



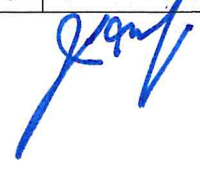
**I-Gaming Licensing and Regulation Group
Electronic Gaming Licensing Department**

REGULATORY FRAMEWORK FOR THE ACCREDITATION OF SERVICE PROVIDERS AND PROCESSING OF SYSTEM- RELATED REQUESTS

Rev. No.: 2

Effectivity: 19 SEP 2024

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EXECUTIVE SUMMARY

The Operator of a PAGCOR-licensed Gaming Venue shall avail of the services of a Service Provider that shall provide the gaming technology which includes electronic gaming system and suite of games, among others, that will be utilized and offered to the public for access and play at the gaming venue or via mobile device through an adjunct online gaming platform, if any (i.e. online gaming).

This framework shall govern the processing of application for accreditation as a Service Provider of electronic gaming system as well as the processing and evaluation of requests for approval of the electronic gaming system, game content/s, gaming terminal/machine, online gaming platform, among others. This framework prescribes the procedures, guidelines, requirements, and standards for the application for accreditation and evaluation of system-related request for approval which gaming operation shall be categorized into the following game offerings:

- 1) Traditional Bingo Games;
- 2) Electronic Bingo (eBingo) Games;
- 3) Electronic (eCasino) Games;
- 4) Sports Betting;
- 5) Specialty Games;
- 6) Online Poker Games;
- 7) Numeric Games; and
- 8) Other suite of games that may be allowed by PAGCOR in the future.

The provisions of this Regulatory Framework shall apply prospectively, except when expressly indicated.

By virtue of the foregoing, stipulations in this document are laid down as the Regulatory Framework for the accreditation of Service Providers, along with the processing for approval of system-related requests and notifications.

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I. DEFINITION OF TERMS

1. **Betting Terminal** refers to a type of electronic gaming terminal through which the conduct of virtual games and the taking of wagers or placement of bets transpire, usually used for games where a wager or bet is issued a corresponding ticket or bet receipt.
2. **Brand** refers to the gaming service and/or suite of games offered by an accredited Service Provider duly recognized and approved by PAGCOR for the corresponding game offering under which the former is accredited for.
3. **CMED** refers to PAGCOR's Compliance Monitoring and Enforcement Department – Electronic Games (CMED-EG).
4. **Data/Content Streaming Provider** is the entity accredited by PAGCOR to provide real time streaming of games produced from a live dealer gaming studio set-up, streamed via the internet to the gaming terminals of PAGCOR-licensed gaming venues, as among the suite of games provided by the Gaming System Service Provider such as, but not limited to, Traditional Bingo Games, Electronic (eCasino) Games, Specialty Games, Numeric Games or Online Poker Games.
5. **EGLD** refers to PAGCOR's Electronic Gaming Licensing Department.
6. **Electronic Bingo (eBingo) Game** refers to a virtual game of chance played using an electronic gaming system with bingo or bingo-styled cards and numbers. When a player completes any predetermined pattern or combination, the player wins the corresponding prize displayed in the pay table or the jackpot prize.
7. **Electronic (eCasino) Game** refers to virtual game of chance and mixed game of chance and skills, that is commonly offered in the casinos.

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8. **Electronic Gaming Operation** refers to conduct of local gaming operation using an Electronic Gaming System (EGS) or any gaming system or equipment where the suite of games, whether in physical or virtual conduct of play, are offered in “brick or mortar” gaming venues, operated separately from land-based casinos. This likewise refers to conduct of virtual games and the taking of wagers through any computer terminals, gaming machines or communication device connected to the Internet or the use of Internet-based technology and other communication devices that are necessary for gaming operations.

9. **Electronic Gaming System (EGS)** refers to the technology or combination of various related software, servers and database/s, communications technology, and other proprietary hardware and software specifically designed or modified for and intended for use in the conduct of gaming. An EGS may either be for the operations of any game offering. An EGS may include its Online Gaming Platform (OGP). Game contents of an EGS may utilize a Random Number Generator (RNG) for randomly generated cards, numbers, or colors, or make use of a real time video streaming of live dealer casino games displayed on an electronic screen.

10. **Game Offering** refers to the conduct of any gaming operations regulated and sanctioned by PAGCOR, i.e., traditional bingo games, e-Bingo games, e-Casino games, sports betting, specialty games, poker games (online), numeric games or any suite of games that may be allowed/approved by PAGCOR in the future.

11. **Gaming Venue** is a duly authorized/licensed establishment or facility that offers to the public appropriate access to the game offerings.

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12. **Integrated Resort (IR)** refers to a project duly licensed by PAGCOR to conduct gaming operations primarily at its land-based casino/s.

13. **Numeric Games** refer to numbers game or games that primarily involve the selection of numbers from a pre-determined set of numerical figures using any drawing device or tool, where the selected number/s must match some or all of the numbers drawn at random, in order to win. Numeric games shall not in any way utilize the same drawing device, tool and/or equipment being implemented currently by the Philippine Charity Sweepstakes Office (PCSO) in its lottery draws.

14. **Online Gaming Platform (OGP)** – refers to the online channel developed to allow the registered players to remotely access, through the internet, the electronic games (e.g., Traditional Bingo Games, eBingo Games, eCasino Games, Sports Betting, Specialty Games, Numeric Games, Online Poker Games or any suite of games that may be allowed/approved by PAGCOR in the future) deployed in the electronic gaming network and terminals at the land-based gaming operations and play or place a bet. The OGP may utilize a website or a mobile or desktop application.

15. **Online Poker Game** refers to the game of poker or playing poker in a virtual venue where players may play player-to-player poker games. It may utilize a random number generator (RNG) to cause the distribution of pocket cards or player cards to players after which they interact in real time by proceeding with necessary actions in the game.

16. **Operator** is the entity duly licensed by PAGCOR to conduct gaming at its licensed gaming venue using the gaming technology provided by a particular Service Provider or Supplier.

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17. **PAGCOR Inspection Team** refers to a group comprised of representatives from PAGCOR's concerned departments who are authorized to check the compliance with PAGCOR's rules and requirements.

18. **Performance Cash Deposit (PCD)** is a monetary requirement or deposit paid by the Gaming System Service Providers and Operators in advance as PAGCOR's measure of security against the possible non-compliance by both entities with their financial obligations and the penalties imposed, if any.

19. **Permit to Hold (PTH)** Gaming Equipment and Gaming Paraphernalia is a certificate issued by PAGCOR to Data/Content Streaming Provider in relation to its live studio gaming set-up. The PTH allows it to import, store, transfer/move, ship-out and operate gaming equipment and/or gaming paraphernalia in its gaming studio for the sole purpose of video streaming footages of live gaming action in conjunction with the operation at gaming venues. Taxes and duties levied on the importation of any gaming equipment/paraphernalia brought into the country by the Data/Content Streaming Provider shall be for its sole account. The PTH is site specific and issued on a per venue basis.

20. **Remote Games** refers to all games implemented or offered in Electronic Gaming Operation which are categorized or subdivided into game offerings. This includes traditional bingo games.

21. **Remote Gaming** refers to the conduct of remote games at PAGCOR-licensed gaming venue outside the gaming area of a land-based casino. This includes offering of online gaming/wagering via online gaming platform (OGP) for registered players of a specific gaming venue or casino.

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22. **Requesting Party** refers to either the Service Provider, Operator of gaming venue or Licensee of an IR that filed with EGLD any request for approval form or notification form, signed by its authorized signatory.
23. **Return To Player Percentage** or “RTP%” means the theoretical return to a player of the value of all prizes awarded by a game (including any external prize) as a percentage of all bets made on that game over a large volume of game play.
24. **Service Provider** is the entity accredited by PAGCOR to provide the necessary electronic gaming service along with its suite of games to PAGCOR-licensed gaming venues per specific game offering. It is categorized into two (2) entities offering different services, i.e., **Gaming System Service Provider (GSSP)**, which provides gaming system to PAGCOR-licensed Operators and **Data/Content Streaming Provider (DCSP)**, which produces live-streamed games to be provided to the GSSP. Hence, there is a distinct difference between the said two (2) Service Providers.
25. **Specialty Game** refers to a virtual game of chance and/or skill which does not fall under the categories of bingo game, e-Casino game and sports betting. This game can be a traditional Filipino game, or its variation recognized as a gaming product of Filipino ingenuity and/or intertwined in Filipino culture.
26. **Sports Betting** refers to the gaming activity of predicting sports results and placing a bet/wager on the outcome of sports events, e.g., matches of basketball, boxing, football, soccer, billiards, or races of international horseracing, Formula One, marathon, greyhound, or tournaments of chess, tennis, darts.
27. **Traditional Bingo Game** refers to a game played involving physical (paper) and/or virtual (electronic) cards or tickets which are typically purchased before the bingo session or game starts. The prizes are awarded based on designated

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numbers on a bingo card or ticket which conform to the numbers drawn at random using a bingo equipment or ball draw device to form a winning game pattern. The game is won when a predetermined game pattern is covered on a bingo card or ticket.

II. GENERAL PROVISIONS

1. Operators shall only engage PAGCOR-accredited Service Providers that shall provide the electronic gaming system (EGS) along with the game contents to be utilized and offered for play at their gaming venues.
2. The EGS of a Service Provider shall specifically operate a particular game offering at gaming venues. In addition to on-venue operation, games may be offered online via the Internet utilizing its Online Gaming Platform (OGP). A Service Provider shall utilize a single EGS (along with its OGP) for the operation of a game offering.
3. The accreditation of a Service Provider for any of the game offerings shall be granted independently and separately. In other words, separate accreditation shall be granted to a Gaming System Service Provider or Data/Content Streaming Provider for each game offering.
4. A PCD shall be posted per game offering and be required from the Operator before the suite of games may be offered in its gaming venue in the amount as prescribed in the **Regulatory Framework for the Fees and Rates on Gaming Venue Operations**.
5. An Operator, by default, may offer and operate multiple game offerings along with multiple brands simultaneously in its gaming venue. The Service Provider shall not require whatsoever any exclusivity provision of the contract with an Operator

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in order to promote healthy competition among stakeholders in the field of remote gaming. Any contract between an Operator and a Service Provider shall not bind PAGCOR whatsoever.

6. The Service Provider shall register with PAGCOR the brand name and domain of its existing EGS and OGP for each game offering. Change in brand name and/or domain per game offering may be requested from PAGCOR for three (3) times only, which shall be supported by justifiable reason/s wherein the Service Provider should be in good standing with no records of or no pending violation of guidelines, issuances of government agencies or any Philippine law, at the time of request.
7. The Service Provider shall be under obligation to establish or contract certain number of operational gaming venues offering its approved games (i.e. on a per Service Provider basis) as follows:
 - a. For a newly accredited Service Provider, it shall be required to establish or contract initially at least one operational gaming venue, prior to commencement, then at least ten (10) operational gaming venues, within twelve (12) months from the commencement date, and the required twenty (20) operational gaming venues, within twenty-four (24) months from the commencement date.
 - b. For an existing Service Provider which has already commenced operations, it shall be required to establish or contract at least ten (10) operational gaming venues on or before 31 December 2024 and to complete the required twenty (20) operational gaming venues on or before 31 December 2025.
 - c. Non-compliance with the above requirements shall be ground for the imposition of penalties in the amount of Two Hundred Thousand Pesos

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(Php200,000.00) per lacking gaming venue per month or any fraction thereof.

- d. The required minimum number of gaming venues shall not apply to Data/Content Streaming Providers and IR Licensees offering virtual games exclusively to its registered casino players.
8. By virtue of the accreditation of PAGCOR, Service Providers are tasked, among others, to execute the following, as applicable:
 - a. Provision and Maintenance of EGS and Games including its OGP, if any.
 - b. Provision of 24/7 Technical Support.
 - c. Provision of Marketing and Customer Account Management Services.
 - d. Provision of Training Services for Front-Line Staff.

The accreditation contractually binds the Service Provider to deliver to the Operators, on behalf of PAGCOR, all the above required services, and any other services that PAGCOR may deem appropriate later. Failure thereof shall be penalized under the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

9. Only PAGCOR-accredited Service Providers may provide an Operator with its selected EGS and essential gaming equipment and/or gaming paraphernalia, if any.
10. The Service Provider's EGS shall not allow player registration and shall not accept bets emanating outside the Philippines in any way whatsoever.
11. Service Providers may engage Data/Content Streaming Providers subject to the following conditions:

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- a. Only live data/contents from accredited Data/Content Streaming Providers are allowed to be offered by Gaming System Service Providers in their gaming platforms.
- b. The Data/Content Streaming Provider must comply with the procedures, guidelines, and requirements for the establishment of a live gaming studio set-up, including the issuance of a PTH for gaming equipment and paraphernalia and payment of applicable fees, among others. Refer to **Annex A** for the application procedures for issuance of a PTH.
- c. The Data/Content Streaming Provider shall install for online streaming at least three (3) gaming tables for Electronic (eCasino) Games, at least two (2) gaming tables for Specialty Games and at least two (2) tables for Online Poker Games, or as may be determined by EGLD, prior to the commencement of live operations of its live gaming studio set-up.
- d. For live data/contents emanating from foreign/non-accredited Data/Content Streaming Providers, which have been approved by PAGCOR previously, shall be allowed to remain in the gaming platforms of accredited Service Providers only up to six (6) months from approval of this framework. During such period, the foreign Data/Content Streaming Provider must complete its accreditation with PAGCOR or must engage an accredited Data/Content Streaming Provider as reseller (i.e. game provider) to retain its data/contents in the accredited Service Providers' gaming platforms. Failure thereof shall result in the removal of such data/contents.
- e. A PAGCOR-accredited production facility for data/content streaming under Offshore Gaming Licensing Department (OGLD) may provide live feeds for purposes of live games and cater to PAGCOR-licensed gaming venues,

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provided that its Data/Content Streaming Provider is likewise duly accredited under EGLD. Provided further that:

- i. The live gaming studio set-up under EGLD is separately located from the studio set-up under OGLD.
 - ii. The live gaming studio set-up under EGLD shall utilize a separate EGS along with OGP from that of studio set-up under OGLD. As such, any EGS/gaming platform under EGLD shall not in any way be integrated into an EGS/gaming platform under OGLD.
- f. For locally streamed gaming tables, the designs of table layouts should show the logo, name and/or brand name of the concerned Data/Content Streaming Provider.
 - g. A Data/Content Streaming Provider may offer and implement its streamed live games to multiple Service Providers subject to prior approval from EGLD.
12. The Service Provider for Specialty Games, Traditional Bingo Games, Numeric Games and/or Online Poker Games, as necessary, shall provide real time streaming of its games produced from live dealer gaming studio set-up located within the Philippines only. These Service Providers operating the live dealer gaming studio specifically for the preceding game offerings may simultaneously function as a Data/Content Streaming Provider and shall be assessed a corresponding Accreditation Fee per game offering. In addition, the guidelines, and requirements for issuance of a PTH for each live dealer gaming studio for these game offerings shall apply.

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13. If an entity applied and is accredited as a Service Provider in multiple game offerings, the following conditions shall apply:

- a. The Service Provider may develop and implement a unified or single gaming platform to host multiple game offerings. Provided that:
 - i. The Service Provider shall only contract Operators who are qualified to host each of the game offerings in its gaming venue operations, as partners; or
 - ii. The Service Provider shall implement a functionality in its unified gaming platform such that its partner-Operators and respective registered players may only be given the permission to access the gaming console the latter are qualified with.
- b. PAGCOR Share as stated in the *Regulatory Framework for Fees and Rates on Gaming Venue Operations* shall still be imposed individually per game offering.

14. All Service Providers shall comply with the rules and regulations of the Anti-Money Laundering Council (AMLC) as clarified, implemented, and supervised by the PAGCOR Anti-Money Laundering Supervision and Enforcement Department (PASED). Non-compliance, as determined by PASED, shall cause the imposition to the erring Service Provider the corresponding penalty/ies as prescribed in the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

15. For monitoring purposes, the Service Provider shall allow the inspection of the premises, gaming machines and/or equipment being used in its operations at any time upon request of the PAGCOR Inspection Team duly assigned for the purpose.

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16. All hardware equipment to be utilized shall be subject to PAGCOR Inspection Team's evaluation and approval. The Service Provider shall not install, modify, decommission, remove, or destroy any such equipment without prior notification to EGLD.

17. The Service Provider shall comply with the yearly submission to EGLD of the latest General Information Sheet (GIS) duly filed with the SEC to validate compliance with the PAGCOR probity standards, on or before May 31st of each year. Failure to submit the documents after the lapse of sixty (60)-day grace period shall result to imposition of penalty as prescribed in the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

18. Any change in ownership of the corporation or any change in, or addition to, its Board of Directors (BOD) shall be reported to EGLD within thirty (30) calendar days from the occurrence of said change. Otherwise, a corresponding penalty shall be imposed. In case of a new Board Member, the Service Provider shall submit to EGLD a corresponding notarized Personal Disclosure Statement (PDS) of each new member, together with the copy of updated GIS duly filed with SEC.

19. On suspension or cancellation of accreditation, the EGLD may issue preventive suspension, during the pendency of its investigation, the EGS, OGP and/or PTH upon receipt of a complaint or of an information based on the following grounds:
 - a. Accredited Service Provider is not, or no longer, in the opinion of the PAGCOR Board, a suitable corporation to be accredited.
 - b. Accredited Service Provider is convicted of an offense in violation of anti-gambling laws of the Philippines.
 - c. Accredited Service Provider is convicted of any serious offense under any other law.
 - d. Accredited Service Provider violates a condition attached to its accreditation.

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- e. Accredited Service Provider is bankrupt or under rehabilitation.
- f. Accredited Service Provider obtained its accreditation by a materially false or misleading representation or in some other improper way.
- g. Accreditation is required to be suspended to ensure that the public interest is not affected in an adverse and material way, or the integrity of the conduct of gaming is not jeopardized in any way.

If the accredited Service Provider shall be found guilty of any of the above-mentioned violations, the PAGCOR Board shall approve the suspension or cancellation/revocation of its accreditation.

- 20. The Certificate of Accreditation or Permit to Hold issued under the document cannot be transferred by way of sale, inheritance succession, gift or otherwise to any corporation without prior consent of the PAGCOR's Board and under any additional condition for the transfer and only if the transferee meets the requirements of the document.

The Service Provider shall comply with the yearly submission to EGLD of the duly filled-out Authorized Signatory with Specimen Signature and Contact Information Form, on or before May 31st of each year, to update EGLD's record. Failure to submit the document after the lapse of sixty (60)-day grace period shall result to imposition of penalty as prescribed in the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

- 21. All Service Providers shall comply with the rules and regulations of the Data Privacy Act (Republic Act 10173) as clarified, implemented, and supervised by the Data Privacy Section - Information Security Division of Information Technology Department (ITD).

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III. ACCREDITATION PROCEDURES FOR SERVICE PROVIDERS

For clarity, a Gaming System Service Provider is the one authorized by PAGCOR to provide streamed live games for its suite of games, as produced by a Data/Content Streaming Provider which shall likewise be accredited and shall be required to obtain a PTH of its gaming equipment and paraphernalia for its live studio set-up.

The following provisions shall apply to all applicants for both types of Service Providers except when specifically indicated:

1. Only corporations duly registered with the Securities and Exchange Commission (SEC) shall apply for accreditation as a Service Provider, i.e., Gaming System Service Provider or one of its providers of support services, i.e., Data/Content Streaming Provider.
2. The Applicant must possess the following eligibilities of PAGCOR probity standards for Service Providers:
 - a. Of good repute, considering character, honesty and integrity.
 - b. Not associated with any person who is not of good repute considering character, honesty, and integrity or has undesirable or unsatisfactory financial resources.
 - c. Have sufficient experience and ability to establish and manage gaming operations.
 - d. Not among those excluded from engaging in gaming under the provisions of this document or any other law on the matter.
 - e. In the case of an artificial person, of stable financial standing and satisfactory corporate structure
3. The Applicant must comply with all documentary requirements, which include the following:

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- a. Probity checks on identity of each key official of the corporate applicant, finances, integrity, competence, and criminality.
 - b. Review of applicant's statutory and operational documentations.
 - c. Issuance of a Certification or Report by a Third-Party Probity Checker on its conducted probity check to the Applicant, the cost of which shall be shouldered by the Applicant.
4. EGLD shall process all applications for accreditation as a Service Provider. Only applications with complete requirements shall be considered received. Applications with incomplete details and/or requirements shall be returned to the Applicant which may resubmit the same after duly addressing all insufficiencies.
5. The Applicant may obtain the application form for accreditation of Service Provider by downloading the **Application Form for Accreditation of Service Providers** from the PAGCOR regulatory website.
6. The Applicant shall submit a Letter of Intent (LOI) addressed to the PAGCOR Chairman and Chief Executive Officer.
7. The Applicant shall provide information and submit to EGLD the duly filled-out **Accreditation of Service Providers - Application Form** together with the documents as enumerated in the **List of Documentary Requirements for Application for Accreditation of Service Providers (Annex A)**.
8. The Applicant must pay the non-refundable Accreditation Fee for each game offering upon advice of EGLD, as follows:
 - a. Gaming System Service Provider - Five Million Pesos (PhP5 Million)
 - b. Data/Content Streaming Provider – One Million Pesos (PhP1 Million).

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9. The Applicant must enroll first with PAGCOR's Gaming Licensing and Development Department (GLDD) before doing business with a PAGCOR-licensed Operator/Licensee or accredited Gaming System Service Provider (as in the case of Data/Content Streaming Provider). Enrolment procedures and requirements are prescribed in *Suppliers Regulatory Manual*, where the Applicant shall submit to GLDD the required documents.

Visit the Suppliers page at the PAGCOR website, Regulatory page to view or download the above-cited *Suppliers Regulatory Manual*.

10. Once the Application is found compliant with the requirements, the PAGCOR Inspection Team shall conduct an ocular site inspection of the facility and observe the testing of the Service Provider of its EGS, OGP and games, including system capabilities on player registration, income reporting, among others (as applicable) to determine capability and readiness of the EGS and/or facilities to fulfill gaming operation or streaming services.
11. The Application shall only be recommended to the PAGCOR Board of Directors for approval upon compliance with the following:
 - a. Submission of complete documentary requirements.
 - b. Payment of the non-refundable Accreditation Fee for each gaming offering.
 - c. Satisfactory results of ocular inspection of the Service Provider's facility and actual testing of the EGS including OGP, if any.
 - d. Compliance with the prescribed probity requirements.
12. EGLD shall inform the Applicant of the decision of the PAGCOR's Board on the application for accreditation once available.
13. If approved, the Certificate of Accreditation (COA) duly signed by the Chairman and Chief Executive Officer of PAGCOR shall then be issued to the Service

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Provider.

14. PAGCOR shall impose a Reprinting Fee of Twenty Thousand Pesos (PhP20,000.00) for request for reprinting of any certificate, as long as the request for correction or change in the details, are through no fault of PAGCOR and for the following reasons:

- a. Lost, torn, or damaged certificate.
- b. Any approved change in the details of the certificate.

15. The Gaming System Service Provider shall post to PAGCOR the required Performance Cash Deposit:

No. of Game Offering	Performance Cash Deposit
One	Twenty-Five Million Pesos (PhP25 Million)
Two (2) or more	Fifty Million Pesos (PhP50 Million)

Once compliant with all pre-commencement requirements, EGLD shall then issue a Notice to Commence Gaming Operations in which case the Gaming System Service Provider may now offer its services to the Operators for a specific game offering.

For any additional game offering, posting of Performance Cash Deposit shall be undertaken by the Gaming System Service Provider prior to the commencement of operation of the new game offering.

16. Upon termination of operation or revocation of accreditation, the Service Provider shall undertake the required post-operational activities prior to the refund of the PCD.

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a. The Service Provider shall be required to submit the following:

- i. Board Resolution signifying the request for refund of PCD and the assignment/appointment of the authorized representative to transact/sign documents relative thereof; and
- ii. Original copy of corresponding O.R. issued by PAGCOR for the PCD. If the same is not available, an Affidavit of Loss and a Board Resolution attesting the same shall be presented.

b. EGLD shall evaluate and initiate the preparation of the PCD Schedule. The same shall be forwarded to the Accounting Department for the determination of outstanding obligations and computation/verification of the final amount for a refund.

c. Upon compliance of the Service Provider with the submission of documentary requirements, post-operational activities, and the final amount for refund have been verified, EGLD shall recommend to the PAGCOR Board the refund of the Service Provider's PCD, net of any outstanding obligations to PAGCOR. Outstanding obligations if any shall be offset against its PCD prior to refund.

17. The original copy of any replaced, cancelled, or revoked certificate, permit or license shall be surrendered to EGLD.

18. Local Data/Content Streaming Provider (DCSP) shall be required to obtain a PTH of its gaming equipment and paraphernalia and shall comply with the **Application Procedures for Permit to Hold Gaming Equipment and Gaming Paraphernalia for Live Studio Set-up (Annex B)**. A DCSP shall not be required to obtain a PTH, only if it is providing streamed live games from a live studio set-

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up located within its own PAGCOR-licensed IRs, Gaming Venue or gaming establishments.

IV. SCOPE OF SERVICES OF THE SERVICE PROVIDERS

1. The following obligations must be fulfilled by the Service Provider (i.e., the Gaming System Service Provider along with the Data/Content Streaming Provider, as may be applicable):
 - a. The Service Provider must provide an Electronic Gaming System (EGS) along with its Online Gaming Platform (OGP), if any, and perform its maintenance, as follows:
 - i. Provide the necessary hardware, system security resources, and hosting facilities required to operate the EGS.
 - ii. Update and improve the hardware and/or software components of the EGS from time to time. The Service Provider shall request EGLD's prior approval for any update or improvement of the hardware/software components. The specific changes to be done and their corresponding use and/or impact shall be documented.
 - iii. Conduct preventive maintenance at least once a year of the EGS on the hardware equipment, systems software components, OGP, game contents and its adjuncts, with prior coordination with CMED.
 - iv. Design, develop, test, provide, implement, and monitor the integrity and security of the EGS, which shall include all data collection and reporting capabilities specified by PAGCOR.

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- v. Take all reasonable measures to ensure that EGS software is free of defects, where any losses and/or damages resulting therefrom shall be shouldered by the Service Provider.
 - vi. Shoulder the cost of all software license fees, if any.
 - vii. Provide website hosting, domain name registration and maintenance, internet connectivity, and interconnectivity between the Service Provider and Operators.
 - viii. Be solely responsible for any action or suit brought about by any third party for violation of such party's intellectual property rights.
- b. The Service Provider must ensure that the EGS along with its OGP can perform the following tasks:
- i. The EGS must be able to extract data and generate reports specified by PAGCOR on demand or for the interval defined for each required report.
 - ii. All required reports must be generated by the system, even if the period specified contains no data to be presented.
 - iii. The EGS must provide a mechanism to export the data generated for any report to an acceptable format (i.e., PDF, CSV, etc.) as specified by PAGCOR for purposes of data analysis and auditing/verification.

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- iv. The EGS must be capable of retaining the report data for a period as specified by PAGCOR. The EGS Clock must be used for all time stamping.
- v. The EGS must have the ability to restore the system from the last back up in case of failure or shutdown.
- vi. The EGS must be able to recover all critical information from the time of the last back up to the point in time at which the Gaming System failure or shutdown occurred.
- vii. The EGS must be able to retrieve all critical information from the time of failure or shutdown to the point in time at which the EGS was re-started.
- viii. The EGS shall be capable of recovering from an outage or loss of connection and shall utilize, at a minimum, the following:
 - Data redundancy of 99.99% up time; and
 - Backup capability.
- c. The Service Provider must ensure that data can be recovered after a disaster and has a disaster recovery plan.
- d. The Service Provider must ensure that the EGS software along with that of OGP shall not permit data to be altered unless the software provides a record of the modification. The record shall include, at a minimum:
 - i. The authorized user who made the adjustment.
 - ii. The date of adjustment.
 - iii. The reason and description of adjustment.

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- iv. The result of adjustment.
- e. The Service Provider must ensure that the EGS along with its OGP has a player registration system that must be able to collect/store player information as defined/directed by this Regulatory Framework, as follows:
- i. The EGS must be able to collect player session information.
 - ii. The EGS must be able to administratively exclude players upon order of PAGCOR.
 - iii. The EGS must be capable of applying regulatory limits set by PAGCOR.
 - iv. The administrative-exclusion method must be such that upon exclusion, no bets or deposits can be made by the Player. Notwithstanding such, EGS may allow the Player to withdraw funds during the period of administrative-exclusion.
 - v. The EGS must be able to disable or enable individual games or players sessions on command.
- f. The Service Provider must ensure that the EGS along with its OGP must be able to collect and maintain records for all player deposits, withdrawals, transfers, adjustments, winnings, payouts, and bonuses.
- g. The Service Provider must ensure that the EGS along with its OGP has a reporting system, which, at the minimum, includes the following:
- i. The EGS must be able to provide reports for analytical purposes.

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- ii. The EGS with respect to player accounts must be capable of generating the following reports:
 - Active player accounts.
 - Inactive player accounts including reasons for deactivation.
 - Accounts in which the player has self-exclusion.
 - Accounts for which the player has administrative inclusion.
 - Other player account information that may be required by PAGCOR.
- iii. The EGS with respect to games must be capable of generating the following reports:
 - Information on the games hosted on the servers.
 - Performance of game titles.
 - Other game information that may be required by PAGCOR.
- h. The Service Provider must ensure that every transaction recorded in the EGS along with its OGP is recorded and auditable, as follows:
 - i. The EGS must be able to provide records pertaining to gaming operations for purposes of audit.
 - ii. The EGS, games and its OGP must be capable of integration with PAGCOR's Third Party Audit Platform.
2. The Gaming System Service Provider must have the facility to provide 24/7 customer service (CS) and technical support to the Operators. The CS must have a ticketing system to facilitate tracking and resolution of player complaints and

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disputes. Each player complaint must be acted upon by the Service Provider within seventy-two (72) hours from filing of the same. Non-compliance with this provision shall result to imposition of penalty/fine prescribed in the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

3. The Gaming System Service Provider must allocate resources to provide marketing and Customer Account Management Services to increase player membership and activity and conduct and assist in various retention and rewards activities directed to Customers. Marketing Activities must conform to all Membership, Marketing and Responsible Gaming Regulations as outlined in the *Regulatory Framework for Marketing and/or Promoting Remote Gaming Platform and Services*.
4. The Service Provider must allocate dedicated training resources for the frontline staff of Operators/Licensees.
5. The Service Provider shall comply with the following additional conditions for the determination of Gross Gaming Revenue (GGR) and monetary or remittance-related obligations, as follows:
 - a. The Service Provider shall assist the Operator in the remittance of PAGCOR Share for each specific game offering on a per gaming venue basis, based on the schedule prescribed at *Regulatory Framework for the Fees and Rates on Gaming Venue Operations*.
 - b. The determination of GGR for onsite/on-premise operation of gaming venue on one hand and online operation on the other hand shall be accounted and reported separately.

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- c. Gaming transactions of a test account (with prior approval from PAGCOR's EGLD or CMED, as the case may be) shall not be accounted in the computation of GGR. For the conduct of testing in a live environment, playing a game with progressive jackpot system using test account is discouraged.
- d. After the official date of commencement of live operation of the EGS, OGP or game (as determined by CMED-EG), all test accounts created for any system or game testing to be observed by concerned PAGCOR department/s must have approval by the same prior to utilization and should be easily identifiable as test account. Otherwise, the total positive winnings generated from test accounts confirmed by concerned department (i.e., EGLD and/or CMED) to be without prior approval, shall not form part of the GGR and shall be remitted to PAGCOR in full amount and shall be treated as a penalty, while the accumulated losses shall be solely shouldered by the Service Provider or Licensee (as the case may be).
- e. As the Service Provider shall take all reasonable measures to ensure that its EGS/OGP must be free of defects, cancellation of bets to be accounted in the determination of GGR shall not be allowed, except when such cancellation or voiding of bets are specifically allowed in the following conditions:
 - i. The approved game rules and mechanics allow the voiding of wager or bet, e.g., IRG on suspended or terminated event or sporting match as in the case of Sports Betting markets.
 - ii. The cancellation of games on physical gaming machines and games (e.g., eBingo machines and traditional bingo games) is covered by the applicable provisions of the **Regulatory Framework for the Gaming Venue Operations**.

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- f. The Service Provider may opt to include a progressive jackpot feature that links a group or cluster of games to have a common jackpot prize. Bingo Games shall have at least one progressive jackpot feature.
- g. For Bingo games, the Service Provider shall shoulder the initial or seed amount of progressive jackpot prize, or any fraction of it, when hit, except when a seed amount is Five Hundred Thousand Pesos (PhP500,000.00) and below and is accounted in the computed RTP as reported in the submitted certification issued by a game testing laboratory, or when a specific treatment of jackpot contribution is indicated in the approved game rules and mechanics, not inconsistent to the preceding conditions.
- h. For treatment of jackpot contribution consisting of initial or seed amount and increment with allotment from gross bets placed (except for Bingo games), the Service Provider may opt to do any of the following with prior approval from EGLD:
 - i. A percentage of all bets placed for the progressive jackpot game shall be allotted to fund the progressive increment of jackpot/s, while the Service Provider (or Licensee) shall shoulder the seed amount (or seed money) of any jackpot amounting to more than One Thousand Pesos (PhP1,000.00) whenever a jackpot is hit, or
 - ii. A percentage of all bets placed for the progressive jackpot game shall be allotted to fund the progressive increment of jackpot/s and a certain percentage of the bets placed may be allotted to fund the seed amount. The Service Provider (or Licensee) shall advance or shoulder (in case of discontinued progressive games) the lacking amount for jackpot

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payout made when hit if the accumulated fund for the seed amount is insufficient to cover full payment of such jackpot payout.

6. The Gaming System Service Provider may request for activation and implementation of its Online Gaming Platform (OGP) for online gaming, subject to the conditions listed below, in which a corresponding notarized sworn undertaking for the Service Provider's compliance with the same shall be submitted to EGLD:
 - a. Only PAGCOR contracted and/or accredited Service Provider is allowed to develop and maintain an OGP on behalf of its partner licensed Operators/Licensees.
 - b. The OGP shall only be an adjunct facility or service provided by Service Provider to its land-based Gaming Venue Operators or Licensees. The OGP may not be offered independently. The Service Provider ensures that the host gaming venue using its adjunct OGP service has a valid Gaming License for the specific game offering and ensures it is not a permanently closed gaming venue, i.e., with a terminated or revoked Gaming License.
 - c. Only one OGP per game offering shall be allowed for each Service Provider, where a website and/or mobile/desktop application may be used. A website may use multiple URLs, provided that there must be prior disclosure to and approval by EGLD.
 - d. The OGP shall not allow player registration and shall not accept bets emanating outside the Philippines in any way whatsoever.
 - e. The OGP must have a prior written approval from PAGCOR before its implementation.

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- f. Only games and/or markets/sports with prior written approval from EGLD are allowed to be deployed in the OGP as game contents.
7. The Service Provider shall assist the Operator in its day-to-day gaming operations, including the implementation of player membership system, marketing activities, and/or promotions, among others.
8. The Service Provider for Online Poker Operation shall comply with the *Additional System Standards and Requirements for Online Poker Operation* as prescribed in Annex D.

V. EVALUATION OF GAMING SYSTEM, GAMES AND GAMING TERMINALS

The evaluation of the gaming system and games serves to ensure that the operation of a gaming venue offering remote games is and remains free from criminal influence or exploitation and that remote gaming in a gaming venue is conducted honestly. Hence, all gaming systems and terminals, and/or other gaming equipment shall be designed and manufactured to allow operations of a gaming venue to be conducted in a manner that is honest, secure, auditable, and reliable.

1. Electronic Gaming System and Game Contents:

- a. An electronic gaming system (EGS) is a combination of a central server, terminals and all interface elements that function collectively linking the terminals with the server to perform gaming functions. This is referred to as Client-Server System (CSS)¹ which can be defined as either:
 - i. Server Based Game System (SBGS)¹ is a combination of a central server and terminals where the entire or integral portion of game content resides

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on the server. A terminal will not be capable of functioning when disconnected from the system.

- ii. Server Supported Game System (SSGS)¹ is a combination of a central server and terminals which together allows the transfer of the entire control program and game content to terminals. In SSGS, game outcome is determined by the terminals and not by the system itself. A terminal is capable of functioning if disconnected from the system.
- b. Foreign providers of EGS and/or Game contents must assign or contract a local corporation that will represent them before they can transact in the Philippines.
 - c. An EGS, along with its OGP, if any, may be operated in conjunction with a game offering, i.e., Traditional Bingo Games, eBingo Games, eCasino Games, Sports Betting, Specialty Games, Online Poker Games, Numeric Games and other game offering that may be approved in the future. A traditional bingo system and other bingo equipment and paraphernalia shall be required to carry out the conduct of traditional bingo.
 - d. The EGS may have a progressive jackpot system feature per game offering. An EGS for Bingo games shall have at least one progressive jackpot system.
 - e. The EGS along with its game contents and OGP shall be credible and reliable with regards to determination of gross gaming revenue (GGR) as well as game integrity, where the following shall be present:
 - i. All data are captured, accounted, and reported by the system.

¹Derived from Chapter 1, Sec. 1.5 Defining Client-Server Systems of GLI-21: Client-Server Systems Version 2.2

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- ii. Games are fair, secure, and able to be audited and operated correctly.
 - iii. The return-to-player (RTP) percentage of each game is within the prescribed RTP percentage range.
 - iv. Cybersecurity systems and controls must be implemented to reduce the risk of the EGS of being compromised.
- f. The EGS must always be capable of processing voluminous loads of game transactions. Any substantial delay (as determined by CMED) in the report generation, among others, shall be considered non-compliance and may lead to imposition of penalty/fine as prescribed in *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*. Any loss resulting from this non-compliant EGS shall be shouldered by the Service Provider.
- g. The Service Provider shall implement its cybersecurity systems and controls to reduce the risk of its EGS/OGP of being compromised. Non-compliance with this provision may lead to imposition of penalty/fine as prescribed in *Regulatory Framework on Table of Offenses and Penalties (Remote Gaming Operations)*. Any loss resulting from a compromised EGS/OGP (as determined by CMED) shall be shouldered by the Service Provider.
- h. The EGS, OGP and games including the progressive jackpot system, and bonus features, among others, shall be approved by EGLD prior to implementation/ deployment at gaming venues.
- i. The EGS, OGP, games and related equipment fixtures and paraphernalia to be used in the conduct and operation of games including technical support and information to the Operator shall be provided only by the Service Provider.

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- j. The EGS along with its OGP (whether a gaming platform component or a separate platform integrated into the EGS) must have a player account registration application procedure. New players may either personally register onsite or through online registration. Online registration is the conduct of player registration through the aid of available online facilities without the player personally presenting himself/herself at the gaming venue.
- k. The EGS must have a player registration system/solution which has the following functionalities on player management:
 - i. The player information and picture are stored in a database, and
 - ii. System can identify banned players to prohibit him/her from registration and access to play, in accordance with the guidelines prescribed in the National Database of Restricted Persons (NDRP) manual. However, the Service Provider and/or Operator shall still access the NDRP to ensure the prohibition of the excluded persons to play in remote gaming.
- l. Conduct of player registration shall be implemented subject to the following requirements:
 - i. The EGS/OGP must be able to collect and keep the required mandatory information of all its players:
 - Full Name, as it appears in the ID presented
 - Date of Birth, as it appears in the ID presented
 - Contact Information
 - Place of Birth
 - Current Address
 - Permanent Address
 - Nationality
 - Nature of Work

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- Source of Income
 - Latest photo
 - One valid government-issued Identification (ID) Card
- ii. Only persons twenty-one (21) years of age and above and not among the banned personalities as provided under the Memorandum Circular No. 6, series of 2016, of the Office of the President, shall strictly be allowed to register and avail of the services of the EGS and OGP. For online registration, the OGP shall have a functionality where prospective players shall be asked to declare and confirm the following:
- That he/she is at least 21 years old and above; and
 - That he/she is not a government official, or employee connected directly with the operation of the Government or any of its agencies, member of the Armed Forces of the Philippines, including the Army, Navy, Air Force, or the Philippine National Police.
 - That he/she is not a Gaming Employment License (GEL) holder
- iii. Only registered players of PAGCOR-licensed gaming venues or IR's land-based casinos shall be allowed to avail of the OGP service. It shall be the sole option of the player to be registered in the OGP.
- m. PAGCOR's National Database of Restricted Persons (NDRP) shall be used by the Service Provider as well as its Operators and IR's as a tool from where persons listed therein shall not be registered or when applicable, shall have the accounts of those present thereat suspended or cancelled.
- n. For online registration, the following requirements on Player Registration shall apply:

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- i. The conduct of Know Your Customer (KYC) process is required for all players and shall be a continuous requirement. In addition to the initially required player information (i.e., full name, date of birth, contact information, valid government-issued ID and a selfie holding the submitted valid government-issued ID or any similar method/procedure of verification as may be determined to be similar or compliant by EGLD), a full KYC and identification verification process shall be required to be conducted for each of the player prior to his/her first withdrawal or cash-out transaction request or within three (3) days from his/her registration or sign-up, whichever comes first. It is the responsibility of the Service Provider to properly notify the prospective player of this 3-day KYC continuous process to minimize or prevent any issue that may arise resulting from a subsequent failed player registration, if any.
- ii. Failure to complete the KYC process within the prescribed period shall mean suspension of the account until completion of the KYC verification. Non-eligibility of the player to play may mean forfeiture of funds in favor of the Government. Return of said funds to the non-qualified players may be granted subject to justifiable reasons, as evaluated and approved by EGLD.
- iii. Every OGP must strictly implement a verification process to verify the identity of the player and validate the information and ID provided where video calling is utilized or where the player shall be asked to submit a front-facing picture of himself/herself together with the ID submitted. However, as alternative, the use of various identity verification technology solutions e.g., automatic biometric

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identification, ID scanning and validation technologies, and liveness detection technologies, shall be allowed.

- iv. Each player must read and accept the Terms of Use (TOU) of the EGS/OGP during registration. Said TOU shall include among others, the prohibition to banned personalities and forfeiture of their funds, if any, in favor of the Government. A player's violation of any provisions of the TOU shall be a ground for the suspension or cancellation of player's account.
- v. The TOU shall likewise include a provision indicating the processing period before the release of the withdrawn funds.
- vi. In instances where online registration is initiated via the OGP and without assistance of any Operator, the system shall not in any way determine for the player his/her designated gaming venue. The system shall instead provide the player a list of the five (5) nearest/closest gaming venues to his/her indicated address from which he/she shall select from.
- vii. Only one account shall be allowed per player per EGS/OGP and shall be accessed only in one terminal at any given time.
- viii. A player's OGP account shall be designated / tagged to the gaming venue where he/she is registered or will be registered as a member. All transactions pertaining to said player's OGP account shall be attributed to its designated gaming venue.
- o. For online gaming operation via OGP, the following guidelines and requirements shall apply:

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I. Account Funding and Withdrawal

- i. Account funding to and withdrawal from OGP accounts shall redound to the player's designated gaming venue (i.e., where the player is registered with), regardless of the channel or method used.
- ii. Onsite and/or online/electronic funding and withdrawal channels are allowed.
- iii. For online/electronic funding and withdrawal of funds from OGP accounts, only AMLC-compliant channels, such as over the counter and online banking, payment/e-Wallet systems and through other legitimate money transfer services shall be utilized. Only those payment systems or money transfer services accredited, approved, or registered with the *Bangko Sentral Ng Pilipinas*, shall be considered legitimate and shall be utilized under these guidelines.
- iv. Integrated Online Payment Channel shall be allowed for the OGP. The Service Provider may integrate its respective PAGCOR-approved OGP to BSP-registered electronic or online payment services/ platforms (OPS) or vice-versa subject to the following guidelines:
 - Payment gateway solutions or money transfer services shall only be used exclusively for the purposes of account funding and withdrawal and shall not perform player registration functions. Correspondingly, the player registration procedures, as provided in this framework, cannot be performed by any payment gateway provider, Operator of Payment System (OPS), or other money transfer services.

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However, a link feature may be implemented where a prospective player will be redirected to the existing player registration portal of the OGP to undergo the player registration procedure therein.

- The Service Provider may maintain one general account for the entire OGP in every payment system/OPS to ease the processing of accounting funding and withdrawal requests from the players. For this purpose, the Service Provider shall be under the obligation to manage the cash transaction on behalf of the player's designated-Operator. All transactions of a player in the integrated payment gateway shall remain to be attributed to its designated gaming venue and the Operators shall be granted unhindered access to the players' transactions.
- Funding, withdrawals, and/or transfers from and to a payment/banking solution account other than the player's registered accounts shall be strictly prohibited and shall be penalized accordingly.
- Fund sharing or "pasaload" between players shall be strictly prohibited.
- PAGCOR shall not be liable for any costs that may be incurred in processing the player's funding and withdrawal requests.

II. Account Log-in Verification Process

- i. The OGP shall have the capability to ensure that only the registered player is using his/her account. Accordingly, any one or more of the

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following functionalities for account verification must be implemented:

- Video calling prior to log-in.
- Biometrics verification such as
 - Facial verification
 - Fingerprint scanning
 - Iris scanning
- OTP verification where the system sends a randomly generated one-time-PIN (OTP) to the registered contact number of the player which must be accurately entered by the player to allow access to the OGP.
- Password and/or Security Question where only the registered player knows the correct answer.

ii. The OGP shall not allow multiple log-ins.

III. Initial Buy-in or Deposit

- i. The OGP shall require all new qualified and registered players to post an initial buy-in or deposit in the amount of Five Hundred Pesos (PhP500.00) upon registration.

IV. Player Management Portal Module

- i. The Service Provider utilizing its OGP shall be required to provide a player management portal module for each of its partner-Operators, with front-end and back-end dashboards, with the following minimum functionalities:

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- Player registration portal to allow Operators to directly process and approve player registrations.
- Player management allowing Operators to monitor and control, in certain cases, the activities of its players.
- Fund management to seamlessly process and approve deposit or top-up and withdrawal or cash-out transaction requests of players.
- Operations management to monitor and assess the performance and results of the Operator's work and efforts in operating a particular game offering including its online operations through its OGP channel.

V. Responsible Gaming

- Upon entry/access to the gaming lobby or webpage, the OGP must show a pop-up reminder or notice informing the prospective players of the personalities that are not allowed to register and/or play online games. It shall include a provision indicating the forfeiture of funds or credits in favor of the Government from the account of players who are found ineligible to play.
- Upon logging-in, the OGP must show a short message/instruction, infographics or video clip which shall discuss the responsible gaming reminders of PAGCOR including the prohibition to play in open and public places.

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- iii. In every log-in, the OGP must ask players to read and accept the Terms of Use (TOU) of the service before landing him/her to the gaming or betting interface lobby. The copy of the latest TOU of the platform must be submitted to EGLD prior to implementation in the platform.
- iv. A player's violation of any provisions of the TOU shall be a ground for the cancellation or suspension of his/her OGP account.

VI. Reporting and Monitoring

- i. The OGP shall be integrated with PAGCOR's third party audit platform.
- ii. All transactions pertaining to a player's OGP account shall be attributed to the player's designated gaming venue (i.e., where the player is registered).

2. Electronic Gaming Terminal

- a. An electronic gaming terminal can be a personal computer (PC)-based terminal, tablet-based terminal, cabinet-type or machine-like terminal or any other device/equipment which is capable of functioning as gaming terminal:
 - i. An electronic gaming terminal or machine shall not be allowed to function by itself whenever disconnected from the EGS.
 - ii. An electronic gaming terminal of cabinet-type or machine-like terminal such as video lottery terminal (VLT) shall be considered as electronic gaming terminal.

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iii. Tablet-based terminals include the portable computer devices, i.e., laptop and tablet computers, which shall likewise be considered as electronic gaming terminals.

iv. Utilization of laptop and/or tablets shall include the following minimum requirement:

- The above laptop and/or tablet EGTs shall not be taken out of the gaming site at any time, except for necessary transfer due to repairs or decommissioning.

For said purpose, concerned Service Providers and/or Operators shall have virtual and physical security protocols prior to implementation and deployment in the gaming venue. The virtual and physical security protocols must implement at the minimum device ID security, terminal log-in, RFID Security, signal blocking security when the device is taken outside the gaming site, secure storage, logbook recording, and end-of-day reporting.

- In the event that these portable electronic gaming terminals are found outside the gaming venue, such shall be sufficient ground for the imposition of the necessary penalties against the errant Operator and Service Provider, who shall be jointly liable in these cases.

In the event of habitual violation, the same shall be a ground for revocation of the Gaming License of the errant Operator and the accreditation and/or authority of the Service Provider. Violation of Operators and Service Providers shall be considered habitual when

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incurred three (3) times or more.

- The use of these portable gaming terminals shall be subject to the strict and continuous monitoring by the CMED.
- v. For said purpose, concerned Service Providers and/or Operators shall formulate their virtual and physical security protocols prior to implementation and deployment in the gaming venues. The virtual and physical security protocols must implement any or combination of the following security measures, such as device ID security, terminal login, RFID Security, signal blocking security when the device is taken outside the gaming site, secure storage, logbook recording, and end-of-day reporting.
- b. In coordination with the concerned Service Provider, the Operator shall install the following minimum number of electronic gaming terminals/seating capacity per game offering prior to the commencement of live operations of the gaming venue:
- i. Traditional Bingo Games – at least thirty (30) seats
 - ii. eBingo Games – at least forty (40) terminals
 - iii. eCasino Games – at least twenty-five (25) terminals
 - iv. Sports Betting – at least one betting terminal
 - v. Specialty Games – at least one betting terminal
 - vi. Numeric Games – at least one betting terminal
 - vii. Online Poker – at least one (1) terminal

3. Traditional Bingo System and Bingo Games

- a. Traditional bingo system shall refer to an electronic system powered by

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computer software capable of programming an entire bingo operation consisting of the standard bingo equipment housed in or connected to a bingo console for an integrated and easy management and operation.

- b. Operation of traditional bingo system and games must be compliant with the **Additional Standards and Guidelines for Traditional Bingo System, Games and Paraphernalia (Annex C)**.
- c. Manual devices such as “shakers”, “hourglass” and other similar types of number generators or devices shall not be allowed for use in the conduct and operation of traditional bingo games.
- d. The traditional bingo system and paraphernalia should only be sourced from GLDD-enrolled supplier/s, whose list may be viewed and downloaded from the Suppliers page of the PAGCOR Regulatory website.
- e. Traditional bingo games shall include bingo game variants which are bingo-related games where the conduct of which is similar to that of traditional bingo game. Conduct of bingo game variant may involve the use of bingo tickets, cards, system, equipment, and paraphernalia. This game may be played alternately as a special game with the regular bingo game.

4. Evaluation and Approval of Electronic Gaming System, Traditional Bingo System and Games

- a. The Service Provider shall submit, as may be determined by EGLD, the certification/s issued by a reputable and independent gaming laboratory stating that each of the following has passed the corresponding technical standards as prescribed in any gaming jurisdiction:

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- i. Random Number Generator (RNG) used for the EGS and the game contents;
 - ii. Gaming terminal or machine, when applicable;
 - iii. Processing and retention of voluminous load of game transactions; and
 - iv. Cybersecurity systems and measures.

- b. Any one of the RNG requirements as prescribed in the following standards, or other equivalent standards, shall be implemented, as applicable:
 - i. Chapter 3 of GLI-11 Standards for Gaming Devices Version 3.0, or
 - ii. Chapter 3 of GLI-19, Standards for Interactive Gaming Systems Version 3.0, or
 - iii. Chapter 3 Section 3.3 of GLI-23: Standards for Video Lottery Terminals Version 1.0., or
 - iv. Chapter 2 Section 2.7 or 2.8 of GLI-15: Standards for Electronic Bingo and Keno Systems Version 1.3 (for Traditional Bingo)

- c. Any one of the gaming machine requirements as prescribed in the following standards, or other equivalent standards, shall be implemented, as applicable:
 - i. Chapters 2 and 5 of GLI-11: Standards for Gaming Devices Version 3.0, or
 - ii. Chapter 2 of GLI-23: Standards for Video Lottery Terminals Version 1.0.

- d. All EGS, OGP, traditional bingo system and games shall be approved by EGLD prior to implementation. The Service Provider shall request approval from EGLD to deploy EGS and its games at gaming venues by using the New System, Game and/or Machine Request and Approval Form (EG Form No. 9). The Service Provider shall provide/attach the following information/documents to the form:

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i. For electronic gaming system (EGS) and/or Online Gaming Platform (OGP):

- Name, version number or code.
- System documentation such as system manuals, network diagrams, system process flows.
- Accounting documents such as sample system-generated reports.
- Certification from a reputable and independent gaming test laboratory indicating that the Random Number Generator (RNG), intended for use in the EGS is compliant with the RNG requirements.
- Proof of use that the EGS has/had been operating in other gaming jurisdictions. Or a certification from a gaming test laboratory that the EGS passed the technical standards prescribed in other gaming jurisdiction. The certification for EGS/OGP may be submitted within three (3) months from commencement of live operations. An application for the certification may be submitted initially.
- Other concerns that need to be included, such as progressive features, if any, along with the treatment of initial seed amount and/or increment percentages, among others.

ii. For electronic game software (this shall include virtual bingo games):

- Name, theme (if any), version number or code.
- Game rules and mechanics.
- Pay table including bonus features, special prize, progressive jackpot, if any.
- Proposed game parameters such as bet denominations, minimum and maximum bet, progressive increment percentages, RTP settings (if applicable), capping on payout (if any), etc.

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- If RNG is utilized for specific game or group of games, a certification from game testing laboratory indicating that the RNG for the game is compliant with the RNG requirements as prescribed in Chapter 3 of GLI-19: Standards for Interactive Gaming Systems, Version 3.0.
- Certification from a reputable gaming test laboratory indicating that the RTP percentage of game is within the PAGCOR-prescribed RTP percentage range. Or a certification from Content Provider signifying that it has conducted extensive testing on each game and has found that the RTP percentage of each electronic game is within the PAGCOR-prescribed RTP percentage range. Testing results shall be attached, where necessary testing game parameters are indicated such as number of games played, jackpot increment, etc.
- Statistical data showing the computation of RTP percentage, for live games or a certification on RTP percentage from a gaming test laboratory.
- Other concerns that need to be included, such as progressive features, if any, along with the treatment of initial seed amount and/or increment percentages, among others.

iii. For traditional bingo system:

- Name, model, version number or code.
- System documentations such as system manuals, network diagrams, specifications of bingo machine or console, along with components and flashboards.
- Proof of use that the bingo system has/had been operating in other gaming jurisdictions. Or a certification from a gaming test laboratory that the bingo system passed the technical standards prescribed in other gaming jurisdictions. The certification for traditional bingo system may be submitted within three (3) months from

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commencement of live operations. An application for the certification may be submitted initially.

- Other concerns that need to be included.

iv. For traditional bingo game variant - instant game or bingo related game not based on the standard seventy-five (75) ball bingo:

- Name, theme, if any
- Documentations on description of each game including its game rules and mechanics.
- Prize payout structure, bonus features, special prizes and progressive jackpot, if any
- Ticket or card design
- Master list of outcomes or electronic verifier if any
- Proposed game parameters which include, among others, price of ticket or card and progressive increment percentage, if any
- Proof of use that the bingo game variant has/had been operating in other gaming jurisdictions. Or a certification from a gaming test laboratory that the bingo game variant passed the technical standards prescribed in other gaming jurisdictions.
- Quantity of ticket per deal (as applicable)
- Certification issued by the manufacturer/developer attesting the correctness of the pre-determined payout and the existence of security features in the printed instant game tickets (as applicable)
- Other concerns that need to be included.

e. The names of independent gaming test laboratories duly recognized by PAGCOR for electronic gaming are enumerated in the **List of Independent Game Testing Laboratories duly recognized by PAGCOR (Annex E)**.

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- f. The Service Provider shall provide a test environment where it shall conduct testing on the EGS and game/s. The PAGCOR Inspection Team composed of representatives from EGLD, CMED-IG, and ITD shall observe (and may participate as deemed necessary) in the Service Provider's conduct of an actual testing of the EGS including OGP, if any, and walkthrough of its processes from player registration up to report generation in order to determine the compliance of the gaming platform with the prescribed technical capabilities and operational standards and the Service Provider's capability and readiness to fulfill its intended scope of service. Only upon consolidated satisfactory results of the testing and walkthrough shall EGLD issue a *Notice to Commence* live commercial gaming operations.
- g. The Service Provider shall ensure that each game has been tested using its EGS/OGP. The EGLD may opt not to require the actual testing if it deems that the results of internal testing conducted by the Service Provider sufficiently warrant compliance of the EGS and/or games with the requirements based on previous approvals by EGLD.
- h. The Service Provider shall conduct a hash check of its EGS files/data (along with its OGP, if any) and shall provide EGLD and CMED with the corresponding hash value prior to the commencement of live commercial operation of the EGS. Conduct of hash checks may be requested at any time by EGLD/CMED. However, periodic conduct of Hash check may be performed as determined by CMED.
- i. The Service Provider shall set the minimum bet per game offering as follows, which shall be implemented retroactively:
 - i. Electronic (eCasino) Games

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- Slot Games - not less than PhP0.25
- Table Games – not less than PhP5.00 for main bets and PhP1.00 for proposition/side bets
- Arcade Type Games – not less than PhP0.25, except for Fishing Games or games with similar betting rules - not less than PhP0.10
- ii. Electronic Bingo (eBingo) Games – not less than PhP0.50
- iii. Traditional Bingo Games – not less than PhP5.00 per card
- iv. Sports Betting – not less than PhP10.00
- v. Specialty Games – not less than PhP5.00
- vi. Numeric Games – not less than PhP5.00
- vii. Online Poker – minimum bet shall be based on poker blinds

A minimum bet of a game lower than the above prescribed amounts may be allowed as warranted by the rules of the game, to be determined by EGLD.

- i. For sports betting, it shall be offered on leading sporting events operated by reputable and recognized sporting bodies, association or league in other countries including the Philippines except local collegiate sports associations such as University Athletic Association of the Philippines (UAAP) and National Collegiate Athletic Association (NCAA) - Philippines. The following live sports events/activities are not allowed to be offered in sports betting:

- i. Local horse racing; and
- ii. eSports.

5. Evaluation and Approval of Online Gaming Platform

- a. All Online Gaming Platform (OGP) and its game contents shall be approved by EGLD prior to implementation.

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- b. Implementation of the OGP for online gaming may be requested by the Accredited Gaming System Service Provider or Licensee of an Integrated Resort (IR), any of which shall be referred herein as “Requesting Party”.
- c. The Requesting Party may request approval from EGLD to deploy OGP and its games to be offered online for access and play to registered players of its partner-gaming venues or licensed land-based casinos by using the New System, Game and/or Machine Request and Approval Form (EG Form No. 9). The Requesting Party shall provide/attach the following information/documents to the form:
 - i. Notarized written disclosure from the Requesting Party identifying its designated OGP and certifying that the same shall be the only one operating as such.
 - ii. OGP documentations, i.e., website and/or desktop or mobile application documents.
- d. If the OGP would be an additional gaming system or platform to an approved EGS, the OGP must be compliant with the submission of applicable information/documents as prescribed for EGS.
- e. For Traditional Bingo OGP, the Service Provider shall likewise prepare and submit to EGLD for evaluation a Comprehensive Mechanics for its Traditional Bingo OGP, and must provide the following minimum processes:
 - i. Procedures on the selling of cards to the players.
 - ii. Procedures on declaring the winner, including Sleeper rule.
 - iii. Bingo program and prize configurations.

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- f. All **Gaming System Service Providers** that maintain and operate PAGCOR-approved OGP must comply with the posting of PCD requirement to be allowed to continue the operations and services of its approved OGP.

6. Evaluation and Approval of Electronic Gaming Machine

- a. The Operator/Service Provider shall request approval from EGLD to deploy electronic gaming machines (including electronic bingo machines) at gaming venue by using the **New System, Game and/or Machine Request and Approval Form (EG Form No. 9)**. The requesting party shall provide or attach, as applicable, the following information or documents to the form:
- i. Model name, version number or code;
 - ii. Description of the electronic gaming bingo machine which includes cabinet specifications and details of its hardware components;
 - iii. Certification/s issued by a reputable and independent gaming test laboratory stating that the electronic gaming machine including its bill validator and other hardware components have passed the technical standards prescribed in other gaming jurisdictions or it has found to be compliant with Chapter 2 of GLI-11 v3.0 Standards for Gaming Device/Machine Requirements; and
 - iv. Other concerns that need to be included.
- b. All undertakings involving installation, modification, inspection of meters, collection of bills/notes and tickets, and game conversions shall be carried by the Operator/Service Providers.

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- c. The electronic gaming machine may have provision of acceptance of wagers through a bill/note acceptor (Bill-in and Ticket-in) which prevents the acceptance of fraudulent Philippine currency bills/notes and tickets (receipts). It shall have a provision of issuance of ticket (receipt) for encashment at the cashier's booth. Provision for ticket to be used for play at electronic gaming machine is allowed.
- d. The Operator/Service Provider shall commit to pay for any fake peso bill/note accepted and confirmed shortage due to error of the bill acceptor of the electronic gaming machine.
- e. Installation and operation of non-approved games in electronic gaming machines may cause the imposition of penalties/fine.
- f. The Operator/Service Provider shall ensure that no person shall modify any electronic gaming machine approved by PAGCOR, unless EGLD has been properly notified of the intended modification and given approval.
- g. For game conversion for electronic gaming machines, the Operator/Service Provider shall submit to CMED a duly accomplished **Game Conversion/Change in Parameter Settings Notification Form (GS Form No. 10)** at least one business day prior to game conversion.
- h. Unauthorized modifications of electronic gaming machines shall result in the prohibition of the Operator/Service Provider from conducting and operating the electronic gaming machines.

VI. IMPLEMENTING RULES AND GUIDELINES

The Service Provider shall comply with the following system-related implementing rules and guidelines, which shall also apply to the Operators of Gaming Venues

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offering Bingo-themed games using eBingo machines and/or traditional bingo system/equipment sourced from GLDD-enrolled Suppliers:

1. The Service Provider/Operator shall ensure that the RTP percentage of each game in its game offering is within the PAGCOR-prescribed percentage range.
2. The RTP percentage shall be applied retroactively, as follows:
 - a. The RTP percentage of an electronic game of slot machine type shall be from ninety percent (90.00%) to less than ninety-seven percent (97.00%).
 - b. The odds, payouts and house advantage of electronic games based on casino games or specialty games (whether RNG-based or live streamed games) or live-streamed specialty games and/or numeric games shall be similar to those of their equivalent live games.
 - c. The RTP percentage of arcade type games and/or skill games used shall be less than ninety-nine percent (99.00%).
 - d. The RTP percentage of an eBingo game shall be from eighty-eight percent (88.00%) to less than ninety-seven percent (97.00%).
 - e. The RTP percentage of a traditional bingo game shall be set from sixty percent (60.00%) to ninety-seven percent (97.00%).
 - f. The RTP percentage of an RNG-based specialty game or numeric game shall be from sixty percent (60.00%) to ninety-seven percent (97.00%).
3. The Service Provider shall not make any change to the parameter settings of any game unless CMED is notified at least one business day prior to implementation

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by using the **Game Conversion / Change in Parameter Settings Notification Form (EG Form No. 10)**.

4. For any change in parameter settings affecting the RTP percentage of the game, the Service Provider shall request approval from EGLD to implement such change/s using the **New System, Game and/or Machine Request and Approval Form (EG Form No. 9)**, and such game shall be treated as a proposed new game.
5. The Service Provider shall set the betting limits for electronic table games and shall be submitted to and approved by EGLD using the **Betting Limits Form (EG Form No. 36)** prior to implementation at gaming venues. Proposed electronic table games along with approved betting limits that are intended to be launched together with new EGS may not submit a separate EG Form No. 36.
6. Implementation of electronic gaming terminals/machines
 - a. All undertakings in the implementation at gaming venue of gaming terminals/machines involving installation, modification, inspection of meters, collection of bills/notes and tickets, and game conversions, report generation, whichever are applicable, shall be carried out by the Service Provider in coordination with its partner Operator.
 - b. The Service Provider shall commit to pay for any fake peso bill/note accepted and confirmed shortage due to error of the bill/note acceptor of the gaming terminal/machine.
 - c. Installation and operation of non-approved games in gaming terminals/machines is ground for imposition of penalties or revocation of the Accreditation or License, as the case may be.

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7. Implementation of EGS, game and/or gaming machine version upgrade

- a. The Service Provider, Operator or Licensee (as the case may be) may conduct a version upgrade of the EGS, bingo system, game/s, gaming machine, OGP, bingo equipment/devices or bingo-related games by requesting approval from EGLD using the **Gaming System, Game and/or Machine Request and Approval Form (EG Form No. 9)**. The Service Provider/Operator/Licensee shall comply with the procedures and guidelines, including submission of documentary requirements. The Service Provider/Operator/Licensee shall likewise submit a report/write-up on the overview of the version upgrade including the features and functionalities of the new version.
- b. Notwithstanding the above, an upgrade is considered a minor update or revision when it shall not in any way affect the approved RTP, RNG and determination of GGR, in which case, the use of EG Form No. 9 shall not be required and such activity shall be considered as part of preventive maintenance.
- c. Any deviation from the submitted documentary requirements and certifications may result to suspension of the upgraded EGS, bingo system, game/s, gaming machine, OGP, bingo equipment/devices or bingo-related games from the gaming operation. Any loss incurred due to such remiss shall be shouldered solely by the Service Provider, Operator or Licensee, as the case may be.

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8. Modification of gaming system and games

- a. No person shall modify or permit any modification of any EGS, bingo system, interface elements, OGP, electronic games, bingo equipment/device, bingo-related games and gaming terminals/machines unless approved by EGLD.
- b. The Service Provider, Operator or Licensee (as the case may be) shall obtain approval from EGLD on any change to the EGS, bingo system, interface elements, OGP equipment, electronic games, bingo equipment/device, bingo-related games and gaming terminals/machines previously approved by EGLD.

9. Regular preventive maintenance

- a. The Service Provider, Operator or Licensee (as the case may be) may conduct preventive maintenance of the EGS, game software, OGP or gaming terminal/machine in coordination with CMED, provided it shall not in any way affect the following:
 - i. Approved game RTP percentage;
 - ii. Randomness of RNG; and
 - iii. Determination and reporting of GGR.
- b. Minor updates or revisions in the installed EGS, games, OGP or gaming terminals/machines may be implemented by the Service Provider as part of the preventive maintenance, with prior coordination with CMED.

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10. Emergency software patch due to software bug

Given a situation that the EGS, OGP failed under critical system failure and required an emergency software patch to put the system back online, the Service Provider, Operator or Licensee (as the case may be) shall notify immediately the CMED.

- a. The Service Provider, Operator or Licensee (as the case may be) shall submit reports to CMED, copy furnish EGLD, outlining the incident and the rectification steps taken.
- b. Any loss that may be incurred due to non-compliance of the “patched” system shall be shouldered solely by the Service Provider, Operator or Licensee (as the case may be).

11. Provision of back-office access

The Service Provider, Operator or Licensee (as the case may be) shall be required to provide CMED and the Accounting Department (AD) with back-office access to the EGS/OGP, or to any other PAGCOR Department as deemed necessary by the EGLD, including all data that may be required or requested. The CMED shall closely monitor all online gaming operations and strictly enforce the provisions herein.

12. The following minimum operational and technical standards for the Traditional Bingo OGP shall be adopted and implemented:

- a. Electronic-version bingo cards may be used in the OGP.
- b. For purposes of using electronic bingo cards, the Service Provider may only use one permutation series for every game/session. The Service

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Provider shall submit to the CMED the electronic database/file of the permutation series for monitoring.

- c. Cards may be sold randomly or by choice to players, provided that in no case shall a particular card be sold to and played by two (2) or more players in a game.
- d. Auto-daubing functionality may be implemented in the OGP.
- e. The OGP shall have the following reporting capability:
 - i. Determination of the Gross Sales and Gross Gaming Revenue in any given game, session, or day, including the cost per card/package.
 - ii. Determination of how many cards were sold and/or used in any given game or session; and
 - iii. Determination of the card/s sold to and used by a player for particular game and/or session.
 - iv. Record of each of the game's winner/s, the winning card/s number/s, and series of the balls/numbers called during the game.
 - v. Record of each game's total actual payout.
- f. Only Traditional Bingo Machines/Consoles/Equipment shall be used in calling/drawing of bingo balls/numbers. The use of electronic RNG shall not be allowed whatsoever.
- g. Feeds must be live and not pre-recorded. The Service Provider must ensure that the ball drawing as well as the equipment used is clearly visible during streaming. The Service Provider is under obligation to ensure the authenticity of each game.

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13. For the online gaming services of Integrated Resorts' (IR) land-based casinos, the following minimum technical requirements and operational standards shall strictly apply:
- An IR may only offer its casino table games and slots machines for online gaming through video streaming thereof.
 - An IR may not offer online access to its players more than twenty-five percent (25%) of its GLDD-approved maximum allowable number for each game type, i.e., gaming table, slot machine or electronic table game, unless a specific percentage is allowed by PAGCOR through GLDD.
 - Only registered members of a particular IR may avail of its approved OGP.
 - The OGP shall comply with the applicable guidelines and system requirements for OGP as prescribed in this Regulatory Framework.
 - The OGP must be integrated with PAGCOR's third-party audit platform for online gaming.
 - All applications for OGP by an IR licensee shall be processed and handled by the EGLD.
14. Marketing projects to be deployed through the OGP may be applied for by the Gaming System Service Providers on behalf of its independent Gaming Venue Operators subject to the guidelines of the **Regulatory Framework for Marketing and/or Promoting Online Gaming Platform and Services**. For this purpose, the concerned Gaming System Service Provider shall duly complete the **Marketing and/or Promotion Request and Approval Form (GS Form No. 28)** for its Operators.

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15. Violation of any of the provisions in this Regulatory Framework shall be subject to the penalties and fines as provided for in the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

VII. MISCELLANEOUS PROVISIONS

1. Any deviation from any of the submitted certifications and any misrepresentation, breach, and/or circumvention, directly or indirectly, of any of the conditions/requirements set in this Regulatory Framework, any other relevant communication or memorandum issued by PAGCOR, and/or any law, local or national, of the Philippines shall be sufficient ground for the immediate blacklisting of the erring Service Provider and shall be cause for the imposition of suspension, penalties, and revocation, as approved by PAGCOR management. Any loss incurred due to such remiss shall be shouldered by the concerned Service Provider or Licensee/Operator.
2. The above are general provisions regulating PAGCOR's accredited Service Providers which are still subject to continuous review and to changes, revisions, modifications, or amendments from time to time.
3. This Regulatory Framework shall repeal previous issuances the independent provisions of which are inconsistent with the same.

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Annex A

LIST OF DOCUMENTARY REQUIREMENTS FOR APPLICATION FOR ACCREDITATION OF SERVICE PROVIDERS

1. Company profile
2. Detailed location sketch of company office
3. Copy of Registration Certificate from SEC, Articles of Incorporation and By-Laws, duly filed with the SEC. A capitalization of One Hundred Million Pesos (Php100 Million) authorized capital stock and Twenty-five Million Pesos (Php25 Million) paid-up capital stock shall be required for all Applicants for Gaming System Service Provider.
4. Copy of Latest General Information Sheet (GIS) duly filed with SEC
5. Copy of valid Mayor's Permit/Business Permit/Municipal License from the location of the company office
6. Copy of BIR Registration Certificate
7. A notarized written disclosure that the Applicant has the capability to provide the services (outlined in the Scope of Service under this Regulatory Framework) and gaming equipment and paraphernalia, if need be, that are in accordance with PAGCOR's prescribed standards.

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8. Notarized written disclosure of the description of any of the following events that occurred during the past five (5) years up to the latest date that are material to an evaluation of the ability or integrity of any director or shareholder of the Applicant:
 - a. Any bankruptcy petition filed by or against any business of which such person was a director or shareholder either at the time of the bankruptcy or within two (2) years prior to that time.
 - b. Any conviction by final judgment, including the nature of the offense, in a criminal proceeding, domestic or foreign, or being subject to a pending criminal proceeding, domestic or foreign, excluding traffic violations and other minor offenses.
 - c. Being subject to any order, judgment, or decree, not subsequently reversed, suspended, or vacated, of any court of competent jurisdiction, domestic or foreign, permanently, or temporarily enjoining, barring, suspending, or otherwise limiting his involvement in any type of business of gaming activities; and
 - d. Being found by a domestic or foreign court of competent jurisdiction (in a civil action), PAGCOR, or a domestic regulatory organization to have violated gaming law or regulation, and the judgment has not been reversed, suspended, or vacated.
9. Notarized written disclosure that prospective Applicant is not an Affiliate of any existing Service Providers of the same category, such as when they are subsidiaries or with interlocking or common directors; or a director of the Service Provider of the same category should not be related by affinity or consanguinity within 3rd civil degree to any director of an existing Service Provider of the same category.

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10. Business plan / Business Concept detailing the prospective gaming operations of the Applicant, including the necessary documents relative to such gaming operations (i.e., Systems Manual per game offering and its Implementing Rules and Guidelines), among others.

11. Certificate of Enrollment issued by Gaming Licensing and Development Department (GLDD).

12. Applicant for **Gaming System Service Provider** shall submit the following documentary requirements:

- a. An original bank certification with a minimum of Fifty Million Pesos (PhP50 Million)
- b. A notarized written disclosure that the Applicants' EGS and OGP have the internet protocol (IP) blocking applied to the platform for all other IP addresses excluding Philippine IP addresses, where player registration and placing bets emanating from outside the Philippines shall not be allowed/accepted.
- c. A notarized written disclosure that the Applicant shall provide servers for the EGS that are either located physically in a Tier 1 Data Center within the Philippines or via cloud computing services.

13. **Local Applicant for Data/Content Streaming Provider** shall submit the following documentary requirements:

- a. A duly executed Service Agreement with PAGCOR-accredited Gaming System Service Provider or Operator, as applicable.

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- b. The Applicant shall comply with the following guidelines on live dealer data/content streaming, where a corresponding notarized sworn undertaking shall be submitted:
 - i. Applicants' EGS and OGP must have IP blocking on all addresses except the Philippine IP addresses designated by the concerned Gaming System Service Provider.
 - ii. Designs printed on table layouts should show the logo, name and/or brand name of the concerned Data/Content Streaming Provider.
- c. General Implementing Rules and Guidelines (IRG) for data/content streaming of live games, where subsequent Supplemental IRG (e.g. game rules and mechanics) for each live game, if necessary, shall likewise be submitted.
- d. Duly filed-out EG Forms for the approval of Cards and Table Lay-out.

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Annex B

APPLICATION PROCEDURES FOR PERMIT TO HOLD GAMING EQUIPMENT AND GAMING PARAPHERNALIA FOR LIVE STUDIO GAMING SET-UP

1. Description of Permit to Hold

The Permit to Hold (PTH) allows the holder, i.e., Gaming System Service Provider and/or Data/Content Streaming Provider, to import, store, transfer/move, ship-out and operate gaming equipment and/or gaming paraphernalia in its gaming studio for the sole purpose of video streaming footages of live gaming action in conjunction with the operation of remote games at gaming venues. The PTH is site specific and issued on a per venue basis.

2. PTH Application Procedures:

- a. Applicant obtains the PTH application form by downloading the "Application for Permit to Hold Gaming Equipment and Gaming Paraphernalia" at PAGCOR regulatory website at the link: www.pagcor.ph/regulatory/cegs.php.
- b. Applicant provides information, fully accomplish the PTH application form, and attach the following documentary requirements, among others:
 - i. Duly accomplished Specimen Signature Card of the Applicant's authorized representative.
 - ii. Photocopy of the Mayor's Permit / Business Permit for the location of proposed live studio gaming set-up.

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- iii. Detailed location sketch of the proposed live studio gaming set-up.
- c. All PTH applications are submitted to EGLD for evaluation.
- d. Application will be returned if information and/or documentary requirements are incomplete.
- e. Applicants shall be assessed a PTH Application Fee of One Million Pesos (PhP1,000,000.00) per site to cover regular inspection and monitoring of the gaming studio that houses the gaming equipment and/or paraphernalia. If documentary requirements are complete, EGLD advises the Applicant to pay the said PTH Application Fee.
- f. Any unexplained loss, unauthorized transfer, or sale of the gaming equipment and/or paraphernalia housed in the gaming studio shall be fined an amount of PhP1 Million.
- g. The Applicant ensures that the designs of table layouts should show the logo, name and/or brand name of the Data/Content Streaming Provider.
- h. EGLD recommends to the PAGCOR's Board of Directors the approval of the PTH of the Applicant upon compliance with the following:
 - i. Submission of complete documentary requirements; and
 - ii. Payment of applicable fees.
- i. EGLD informs the Applicant of the approval or denial of the application.
- j. EGLD issues to the Applicant the PTH Gaming Equipment and Gaming Paraphernalia certificate duly signed by the Chairman and Chief Executive

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Officer.

- k. The Service Provider shall renew its PTH yearly and must submit the latest or updated documentary requirements, as previously submitted to EGLD, at least a month prior to expiration, for a similar fee of PhP1 Million.
- l. PTH certificate issued under this document cannot be transferred by way of sale, inheritance succession, gift or otherwise to any corporation without prior consent of the PAGCOR's Board of Directors and under any additional condition for the transfer and only if the transferee meets the requirements of this document.
- m. PTH Application Fee (one-time fee) for additional or transfer of operating studio to a building as described below shall be as follows:
 - i. Building other than that of existing site -- PhP250,000.00
 - ii. Another floor of an existing operating site -- PhP150,000.00 per floor.
- n. PAGCOR shall impose a Reprinting Fee of Twenty Thousand Pesos (PhP20,000.00) for request for reprinting of PTH certificate, as long as the request for correction or change in the details, are through no fault of PAGCOR.

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Annex C

ADDITIONAL STANDARDS AND GUIDELINES FOR TRADITIONAL BINGO SYSTEM, GAMES AND BINGO PARAPHERNALIA

1. Components of Traditional Bingo System

A traditional bingo system is composed of a bingo machine or console and flashboard. The bingo machine or console houses the following:

- a. Electronic verifier
- b. Ball blower
- c. Automatic Timer or Pacer
- d. Ball Camera
- e. Monitor
- f. Machine Ball Rack
- g. Masterboard

2. Standards and Guidelines for Bingo Cards

- a. Only the approved bingo paper cards and electronic bingo cards shall be utilized in the conduct and operation of bingo games, subject to the following standards for bingo cards:
 - i. A bingo sheet may contain one or more cards or faces depending on the cut in a mastersheet of pre-printed paper cards. The permutation in one card is done in such a way as to avoid duplicate card.

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- ii. Each card (face) must have the following identifications which are basic elements of a card, i.e., card series number and production serial number.
- iii. Bingo cards must have a distinct and separate color and design which belong to one series or set of cards.
- iv. Bingo cards may come in single card or collated into package of cards.
- v. Bingo cards, when printed by the manufacturer follow certain standards in the imprinting of card serial numbering system depending on the product line and cut of the bingo cards.
- vi. The following types of bingo cards may be used:
 - Disposable (Throwaway) bingo cards.
 - Carbonized Duplicated Cards. These cards are used for special games only with the following requirements:
 - Players are allowed to select and encircle their chosen numbers as required in the mechanics and rules of the game.
 - They shall mark their numbers in a distinct, clear, and legible manner on the original copy (on top of the duplicate) prior to separation of the duplicate from the original copy.
 - No alterations are allowed.
 - Break-open Cards. This type of card is generally used in Quickshot games.
 - As a requirement, the sheets must be constructed in such a manner that all numbers on each card or face cannot be determined from the outside of the sheet even using high intensity lamp or other means.

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- Player shall break-open the card and daub the numbers on the card against the pre-drawn balls to form a predetermined pattern that are posted on a game display board for this purpose.
- Drawing balls for the game may use the balls drawn for any game for the day or a special draw to be conducted for this purpose.

- Electronic bingo cards.

vii. The following types of bingo cards shall not be used in the bingo gaming venues:

- The “fill-in-the-blanks” type of duplicated cards.
- Write-in bingo cards.
- Push-outs bingo cards.

b. The Service Provider shall request approval from EGLD to implement new bingo cards using the **Traditional Bingo Card Request and Approval Form (EG Form No. 49)**. The Service Provider shall provide or attach document/s providing a description of the new bingo card.

c. The following guidelines shall be considered in the evaluation and approval of the bingo cards:

i. Bingo paper cards are manufactured in a controlled environment using processes and procedures that ensure the integrity of the product and facilitate regulatory compliance with the requirements.

ii. Bingo paper cards must establish an audit trail system that requires:

- Each set of cards manufactured as a specific product line, using the same color and border, or solid design is assigned a unique production

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serial number which is imprinted by the manufacturer on each card or set of cards for the whole printing run or production.

- Each card or face must be identified by a card serial number imprinted on the face of the card.
- Each card within a set must be consecutively numbered.

3. Standards and Guidelines for Bingo Tickets

- a. Only approved bingo tickets shall be utilized in the conduct and operation of bingo games, subject to the following standards and guidelines:
 - i. All bingo tickets to be used in special bingo events must be printed in accordance with the approved format, size and type of paper material to be used for uniformity purposes.
 - ii. All bingo tickets must be pre-numbered with continuous serial numbers and without duplication of serial numbers in the printed tickets.
 - iii. All bingo tickets must be procured from GLDD-enrolled supplier. As such, a certification must be secured from printer/supplier stating the exact quantity of tickets printed and the corresponding serial numbers in continuous series without duplication and further certify for control purposes that no other tickets of this kind shall be reproduced for another party.
 - iv. In the case of linked bingo games, all bingo tickets shall be color-coded and have separate assigned ticket serial numbers for each color for each linked venue for easy allocation and proper accounting purposes.
 - v. All traditional bingo gaming venues must use the prescribed bingo ticket format to be offered for sale to the playing public for purposes of security, control, and uniformity.

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4. Weighing of Bingo Balls

- a. The daily conduct of ball weighing shall be performed before the start of bingo session. The weight of each ball shall be within the minimum weight of 1.98 grams to a maximum weight of 2.98 grams.
- b. Bingo balls (in a set) to be used for sessions of the day shall be weighed to ensure that each bingo ball is given an equal opportunity to be drawn, i.e. its weight is within the tolerable range level of + or – 0.2 gram of the average weight of the balls. For this purpose, it is imperative to compute the average weight for all the balls in a set.

5. Use of Electronic Bingo Card Daubers

- a. Electronic bingo card daubers may be used in traditional bingo operations. These refer to traditional bingo electronic equipment or devices used by players to identify bingo cards that contain numbers input by a player. These devices shall meet the following required features:
 - i. It electronically stores pre-printed electronic bingo cards purchased by a player.
 - ii. It provides a means for player to input numbers drawn and called by the bingo caller.
 - iii. It compares and daubs electronically the numbers drawn and called input by the player to electronic bingo cards previously stored in electronic data base.
 - iv. It identifies to the player those stored cards that contain the numbers input by the player; and
 - v. It gives signal or warning sound to the player that a certain card wins in a game for the player to yell “BINGO”.

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- b. The player must perform the following functions to use the electronic bingo card dauber in bingo games:
 - i. Input each number called by the bingo caller into the memory of the dauber unit using a separate input function for each number. Automatic or global marking of numbers may be allowed.
 - ii. Notify the bingo caller when a winning game pattern or “bingo” occurs by means that do not utilize the dauber unit or associated system; and
 - iii. Identify the winning card and display the card to the bingo caller or machine operator for verification.

- c. Electronic bingo daubers must meet the following standards:
 - i. Be sold, leased, and serviced by a GLDD-enrolled suppliers; and
 - ii. Be not capable of accessing the electronic computer system in any manner that would allow modification of the program which operates and controls the dauber units, or the cards stored in the electronic data base.

- d. Electronic bingo card dauber may be used by players to play traditional bingo games subject to following guidelines:
 - i. Each player using an electronic card dauber is limited to playing a maximum of one hundred fifty (150) cards during any game.
 - ii. The Operator shall not reserve electronic card daubers for any player.
 - iii. If the players are charged with a fee for use of the electronic card daubers, such fees must be a flat fee as rental and shall not be based on the number or peso value of cards purchased.
 - iv. Each player utilizing electronic card dauber must have the cards (as printed) in his/her possession.

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- v. If electronic daubers are leased, the lease cannot be based on the amount of bingo card sales or rental income derived from such devices.
- vi. Use of electronic daubers is prohibited when any marketing scheme for cards is utilized and that results in a decrease in the per unit price of each card as the number of cards purchased increases. Provided that a single discount level is authorized for each type of card sold if:
 - The Operator has a minimum purchase agreement.
 - The discount applies to all cards purchased.
 - “All you can play” scheme is prohibited.

6. Implementation of Bingo Link

Traditional bingo games may be conducted via closed circuit television (CCTV) and computer links, which shall be referred as Bingo Link. The Operator shall notify CMED of the Bingo Link installation at the cluster sites at least one (1) business day prior to implementation by using the **Bingo Program/Card/Link Notification Form (EG Form No. 26)**.

7. Standards and Guidelines for Instant Game Tickets

Instant game tickets, such as pull tab or break open cards and scratch card game, may be offered in traditional bingo gaming venues, subject to the following standards and guidelines:

- a. Instant game ticket must have a distinct background color, border or bar design and artwork which must be common to one set (i.e., deal) of instant game tickets.
- b. Instant game tickets must be serialized. A unique serial number must be printed on each set of instant game tickets (i.e., deal).

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- c. The following shall be clearly printed on the instant game tickets:
- i. Payout table showing the winning combinations and the corresponding prizes.
 - ii. Instant game ticket price.
 - iii. Serial number.
 - iv. Instructions on play and/or redemption of winnings instant game tickets.
 - v. "Notice: Sale of this ticket outside PAGCOR-authorized gaming establishment is prohibited"; and
 - vi. Operator's logo, if any.
- d. Instant game ticket price range for Instant Games shall be from five pesos (PhP5.00) to one hundred pesos (PhP100.00).
- e. The total amount of prizes that should be won by Players shall be equivalent to a minimum of sixty percent (60%) of gross sales of instant game tickets.

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Annex D

ADDITIONAL SYSTEM STANDARDS AND REQUIREMENTS FOR ONLINE POKER OPERATIONS

1. The Electronic Gaming System (EGS) and Online Gaming Platform (OGP) of an Online Poker operation must:
 - a. Have a mechanism in place to ensure that a player cannot play against him/ herself or occupy more than one seat at an individual table.
 - b. Be able to provide tools and log all relevant activities related to the detection of collusion and cheating and equipped with data analytics to detect and prevent such acts.
 - c. Not employ proposition players nor use bots as proposition players.
 - d. Provide clear information to players on the process of reporting activities related to collusion and cheating, including the suspected use of bots. The process must be simple to use and readily accessible to a player seeking to make a report.
2. Game play requirements for Online Poker operation shall include the following:
 - a. Game rules and mechanics shall be consistent with the existing regulatory manual for Poker Games.
 - b. The Service Provider must clearly provide notice to players that the use of bot software is not permitted and, if the player is found to have used such software, it will be considered cheating, and the player may be

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sanctioned accordingly.

- c. The player shall not be forced to play a game, unless the player is sitting on the blind position which requires the placing of mandatory blind bets.
- d. The game rules shall be easily accessible by the player and before being committed to game play. The content, including artwork and text must be accurate and sufficient to explain all the applicable rules and how to participate. All reasonable steps must be taken to ensure that the content is understandable.
- e. As the poker game progresses, information that may be reasonably expected to enable the player to understand the current state must be displayed.
- f. The rake schedule and any fees collected shall be displayed by the Service Provider and easily accessible to the player prior to game play.
- g. The game rules must clearly indicate any variation in the rake amount based on the table, limit amount, number of players, or jackpot amount.
- h. The game artwork must clearly indicate the total amount the player has bet on the game currently being played. This amount must be updated every time the player places a wager.
- i. The game artwork should be sufficient to provide the player with all the information required to determine whether they have lost or won, and the value of any winnings.
- j. All tournaments and their prize structures, if applicable, must be clearly

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explained to the player. PAGCOR shall be notified of all tournaments conducted on the platform.

- k. Winning hands must be clearly labeled.

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Annex E

LIST OF INDEPENDENT GAME TESTING LABORATORIES DULY RECOGNIZED BY PAGCOR

1. Gaming Laboratories International (GLI)
2. BMM Testlabs
3. Slovenian Institute of Quality and Metrology (SIQ)
4. iTech Labs
5. Quinel Ltd.
6. Trisigma B.V.
7. Eclipse Compliance Testing
8. NMI Metrology and Gaming Ltd.
9. eCogra
10. Gaming Associates

PAGCOR may consider in its evaluation of electronic gaming system, game and/or gaming terminal/ machine other independent game testing laboratories not listed above, which are duly recognized in other gaming jurisdictions.

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Annex F

LIST OF FORMS

EG Form No.	Name of Form	Reference No.
14	Accreditation of Service Providers – Application Form	III
9	New System, Game and/or Machine Request and Approval Form	V, VI
36	Betting Limits Form	VI
47	Table Lay-outs, Playing Cards and Other Gaming Paraphernalia Request and Approval Form	Annex A
48	Application for Permit to Hold Gaming Equipment and Gaming Paraphernalia	Annex B
49	Traditional Bingo Card Request and Approval Form	Annex C