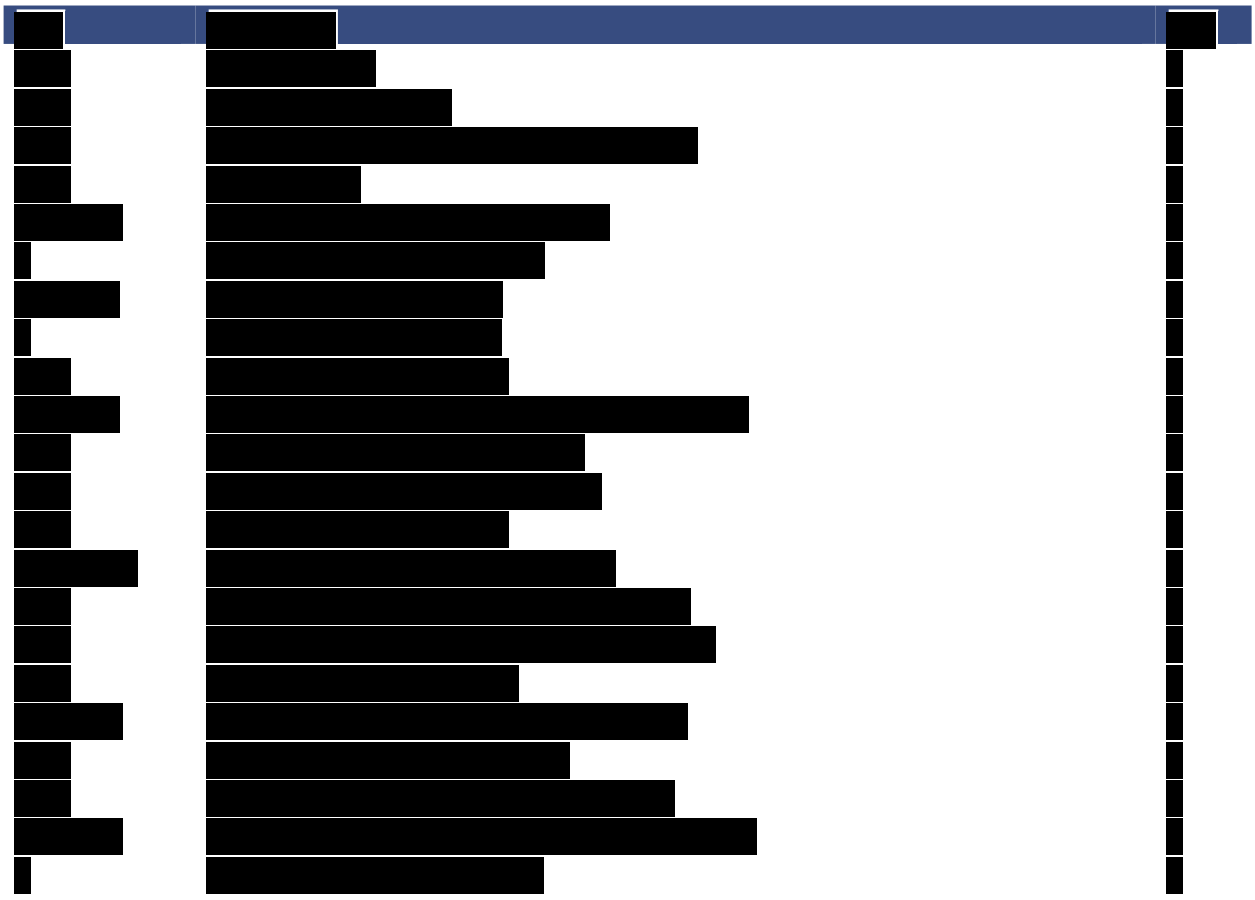

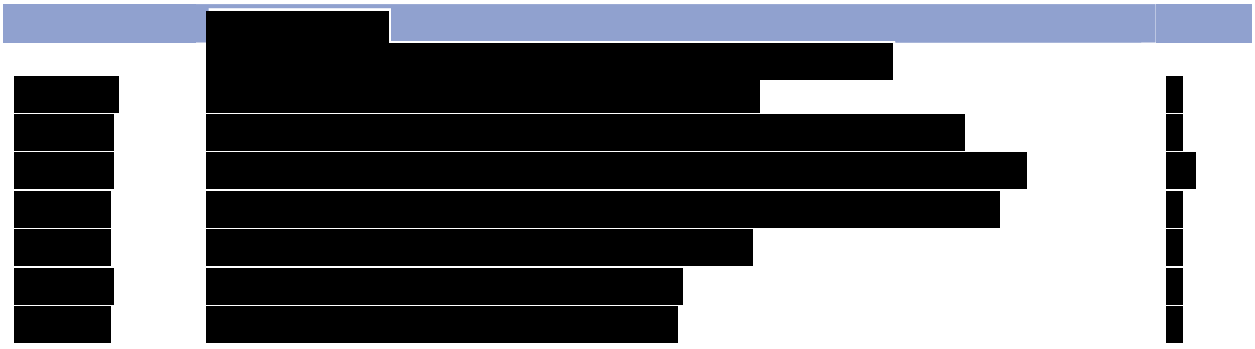

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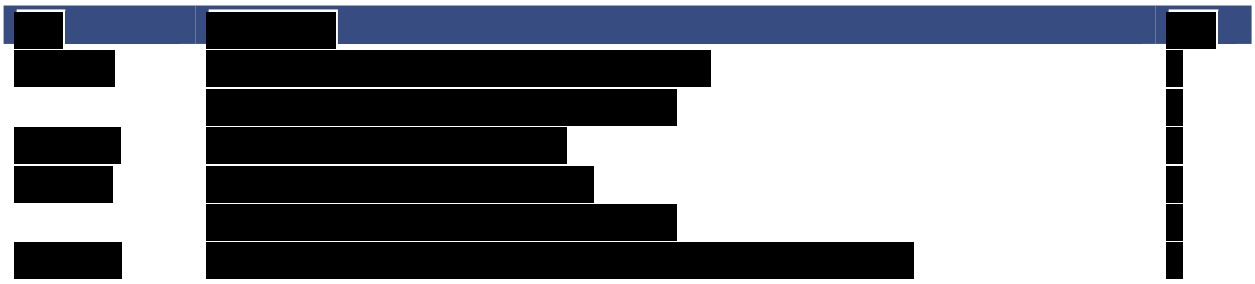

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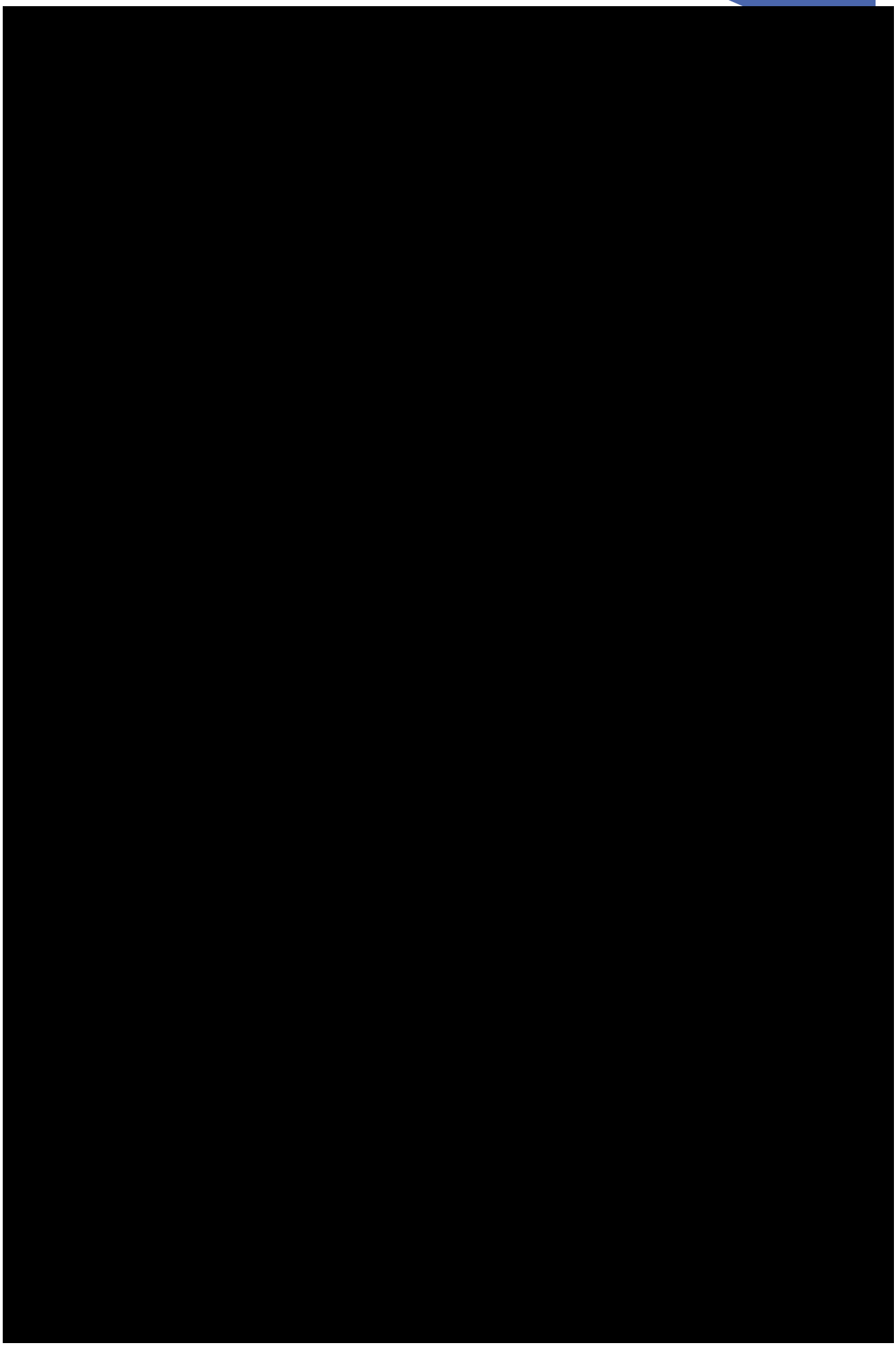

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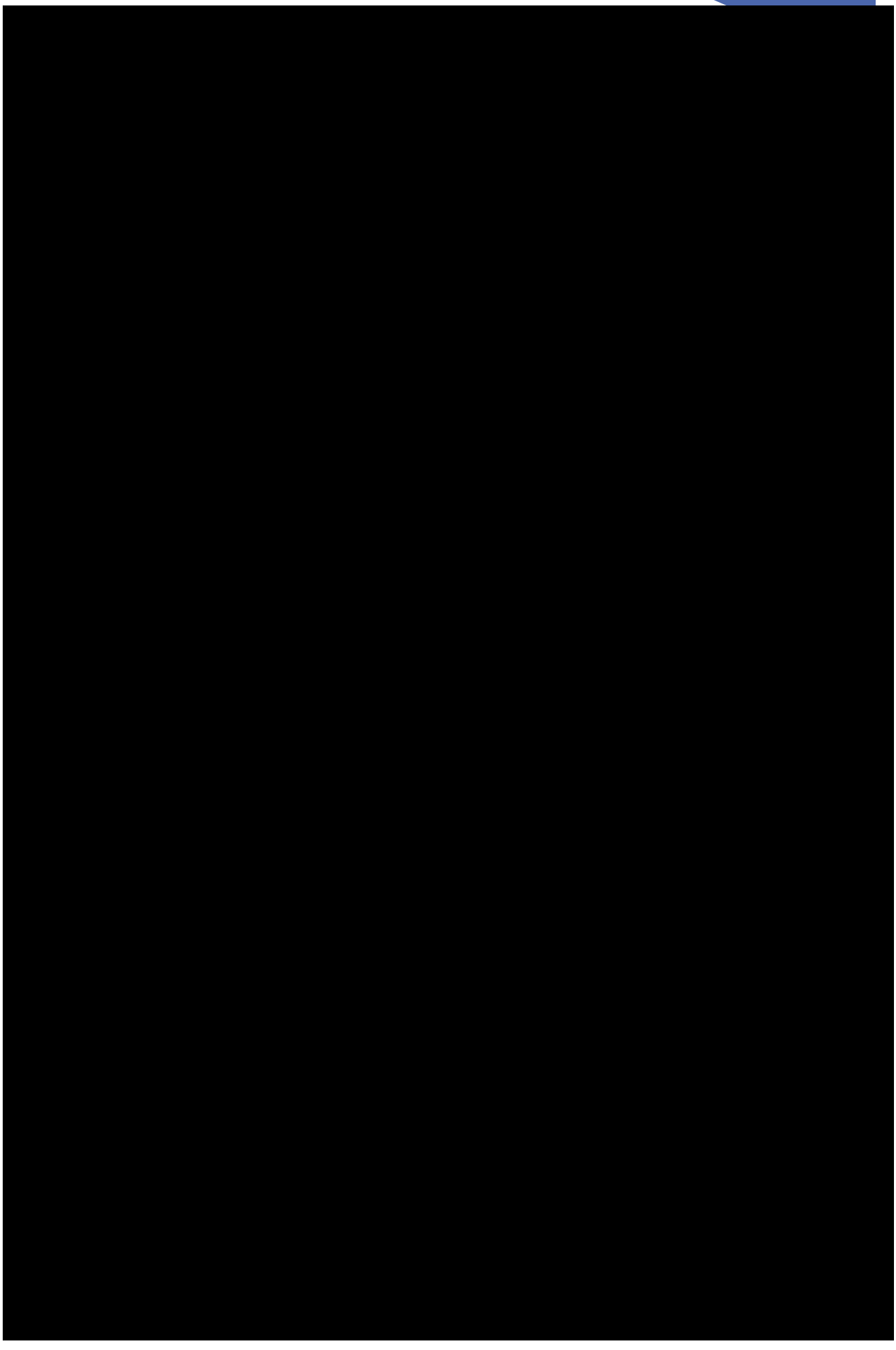

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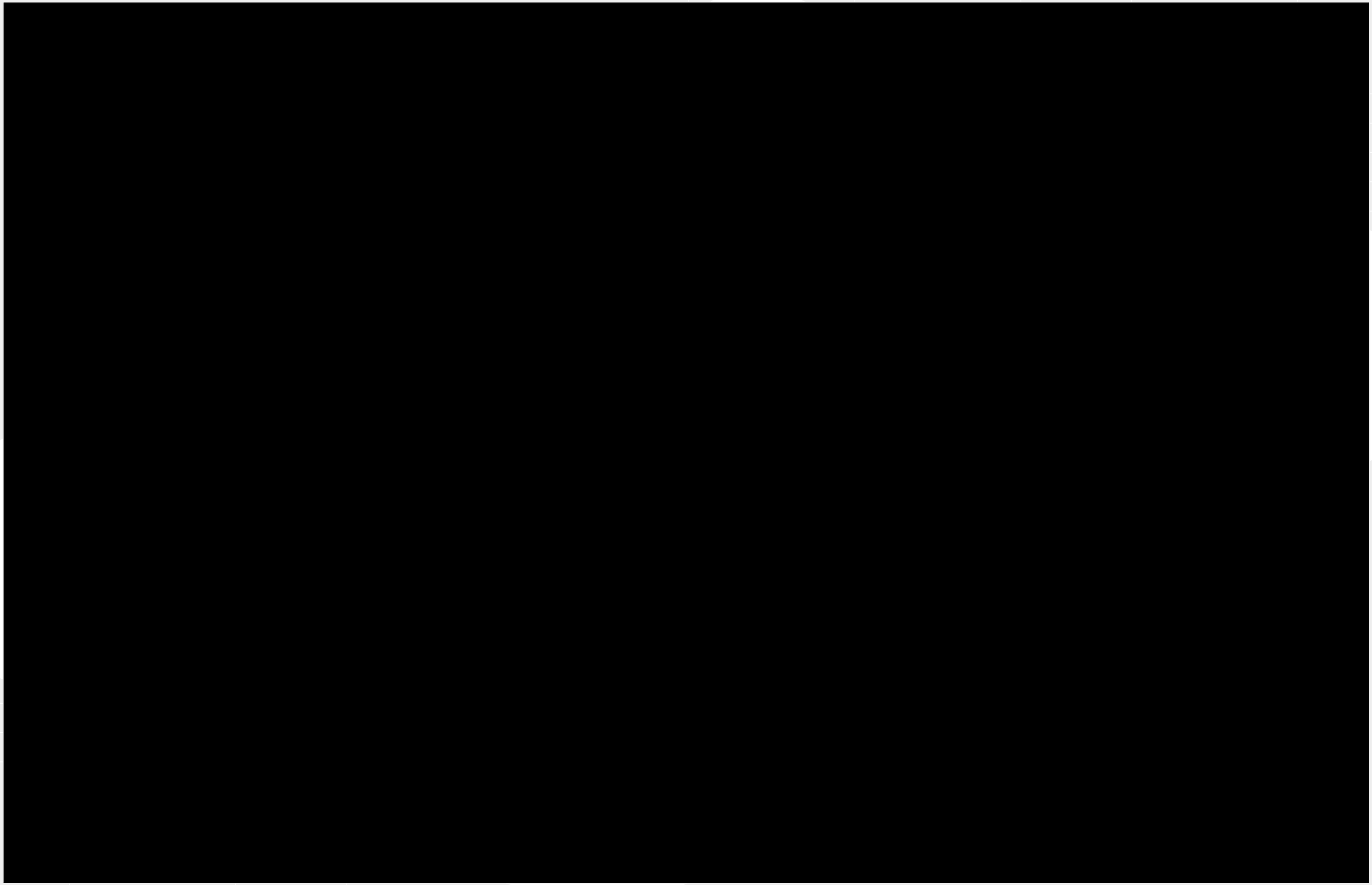

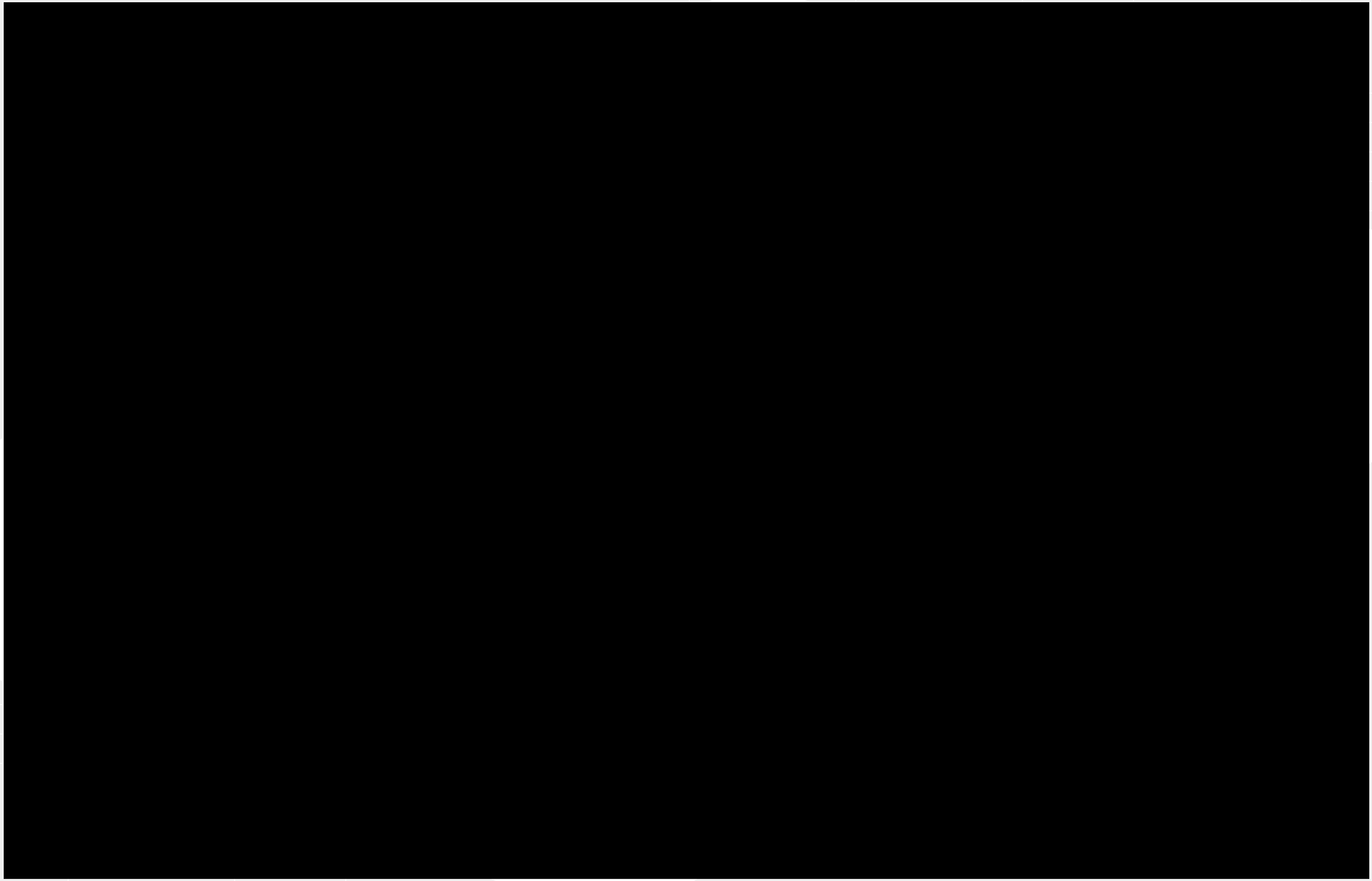

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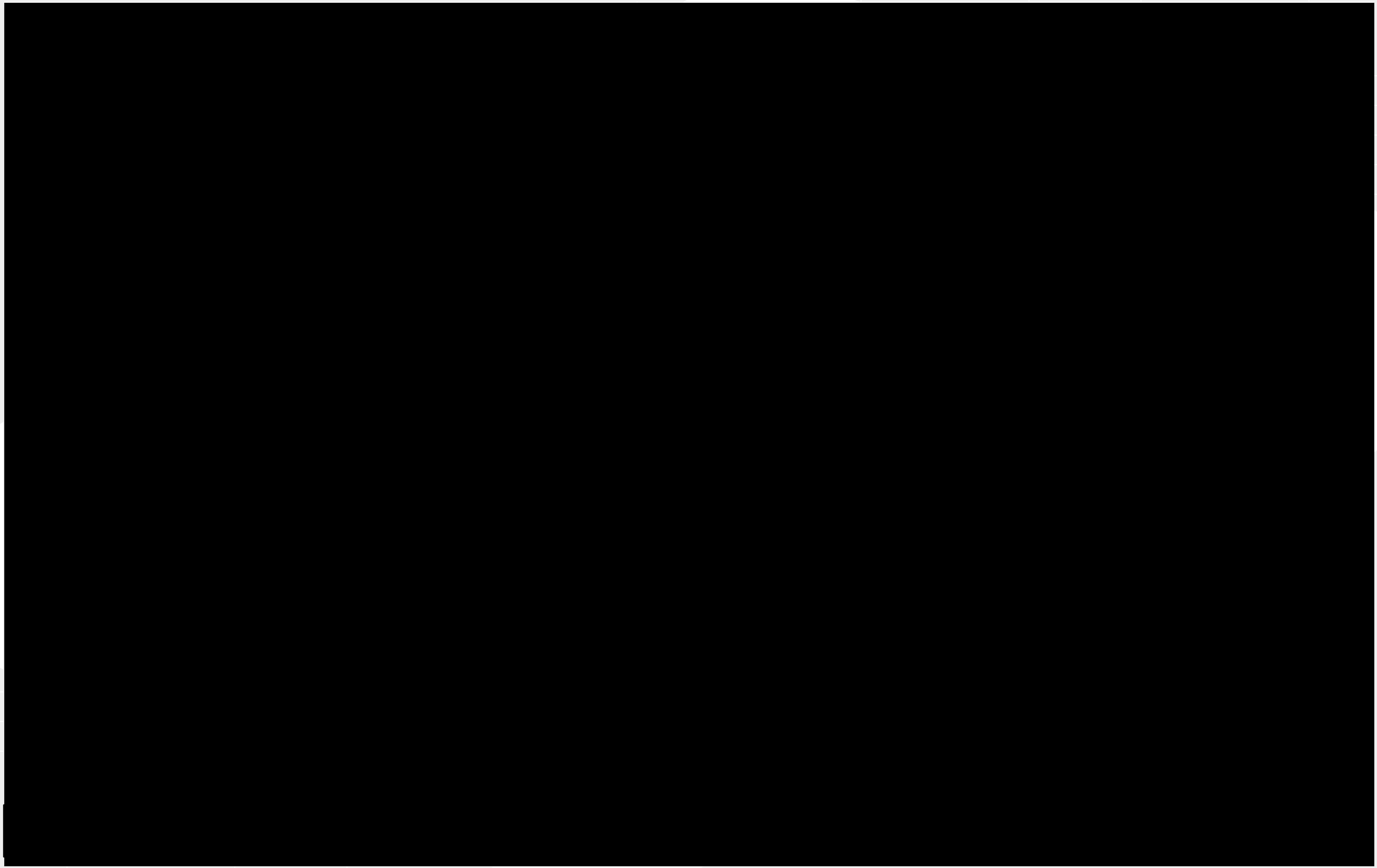

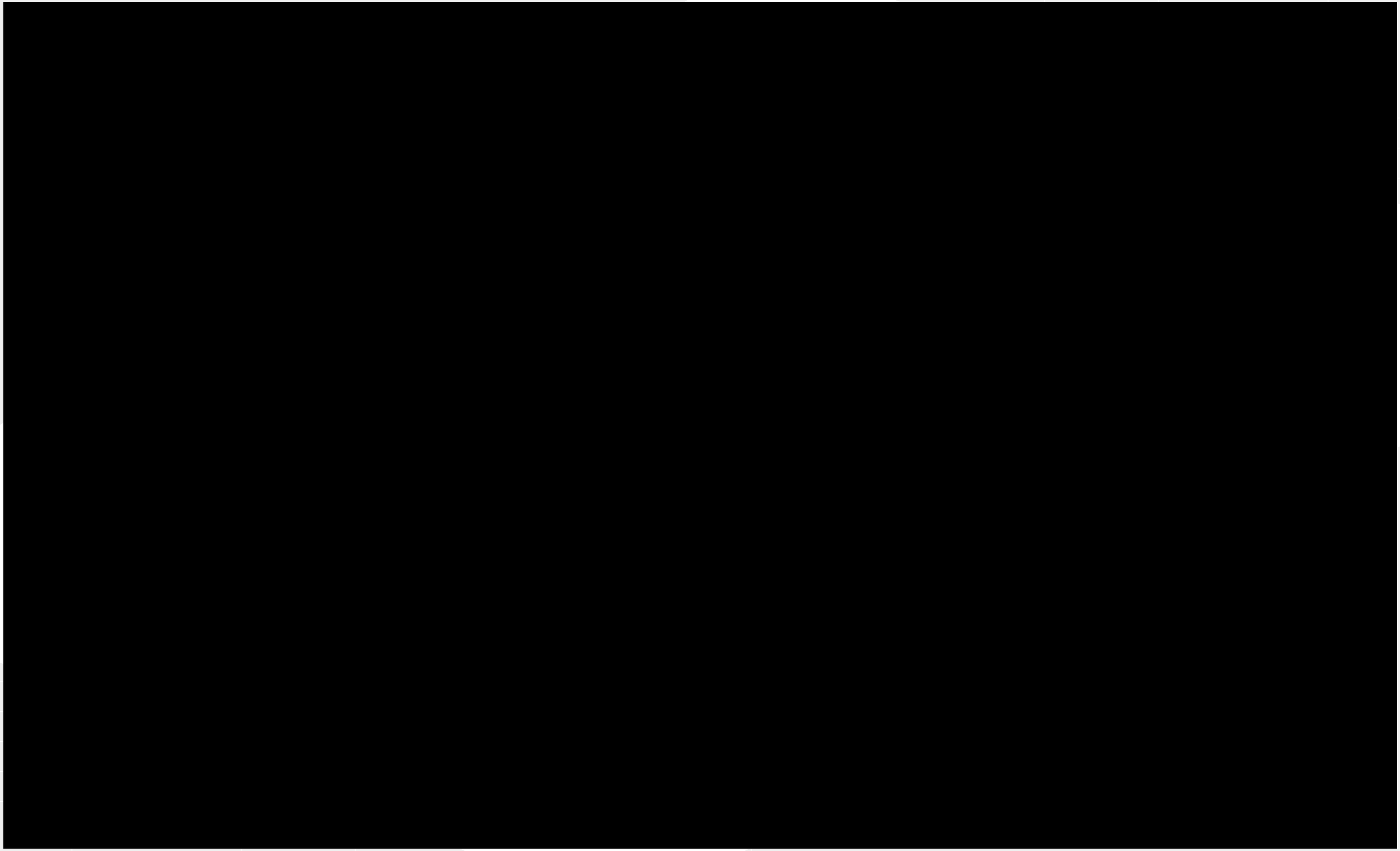

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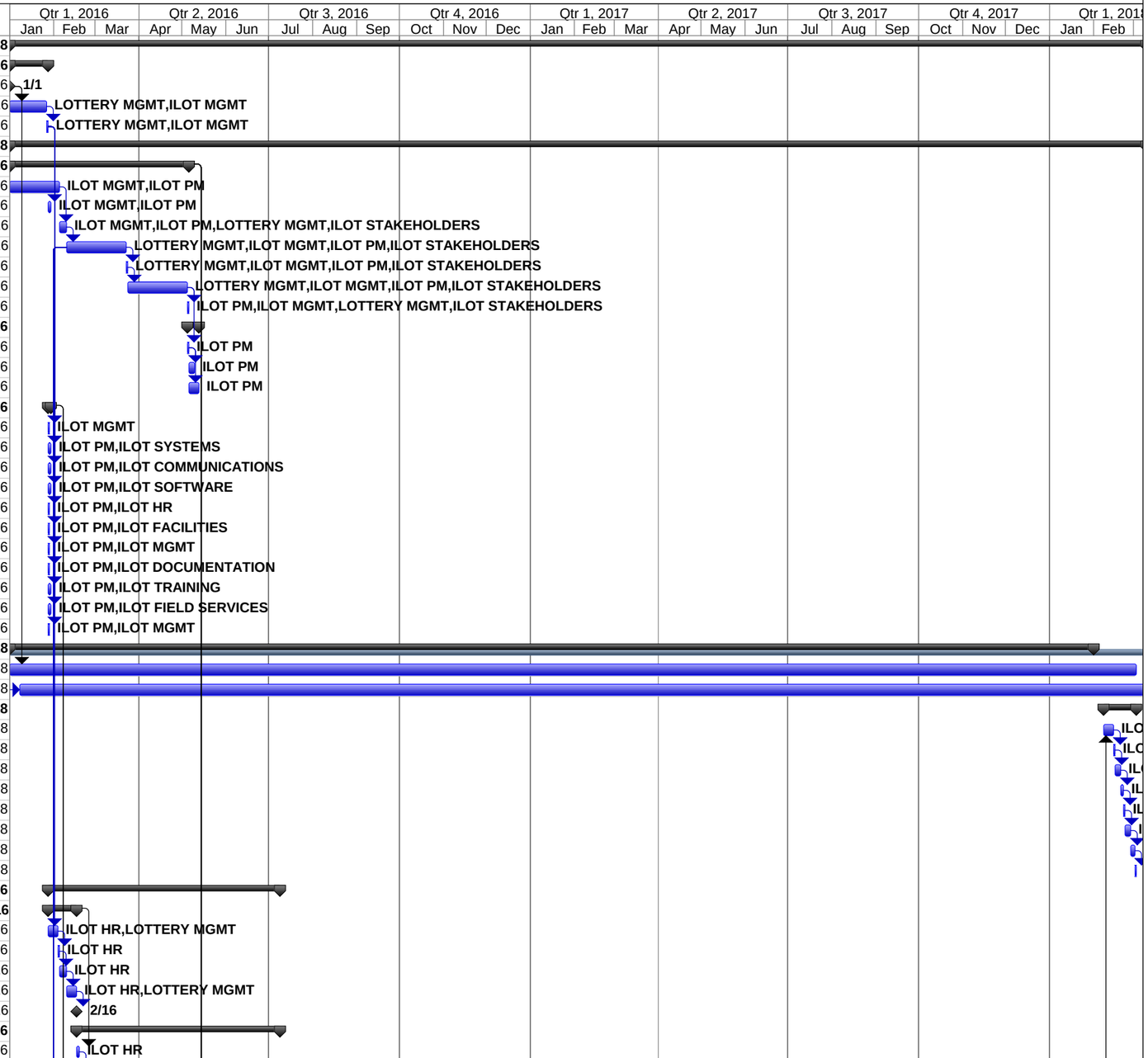
CONFIDENTIAL: DRAFT INTRALOT WEST VIRGINIA PROJECT PLAN

ID	Task Name	Duration	Start	Finish
1	**PROJECT LIFE CYCLE**	**573 days**	**Fri 1/1/16**	**Fri 3/9/18**
2	**WP1 - CONTRACT NEGOTIATIONS**	**19 days**	**Fri 1/1/16**	**Wed 1/27/16**
3	Contract Award	0 days	Fri 1/1/16	Fri 1/1/16
4	Contract Meetings & Review	18 days	Fri 1/1/16	Tue 1/26/16
5	Notice to Proceed	1 day	Wed 1/27/16	Wed 1/27/16
6	**WP2 - PROJECT PLANNING AND ADMINISTRATION**	**573 days**	**Fri 1/1/16**	**Fri 3/9/18**
7	**Internal Management**	**90 days**	**Fri 1/1/16**	**Thu 5/5/16**
8	Revise Schedule per Contract Negotiations	25 days	Fri 1/1/16	Thu 2/4/16
9	Identify Specification Team Members	2 days	Thu 1/28/16	Fri 1/29/16
10	Internal Business Requirements/Project Plan Review	3 days	Fri 2/5/16	Tue 2/9/16
11	Review of Business Requirements/Plan with Lottery	30 days	Wed 2/10/16	Tue 3/22/16
12	Submit Business Requirements and Project Plan	1 day	Wed 3/23/16	Wed 3/23/16
13	Lottery Approval of Businiss Requirements and Project Plan	30 days	Thu 3/24/16	Wed 5/4/16
14	Distribute Approved Plan	1 day	Thu 5/5/16	Thu 5/5/16
15	**Project Management Assignments**	**6 days**	**Thu 5/5/16**	**Thu 5/12/16**
16	Define Final Scope of Project	1 day	Thu 5/5/16	Thu 5/5/16
17	Resource Scheduling	2 days	Fri 5/6/16	Mon 5/9/16
18	Assign Quality and Risk Management Checkpoints	5 days	Fri 5/6/16	Thu 5/12/16
19	**Key Project Team Ownerships**	**2 days**	**Thu 1/28/16**	**Fri 1/29/16**
20	Executive Ownership	1 day	Thu 1/28/16	Thu 1/28/16
21	Systems Ownership	2 days	Thu 1/28/16	Fri 1/29/16
22	Communications Ownership	2 days	Thu 1/28/16	Fri 1/29/16
23	Software Ownership	2 days	Thu 1/28/16	Fri 1/29/16
24	Human Resources Ownership	1 day	Thu 1/28/16	Thu 1/28/16
25	Facilities and Security Ownership	1 day	Thu 1/28/16	Thu 1/28/16
26	3rd Party/Contractor Management Ownership	1 day	Thu 1/28/16	Thu 1/28/16
27	Documentation Ownership	1 day	Thu 1/28/16	Thu 1/28/16
28	Training Ownership	2 days	Thu 1/28/16	Fri 1/29/16
29	Field Service Ownership	2 days	Thu 1/28/16	Fri 1/29/16
30	Financial Ownership	1 day	Thu 1/28/16	Thu 1/28/16
31	**Conversion Project Management**	**546 days**	**Fri 1/1/16**	**Wed 1/31/18**
32	Status Review, Goal Achievement, and Risk Analysis	568 days	Fri 1/1/16	Fri 3/2/18
33	Weekly Status Review with Lottery (or as required)	568 days	Fri 1/8/16	Fri 3/9/18
34	**Post Project Review**	**17 days**	**Thu 2/8/18**	**Fri 3/2/18**
35	Assemble Supporting Documentation	5 days	Thu 2/8/18	Wed 2/14/18
36	Schedule Review Meeting	1 day	Thu 2/15/18	Thu 2/15/18
37	Initial Internal Review Meeting	2 days	Fri 2/16/18	Mon 2/19/18
38	Review Meeting with Lottery	2 days	Tue 2/20/18	Wed 2/21/18
39	Final Review Meeting - Lessons Learned	1 day	Thu 2/22/18	Thu 2/22/18
40	Compile Results	2 days	Fri 2/23/18	Mon 2/26/18
41	Executive Review	3 days	Tue 2/27/18	Thu 3/1/18
42	Distribute Report	1 day	Fri 3/2/18	Fri 3/2/18
43	**WP3 - HUMAN RESOURCES AND RECRUITMENT**	**119 days**	**Thu 1/28/16**	**Fri 7/8/16**
44	**Requirements**	**14 days**	**Thu 1/28/16**	**Tue 2/16/16**
45	Finalize Personnel Requirements	5 days	Thu 1/28/16	Wed 2/3/16
46	Prepare Organization Charts and Reporting Structure	1 day	Thu 2/4/16	Thu 2/4/16
47	Internal Review	3 days	Fri 2/5/16	Tue 2/9/16
48	Submit to Lottery for Approval	5 days	Wed 2/10/16	Tue 2/16/16
49	Requirements Approved	0 days	Tue 2/16/16	Tue 2/16/16
50	**Recruiting**	**105 days**	**Wed 2/17/16**	**Fri 7/8/16**
51	Finalize Job Descriptions and Requirements	2 days	Wed 2/17/16	Thu 2/18/16

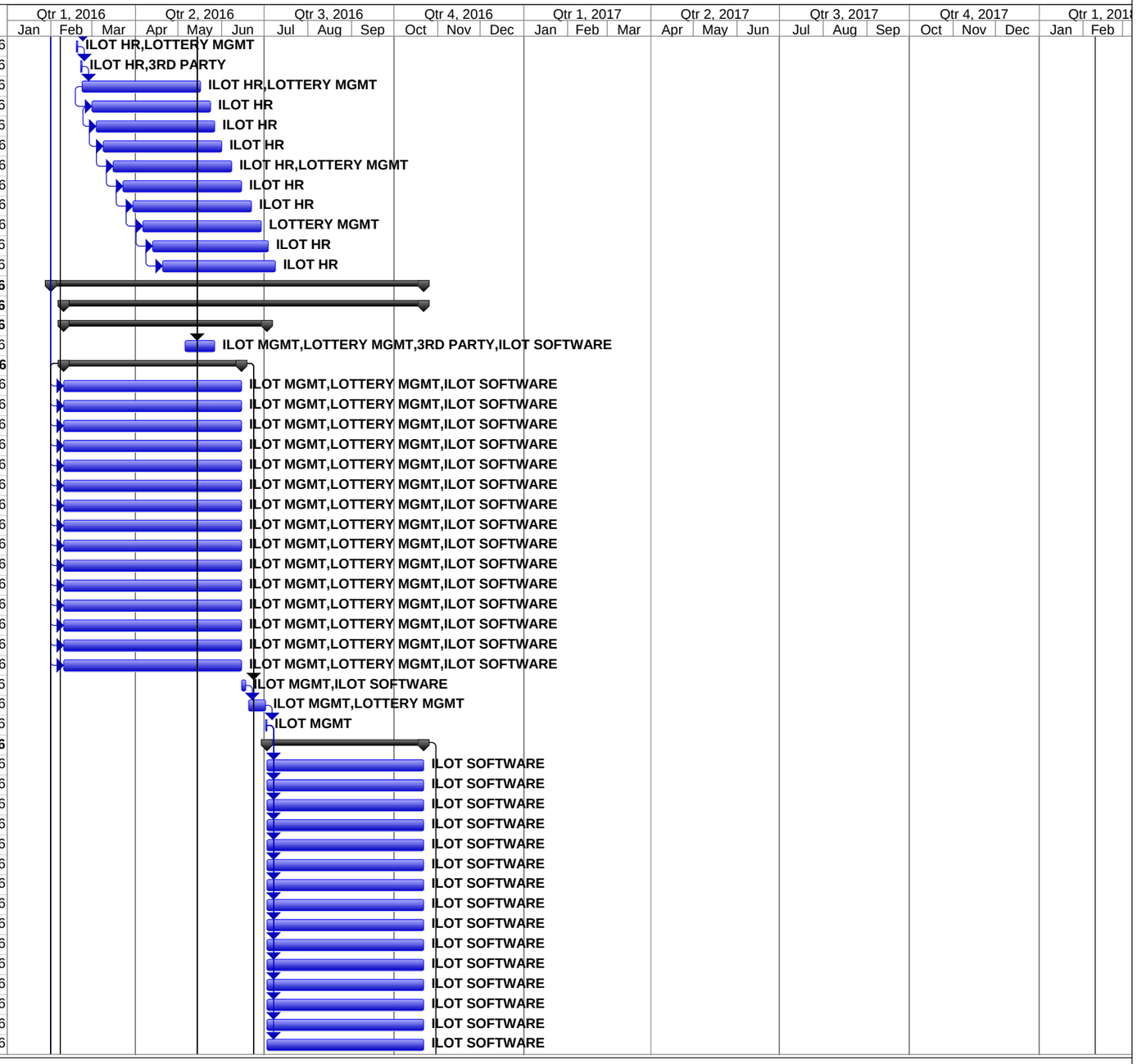


Project: West Virginia CMS Implement
Date: Thu 2/26/15

Task	Project Summary	Inactive Milestone	Manual Summary Rollup	Progress
Split	External Tasks	Inactive Summary	Manual Summary	Deadline
Milestone	External Milestone	Manual Task	Start-only	
Summary	Inactive Task	Duration-only	Finish-only	

CONFIDENTIAL: DRAFT INTRALOT WEST VIRGINIA PROJECT PLAN

ID	Task Name	Duration	Start	Finish
52	Review Outgoing Vendor Personnel with Lottery for Placement	1 day	Fri 2/19/16	Fri 2/19/16
53	Place Requirements with Agencies	1 day	Mon 2/22/16	Mon 2/22/16
54	Review Candidate Submissions - Phased Hires	60 days	Tue 2/23/16	Mon 5/16/16
55	Schedule Interviews	60 days	Tue 3/1/16	Mon 5/23/16
56	Perform Initial Phone Interviews	60 days	Fri 3/4/16	Thu 5/26/16
57	Perform Face-to-Face Interviews	60 days	Wed 3/9/16	Tue 5/31/16
58	Review Acceptable Candidates	60 days	Wed 3/16/16	Tue 6/7/16
59	Prepare Tentative Offer Letters	60 days	Wed 3/23/16	Tue 6/14/16
60	Intralot Screening and Background Checks	60 days	Wed 3/30/16	Tue 6/21/16
61	Lottery Background Checks	60 days	Wed 4/6/16	Tue 6/28/16
62	Finalize Offers to Successful Candidates	60 days	Wed 4/13/16	Sun 7/3/16
63	Orientation for New Hires	60 days	Wed 4/20/16	Fri 7/8/16
64	**WP4 - SOFTWARE DELIVERY**	**192 days**	**Mon 2/1/16**	**Fri 10/21/16**
65	**iGEM**	**185 days**	**Wed 2/10/16**	**Fri 10/21/16**
66	**SRS and Requirements**	**104 days**	**Wed 2/10/16**	**Sat 7/2/16**
67	Define Requirementswith Outgoing/Co-vendor(s)	15 days	Fri 5/6/16	Thu 5/26/16
68	**Define and Document Specifications with Lottery**	**90 days**	**Wed 2/10/16**	**Tue 6/14/16**
69	Games	90 days	Wed 2/10/16	Tue 6/14/16
70	BOS Interface	90 days	Wed 2/10/16	Tue 6/14/16
71	Jackpots - Local/Wide	90 days	Wed 2/10/16	Tue 6/14/16
72	Promotions	90 days	Wed 2/10/16	Tue 6/14/16
73	Security	90 days	Wed 2/10/16	Tue 6/14/16
74	Interface Schema/Features - Lottery/State/3rd Party	90 days	Wed 2/10/16	Tue 6/14/16
75	Reporting and Logging	90 days	Wed 2/10/16	Tue 6/14/16
76	Database Structures	90 days	Wed 2/10/16	Tue 6/14/16
77	iWare/Data Warehouse	90 days	Wed 2/10/16	Tue 6/14/16
78	Asset Tracking	90 days	Wed 2/10/16	Tue 6/14/16
79	Venue Web and Other Web Interfaces	90 days	Wed 2/10/16	Tue 6/14/16
80	Site Controllers - RVL/LVL	90 days	Wed 2/10/16	Tue 6/14/16
81	Licenses/Permits	90 days	Wed 2/10/16	Tue 6/14/16
82	Content Management System	90 days	Wed 2/10/16	Tue 6/14/16
83	Lottery Systems Interface(s)	90 days	Wed 2/10/16	Tue 6/14/16
84	Compile and Submit Draft Specifications	3 days	Wed 6/15/16	Fri 6/17/16
85	Lottery Approval of SRS/Specifications	10 days	Mon 6/20/16	Fri 7/1/16
86	Distribute Approved Specifications	1 day	Sat 7/2/16	Sat 7/2/16
87	**Development Phase**	**81 days**	**Sun 7/3/16**	**Fri 10/21/16**
88	Games	81 days	Sun 7/3/16	Fri 10/21/16
89	Promotions	81 days	Sun 7/3/16	Fri 10/21/16
90	Security	81 days	Sun 7/3/16	Fri 10/21/16
91	File Exchange	81 days	Sun 7/3/16	Fri 10/21/16
92	Interface Features	81 days	Sun 7/3/16	Fri 10/21/16
93	Reporting and Logging	81 days	Sun 7/3/16	Fri 10/21/16
94	Databases	81 days	Sun 7/3/16	Fri 10/21/16
95	Jackpot Handlers	81 days	Sun 7/3/16	Fri 10/21/16
96	iWare/Data Warehouse Interfaces	81 days	Sun 7/3/16	Fri 10/21/16
97	Venue Web and Other Web Interfaces	81 days	Sun 7/3/16	Fri 10/21/16
98	Asset Tracking	81 days	Sun 7/3/16	Fri 10/21/16
99	Site Controller	81 days	Sun 7/3/16	Fri 10/21/16
100	Licensing and Permitting	81 days	Sun 7/3/16	Fri 10/21/16
101	Content Management System	81 days	Sun 7/3/16	Fri 10/21/16
102	Lottery Systems Interface(s)	81 days	Sun 7/3/16	Fri 10/21/16



Project: West Virginia CMS Implement
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Task	Project Summary	Inactive Milestone	Manual Summary Rollup	Progress
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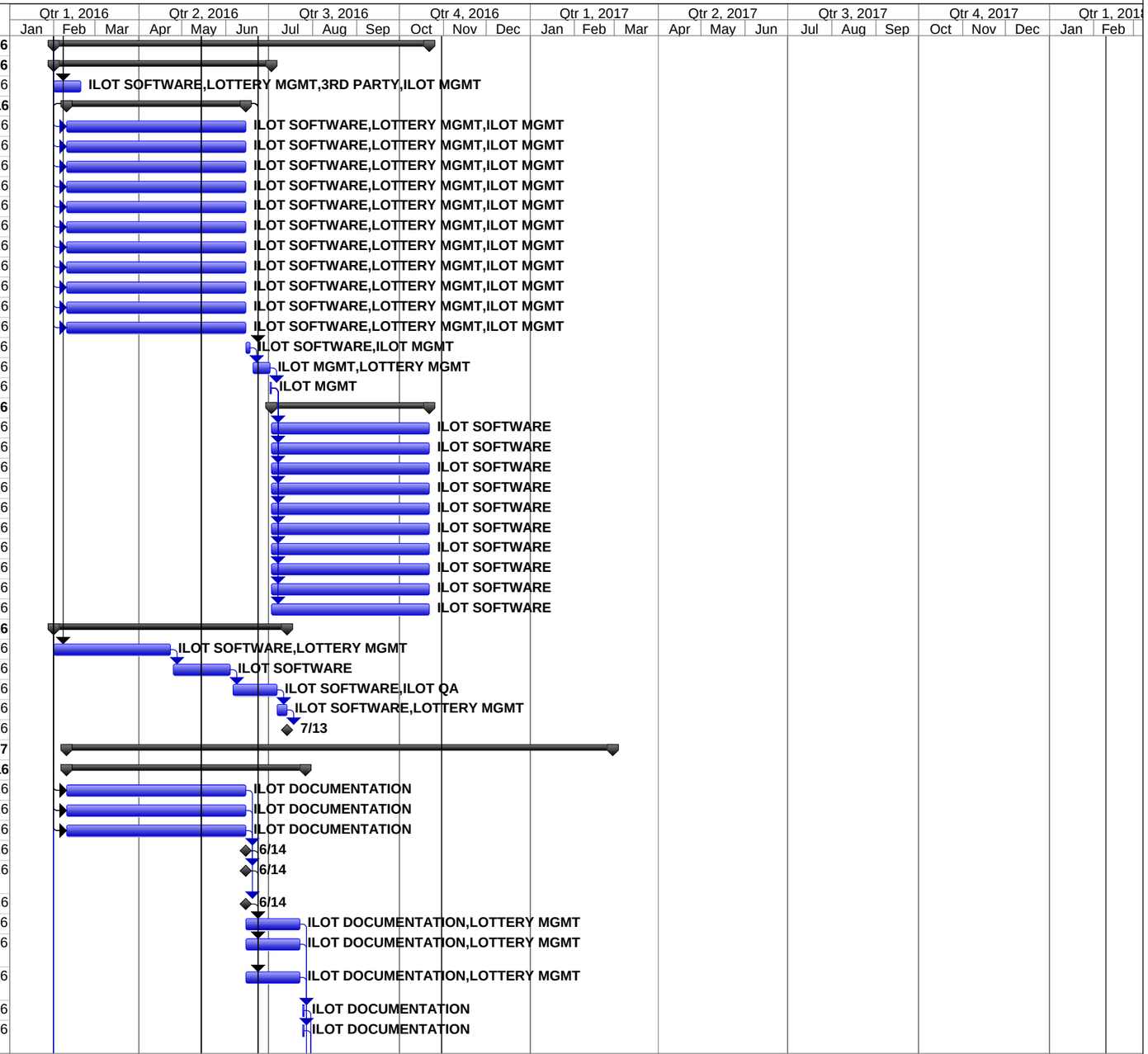
ID	Task Name	Duration	Start	Finish
103	**iGEM BOS (Back Office Software)**	**192 days**	**Mon 2/1/16**	**Fri 10/21/16**
104	**SRS and Requirements**	**111 days**	**Mon 2/1/16**	**Sat 7/2/16**
105	Define Requirements with Outgoing/Co-vendor(s)	15 days	Mon 2/1/16	Fri 2/19/16
106	**Define and Document Software Specs with Lottery**	**90 days**	**Wed 2/10/16**	**Tue 6/14/16**
107	User Interfaces - Design and Functionality	90 days	Wed 2/10/16	Tue 6/14/16
108	Current Report Migration	90 days	Wed 2/10/16	Tue 6/14/16
109	New Report/Scheduling Definition	90 days	Wed 2/10/16	Tue 6/14/16
110	Cross-system Operational Requirements	90 days	Wed 2/10/16	Tue 6/14/16
111	Database Structures	90 days	Wed 2/10/16	Tue 6/14/16
112	Accounting/Adjustment Requirements	90 days	Wed 2/10/16	Tue 6/14/16
113	Ad-hoc/DW Requirements	90 days	Wed 2/10/16	Tue 6/14/16
114	Promotions Interface	90 days	Wed 2/10/16	Tue 6/14/16
115	Monitoring Interface	90 days	Wed 2/10/16	Tue 6/14/16
116	Help-Desk/Field Support Requirements	90 days	Wed 2/10/16	Tue 6/14/16
117	Asset Tracking Interface	90 days	Wed 2/10/16	Tue 6/14/16
118	Compile and Submit Draft Specifications	3 days	Wed 6/15/16	Fri 6/17/16
119	Lottery Approval of SRS/Specifications	10 days	Mon 6/20/16	Fri 7/1/16
120	Distribute Approved Specifications	1 day	Sat 7/2/16	Sat 7/2/16
121	**Development Phase**	**81 days**	**Sun 7/3/16**	**Fri 10/21/16**
122	User Interfaces	81 days	Sun 7/3/16	Fri 10/21/16
123	Reports	81 days	Sun 7/3/16	Fri 10/21/16
124	Cross-system Needs	81 days	Sun 7/3/16	Fri 10/21/16
125	Databases	81 days	Sun 7/3/16	Fri 10/21/16
126	Accounting/Adjustments/Tax Forms	81 days	Sun 7/3/16	Fri 10/21/16
127	Ad-hoc/DW	81 days	Sun 7/3/16	Fri 10/21/16
128	Predefined Scheduling	81 days	Sun 7/3/16	Fri 10/21/16
129	Promotional	81 days	Sun 7/3/16	Fri 10/21/16
130	CRM - Help Desk/Field/Venue/Lottery Interfaces	81 days	Sun 7/3/16	Fri 10/21/16
131	Monitoring	81 days	Sun 7/3/16	Fri 10/21/16
132	**Data Conversion - Preliminary**	**120 days**	**Mon 2/1/16**	**Wed 7/13/16**
133	Acquire Data Samples	60 days	Mon 2/1/16	Fri 4/22/16
134	Write Conversion Scripts	30 days	Mon 4/25/16	Fri 6/3/16
135	Convert and Reconcile Sample Data	25 days	Mon 6/6/16	Wed 7/6/16
136	Approval of Conversion Scripts by Lottery	5 days	Thu 7/7/16	Wed 7/13/16
137	Scripts Approved	0 days	Wed 7/13/16	Wed 7/13/16
138	**WP5 - DOCUMENTATION**	**276 days**	**Wed 2/10/16**	**Mon 2/27/17**
139	**Business Continuity Documents**	**122 days**	**Wed 2/10/16**	**Tue 7/26/16**
140	Develop Operations Security Plan	90 days	Wed 2/10/16	Tue 6/14/16
141	Develop Business Continuity and Disaster Recovery Plan	90 days	Wed 2/10/16	Tue 6/14/16
142	Develop Infrastructure Protection Plan	90 days	Wed 2/10/16	Tue 6/14/16
143	Submit Operations Security Plan to Lottery	0 days	Tue 6/14/16	Tue 6/14/16
144	Submit Business Continuity and Disaster Recovery Plan to Lottery	0 days	Tue 6/14/16	Tue 6/14/16
145	Submit Infrastructure Protection Plan	0 days	Tue 6/14/16	Tue 6/14/16
146	Review Operations Security Plan with Lottery Until Approved	30 days	Wed 6/15/16	Fri 7/22/16
147	Review Business Continuity and Disaster Recovery Plan with Lottery Until Approved	30 days	Wed 6/15/16	Fri 7/22/16
148	Review Infrastructure Protection Plan with Lottery Until Approved	30 days	Wed 6/15/16	Fri 7/22/16
149	Print and Bind Operations Security Plan	1 day	Mon 7/25/16	Mon 7/25/16
150	Print and Bind Business Continuity and Disaster Recovery Plan	1 day	Mon 7/25/16	Mon 7/25/16



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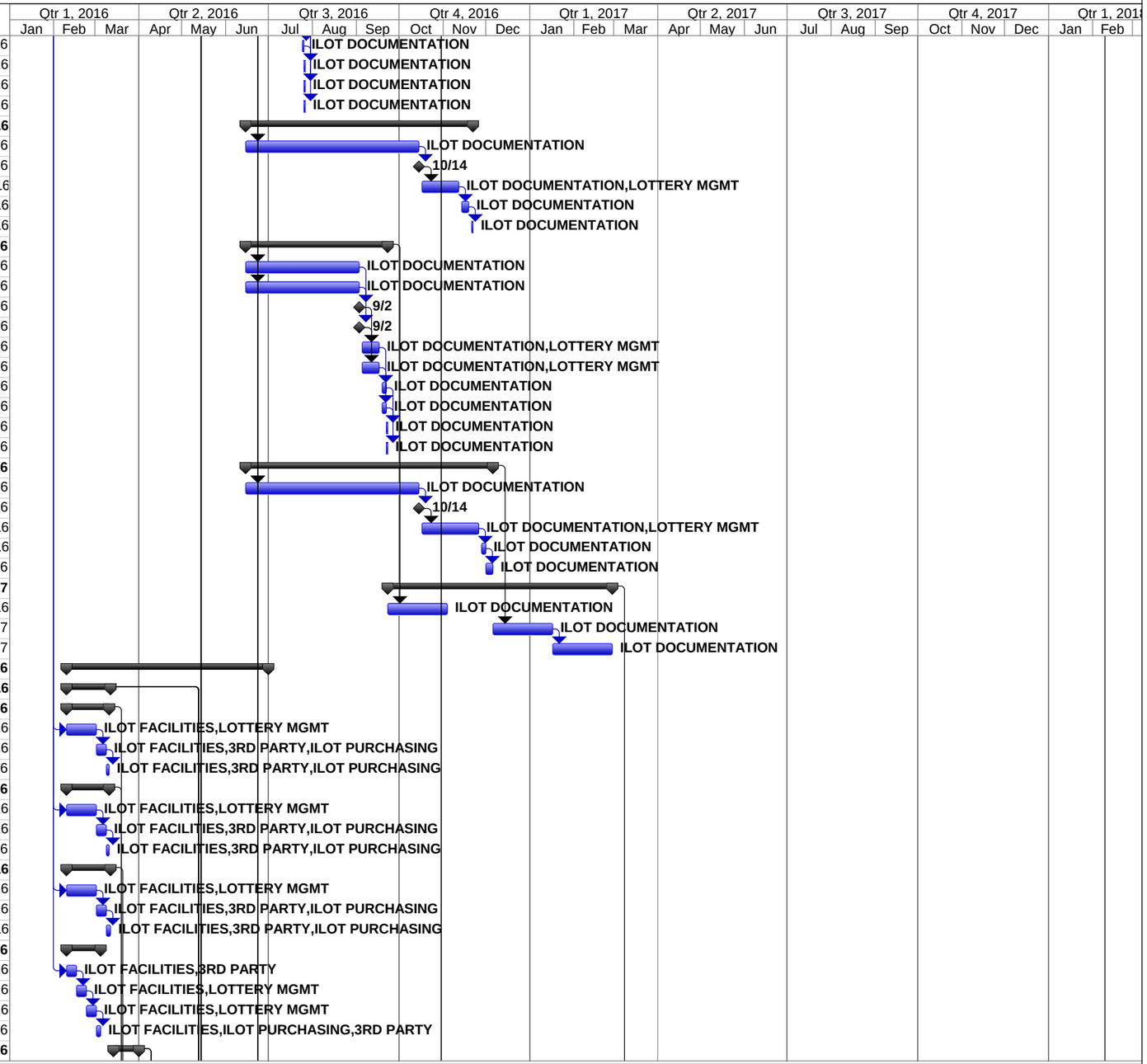
ID	Task Name	Duration	Start	Finish
151	Print and Bind Infrastructure Protection Plan	1 day	Mon 7/25/16	Mon 7/25/16
152	Distribute Operations Security Plan	1 day	Tue 7/26/16	Tue 7/26/16
153	Distribute Business Continuity and Disaster Recovery Plan	1 day	Tue 7/26/16	Tue 7/26/16
154	Distribute Infrastructure Protection Plan	1 day	Tue 7/26/16	Tue 7/26/16
155	**Hotline Documents**	**116 days**	**Wed 6/15/16**	**Mon 11/21/16**
156	Develop Hotline User's Manual	90 days	Wed 6/15/16	Fri 10/14/16
157	Submit Draft of Hotline Manual to Lottery	0 days	Fri 10/14/16	Fri 10/14/16
158	Repetitive Review of Hotline User's Manual Until Approved	20 days	Mon 10/17/16	Fri 11/11/16
159	Print and Bind Hotline User's Manual	5 days	Mon 11/14/16	Fri 11/18/16
160	Distribute Hotline User's Manual	1 day	Mon 11/21/16	Mon 11/21/16
161	**Operations Documents**	**74 days**	**Wed 6/15/16**	**Thu 9/22/16**
162	Develop iGEM CMS Users Manual	60 days	Wed 6/15/16	Fri 9/2/16
163	Develop Operations Manual	60 days	Wed 6/15/16	Fri 9/2/16
164	Submit Draft iGEM CMS Users Manual to Lottery	0 days	Fri 9/2/16	Fri 9/2/16
165	Submit Draft Operations Manual to Lottery	0 days	Fri 9/2/16	Fri 9/2/16
166	Repetitive Review of iGEM CMS Users Manual Until Approved	10 days	Mon 9/5/16	Fri 9/16/16
167	Repetitive Review of Operations Manual Until Approved	10 days	Mon 9/5/16	Fri 9/16/16
168	Print and Bind iGEM CMS Users Manual	3 days	Mon 9/19/16	Wed 9/21/16
169	Print and Bind Operations Manual	3 days	Mon 9/19/16	Wed 9/21/16
170	Distribute iGEM CMS Users Manual	1 day	Thu 9/22/16	Thu 9/22/16
171	Distribute Operations Manual	1 day	Thu 9/22/16	Thu 9/22/16
172	**Service Documents**	**126 days**	**Wed 6/15/16**	**Mon 12/5/16**
173	Develop Field Maintenance Manual	90 days	Wed 6/15/16	Fri 10/14/16
174	Submit Draft Field Maintenance Manual to Lottery	0 days	Fri 10/14/16	Fri 10/14/16
175	Repetitive Review of Field Maintenance Manual Until Approved	30 days	Mon 10/17/16	Fri 11/25/16
176	Print and Bind Manuals	3 days	Mon 11/28/16	Wed 11/30/16
177	Distribute Manuals	3 days	Thu 12/1/16	Mon 12/5/16
178	**Specialized Document Preparation**	**112 days**	**Fri 9/23/16**	**Mon 2/27/17**
179	Prepare and Distribute Back Office Manuals	30 days	Fri 9/23/16	Thu 11/3/16
180	Prepare and Distribute Field/Customer Service Manuals	30 days	Tue 12/6/16	Mon 1/16/17
181	Prepare and Distribute RVL/LVL User Manuals	30 days	Tue 1/17/17	Mon 2/27/17
182	**WP 6 - FACILITY READINESS**	**102 days**	**Wed 2/10/16**	**Thu 6/30/16**
183	**Requirements and Approvals**	**23 days**	**Wed 2/10/16**	**Fri 3/11/16**
184	**Primary Site - Primary Data Center (PDC)**	**22 days**	**Wed 2/10/16**	**Thu 3/10/16**
185	Define Requirements	15 days	Wed 2/10/16	Tue 3/1/16
186	Prepare and Submit Plan to Lottery	5 days	Wed 3/2/16	Tue 3/8/16
187	Lottery Approval of Plan	2 days	Wed 3/9/16	Thu 3/10/16
188	**Backup Site - Backup Data Center (BDC)**	**22 days**	**Wed 2/10/16**	**Thu 3/10/16**
189	Define Requirements	15 days	Wed 2/10/16	Tue 3/1/16
190	Prepare and Submit Plan to Lottery	5 days	Wed 3/2/16	Tue 3/8/16
191	Lottery Approval of Plan	2 days	Wed 3/9/16	Thu 3/10/16
192	**Local Business Office/Warehouse**	**23 days**	**Wed 2/10/16**	**Fri 3/11/16**
193	Define Requirements	15 days	Wed 2/10/16	Tue 3/1/16
194	Prepare and Submit Plan to Lottery	5 days	Wed 3/2/16	Tue 3/8/16
195	Lottery Approval of Plan	3 days	Wed 3/9/16	Fri 3/11/16
196	**Escrow and Storage Facilities**	**18 days**	**Wed 2/10/16**	**Fri 3/4/16**
197	Locate Off-site Escrow and Storage Facilities	5 days	Wed 2/10/16	Tue 2/16/16
198	Gain Approval of Lottery/Security	5 days	Wed 2/17/16	Tue 2/23/16
199	Design Security Plan	5 days	Wed 2/24/16	Tue 3/1/16
200	Contract for Services	3 days	Wed 3/2/16	Fri 3/4/16
201	**Lease Agreements**	**14 days**	**Mon 3/14/16**	**Thu 3/31/16**



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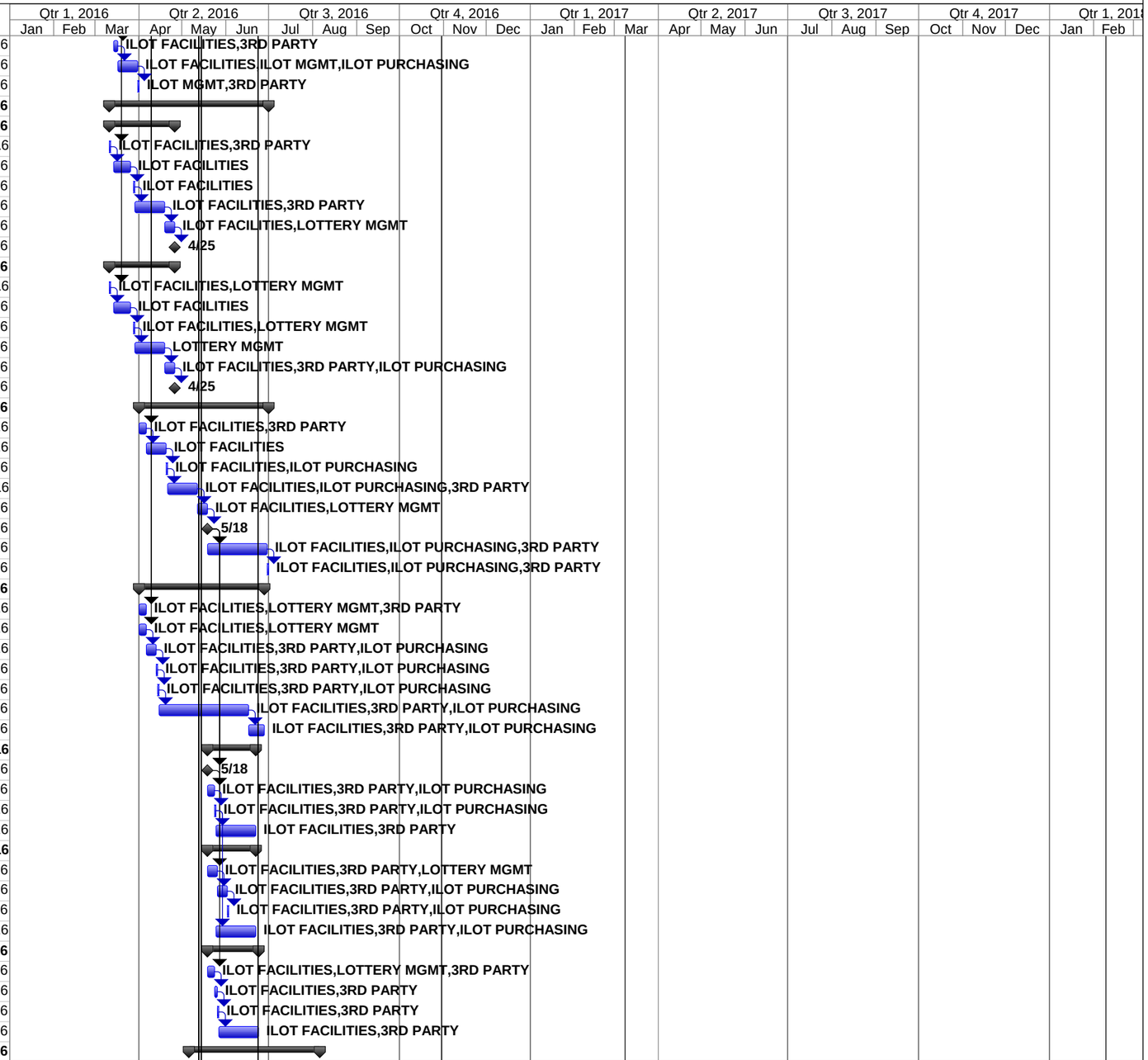
ID	Task Name	Duration	Start	Finish
202	Meet with Real Estate/Lessors	3 days	Mon 3/14/16	Wed 3/16/16
203	Finalize Lease Agreements	10 days	Thu 3/17/16	Wed 3/30/16
204	Execute Leases	1 day	Thu 3/31/16	Thu 3/31/16
205	**Design and Build-out**	**80 days**	**Fri 3/11/16**	**Thu 6/30/16**
206	**Primary Site - Primary Data Center (PDC)**	**32 days**	**Fri 3/11/16**	**Mon 4/25/16**
207	Submit Requirements to Contractor(s)	1 day	Fri 3/11/16	Fri 3/11/16
208	Review Submissions	10 days	Mon 3/14/16	Fri 3/25/16
209	Select Contractor(s)	1 day	Mon 3/28/16	Mon 3/28/16
210	Design	15 days	Tue 3/29/16	Mon 4/18/16
211	Submit Design to Lottery for Approval	5 days	Tue 4/19/16	Mon 4/25/16
212	Design Approved	0 days	Mon 4/25/16	Mon 4/25/16
213	**Backup Site - Backup Data Center (BDC)**	**32 days**	**Fri 3/11/16**	**Mon 4/25/16**
214	Submit Requirements to Contractor(s)	1 day	Fri 3/11/16	Fri 3/11/16
215	Review Submissions	10 days	Mon 3/14/16	Fri 3/25/16
216	Select Contractor(s)	1 day	Mon 3/28/16	Mon 3/28/16
217	Design	15 days	Tue 3/29/16	Mon 4/18/16
218	Submit Design to Lottery for Approval	5 days	Tue 4/19/16	Mon 4/25/16
219	Design Approved	0 days	Mon 4/25/16	Mon 4/25/16
220	**Local Business Office/Warehouse**	**65 days**	**Fri 4/1/16**	**Thu 6/30/16**
221	Submit Requirements to Contractors	3 days	Fri 4/1/16	Tue 4/5/16
222	Review Submissions	10 days	Wed 4/6/16	Tue 4/19/16
223	Select Contractor	1 day	Wed 4/20/16	Wed 4/20/16
224	Preliminary Design	15 days	Thu 4/21/16	Wed 5/11/16
225	Submit Design to Lottery for Approval	5 days	Thu 5/12/16	Wed 5/18/16
226	Design Approved	0 days	Wed 5/18/16	Wed 5/18/16
227	Build-out by Contractor	30 days	Thu 5/19/16	Wed 6/29/16
228	Final Inspection and Certificate of Occupancy	1 day	Thu 6/30/16	Thu 6/30/16
229	**Furniture and Amenities**	**62 days**	**Fri 4/1/16**	**Mon 6/27/16**
230	Define Furniture Needs	3 days	Fri 4/1/16	Tue 4/5/16
231	Define Vending Needs	3 days	Fri 4/1/16	Tue 4/5/16
232	Procure Pricing	5 days	Wed 4/6/16	Tue 4/12/16
233	Contract for Vending	1 day	Wed 4/13/16	Wed 4/13/16
234	Order Furniture	1 day	Thu 4/14/16	Thu 4/14/16
235	Receive Furniture	45 days	Fri 4/15/16	Thu 6/16/16
236	Install/Assemble Furniture	7 days	Fri 6/17/16	Mon 6/27/16
237	**HVAC**	**24 days**	**Wed 5/18/16**	**Tue 6/21/16**
238	Define HVAC Requirements	0 days	Wed 5/18/16	Wed 5/18/16
239	Procure Pricing	3 days	Thu 5/19/16	Mon 5/23/16
240	Contract with Suppliers	1 day	Tue 5/24/16	Tue 5/24/16
241	Install HVAC - Offices and Warehouse	20 days	Wed 5/25/16	Tue 6/21/16
242	**Fire Systems**	**24 days**	**Thu 5/19/16**	**Tue 6/21/16**
243	Define Fire System Requirements	5 days	Thu 5/19/16	Wed 5/25/16
244	Procure Pricing	5 days	Thu 5/26/16	Wed 6/1/16
245	Contract with Suppliers	1 day	Thu 6/2/16	Thu 6/2/16
246	Install Fire System - Offices and Warehouse	20 days	Wed 5/25/16	Tue 6/21/16
247	**Security Equipment**	**26 days**	**Thu 5/19/16**	**Thu 6/23/16**
248	Define Security System Requirements	3 days	Thu 5/19/16	Mon 5/23/16
249	Procure Pricing	2 days	Tue 5/24/16	Wed 5/25/16
250	Contract with Suppliers	1 day	Thu 5/26/16	Thu 5/26/16
251	Install Security System - Bus. Office and Warehouse	20 days	Fri 5/27/16	Thu 6/23/16
252	**WP7 - SYSTEMS, HARDWARE, TESTING READINESS**	**68 days**	**Fri 5/6/16**	**Fri 8/5/16**



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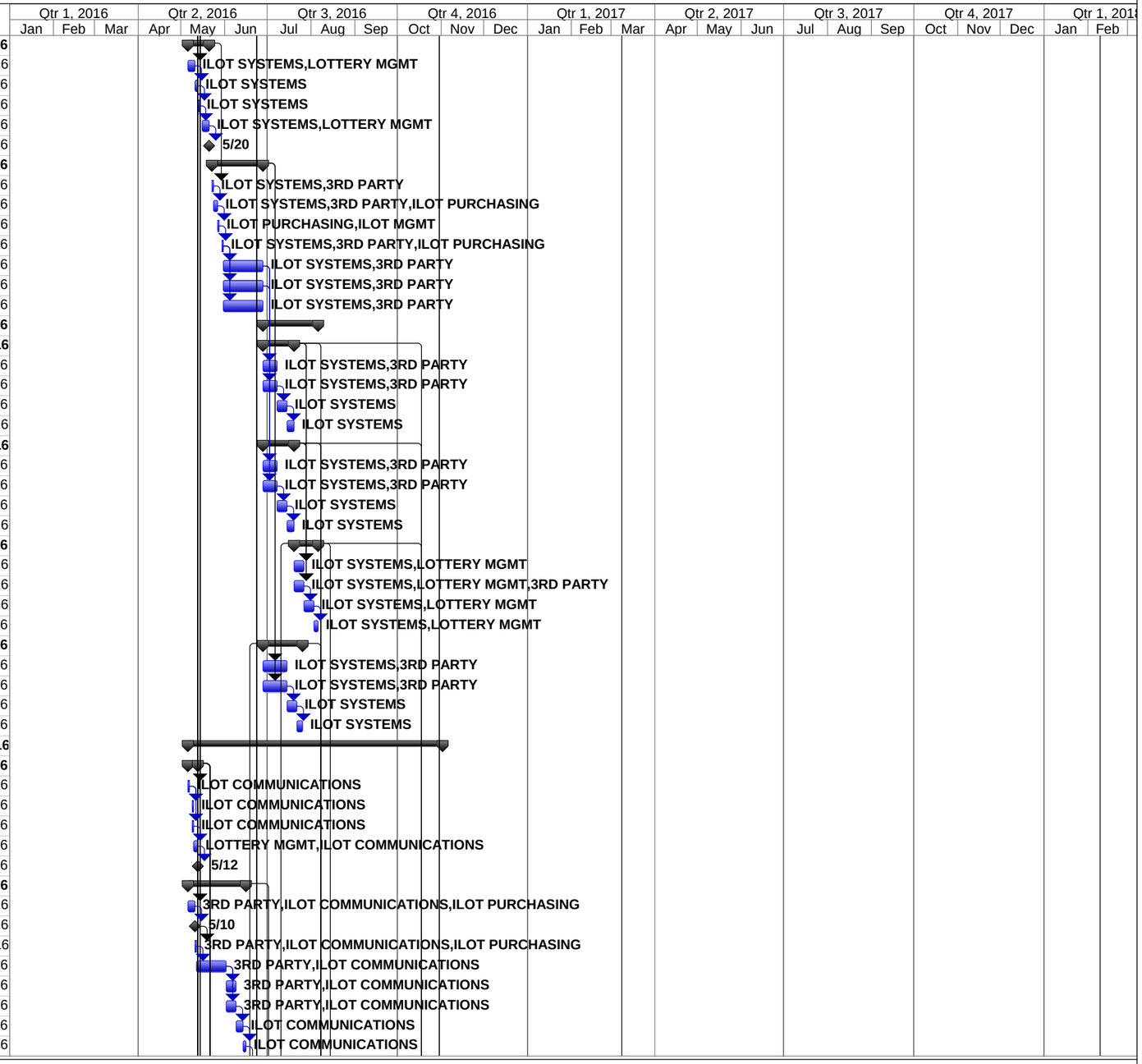
ID	Task Name	Duration	Start	Finish
253	**Hardware Requirements**	**11 days**	**Fri 5/6/16**	**Fri 5/20/16**
254	Review Functional System Requirements	3 days	Fri 5/6/16	Tue 5/10/16
255	Finalize System Configuration	2 days	Wed 5/11/16	Thu 5/12/16
256	Prepare System Specification Documentation	1 day	Fri 5/13/16	Fri 5/13/16
257	Submit to Lottery for Approval	5 days	Mon 5/16/16	Fri 5/20/16
258	Requirements Approved	0 days	Fri 5/20/16	Fri 5/20/16
259	**Hardware Procurement**	**26 days**	**Mon 5/23/16**	**Mon 6/27/16**
260	Assemble Final Equipment Lists	1 day	Mon 5/23/16	Mon 5/23/16
261	Acquire Final Quotes	3 days	Tue 5/24/16	Thu 5/26/16
262	Acquire Purchase Approval	1 day	Fri 5/27/16	Fri 5/27/16
263	Order Hardware	1 day	Mon 5/30/16	Mon 5/30/16
264	Hardware Delivery PDC	20 days	Tue 5/31/16	Mon 6/27/16
265	Hardware Delivery BDC	20 days	Tue 5/31/16	Mon 6/27/16
266	Hardware Delivery Bus Office and Warehouse	20 days	Tue 5/31/16	Mon 6/27/16
267	**Systems Installation**	**31 days**	**Tue 6/28/16**	**Fri 8/5/16**
268	**PDC**	**18 days**	**Tue 6/28/16**	**Tue 7/19/16**
269	Install Systems	10 days	Tue 6/28/16	Thu 7/7/16
270	Cabling and Interconnections	10 days	Tue 6/28/16	Thu 7/7/16
271	Final Configuration	5 days	Fri 7/8/16	Thu 7/14/16
272	Internal Site Testing	3 days	Fri 7/15/16	Tue 7/19/16
273	**BDC**	**18 days**	**Tue 6/28/16**	**Tue 7/19/16**
274	Install Systems	10 days	Tue 6/28/16	Thu 7/7/16
275	Cabling and Interconnections	10 days	Tue 6/28/16	Thu 7/7/16
276	Final Configuration	5 days	Fri 7/8/16	Thu 7/14/16
277	Internal Site Testing	3 days	Fri 7/15/16	Tue 7/19/16
278	**Lottery HQ and Testing Lab(s)**	**13 days**	**Wed 7/20/16**	**Fri 8/5/16**
279	Install Systems	5 days	Wed 7/20/16	Tue 7/26/16
280	Cabling and Interconnections	5 days	Wed 7/20/16	Tue 7/26/16
281	Final Configuration	5 days	Wed 7/27/16	Tue 8/2/16
282	Internal Site Testing	3 days	Wed 8/3/16	Fri 8/5/16
283	**Business Office, Warehouse, and UAT Lab**	**22 days**	**Tue 6/28/16**	**Mon 7/25/16**
284	Install Systems	15 days	Tue 6/28/16	Thu 7/14/16
285	Cabling and Interconnections	15 days	Tue 6/28/16	Thu 7/14/16
286	Final Configuration	5 days	Fri 7/15/16	Thu 7/21/16
287	Internal Site Testing	2 days	Fri 7/22/16	Mon 7/25/16
288	**WP8 - COMMUNICATIONS CIRCUITS, HARDWARE, READINESS**	**130 days**	**Fri 5/6/16**	**Tue 11/1/16**
289	**Communications Requirements**	**5 days**	**Fri 5/6/16**	**Thu 5/12/16**
290	Finalize Communications Plan	1 day	Fri 5/6/16	Fri 5/6/16
291	Prepare Communications Needs Documentation	1 day	Mon 5/9/16	Mon 5/9/16
292	Prepare Draft Venue Installation Letter	1 day	Mon 5/9/16	Mon 5/9/16
293	Submit to Lottery for Approval	3 days	Tue 5/10/16	Thu 5/12/16
294	Requirements Approved	0 days	Thu 5/12/16	Thu 5/12/16
295	**Communications Hardware**	**29 days**	**Fri 5/6/16**	**Wed 6/15/16**
296	Acquire Final Quotes	3 days	Fri 5/6/16	Tue 5/10/16
297	Acquire Purchase Approval	0 days	Tue 5/10/16	Tue 5/10/16
298	Order Hardware	1 day	Wed 5/11/16	Wed 5/11/16
299	Hardware Delivery	15 days	Thu 5/12/16	Wed 6/1/16
300	Rack and Assemble Hardware	5 days	Thu 6/2/16	Wed 6/8/16
301	Cabling and Interconnections	5 days	Thu 6/2/16	Wed 6/8/16
302	Firmware and Operating System Configuration	3 days	Thu 6/9/16	Mon 6/13/16
303	Baseline Testing	2 days	Tue 6/14/16	Wed 6/15/16



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304	Hardware Components Ready	0 days	Wed 6/15/16	Wed 6/15/16
305	**Communications Backbone**	**46 days**	**Fri 5/13/16**	**Wed 7/13/16**
306	**Prepare and Submit Circuit Orders**	**1 day**	**Fri 5/13/16**	**Fri 5/13/16**
307	PDC-to-BDC	1 day	Fri 5/13/16	Fri 5/13/16
308	PDC-to-Lottery Offices	1 day	Fri 5/13/16	Fri 5/13/16
309	BDC-to-Lottery Offices	1 day	Fri 5/13/16	Fri 5/13/16
310	PDC/BDC/Lottery to Business Office	1 day	Fri 5/13/16	Fri 5/13/16
311	PDC/BDC/BO to Venue WAN	1 day	Fri 5/13/16	Fri 5/13/16
312	PDC/BDC/BO to Testing Lab(s)	1 day	Fri 5/13/16	Fri 5/13/16
313	PDC/BDC/BO to Corporate Support	1 day	Fri 5/13/16	Fri 5/13/16
314	PDC/BDC/BO to Internet	1 day	Fri 5/13/16	Fri 5/13/16
315	Business Office Telephony	1 day	Fri 5/13/16	Fri 5/13/16
316	Help Desk Telephony	1 day	Fri 5/13/16	Fri 5/13/16
317	**Communications Provisioning and Installation**	**45 days**	**Mon 5/16/16**	**Wed 7/13/16**
318	PDC-to-BDC	35 days	Mon 5/16/16	Fri 7/1/16
319	PDC-to-Lottery Offices	35 days	Mon 5/16/16	Fri 7/1/16
320	BDC-to-Lottery Offices	35 days	Mon 5/16/16	Fri 7/1/16
321	PDC/BDC/Lottery to Business Office	35 days	Mon 5/16/16	Fri 7/1/16
322	PDC/BDC/BO to Venue WAN	35 days	Mon 5/16/16	Fri 7/1/16
323	PDC/BDC/BO to Testing Lab(s)	35 days	Mon 5/16/16	Fri 7/1/16
324	PDC/BDC/BO to Corporate Support	35 days	Mon 5/16/16	Fri 7/1/16
325	PDC/BDC/BO to Internet	35 days	Mon 5/16/16	Fri 7/1/16
326	Business Office Telephony	35 days	Mon 5/16/16	Fri 7/1/16
327	Help Desk Telephony	35 days	Mon 5/16/16	Fri 7/1/16
328	Auto-Attendant Messaging/Call Routing/Failover	10 days	Sat 7/2/16	Wed 7/13/16
329	**Venue Communications**	**130 days**	**Fri 5/6/16**	**Tue 11/1/16**
330	**Requirements**	**87 days**	**Fri 5/6/16**	**Thu 9/1/16**
331	Review Design Needs with Lottery/3rd parties	30 days	Fri 5/6/16	Thu 6/16/16
332	Finalize Approval Form	2 days	Fri 6/17/16	Mon 6/20/16
333	Finalize Approval Letter	2 days	Fri 6/17/16	Mon 6/20/16
334	Submit Approval Form and Letter to Lottery for Approval	0 days	Mon 6/20/16	Mon 6/20/16
335	Approval Form and Letter Approved	5 days	Tue 6/21/16	Mon 6/27/16
336	Perform Site Surveys	40 days	Tue 6/28/16	Thu 8/18/16
337	Review Surveys	40 days	Sun 7/3/16	Thu 8/25/16
338	Identify Problem Installations	5 days	Fri 8/26/16	Thu 9/1/16
339	**Define Communication Methodology**	**8 days**	**Fri 9/2/16**	**Tue 9/13/16**
340	Prepare Communications Needs Documentation	2 days	Fri 9/2/16	Mon 9/5/16
341	Finalize Communications Plan	1 day	Tue 9/6/16	Tue 9/6/16
342	Submit to Lottery for Approval	0 days	Tue 9/6/16	Tue 9/6/16
343	Requirements Approved	5 days	Wed 9/7/16	Tue 9/13/16
344	**Communications Hardware**	**35 days**	**Wed 9/14/16**	**Tue 11/1/16**
345	Acquire Final Quotes	3 days	Wed 9/14/16	Fri 9/16/16
346	Acquire Purchase Approval	1 day	Mon 9/19/16	Mon 9/19/16
347	Order Hardware	1 day	Tue 9/20/16	Tue 9/20/16
348	Hardware Delivery	30 days	Wed 9/21/16	Tue 11/1/16
349	**Test Retailer Communications Hardware**	**23 days**	**Tue 6/28/16**	**Tue 7/26/16**
350	Install Lottery and Testing Labs	5 days	Wed 7/20/16	Tue 7/26/16
351	Install Business Office and UAT Area	5 days	Tue 6/28/16	Sat 7/2/16
352	**Critical Deliverable Checkpoints**	**123 days**	**Thu 5/5/16**	**Fri 10/21/16**
353	Business Requirement Docs Delivered - <60d after NTP	0 days	Thu 5/5/16	Thu 5/5/16
354	Project Plan Delivered - <60d after NTP	0 days	Thu 5/5/16	Thu 5/5/16

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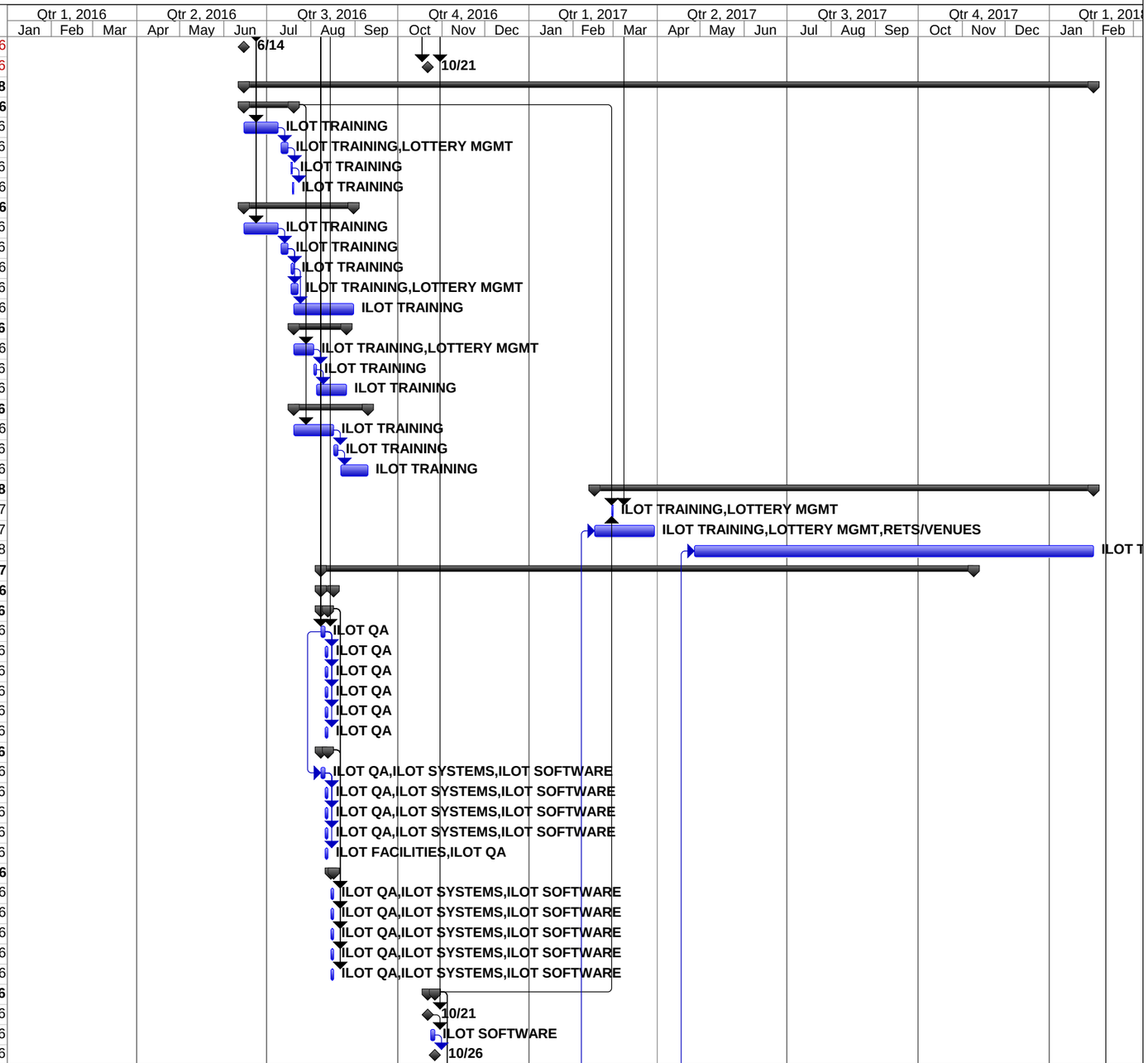
CONFIDENTIAL: DRAFT INTRALOT WEST VIRGINIA PROJECT PLAN

ID	Task Name	Duration	Start	Finish
355	SRS/Specifications Due - <45d after approved Bus Req/Proj Plan	0 days	Tue 6/14/16	Tue 6/14/16
356	PDC/BDC/Test/HW/SW Complete - >60d before 1st conversion	0 days	Fri 10/21/16	Fri 10/21/16
357	**WP9 - TRAINING**	**428 days**	**Wed 6/15/16**	**Wed 1/31/18**
358	**Training Documents - Internal/Lottery**	**27 days**	**Wed 6/15/16**	**Tue 7/19/16**
359	Develop Training material	20 days	Wed 6/15/16	Fri 7/8/16
360	Submit Training Material for Lottery Approval	5 days	Mon 7/11/16	Fri 7/15/16
361	Print Training Material	1 day	Mon 7/18/16	Mon 7/18/16
362	Distribute Training Material	1 day	Tue 7/19/16	Tue 7/19/16
363	**Systems Training**	**57 days**	**Wed 6/15/16**	**Tue 8/30/16**
364	Develop Training Guide	20 days	Wed 6/15/16	Fri 7/8/16
365	Produce Other Training Materials	5 days	Mon 7/11/16	Fri 7/15/16
366	Schedule Intralot Staff Training	2 days	Mon 7/18/16	Tue 7/19/16
367	Schedule Lottery Testing Staff Training	5 days	Mon 7/18/16	Fri 7/22/16
368	Conduct Staff Training	30 days	Wed 7/20/16	Tue 8/30/16
369	**Hotline Training**	**27 days**	**Wed 7/20/16**	**Thu 8/25/16**
370	Develop Specialized Training Material	10 days	Wed 7/20/16	Tue 8/2/16
371	Print and Bind Training Materials	2 days	Wed 8/3/16	Thu 8/4/16
372	Conduct Hotline Staff Training	15 days	Fri 8/5/16	Thu 8/25/16
373	**Technician Training**	**38 days**	**Wed 7/20/16**	**Fri 9/9/16**
374	Develop Specialized Training Material	20 days	Wed 7/20/16	Tue 8/16/16
375	Print and Bind Training Material	3 days	Wed 8/17/16	Fri 8/19/16
376	Conduct Technician Training	15 days	Mon 8/22/16	Fri 9/9/16
377	**Venue Staff Training**	**250 days**	**Thu 2/16/17**	**Wed 1/31/18**
378	Obtain Attendance List - PILOT	1 day	Tue 2/28/17	Tue 2/28/17
379	Conduct PILOT Venue Training	30 days	Thu 2/16/17	Wed 3/29/17
380	Conduct Conversion Training	200 days	Thu 4/27/17	Wed 1/31/18
381	**WP10 - TESTING AND QUALITY ASSURANCE**	**328 days**	**Mon 8/8/16**	**Wed 11/8/17**
382	**INTRALOT Internal Functional Baseline Testing**	**7 days**	**Mon 8/8/16**	**Tue 8/16/16**
383	**BDC Site Testing**	**5 days**	**Mon 8/8/16**	**Fri 8/12/16**
384	LAN/WAN Functional Testing	3 days	Mon 8/8/16	Wed 8/10/16
385	Internal Failover Testing	2 days	Thu 8/11/16	Fri 8/12/16
386	Lottery Connectivity Testing	2 days	Thu 8/11/16	Fri 8/12/16
387	Test System Connectivity Testing	2 days	Thu 8/11/16	Fri 8/12/16
388	Adminstrative/Support Connectivity Testing	2 days	Thu 8/11/16	Fri 8/12/16
389	UPS/Generator Load Testing	2 days	Thu 8/11/16	Fri 8/12/16
390	**PDC Site Testing**	**5 days**	**Mon 8/8/16**	**Fri 8/12/16**
391	LAN/WAN Functional Testing	3 days	Mon 8/8/16	Wed 8/10/16
392	Internal Failover Testing	2 days	Thu 8/11/16	Fri 8/12/16
393	Lottery Connectivity Testing	2 days	Thu 8/11/16	Fri 8/12/16
394	Adminstrative/Support Connectivity Testing	2 days	Thu 8/11/16	Fri 8/12/16
395	UPS/Generator Load Testing	2 days	Thu 8/11/16	Fri 8/12/16
396	**PDC/BDC Site Testing**	**2 days**	**Mon 8/15/16**	**Tue 8/16/16**
397	Manual Failover Testing	2 days	Mon 8/15/16	Tue 8/16/16
398	Auto Failover Testing	2 days	Mon 8/15/16	Tue 8/16/16
399	Recovery Testing	2 days	Mon 8/15/16	Tue 8/16/16
400	Security Testing	2 days	Mon 8/15/16	Tue 8/16/16
401	Network Penetration Testing	2 days	Mon 8/15/16	Tue 8/16/16
402	**System Integration**	**3 days**	**Fri 10/21/16**	**Wed 10/26/16**
403	System 1st Release	0 days	Fri 10/21/16	Fri 10/21/16
404	Target Environment Installation	3 days	Mon 10/24/16	Wed 10/26/16
405	Systems Ready	0 days	Wed 10/26/16	Wed 10/26/16



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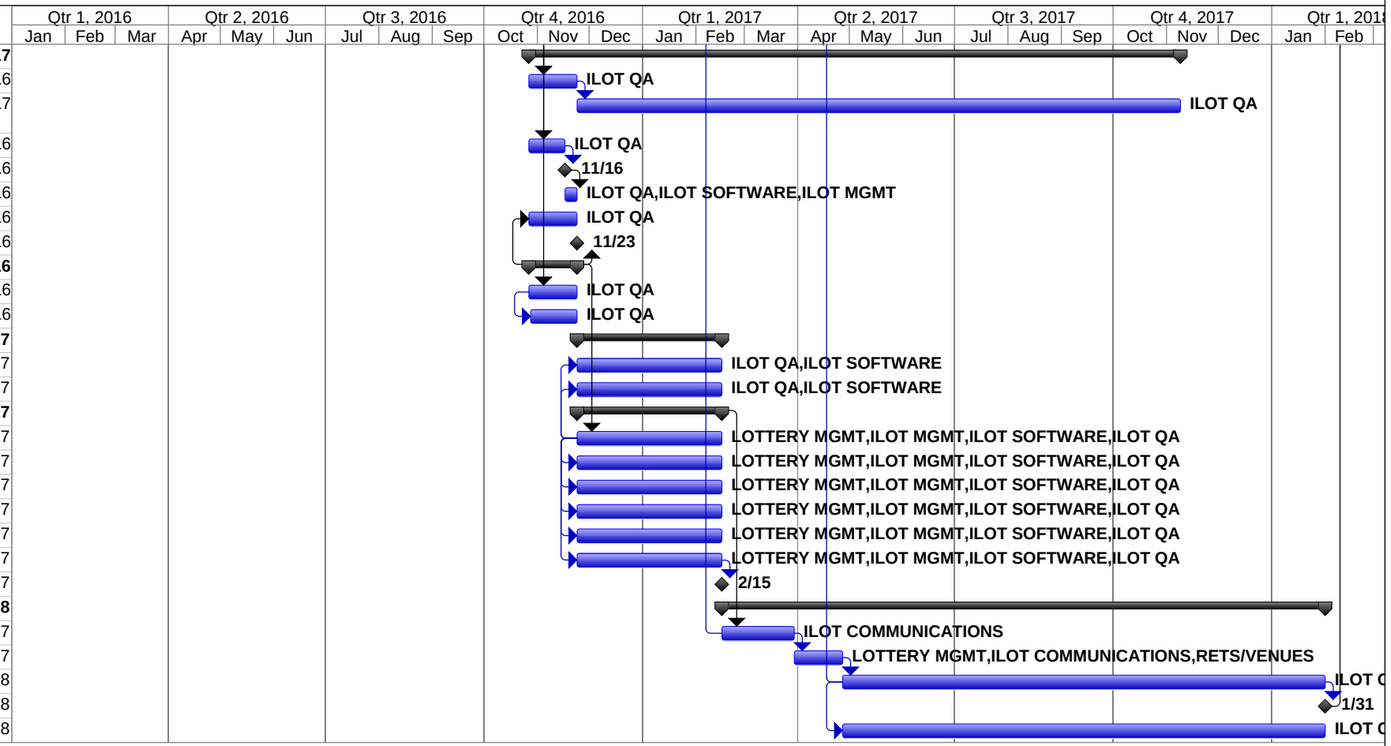
ID	Task Name	Duration	Start	Finish
406	**Quality Assurance Team**	**270 days**	**Thu 10/27/16**	**Wed 11/8/17**
407	QA Team Oversight of Internal Testing	20 days	Thu 10/27/16	Wed 11/23/16
408	QA Team Assistance for Lottery Acceptance Testing and Go-Live	250 days	Thu 11/24/16	Wed 11/8/17
409	Prepare Schedule and Plan for Acceptance Testing	15 days	Thu 10/27/16	Wed 11/16/16
410	Submit Acceptance Testing Schedule and Plan to Lottery	0 days	Wed 11/16/16	Wed 11/16/16
411	Acceptance Testing Schedule and Plan Approved	5 days	Wed 11/16/16	Wed 11/23/16
412	Track and Document Internal Testing Results	20 days	Thu 10/27/16	Wed 11/23/16
413	Submit Internal Testing Results to Lottery	0 days	Wed 11/23/16	Wed 11/23/16
414	**Intralot Internal Testing with Test Script**	**20 days**	**Thu 10/27/16**	**Wed 11/23/16**
415	Test with Test Script Used for Acceptance Testing	20 days	Thu 10/27/16	Wed 11/23/16
416	Reconcile Errors Found During Testing	19 days	Fri 10/28/16	Wed 11/23/16
417	**Intralot Internal Parallel Testing/Re-Test**	**60 days**	**Thu 11/24/16**	**Wed 2/15/17**
418	Continue Testing in Parallel with Lottery	60 days	Thu 11/24/16	Wed 2/15/17
419	Re-Test Any Required Items	60 days	Thu 11/24/16	Wed 2/15/17
420	**Lottery Acceptance Testing**	**60 days**	**Thu 11/24/16**	**Wed 2/15/17**
421	System Testing	60 days	Thu 11/24/16	Wed 2/15/17
422	VLT Testing	60 days	Thu 11/24/16	Wed 2/15/17
423	Management and Reporting Tests	60 days	Thu 11/24/16	Wed 2/15/17
424	Accounting Tests	60 days	Thu 11/24/16	Wed 2/15/17
425	Back Office and Ancillary Systems Testing	60 days	Thu 11/24/16	Wed 2/15/17
426	System Regression Testing	60 days	Thu 11/24/16	Wed 2/15/17
427	System Accepted	0 days	Wed 2/15/17	Wed 2/15/17
428	**WP11 - Venue Deployment and Conversion**	**250 days**	**Thu 2/16/17**	**Wed 1/31/18**
429	Install Pilot Locations - 1 Casino and 10 LVL locations	30 days	Thu 2/16/17	Wed 3/29/17
430	Review Pilot Operation	20 days	Thu 3/30/17	Wed 4/26/17
431	Begin Phased RVL/LVL Conversions	200 days	Thu 4/27/17	Wed 1/31/18
432	RVL/LVL Conversions Complete	0 days	Wed 1/31/18	Wed 1/31/18
433	Quality Assurance Visits	200 days	Thu 4/27/17	Wed 1/31/18



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ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT1500000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X]	Addendum No. 1	[ ]	Addendum No. 6
[X]	Addendum No. 2	[ ]	Addendum No. 7
[X]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

INTRALOT
Company

Authorized Signature

3-5-15
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012