**Amendment to the Gambling Act (Class 4) Game Rules 2016**

Pursuant to section 367 of the Gambling Act 2003, the following amendment to the Gambling Act (Class 4) Game Rules was prescribed on 31 March 2022.

These amendments take effect on 12 April 2022.

**Part 1: Rules relating to Gambling Equipment Security and Access**

New rule 1.0 requires service staff to contact the EMS monitor before installing, removing, modifying or servicing gaming machines. The rule also provides instructions on how to clear the random access memory and includes previous rule 48 prohibiting the switching off of site controllers or network communication equipment. The rule reads:

***1.0 Advising EMS Service Desk***

1. *Where gambling equipment is to be installed, removed, modified, or serviced then the venue manager must ensure service staff have contacted the EMS service desk before allowing entry to gambling area or issue of keys. This only applies to gaming machine related changes and does not include general servicing of gaming machines where access to the logic cage for example is required. It does apply to EGM software changes, EGM ram clears, any EMS Site Controller power changes, any EMS Router power changes. Note; failure of service staff to advise the service desk they are on site and the work they intend to do can have significant impact on the monitoring and reconciliation of EGM meter values leading to GMP calculation issues.*
2. *Where an EGM is to be RAM Cleared, removed or otherwise modified or changed the venue manager is to ensure all player credit meters are showing zero value; if not zero refer ‘Unpaid prizes, money found inside gaming machines’ requirement for action to be taken*
3. *Switching off site controllers and other equipment*

*(a) A person must not at any time switch off a site controller unless under instructions to do so from the monitor or by monitor service personnel.*

*(b) A person must not switch off any EMS wide area network communications equipment such as routers or network terminating units unless under instructions to do so from:*

*i) the monitor or monitor service personnel.*

Amendments to rule 11.2 (previously rule 23) by the insertion of paragraph (k)provides instruction for the redemption of tickets printed after a cancelled credit event, including that the ticket is only valid for 30 minutes. Paragraph (k) reads:

*(k) Any ticket printed for the indicated cash amount in respect of an EGM QCOM Cancelled Credit event:*

*(i) is valid for cash redemption from an approved Redemption Kiosk for a maximum period of 30 minutes; and*

*(ii) a ticket can only be redeemed by authorised venue staff; and*

*(iii) record the cancelled credit meter reading on the Cancelled Credit, Short Pays and Refills Report must be filled out as above; and*

*(iv) for the avoidance of any doubt the player must present personal identification confirming the players name before the ticket can be redeemed.*

Amendments to the numbering of the rules.