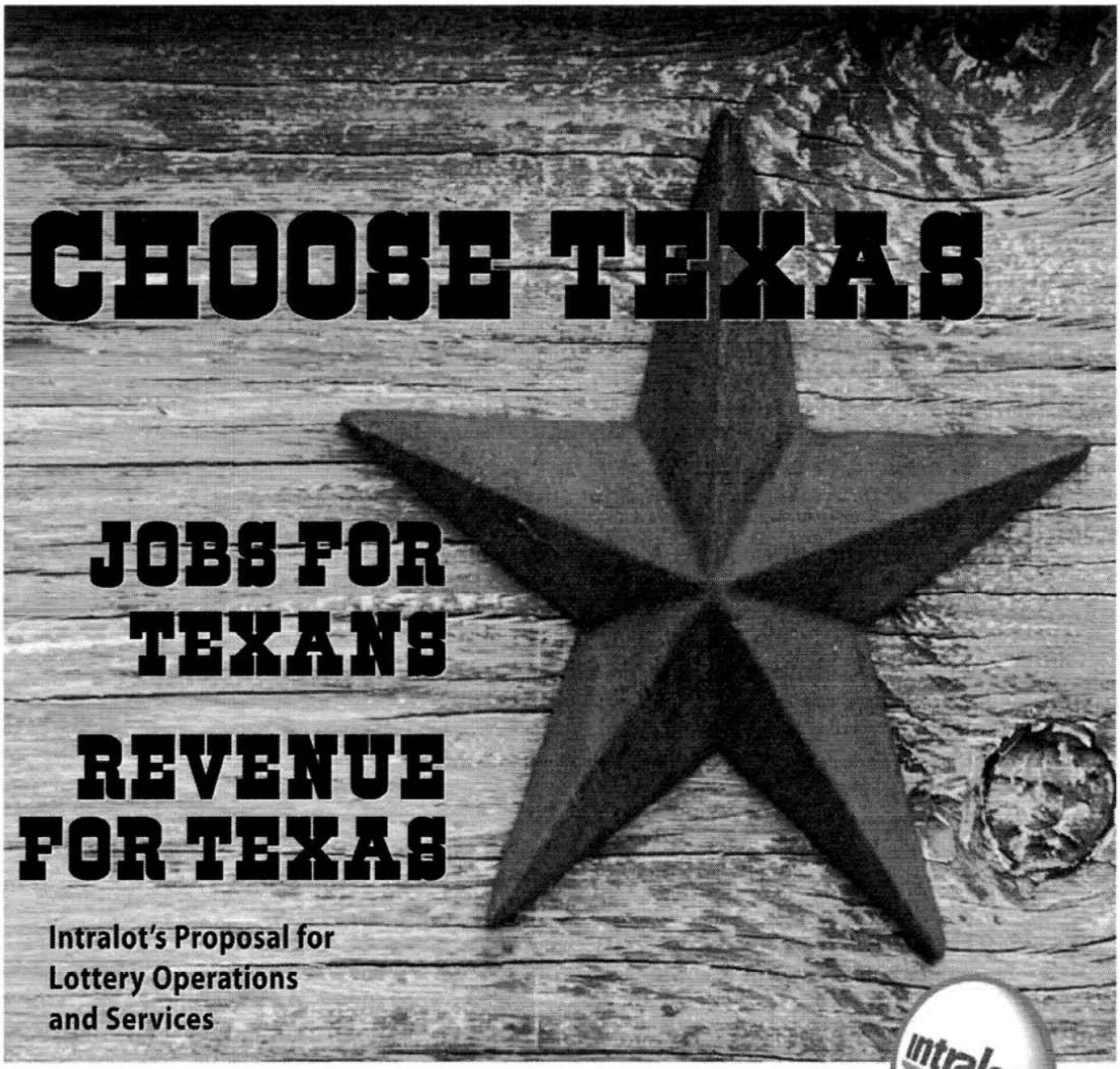
Texas Lottery Commission



TECHNICAL PROPOSAL

BINDER 3

RFP Number: 362-10-0001

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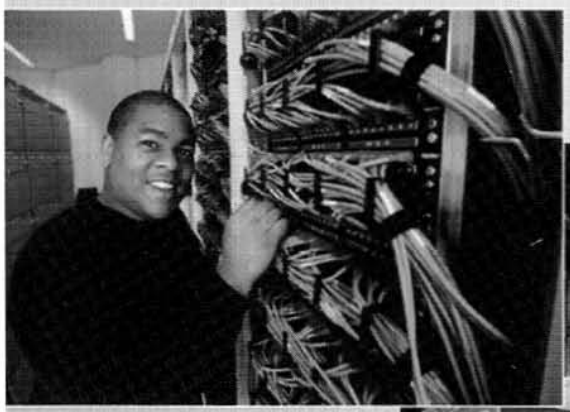
A GLOBAL LEADER
YOUR LOCAL PARTNER



INTRALOT

Jobs for Texans ✦ Revenue for Texas

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7.7 System Management

Change management is a standardized process for managing the introduction and implementation of all changes affecting the Lottery Gaming System. The change management process is inter-related with the release management process. Release management is a standardized process for managing the scheduling and implementation of changes to the Lottery Gaming System. This covers both the software and the hardware used in delivery of services. Releases typically consist of a number of fixes and/or enhancements to the existing Lottery Gaming System. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes and all associated documentation. The following table identifies change and release management requirements.

Table 50 System Management

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 49, and the service level requirements under Table 51.

2. The Proposer must provide an overview of its software development life cycle including, but not limited to, change and release management processes, recommended frequency for changes, review and approval process, documentation activities and associated assigned resources to support the software development life cycle process.

INTRALOT will provide software development to LOTOS™ O/S and support for all required games and system features that may be needed by the Lottery now and throughout the life of the contract. We have the experience to implement all games and system features that are detailed in the RFP.

INTRALOT will provide the personnel necessary to develop implement and maintain the software for the conversion and the duration of the contract. INTRALOT has proven, domestically and across numerous international gaming jurisdictions, that we have the capabilities to support the

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largest and most successful lotteries in the world. Our U.S. based corporate leadership, along with our financial, technical and operational teams in Georgia and Athens, Greece allow us to successfully design, build, test, install and manage Lottery Systems and retailer terminals world-wide. INTRALOT will dedicate nine software positions on site in Texas and totally dedicated to the Texas project, including two full time QA positions, a database administrator, a network administrator, and a systems business analyst.

In addition to onsite staffing in Texas, INTRALOT has a deep software staff in Atlanta, Georgia, and over 200 programmers in Athens, Greece. The software resources dedicated to the Texas project are presented under Part Four of the proposal where you may reference the organization charts for all departments that will either be located in Texas or directly supporting Texas.

We are confident that the products and services we are offering to the Lottery are exceptional. Our corporate management created policies fostering continuous process improvement throughout our entire organization. The goal is to always increase customer satisfaction and continuously improve the quality of delivered products. INTRALOT constantly strives to improve all aspects of service delivery including marketing, software, systems, hardware and project management. This systematic approach ensures that the right mix of games, play options and promotions are incorporated into the product and that they are delivered on time in order to maximize our customers' financial success.

Software Development Plans

For 20 years, INTRALOT has been a leading player in the worldwide Lottery industry by offering Integrated Gaming and Transaction Processing Systems. Our innovative game content, along with a full spectrum of services for the design, implementation, marketing and support of Lottery operations has set us apart from the competition. As a large international company, INTRALOT recognizes the diverse needs and requirements of its current and potential customers. Our highly educated and skilled software engineers and technicians are key factors in implementing those requirements and responding to the growing needs of the Lottery industry.

INTRALOT hires experienced personnel and encourages them to continue their education and obtain various industry-related certifications. We have engineers with Cisco, Microsoft, IBM, and Oracle certifications on staff now and we will be hiring more experienced personnel with IT and Lottery experience as required to support, not only INTRALOT's rapid growth, but also that of our lottery partners.

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INTRALOT's skilled personnel are located at our U.S. headquarters in Georgia, and in every jurisdiction in the U.S. where we currently support operations and project implementations. Furthermore, there is always a dedicated group of experienced personnel in Athens, Greece that monitor all U.S. projects. We have a secure VPN network and communications back bone system is in place between local jurisdictions, Georgia and Greece.

INTRALOT Personnel

INTRALOT invests in the highest quality industry professionals, enhances the skills and knowledge base of our employees and creates a work environment that is conducive to effective and productive collaboration. Through this dynamic, highly qualified group of professionals, INTRALOT is able to consistently offer innovative solutions, continuously improve its products and services, and steadily expand its business activities worldwide.

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

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

INTRALOT Employees

INTRALOT employs over 5,000 highly trained professionals with exceptional skills and competencies who show true dedication to our company values. Nineteen (19%) percent of all employees hold Master's or Doctorate degrees, 54% are university or technical college graduates, while 27% hold secondary degrees.

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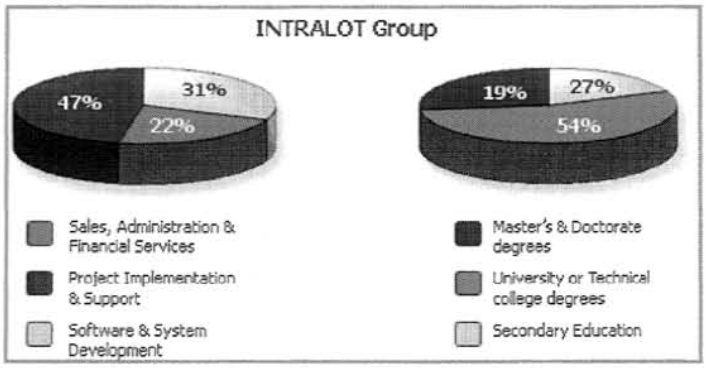

The personnel that comprise the technical division of INTRALOT's global offices have been selected on the basis of their advanced technical expertise and are highly qualified with solid academic backgrounds and considerable international experience.

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

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

**Approximate Technical Staffing Classification Breakdown*

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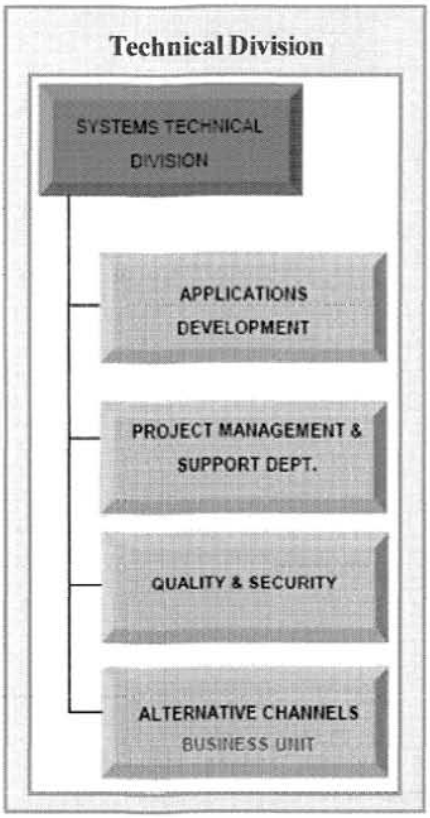
INTRALOT's Systems Technical Division

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



Applications Development

The Applications Development department provides the core software development group of the company. The software developers and software engineers translate business requirements and analyses into high-end, robust and secure technology solutions.

Project Management & Support Department

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

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

Quality and Security

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

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Alternative Channels Business Unit

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

Software Quality

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

INTRALOT has been certified in compliance with the rigorous ISO 9001:2000 quality standard. These certifications ensure the design, development and supply of advanced products, systems and services of the highest quality. As documented on the following page, INTRALOT's software engineering practices and certifications of such Quality Standards meet the Lottery's requirements and will often **exceed** those requirements.

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ABS Quality Evaluations

CERTIFICATE OF CONFORMANCE

This is to certify that the Quality Management System of:

INTRALOT S.A

64, Kifisias Ave., & Premetis Str.
Marousi
Athens
Greece

has been assessed by ABS Quality Evaluations, Inc. and found to be in conformance with the requirements set forth by:

ISO 9001:2000

The Quality Management System is applicable to:

DESIGN, IMPLEMENTATION, TESTING, INSTALLATION, MAINTENANCE, INTEGRATION AND OPERATION OF INFORMATION TECHNOLOGY SYSTEMS.

Certificate No:	37494
Original Certification Date:	09 December 2002
Effective Date:	16 December 2008
Expiration Date:	08 December 2011
Issue Date	16 December 2008

Alex Weisselberg, President

MGMT. SYS. RvA C 046

Validity of this certificate is based on periodic audits of the management system defined by the above scope and is contingent upon prompt, written notification to ABS Quality Evaluations, Inc. of significant changes to the management system or components thereof.

ABS Quality Evaluations, Inc. 16855 Northchase Drive, Houston, TX 77060, U.S.A.
Validity of this certificate may be confirmed at www.abs-qe.com/cert_validation.

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INTRALOT understands the level of commitment needed to deliver quality and reliable software. We have delivered software for more than 50 customers worldwide since 1988. INTRALOT's Systems and Software are developed using proven procedures and testing methods. An important part of the Software Development Life Cycle includes the Software Quality Assurance Plan.

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

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

Software Development

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

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

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

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

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

Software Requirements Specification (SRS) – The requirements process includes detailed interviews for gathering the specific modifications to be changed. The system requirements are analyzed by the development team and all significant stakeholders to validate that specifications are complete, clear, and testable. If any changes to the original specifications occur, we manage the requirements to ensure that the necessary plans, designs and documentation are updated appropriately. This phase addresses aspects such as screen/report layouts and the system/software architecture as well as test cases. The software requirements specification documents are reviewed and approved by the Lottery and INTRALOT. Any changes to the software requirements are done using an approved change management procedure.

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

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

User Acceptance Testing – Acceptance testing shall be done at the site on the test system. This testing is done with end user participation against pre-defined test scripts to ensure that the system is functioning as per the SRS requirements identified during the business requirements specification phase.

Implementation – Once approved, the software is installed according to a mutually agreed upon schedule with the Lottery. The site operations manager, or an authorized designee, will load the change onto the production system. Contingency plans are made in the event that the release must be rolled back. Implementation plans, if appropriate, will include contingency plans.

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Software Quality Assurance Plan

The Software Quality Assurance Plan defines a planned and systematic pattern of all actions necessary to provide adequate confidence that the software meets or exceeds all defined requirements and is of a high level of quality. This includes the definition of all Standard Operating Procedures to be used during the course of the project. In addition, software tools for design, coding, testing, configuration management, and version control are defined.

INTRALOT bases QA testing on the following control items:

- Customer Specification
- Software Requirements Specification
- Software Interface Requirements Specification

Review of the Software Quality Assurance Plan and the above control items at regularly scheduled intervals provide the information needed to ensure that all testing and software quality remain within Lottery accepted standards.

At INTRALOT, we do not rely on testing at the end of the software-development life cycle to ensure the quality of our deliveries; rather, quality is checked at all stages of the software development life cycle and by adherence to our procedures and processes, quality is built into our products.

Change Management Records

INTRALOT will provide fully-shared access to change requests and change tracking for the Lottery project using our Quality Assurance System (QAS) software program.

INTRALOT utilizes a formal change management process to provide a project tracking system for change management that monitors requests from both INTRALOT and the Lottery for modifications to software and/or hardware.

FACTS...

INTRALOT maintains common code base records across the projects it operates worldwide. Any defects found at a local level are propagated out immediately to any and all projects utilizing that common or core code. This alerts all projects to potential problems so that scenario testing and any required updates to code can be accomplished before they impact local operations.

INTRALOT has developed an extensive LOTOS™ QAS (Quality Assurance System). We have developed a custom application for the purpose of streamlining, managing, controlling, and providing the required reporting needed to efficiently and effectively conduct System Quality Assurance and Acceptance testing.

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Our QAS software provides:

- Automatic numbering of each request
- Project request edit capabilities from multiple users
- Security controls to allow read-only access to select users
- Grouping of individual requests for project tracking
- The ability to track and sort on different levels, such as emergency, high, medium, or low priority

Software defects are a fact of life in the development of all software. INTRALOT minimizes the number of defects in our software by following careful processes throughout the entire software lifecycle. Though careful collection, documentation, analysis and vetting of user requirements we eliminate defects caused by misunderstanding the basic functional business and technical user needs. By having a robust technical design phase that is vetted with the Lottery and thoroughly reviewed internally we discover and eliminate defects before instantiating them into software and/or hardware. We develop thorough test plan, test scripts and testing matrices to ensure that all of the functionality specified in the functional and design specifications are thoroughly tested. We have separate module, integration, system, quality assurance and user acceptance testing phases to eliminate any defects created in the software development phase. Regression testing is conducted in the final testing phases to ensure that software functions not associated with the new code development are tested to ensure that they still execute correctly. This entire process is managed through our LOTOS™ QAS.

All product enhancements, change requests and defects are logged into the QAS, where they are categorized and assigned to a software engineer for analysis and development. QAS reports on the status of those enhancements, change requests and defects at any time there is a change of status. For example, QAS notifies team members by e-mail when enhancement are assigned to them or new defects are added or when a specific requirement changes.

INTRALOT will provide the Lottery full access and detailed reporting of all hardware/software change requests through this change-tracking tool.

INTRALOT agrees to provide software and Systems engineering support with quarterly releases for System changes and will provide the onsite staffing positions to meet this requirement. The Lottery and INTRALOT will jointly review and verify LOTOS™ O/S functional requirements upon notice of intent to award a contract. We will draft written System Functional Specifications for each area of the System that the Texas Lottery wants to enhance and then facilitate a set of final functional specifications in group meetings with the Texas Lottery.

To accomplish the successful development of system enhancements and defect repair, INTRALOT follows Carnegie Mellon's Software Configuration Maturity Model software development processes. The following graphic depicts the waterfall software development processes that are followed to provide a repeatable high quality software delivery to the Lottery.

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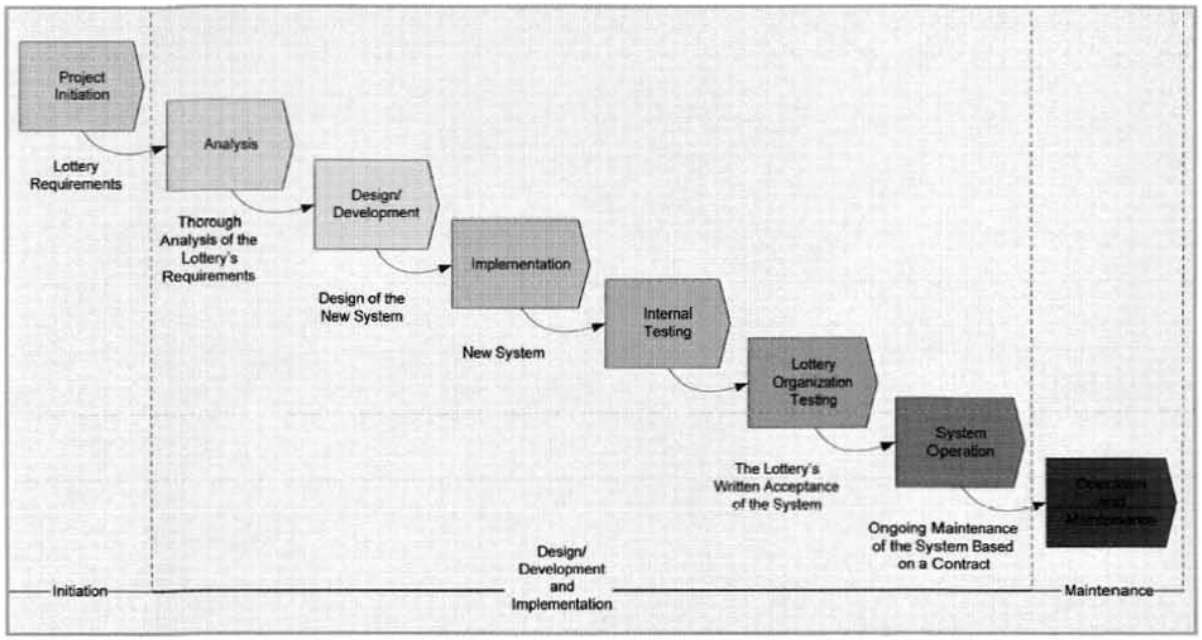

Based on the preceding diagram, the project starts with the "Project Initiation" phase, continues with the "Design/Development" and "Implementation" phases where the greatest amount of effort is made and concludes with the "Maintenance" phase. All phases are supported by our company's ISO9001:2000 certified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

Customer Change Request Form (CCRF) initiates the software change process. The CCRF data is entered into Test-Tracker described below, allowing our LOTOS™ QAS tool to control the change process.

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Procedures utilized during a change are dependent upon the magnitude of the changes. The following documentation sets are artifacts of the quarterly system software development projects:

- Customer Change Request Forms
- Software Faults and Failures Reports
- Change Request Project Plan
- Software Requirements Specifications
- Software Functional Specifications
- Software Design Specifications
- Test Plan
- Test Cases
- Checkpoint Release Form
- Installation Plan
- Lottery Approval/Acceptance Form

System/Software Error Correction

After initial delivery of LOTOS™ O/S, the Lottery and INTRALOT will coordinate the development/implementation of new games and/or promotional activities, modifications to existing games and defect corrections.

The following software maintenance flow illustrates the details the software maintenance procedure for software/functionality amendments, defect corrections, and development of new application features.

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3. The Proposer must describe the proposed test environment and access for conduction QA and UAT.

Quality Assurance Test Environment

INTRALOT will build a quality assurance test environment consisting of a server with all the associated software that is hosted on the production systems. A complete test network environment will communicate with at least one of every type of lottery equipment deployed in Texas set up in a production like environment:

- Terminals, scanners and printers
- Instant ticket vending machines
- Computer room control station
- Trusted Terminals
- Check printers
- Routers
- VSAT systems
- Test AIX LOTOS™ O/S server

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The QA test environment would be physically separated from the operational system environment in a security area that is accessible only by staff and lottery personnel authorized to have access. INTRALOT programmers will be able to access the test systems remotely or locally. Special test online ticket stock and test only check stock would be used rather than production consumables. Production bet slips would be used for testing.

Quality Assurance Testing (QA) is the second to last step of the overall system testing and validation process and is performed by INTRALOT the Test System, in order to test all the new functionality in a production like environment. It involves a series of technical, functional, performance and other tests involving testing of end-to-end processes, testing of business processes and the conduction of stress, capacity, performance, failover and anomaly testing.

User Acceptance Test Environment

When the INTRALOT in-house acceptance testing is completed, the deliverables are uploaded to the independent Lottery test environment for the Lottery's testing for the User Acceptance Testing (UAT). The dedicated Lottery Test System, which is described, included a configuration diagram and Bill of Materials in ***Section 7.6*** will be used for UAT.

The Lottery's UAT environment can be located either in INTRALOT's facility or in the Lottery's facility. The UAT environment would be a duplicate of INTRALOT's test facility with the exception that the UAT Test LOTOS™ O/S server, the computer room control station and associated network equipment would be at the same secure location as the INTRALOT QA Test LOTOS™ O/S server. The UAT test environment should also be accessible only by INTRALOT staff and lottery personnel authorized to have access. Special test online ticket stock and test only check stock would be used rather than production consumables. Production bet slips would be used for testing.

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

User Acceptance Testing that is performed would be based on the Lottery's Acceptance Test Plan and a set of test scenarios and test cases. During this testing, defects are reported by the Lottery and evaluated by INTRALOT. Any new software developed or modified as a result of defect resolution would first undergo QA testing then return to the UAT environment for Lottery acceptance testing.

Upon successful completion of this testing phase, the System is certified for release by the Lottery to be later elevated into production environment. The output of the UAT process is the Customer Acceptance Certificate, which authorizes the operation of the software in INTRALOT production systems.

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The following needs to be in place prior to executing the Lottery's initial UAT:

- Lottery testing personnel have been trained.
- The UAT and QA Test Systems have successfully completed the Factory Acceptance and On-site Testing and are ready for UAT. This step is completed upon Lottery notification by the Technical Project Manager.
- The Test Plan has been accepted by the Texas Lottery and/or the Independent Certifying Authority.
- Test Scenarios and Test Cases to be executed have been accepted by the Texas Lottery.
- UAT procedures have been communicated and accepted by the Texas Lottery.
- Completion criteria for UAT have been accepted by the Texas Lottery.
- Lottery's personnel that will perform testing are available.
- Relevant documentation has been delivered to the Lottery.
- Test data has been prepared and is available.

Release to the Production System

Following successful completion of the Texas Lottery User Acceptance Testing including receipt of the Lottery Approval/Acceptance Form, the new software is installed on the Central System.

Test Script Development

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

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

The Test Plans and Test Cases are prepared after the Functional Requirements have been specified and signed by the Lottery. The Test Plans and Test Cases are used internally by INTRALOT. They are validated and improved throughout the testing process. They are delivered to the Lottery for use during the Lottery's User Acceptance Testing.

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Acceptance Test Plan Overview

The Acceptance Test Plan defines how the testing process is conducted and managed. It includes testing objectives, schedule, responsibilities, resources, procedures and assumptions. INTRALOT"s Acceptance Test Plan includes the following information:

- Test Objectives: identifies the categories of tests that are to be included in or excluded from the Acceptance Test (IN/OUT of Scope). Test categories include the following:
  - Process Testing: to exercise the processing logic of the System to expose errors in data base updates, calculations and edits and to ensure that the System delivers all functionality described in the Specification document.
  - Interface Testing: to uncover errors associated with external module interfaces.
  - Volume Testing: to subject the System to the volumes of data expected during production.
  - Storage Testing: to allocate production size data stores to verify job run procedures.
  - Recovery Testing: to test system Back-up/recovery procedures.
  - Security Testing: to ensure that the System security meets the specifications.
  - Conversion Testing: to ensure that existing data is converted correctly.
  - Human Interface Testing: to ensure that the human interface (screens and reports) is usable, consistent and adheres to standards.
  - Documentation Testing: to ensure that the documentation (including help text) is accurate.
  - Forms Testing: to test the forms and procedures to be used in production.
- Test Schedule: a list of high-level test activities together with expected start and completion dates.
- Responsibilities: identifies the members of the Testing Team and their respective responsibilities, including both Lottery and INTRALOT team members.
- Resources: identifies the personnel, hardware, software and data requirements, in order to successfully perform testing.
- Procedures: describes the procedures followed in preparing test cases and test data, for conducting tests and verifying the test results. Major procedures that need to be defined in the Acceptance Test Plan are:
  - Test cases and test cycles preparation
  - Test Execution and Issues Handling
  - Transfer from Test to Production environment
  - Change Request Management
- Assumptions: documents the assumptions made in preparing the Test Plan.
- Acceptance Criteria: specifies the specific criteria which, if met, will render the System as being "accepted". These criteria are usually specified in the contract and require that no major issues of specific severity exist, before the System can be transferred into production.
- Test Cases/Cycles Overview: contains a list of the test cases, brief description and purpose of each test and expected outcome.

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Test Cases Overview

Test cases verify that single functions execute correctly by introducing inputs that produce predetermined outputs. A test case describes a specific isolated feature of the System as it is accessed or introduced through a specific component. A series of test cases often validate sets of software and hardware operations. Some test cases depend on the success of preceding test cases (inter-case dependencies) while others do not.

The test cases can create series of operations that feed to data successive test cases. As an example, the test case for wagering on one or more games must be executed (successfully) several times in order to create input data for a test case involving the find winners procedure and payout of winning tickets.

Successful completion of multiple days of system operations in a production like environment and a comprehensive set of test cases should prove to the Texas Lottery that the System is stable, robust and powerful enough to handle the start-up of our System.

Test System Availability

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

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

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7.8 System Security

System security encompasses the activities associated with maintaining physical and logical security of all Lottery Gaming System components (hardware and software), including, but not limited to, data and virus protection, and access control. At a minimum, these activities must be maintained in compliance with Texas Lottery Security requirements as defined by Title 1, Texas Administrative Code, Chapter 202 – Information Security Standards (Title 1 TAC 202). The following table identifies System security requirements.

Table 53 System Security

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 52 System Security Requirements and the service level requirements under Table 54 System Security Service Levels.

2. The Proposer must provide an overview of its System Security Plan.

Security is the very essence of our Industry and our Business

Every system, facility and asset associated with the total operation must be considered to protect the integrity of the Texas Lottery and sustain public confidence.

Security is associated with protecting information, people, facilities, products, processes and other assets from unauthorized access, use, disclosure, disruption, modification or destruction. While protection of people, facilities and product lies primarily with aspects of physical security, protection of confidential information is not only a business requirement but also an ethical requirement. INTRALOT's Security Management Process is completely integrated with the rest of our ITIL processes.

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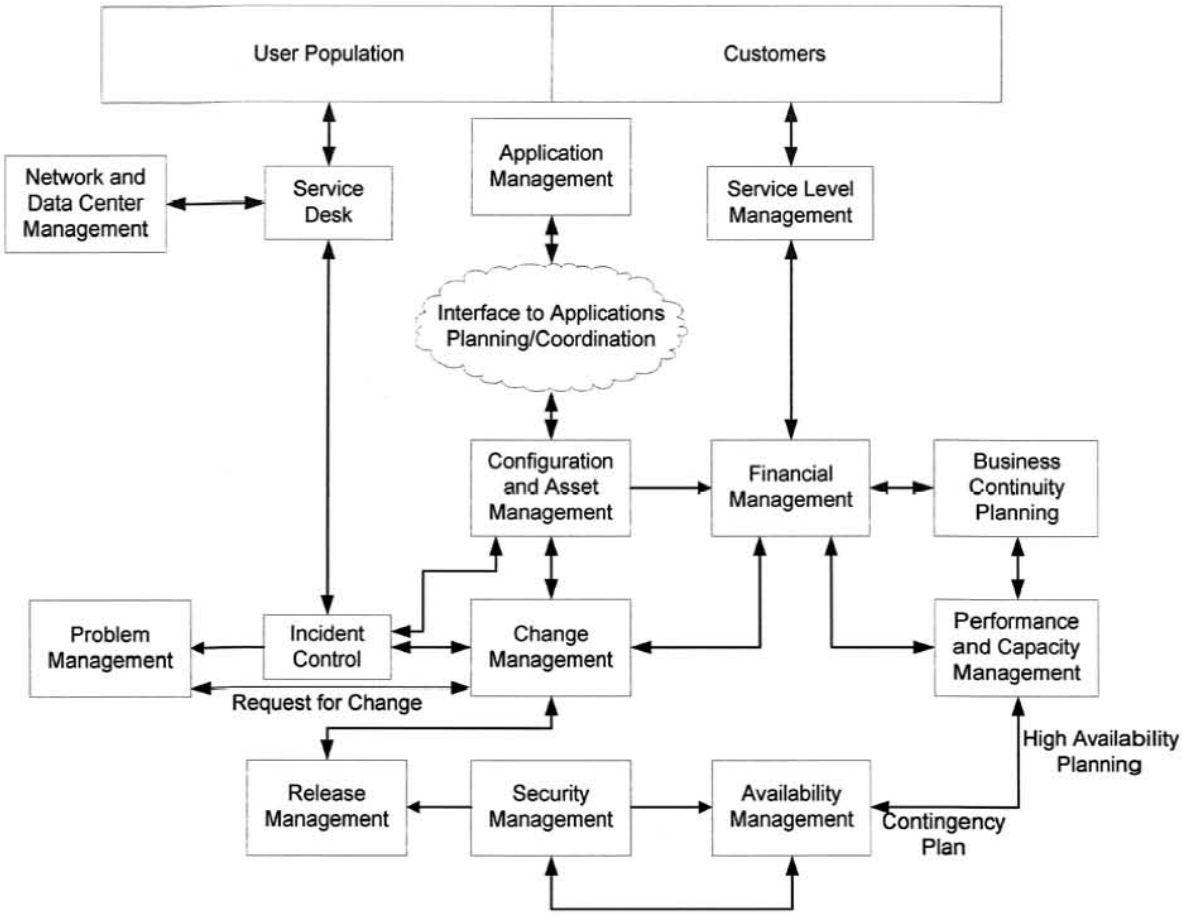

Relationship between Security Management and the other ITIL Management Practices

SECURITY is the very *heartbeat* of our industry and our business. Security encompasses every facet of the Texas Lottery and INTRALOT's operations. Every system, facility, employee, procedure and asset associated with lottery operations must protect the integrity of the Texas Lottery and sustain public confidence. INTRALOT follows the ISO/IEC 27002:2005 security framework to plan and manage our end-to-end Security Management processes and systems.

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ISO/IEC 27002:2005 is an information security standard published by the International Organization for Standardization (ISO) and by the International Electrotechnical Commission (IEC). ISO/IEC 27002:2005 identifies the following security risk assessment elements:

- security policy
- organization of information security
- asset management
- personnel security
- physical and environmental security
- communications and operations management
- access control
- information systems acquisition, development and maintenance security
- information security incident management
- business continuity management
- regulatory compliance

INTRALOT's worldwide experience as both a Lottery operator and supplier has provided the knowledge, technology and procedures to address every requirement to deliver a totally secure end-to-end solution. Security Management is one of the main best practice areas of ITIL and it is critical to managing lottery services. Physical security measures limit access of unauthorized untrusted people from business information, business property and information processing technology. Technical security measures provide security in the computer room, the network and the retailer's terminal. Procedural security measures describe how the staff is required to act in particular cases. Security awareness should be part of every employee's initial training. Security audits should be conducted whenever business continuity assessments and disaster recover planning is conducted.

INTRALOT employs defense in depth with concentric levels of security to protect our people, our client's products, our technology and our information. The following graphic shows that our Security Management Process begins with physical and environmental security in our facilities. These concentric layers of security are grouped into physical controls, administrative controls and logical controls.

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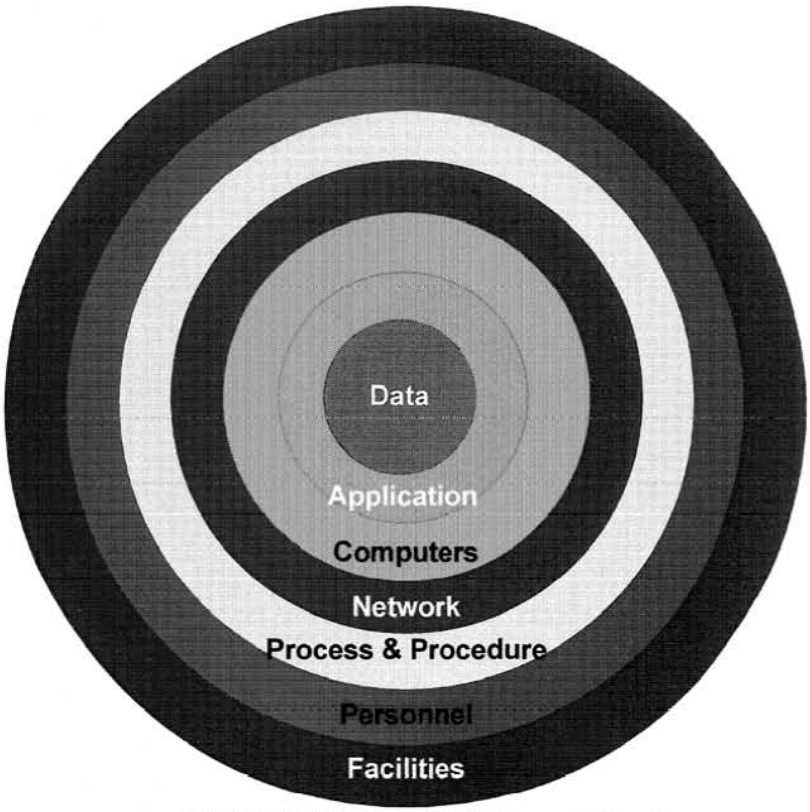

INTRALOT's Security Defense in Depth

INTRALOT's comprehensive security plan demonstrates the broad scope of our total security solution, which articulates:

- Personnel Security Practices – minimizing risks due to the quality, knowledge, and restrictions placed on personnel resources
- Physical Security – safeguards in place to harden, control access to/from, and monitor physical facilities
- Data Security – control of sensitive data through *least privileged* access, encryption measures, and archive/destruction procedures
- Systems Security – controlling access to and the hardening of the gaming system to minimize exposure
- Telecommunications Operational and Physical Security – controlling and the hardening of communications and physical security
- Terminal Security – protection of the terminal from malicious intent and unauthorized access
- Telecommunications Access Security – controlling access to and the hardening of telecommunications technology
- Applications and Data Security – controlling access to and the hardening of system applications and data

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- Patch Management – processes for testing and implementation of patches to hardware and software
- Incident Response – procedures for recognition training, reporting, and escalation
- Protection of Software and Other Copyrighted Materials – safeguarding valuable soft assets through least privileged access, proper storage, and effective backup plans
- Plan Evaluation
- Security Awareness and Training
- Plan Maintenance

INTRALOT has extended experience in the gaming industry and is fully aware that Information Security is a complex field that requires a clear understanding of specific customer needs, followed by the deployment of specific methodologies towards the implementation of effective secure solutions. INTRALOT adopts a holistic security philosophy. This philosophy considers all parameters of the lottery environment, including technology, organizations, legal frameworks, cultures, human capital and internal procedures in a combined and correlated way. Within this frame, INTRALOT ensures that information is always secure throughout its gaming systems, ranging from data submission and processing to its storage and access, whether this is performed by Information Technology (IT) systems or by humans. Unique in the lottery industry, **INTRALOT's lottery gaming system has never been breached.**

INTRALOT currently maintains security plans for all of its customers. We have also successfully implemented security practices in dealing with more than 50 other Lottery customers. We fully understand, as a vendor and lottery operator ourselves, the critical nature of security and its role in ensuring the integrity of Lottery operations.

INTRALOT's experience has shown that the following factors are often critical to the successful implementation of information security within an organization: In order to realize its philosophy, INTRALOT is following a methodology that addresses security in a holistic manner. The methodology consists of the following:

Information Collection: Information is collected for all customer-specific information security parameters, including:

- The Lottery System technical and procedural information.
- The legal and compliance requirements.
- The organizational structure.
- Human Factor and Usability issues.
- The business processes and culture.

- **Business Impact Analysis:** The impact from the realization of a possible security incident is estimated at a business level, in order to understand and prioritize security needs per system area. Business processes are bound to elements of the Lottery System and critical assets are identified. This part of the process embeds information security in the Lottery Business itself, taking into account the human factor, organizational and procedural issues.
-
- **Risk Assessment:** Each Lottery System, when created for a customer, goes through a risk assessment process in order to identify possible vulnerabilities and risks, depending on the

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customer specific requirements. The risk assessment process is conducted at a technical and procedural level building security within the system, as international best practices dictate, and not patching security around it at an ad hoc manner. This provides a benefit to the customer, who receives a customized security solution embedded in the Lottery System. The risk assessment process is based on a Lottery Specific Threat Model that analyzes the system in terms of a number of Lottery-specific attack scenarios.

INTRALOT will conduct annual risk assessments that consist of:

- Identification of assets and estimating their value.
- Conducting a threat assessment. Including: Acts of nature, acts of war, accidents and malicious acts originating from inside or outside the organization.
- Conducting a vulnerability assessment, and for each vulnerability, calculate the probability that it will be exploited. Evaluate policies, procedures, standards, training, physical security, quality control, technical security.
- Calculate the impact that threats would have on assets.
- Evaluate the effectiveness of the control measures.
- Identify and recommend appropriate control improvements.

Disaster Recovery Plan

INTRALOT will develop a comprehensive Disaster Recovery Plan and it will be tested by operating out of the backup data center on a quarterly basis. Disaster recovery plans answer the following questions:

- Should a disaster strike, what are the first few things that I should do?
- What parts of my business should I recover first?
- How soon should I target to recover my critical business units?
- What all do I need to recover the business?
- And where do I recover my business from?
- But once I do recover from the disaster and work in reduced production capacity, since my main operational sites are unavailable, how long can this go on?
- Now that I know how to recover my business. How do I make sure my plan works?

Security Management Plan, Processes and Procedures

INTRALOT's security expertise comes from years of creating end-to-end security for some of the largest lotteries in the world. INTRALOT stays abreast of the latest and emerging threats to gaming system technology and information technology in general. We fully understand how questionable security implies questionable lottery integrity and how that can crush a lottery's ability to deliver money for good causes.

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INTRALOT designs and runs its lottery Security Management processes in accordance with the Software Engineering Institute at Carnegie Mellon University defined characteristics of effective security governance. These include:

- An enterprise-wide approach
- Leaders are accountable
- Security is viewed as a basic business requirement
- Risk-based
- Roles, responsibilities, and segregation of security duties is defined
- Security is addressed and enforced in policy
- Adequate resources committed
- Staff are aware and trained
- Security is a system development life cycle requirement
- Security must be planned, managed, measurable, and measured
- Security must be regularly reviewed and audited

In order to ensure maximum security in its implementation and operations projects, INTRALOT follows a methodology that addresses security in a holistic manner. Consecutive steps/tasks of this methodology include:

- Information collection on customer-specific security parameters, including:
- Technical and procedural information for the gaming system
- Legal and compliance requirements
- Organizational structure
- Human factor and usability issues
- Business processes and culture
- Security analysis:
    - Business Impact Analysis: The impact from a possible security incident is estimated at a business level, in order to understand and prioritize security needs per system area. Business processes are bound to lottery system's elements, while critical assets are identified.
    - Risk Assessment: Each lottery system, while being implemented for a customer, goes through a risk assessment process in order to identify possible vulnerabilities and risks, taking additionally into consideration each customer's specific requirements. The risk assessment process is conducted at a technical and procedural level at the dedicated security labs of INTRALOT.
    - Security design: Security controls per system area are defined, while system's security architecture is designed, both at technical and procedural level.
    - Security development and implementation: The security controls are developed and the Information Security Management System (ISMS) is created, including security policy and procedures.

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- Security evaluation / testing: During development and implementation, as well as after system installation completion, the lottery system is tested in terms of security in order to ensure that all security controls are operating properly. Testing includes post-vulnerability assessments and policy compliance checks according to the lottery-specific threat model. If necessary, improvements take place in order to address the results of testing.

A detailed security plan encompassing physical, administrative and logical controls will be developed and delivered before the lottery gaming system goes live. That plan will document the relationships between our layered approaches to overall security, roles and responsibilities and it will include the disaster recovery plan.

The overall objective of the Security Plan will be to clearly define the security policies, procedures, and systems that need to be in place to preclude any negative impact to your lottery business. After initial implementation we will performing a business risk analysis and evaluate our combined and separate processes, systems and facilities for security vulnerabilities. Potential threats to the gaming systems, products and facilities whether physical or logical, will result in remediation and security measures designed to prevent even the possibility of a breach.

The Sarbanes-Oxley Act of 2002 (SOX). Section requires publicly traded companies to assess the effectiveness of their internal controls for financial reporting in annual reports they submit at the end of each fiscal year. INTRALOT's lottery gaming systems support Sarbanes-Oxley Act requirements.

For INTRALOT, information security includes not only the development and testing of secure systems, but also the secure exchange and storage of customer's information. The business, financial, technical, organizational information of the customer are handled according to the ISO 27001 / WLA SCS 2006 certified INTRALOT's security policy. Having recognized the demanding information security needs of the lottery sector and in order to apply strictly its security policy, INTRALOT has created a dedicated Information Security Unit. This Unit consists of recognized professionals in the field and highly trained security engineers, having the following responsibilities:

- Continuous analysis of the lottery sector information security field, through research and development projects
- Continuous security testing of INTRALOT's products in dedicated labs
- Analysis of customer specific security requirements
- Design of security controls for INTRALOT's products, customized per customer
- Design and implementation of custom information security management systems per customer needs

INTRALOT's methodology does not end after the lottery system is deployed in a production environment. The ISMS of the lottery system conducts regular audits and information security monitoring and testing in order to achieve continuous high level security.

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- **Security design:** According to the results of security analysis, security controls are selected and the security architecture of the system is designed at a technical and procedural level, in a customer specific manner. Security controls are specified and designed per system area. Production Gaming systems, all processing and network communications are firewalled from all other business processing and the internet. Programmers do not have access to the operational software from outside the data center unless they have special permission for resolving a current technical issue. Even with special permission, connectivity sessions for programmers are turned on and off and positively controlled manner monitored by management.

Trusted Computer System Evaluation Criteria (TCSEC) is a United States Government Department of Defense (DoD) standard that sets basic requirements for assessing the effectiveness of computer security controls built into a computer system. The TCSEC was used to evaluate, classify and select computer systems being considered for the processing, storage and retrieval of sensitive or classified information. INTRALOT's Oracle database is rated C2 by TCSEC. C2 ratings imply application of significant controlled access protection including:

- Discretionary Access Control (DAC) capable of enforcing access limitations on an individual basis
- Individual accountability through login procedures
- Audit trails
- Object reuse
- Resource isolation
- **Security Development and Implementation:** The security policy, security controls and security procedures are developed within the Lottery Gaming system as the Information Security Management System (ISMS). Security is implemented at a technical level by configuring the security controls of the system and at a procedural level by enforcing the Security Policy.

As the only international Gaming Systems vendor being certified according to ISO 27001 / WLA SCS 2006, INTRALOT has the privilege to ensure built-in customer-specific security in the applications it develops. Primarily based on the specifications of WLA SCS 2006, INTRALOT has created a framework that incorporates security controls in all the phases of software development from requirements analysis, to code specifications, design, development, implementation and testing. More specifically the application development team of INTRALOT deploys the following:

- Security requirements analysis and specifications based on a specific threat model. The threat model incorporates specific attack paths from root (threat by the realization of an attack) to cause (possible software vulnerabilities), identifying all state of the art and lottery-specific ways to attack an application.
- Design, development and implementation taking into account the appropriate security controls for addressing all attack types of the threat model.
- Testing in all phases of the software development lifecycle for ensuring that possible vulnerabilities are addressed, by deploying a combination of methods and tools indicatively including:
    - Automated source code analysis for security vulnerabilities.

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- Manual source code review.
- Automated, manual and combined runtime vulnerability assessments.

INTRALOT's framework for secure software development is enriched by several international best practices, such as:

- the Secure Coding Standards of the US Carnegie Mellon based Computer Emergency Response Team Coordination Center (CERT CC)
- the US-NIST Special Publications 800 series for security
- the SANS institute secure coding publications and threat models
- the ISACA auditing standards for software development

It is important to highlight that INTRALOT's Information Security Management System, certified according to ISO 27001/WLA SCS 2006, not only includes the above framework for protecting the System against the introduction of intentional or unintentional malicious code. It includes all the necessary procedural controls for ensuring the whole development process, including segregation of duties, personnel screening, isolation of testing, development and implementation environment, physical security in the development lab, as well as all the WLA controls for protecting customer information, including the application that is delivered. These controls ensure the integrity of the code as well as protect the code from malicious entries.

The key elements of information security are confidentiality, possession, integrity, authenticity, availability and utility.

- Confidentiality is used to prevent the disclosure of information to unauthorized individuals or systems. Our systems enforce confidentiality by encrypting data during transmission, by limiting the places where it might appear and by restricting access to where it is stored.
- Integrity requires that data cannot be modified without authorization. Integrity is violated when an employee maliciously or unintentionally deletes important files, when a computer virus infects a system, whenever a user or another system can make unauthorized changes to information or programs.
- Availability means that the systems and information on the systems must be useable when needed. Availability is violated when system operations are disrupted due to power or communications outages, hardware failures or when someone storms a web interface preventing normal services.
- Non-repudiation means that a party to a transaction cannot deny that they participated in a transaction.
- Authenticity ensures that data, transactions, communications and documents are genuine. Additionally, authenticity validates that both parties involved in transactions are who they claim to be.
- Information Technology Risk Management is the process of identifying vulnerabilities and threats to the information resources used by an organization in achieving business objectives and deciding what countermeasures to take to reduce risk to an acceptable level.

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- **Security Evaluation / Testing:** During and after initial development and implementation, the Lottery System undergoes security testing to ensure that all security controls are operating properly. Testing includes post-vulnerability assessments and policy compliance checks according to the Lottery-specific threat model. If necessary, improvements take place in order to address the results of testing.

INTRALOT's methodology does not end after the Lottery System is deployed at a production environment. ISMS provisions regular audits and continuous information security monitoring and testing of the Lottery Gaming System in order to achieve the highest level of security.

It is the responsibility of ISMS to ensure that all security functions and features are in place and operational at both the corporate and site levels. The Security Management function includes, but is not limited to Organization of Information Security, Asset Management, Human Resources Security, Physical Security, Communications and Operations Management, Access Control, Information Systems Acquisition, Development, Maintenance, Information Security Incident management, Compliance and plans for Business Continuity.

3. The Proposer must describe the physical and logical security components of the Lottery Gaming System. At a minimum, this must include an overview of the policies and practices to prevent, detect, and resolve security incidents. In addition, the Proposer must demonstrate experience, ability, and intent to meet security requirements.

Security is one of the key elements that differentiate a gaming system from a retail point of sales information system. High Security is a critical factor not only for the system itself, but also for the business and the survival of the organization as a whole. A potential security breach could have a significant financial impact on the gaming operation and potentially damage its image, reputation and credibility.

The security procedures and processes that INTRALOT performs follow a set of security mechanisms that are based on ISO 27001 / WLA SCS 2006 standards. These procedures and processes include the following example security procedures which are described in the draft Security Plan at the end of this section:

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Examples of SECURITY PROCEDURES
Physical security
Staff awareness
Contingency planning
Information protection
IT security policy and IT security management
IT access control, IT physical & environmental controls
Risk reduction
Networks & telecommunications
Desktop security policy
Human resources

Physical and Environmental Security (Physical Controls)

Physical security protection is based on defined perimeters and achieved through a series of strategically located barriers throughout the buildings. Each level of physical protection has a defined perimeter, around which a consistent level of security protection is maintained. Physical security is monitored 24 x 7 by strategically placed security cameras and during normal working hours by staff assigned physical security responsibilities. Electronic security badges are required for authorized personnel to pass physical security barriers without escorts.

Physical controls monitor and control the environment of our work place and computing facilities. They also monitor and control access to and from such facilities. Facility Security includes physical security against intrusion and safety for our employees, the employees of our clients, and authorized visitors. The first element in physical security is that access from the outside is limited to monitored entryways. The main entryway will be manned by reception personnel at all times during normal working hours. INTRALOT facilities will have multiple exclusion areas within each facility with electronic door locks preventing access to anyone without a need for access to those areas.

Physical and environmental security actions will include:

- There will be separate exclusion areas preventing personnel without the need for access for the following INTRALOT facility spaces:
  - the computer and network control rooms
  - computer and network equipment rooms
  - Instant Ticket Warehouse
  - Instant Ticket Returns Warehouse
  - Instant Ticket Destruction Warehouse
  - Consumable Warehouse
  - Lottery staff offices
  - INTRALOT staff offices and management offices
  - Quality assurance testing room
  - Software development offices

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- Security cameras will record on a twenty-four hour basis activities in all of INTRALOT's facilities in Texas:
  - the parking lots
  - the reception area
  - the computer and network control rooms
  - computer and network equipment rooms
  - Instant Ticket Warehouse
  - Instant Ticket Returns Warehouse
  - Instant Ticket Destruction Warehouse
  - Consumable Warehouse
  - Each entryway door to the exterior of the facility.
  - All loading docks
- Fire suppression equipment, fire detection systems and fire alarm systems will be appropriate for dealing with the types of fires and equipment resident in each space.
- Each INTRALOT facility will include an uninterruptable power supply capable of operating the entire facility for a period of 24 hours. The main computer facility and the call center will have sufficient fuel capacity to operate for 24 hours without refueling.
- Commercial electrical power and communications tail circuits for the call center and the data center will be redundant preventing loss of service by a single point of failure.
- Each equipment room will have sufficiently redundant HVAC equipment to maintain optimum temperatures at any time of the year.
- Key employees will be trained in first aid, cardio pulmonary resuscitation and the use of defibrillators so they can deal with first aid emergencies if needed until emergency medical technicians can arrive and take over.
- Other than the security camera system, photos of the internal spaces of INTRALOT facilities will be prohibited without express permission from the Lottery.

Personnel Security (Administrative Controls)

Many users access the gaming system throughout the course of a day. These users may be INTRALOT Operations or maintenance personnel, Lottery employees, or other State agencies. Other entities may have access to portions of the overall gaming system such as telecommunications providers and retailer personnel on the fringe of the network. For this reason, the largest point of exposure is the day-to-day user.

Users are screened, quantified as to what they may have access, trained in physical and information security, and conscious of their responsibilities in regards to operations security.

INTRALOT will employ a trained security professional to lead our Security Management Program. Our key Security Management employee will be a Certified Information Systems Security Professional. They will develop detailed security procedures and training for all INTRALOT Texas employees. All employees will receive annual security training in all aspects of INTRALOT's security program. All INTRALOT facilities will be ADA (Americans with Disabilities Act) compliant.

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All personnel must be authorized by the Lottery to work in INTRALOT spaces and all must have successfully completed the Texas Lottery security screening process. All INTRALOT employees and Intralot subcontractors in Texas will be issued an electronic badge with a photo that will allow them to enter spaces to which they have been granted access.

With the exemption of police, fire or emergency medical personnel no visitors will be allowed into any INTRALOT facility without authorization from the Texas Lottery. All requests for visitor authorization will be submitted at least 24 hours prior to the visit.

Processes and Procedure Security (Administrative Controls)

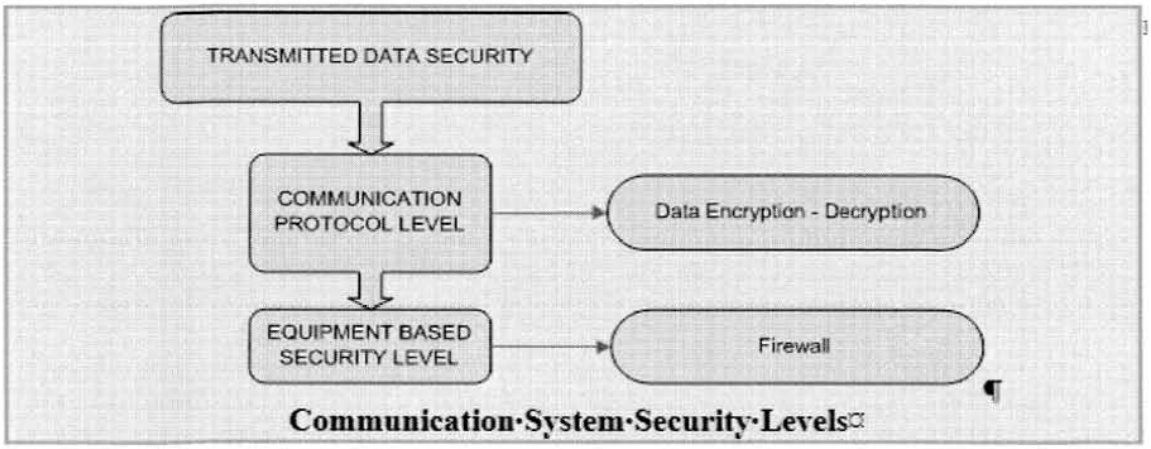
INTRALOT"s administrative security controls consist of risk assessments, disaster recovery plans, security plans, policies, procedures, and governance. Our administrative security controls form the framework for safely running our business and managing our people. They inform our employees on how our business is run and how day to day operations are to be securely conducted.

Logical Security Controls (Computers, Networks, Applications and Data)

INTRALOT network security levels are organized as follows:

Communication Protocol Security Level –The communication process is based upon protocols performing encryption of transmitted data, ensuring data confidentiality and integrity.

Equipment based security level –The network will utilize firewalls and intrusion detection systems, in order to assure integrity, confidentiality and availability of data transactions between the Central System and Lottery Terminals.



Communication·System·Security·Levels

The aforementioned structured security approach assures that all transaction security criteria are met, and defines a structured method for designing the telecommunications infrastructure.

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Not released

Contingency Planning

Plans are in place in the event that our facilities, our data, our systems or our networks, our primary resources to fulfill your operational requirements become unavailable or unusable for any reason.

Information Protection – Data Security

Procedures and processes are in place to prevent and detect the introduction of malicious software or corrupted data to safeguard the integrity of data and provisions are made for the production of back-up files and their physical security.

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IT (System) Security

System security functions and requirements, including the need for fallback processing, will be identified and reviewed at the requirements phase of the implementation project and justified, agreed and documented as part of the overall business plan.

Access Control

Formal procedures will prevent unauthorized access and control allocation of access rights to services, systems, and networks. Procedures will cover all stages in the life-style of user access, from the initial registration of new users to the final de-registration of users who no longer require acccss.

Risk Reduction

A Risk Assessment will be performed in order to validate our best practice security management practices. A management framework has been established to initiate and control the implementation of the Operational Security Plan within the organization

Network and Telecommunications Security

Access to communications networks will be controlled by business requirements for the LAN/WAN, communications circuits, and devices that provide network access, routing, and security features.

Desktop Security Policy

INTRALOT has a "Clear Desk Policy" for sensitive papers, CDs and diskettes in order to reduce the risks of unauthorized access, loss or and damage to information outside the normal working hours. Our desktop security procedures require signing out of sensitive systems when not at one's desk if that desk is in an uncontrolled area.

Human Resources

Security roles and responsibilities are included in job descriptions, where appropriate. These include any general responsibilities for implementing or maintaining security policy, as well as any specific responsibilities for the protection of particular assets, or for the execution of particular security processes or activities.

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Examples of Security in Practice

Software Development and Quality Assurance Control

INTRALOT does not develop software or perform quality assurance testing activities on any production systems, nor on the Lottery Testing System. INTRALOT always employs separate Development and Quality Assurance (QA) System(s).

INTRALOT has implemented controls and procedures to ensure that source code libraries and software development tools only permit authorized personnel, including software and support personnel, to make revisions. INTRALOT uses tools such as Visual Source Safe, Software Checksums, comprehensive software release notes, intranet web sites for systems operations and security procedures, software release version management, and our own in house developed applications for tracking system revision requests. We have an extensive QAS system which tracks and provides assistance with User Acceptance testing including documentation for resolution of problems found in testing.

INTRALOT has established and maintains a strict version and change control methodology, which will be used throughout the initial implementation, enhancement and maintenance of the software throughout the life of the contract. Through the use of version control software, programmers have access only to software and software projects to which they are associated. Our version control software ensures only one programmer may make modifications to a module at a time. A complete change history, including changes made, date, and programmer are also maintained.

Our programmers receive passwords to the Development System based on procedures developed by our system administrators. Access is restricted to functions and software required for these personnel to complete their work. Developers do not have access to sensitive production data unless approved by the Lottery in order to investigate specific problems and then this access is strictly controlled and monitored.

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Retailer Training Security

Stand-alone terminals will be provided for System conversion training at locations throughout the state. The terminals can be networked to our simulator program which allows the terminals to emulate a 'production' mode. Using the simulator during the centralized training sessions, the trainees can experience functionality that emulates the live environment. The terminal also has the ability to operate the training mode independently of the Central Site.

All printers on the training terminals will have ticket stock in them that reads VOID NOT FOR SALE on it at every few inch intervals.

Training that is conducted at a retailer location or at the Training Facility will be performed while the terminal is in training mode.

All tickets generated in training mode have a message on them "Training – Void Not for Sale". Training mode transactions can be logged and tracked through LOTOS™ O/S and the logs can be reviewed by the Lottery upon request.

Training terminals will also be made available at the Lottery and provided to key account chain headquarters and other locations as required by the Lottery. Additional supplies and materials, such as play slips, training ticket stock, training hand-outs and other user reference material will be supplied by INTRALOT for both System conversion and on-going training sessions.

All ticket stock that is used for training purposes complies with MUSL standards; it is markedly different then live ticket stock. There is no serial number, and "Training – VOID Not for Sale" is printed on training mode generated tickets, receipts and reports. However, regardless of these differences, all training ticket stock is maintained in a secure location, both in the warehouse and in the Training facility, and tickets that are produced during training are destroyed after each session.

Tickets that are produced in training mode cannot be cashed. Terminals and all of the associated peripheral equipment are kept in a locked transport vehicle before setting up and after breaking down at each training locations. While on-site to conduct centralized training, all equipment is in a locked room to which only authorized personnel have a key. Additionally, ticket stock is secured in a separate locked container and locked up each evening in the transport vehicle or in a designated trainer's hotel room.

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Ticket Stock - *iSecure*

The ticket stock proposed by INTRALOT is MUSL approved and already in use at other customers in the U.S. To enhance the MUSL security standards for ticket stock further, INTRALOT also provides a dual-security feature for validating the authenticity of a winning ticket that eliminates the need to keep and send in sign-on tickets. INTRALOT is currently using this feature in all of its U.S. Lottery operations, where each Lottery has eliminated the need for printing and saving a sign-on ticket.

Ticket authenticity can be verified by Lottery Security via the use of any PC containing INTRALOT's ***iSecure*** application. INTRALOT will provide the ***iSecure*** software to the Lottery and support it as may be required by the Lottery. INTRALOT's U.S. Lottery customers have gone on record saying that the ***iSecure*** application is much easier to use and definitely more secure than the methods offered by our competitors. INTRALOT can provide evaluations that document this should the Lottery desire.

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Confidentiality Claimed
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Not released

Duplicated Tickets

Tickets cannot be duplicated on terminal equipment in the INTRALOT System because the LOTOS™ System will not issue a duplicate serial number. Each ticket print process depends on a response from the Central Site to the retailer terminal, where a central system generated serial number is combined with numbers generated locally by the terminal and incorporated into the unique ticket number for that transaction before printing can be completed. Immediately after the terminal has successfully printed the ticket, the ticket's unique serial number is sent back and stored on the Host as a final security measure. After completing the printing of a ticket exchange, cancel, validation, or report, the print buffer are filled with blanks so that even if the terminal lost power or

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connectivity with the central system or the central system went down, duplicate or phantom tickets cannot be printed. If a printer failure resulted in successive PRINT commands being executed, the second command would produce a blank-filled ticket and not a duplicate of the first ticket. A low-paper sensor on the printer ensures that only complete tickets are printed because the retailer must change roll stock before the printer actually runs out of paper.

Segregation of Duties

LOTOS™ O/S combines operating system security, database security, network security and application security to limit access and functionality to only the personnel that are needed to perform a job function. INTRALOT will work with Lottery Security to appropriately define system access for INTRALOT and Lottery personnel, which will include:

- Segregation of duties
- Need to know
- Super User restrictions

On-Line Games Drawing Controls

Drawing closure is configured in advance and executed automatically, or manually commanded on an as-needed basis by an authorized user. The LOTOS™ O/S and the Game Draw Management applications are programmed to close the current draw for each game automatically at the predetermined times specified, without any human intervention. The database stores the time and the LOTOS™ O/S scheduling services feature automatically handles game closing procedures for any upcoming drawing. This functionality is a standard feature of the LOTOS™ O/S. It is possible for the automatic drawing closure times of any specific drawing to be manually overridden by authorized Operations staff or authorized Lottery personnel.

Transactions at Close

The LOTOS™ O/S maintains full control of transactions underway at draw close time and is parametrically programmed to allow transactions up to less than one minute before a drawing. The amount of time can be as small as zero or as many minutes as the Lottery desires between draw closure and the actual cut off time for transactions pertaining to the current draw. In addition, because the communications network is instantaneous with high bandwidth and processing speed, it is possible to sell tickets up until seconds before the drawing is held. The System will process all transactions before the game close and apply them properly to the forthcoming drawing. All transactions received after the game close will apply to the subsequent drawing. This is a standard feature of the LOTOS™ O/S.

The LOTOS™ O/S will display Draw Information at game cut-off for all games on the System Console and the Lottery's management terminals as follows: Time of day, Net game pool (sales minus cancels) and Hash total of plays (including cancels).

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Draw processing and balancing procedures are an INTRALOT required standard procedure. INTRALOT will work with the Lottery to fine tune all draw processing, balancing, and reporting procedures according to Lottery and multi jurisdiction organization requirements, including anything required for winning number entry, draw sale balancing, pool amounts, and prize amounts.

INTRALOT's Game Management Software provides security capabilities including dual entry to safeguard critical data such as: special passwords, winning number(s), winning number checksums, prize pool, Jackpot amount, prize amounts, bonus numbers, bonus payouts, and pay authorizations. Dual entry is accomplished through two different management terminals whose results are verified to be the same before allowing the process to continue. All attempts, whether successful or not, are logged. This applies to:

t

The gaming systems offered by INTRALOT are developed according to strict international security standards and in compliance with specific application development controls. These controls include security requirements analysis and specifications; correct processing in applications, cryptographic controls, security of system files, security in development and support processes, as well as technical vulnerability management.

INTRALOT operates it global facilities under recognized information security, controls and audit standards. Below we have highlighted our methodology for risk assessment and a portion of the security standards that we operate under and which demonstrate our capabilities to meet and exceed the Lottery's requirements. Our Lottery Gaming System, solutions and practices are compliant with ISO/IEC 27001 and ISO/IEC 27002, ISACA Standards and Best Practices, including COBIT and with the WLA (World Lottery Association) Security Control Standard.

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The Chief Security Officer of INTRALOT contributes to the development of new international security standards. INTRALOT's Chief Security Officer is a member of the Business Model for Information Security Management team of the Information Systems Audit and Control Association (ISACA). This team focuses on the introduction of novel concepts that are able to address the continuously changing security requirements of modern corporations, such as lotteries.

The WLA Security Control Standard is made up of a set of security mechanisms for ensuring a satisfied security level in Lottery Operators. The WLA security mechanisms include: physical entry controls, control against security vulnerabilities on important systems for gaming operations, cryptographic controls for data on portable systems, cryptographic controls for networks, cryptographic controls for storage, cryptographic controls for validation numbers, cryptographic controls for transfers and test methodology policy and data.

As a member of WLA and NASPL, INTRALOT participates in security conferences and meetings that address the above issues. During these meetings we contribute significantly to the process of developing industry policies and standards. National Institute of Standards and Technology (NIST) guidelines and standards are used during the risk assessment phase and during the phases of policy, procedures and security standards development.

Security is one of the key elements that differentiate a gaming system from a retail point of sales information system. High Security is a critical factor not only for the system itself, but also for the business and the survival of the organization as a whole. A potential security breach could have a significant financial impact on the gaming operation and potentially damage its image, reputation and credibility.

Receiving certifications from an independent and trustworthy third-party offers concrete proof that INTRALOT is operating effective ISMS in accordance with the highest possible standards. The gaming systems offered by INTRALOT are developed according to strict international security standards and in compliance with specific application development controls. These controls include security requirements analysis and specifications; correct processing in applications, cryptographic controls, security of system files, security in development and support processes, as well as technical vulnerability management.

INTRALOT configures our Information Security Management System (ISMS) for each of its customers, in order to achieve a maximum level of compliance with international standards. INTRALOT takes security very seriously in internal operations at corporate facilities, our operating sites, our networks and with our many customers. Since all of our current US customers operate MUSL games, INTRALOT has had to pass stringent MUSL security requirements. INTRALOT was the **first Lottery Vendor in the history of the Multi-State Lottery Association (MUSL)** to score a perfect 100% score on the rigorous compliance audit (January 31st, 2007) required to join the U.S. Multi-State Lottery Association and provide multi-jurisdictional games such as Powerball.

INTRALOT is the first vendor in the history of MUSL to receive a perfect score!

On January 31th, 2007 INTRALOT successfully completed their third compliance audit from the Multi-State Lottery Association (MUSL), becoming the first Lottery Vendor in the history of the MUSL to attain a **perfect** score on the inspection.

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INTRALOT is proud to say that after reviewing our Systems, MUSL recognized the necessity for **enhancing their own compliance standards.** Consequently, MUSL introduced further, more stringent requirements in recognition of INTRALOT's ingenuity in the fault tolerant design of the Lottery Gaming System, robust Network design and the use of network security equipment.

INTRALOT was the ***first*** international lottery vendor to be certified with the World Lottery Association (WLA) Security Control Standard certification along with ISO/IEC 27001:2005 certification from BSI Management Systems, an information security management systems certification body, accredited by the United Kingdom Accreditation Service (UKAS).

Certificate No. IS 539102
Certificate No. IS 539103

This certification covers the scope design, implementation, testing, installation, maintenance, integration and operation of information technology systems.

The WLA certification process, which is connected with ISO/IEC 27001:2005 certification, involves an extensive examination of Lottery Systems and services specific security controls. In order to receive the WLA Security Control Standard certification, INTRALOT was audited on its Information Security Management System (ISMS) operation, as well as on specific controls regarding Risk Assessment and Treatment, Security Policy, Organization of Information Security, Asset Management, Human Resources Security, Physical Security, Communications and Operations Management, Access Control, Information Systems Acquisition, Development, Maintenance, Information Security Incident management, Compliance and plans for Business Continuity. BSI also performed on-site inspections, examining INTRALOT's documented procedures and operations. To determine whether INTRALOT continues to comply with the WLA Security Control Standard and ISO/IEC 27001:2005, BSI conducts regular audits of the company's ISMS and related operations.

Security Governance

INTRALOT's security governance framework includes risk assessment and standards compliance. Regular risk assessments are performed by operational entities within the on-line organization. Any findings are brought to the attention of executive management for guidance. Our Security Management approach focuses on:

- **Strategic Alignment** – Ensuring the linkage of business and IT plans; defining, maintaining and validating the IT value proposition; and aligning IT operations with enterprise operations.
- **Value Delivery** – Executing the value proposition throughout the delivery cycle, ensuring that IT delivers the promised benefits against the strategy, concentrating on optimizing costs and maintaining the intrinsic value of our information.
- **Resource Management** – Ensuring the optimal investment in, and the proper management of, critical IT resources: applications, information, infrastructure and people. Key issues relate to the optimization of knowledge and infrastructure.

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- **Risk Management** – Risk awareness by everyone in the organization; a clear understanding of areas subject to risk; understanding of compliance requirements, transparency about the significant risks to the information and embedding of risk management responsibilities into the organization.
- **Performance Measurement** – tracking and monitoring strategy implementation, project completion, resource usage, process performance and service delivery, using, for example, balanced scorecards that translate strategy into action to achieve goals including security goals.

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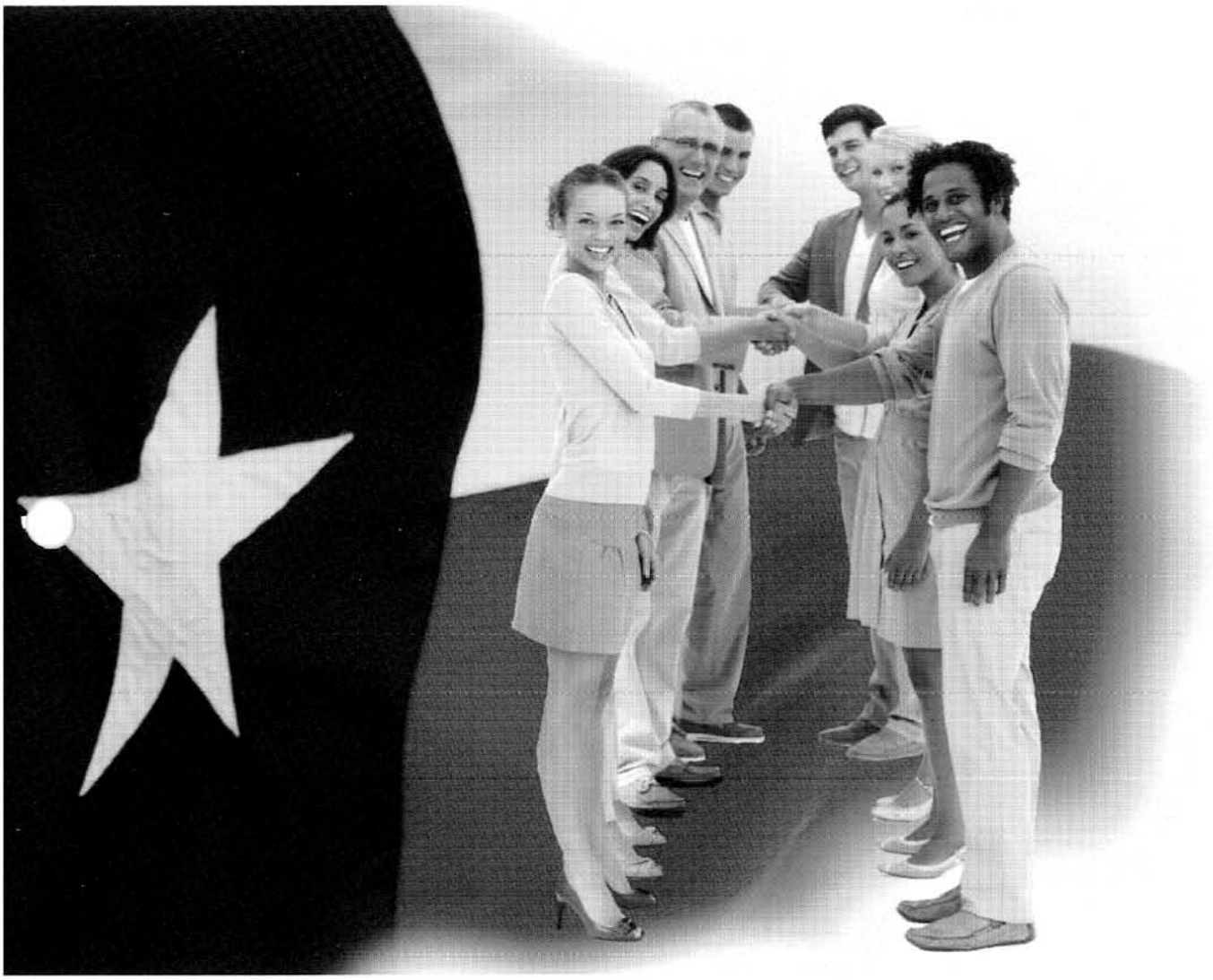

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7.9 Reporting

Reporting Services are the activities associated with the timely and accurate development, publishing and tracking of administrative and management reports by the Lottery Operator, the Texas Lottery, Retailers and Texas Lottery vendors. An initial list of Texas Lottery-required reports will be provided to prospective Proposers attending one of the mandatory pre-proposal conferences upon receipt of a signed Non-Disclosure Statement. The Reports list and all associated requirements will be incorporated into any Contract resulting from this RFP. The Reports list includes the description and frequency of each report. The list is not exhaustive and the Texas Lottery reserves the right to add or remove reports as required. The following table identifies the Reporting requirements.

Table 56 Reporting

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 55 Reporting Requirements and the service level requirements under Table 57 Reporting Service Levels.

2. The Proposer must describe its proposed System's reporting functions. This must include the ability of the Lottery Gaming System to produce a variety of reports as well as permit Texas Lottery staff to create ad-hoc reports using user-friendly report development tools including graphical reporting capabilities.

A wide variety of on-line and off-line management reports similar to those provided by the Texas Lottery are available via LOTOS™ O/S BOS (Back Office System). The BOS provides the ability for the Texas Lottery to generate system reports and access real time data with no system performance degradation.

INTRALOT recognizes that comprehensive reports are very important to the Lottery and that each Lottery has a different view of how they should look and what reports should be available. Our comprehensive Oracle database design ensures that the data is available for building any type of report. Our BOS and our easy to use ad hoc report creator Crystal Reports ensures that INTRALOT can easily provide any view of that data for analysis and audit within thirty (30) days of written request by the Texas Lottery. Our automated reports allow evaluation of their usage so that reports that aren't used can be removed from regular processing if the Texas Lottery agrees.

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INTRALOT will develop reports, in the format required by the Lottery, which will enhance the management and control of both online and instant games. Predictive sales analysis functionality provides multi-year sales estimates for each product and allows granular analysis of the supporting data.

INTRALOT agrees to modify existing reports and create new reports usually within two (2) weeks and always within thirty (30) days of written notification by the Texas Lottery. INTRALOT's BOS already has an extensive library of the Texas Lottery's desired reports. All new and enhanced report designs will be subject to Lottery approval before they are developed. Our system reports once certified by the Texas Lottery will be the only INTRALOT system reports certified as "sales". Other reports showing or reporting sales data will be identified as "unofficial sales".

LOTOS™ O/S is built on an combined with robust Ad Hoc reporting capabilities allows the Lottery staff to easily query instant and on-line game information. The LOTOS™ O/S offers a full range of reporting capabilities, including Ad Hoc reporting. Reporting and data analysis can be accomplished using any query tool that can query the INTRALOT suggests Crystal Reports for this task. INTRALOT reports are available through a Web browser and reports are downloadable into Excel, Word, and PDF formats. The System can e-mail reports for distribution or print them as they are produced.

Included in the base price; INTRALOT's Back Office System (BOS) provides extensive database mining and Management Reporting capabilities that provides significant added value to the Lottery. Just another reason to select INTRALOT as your Lottery Gaming System supplier.

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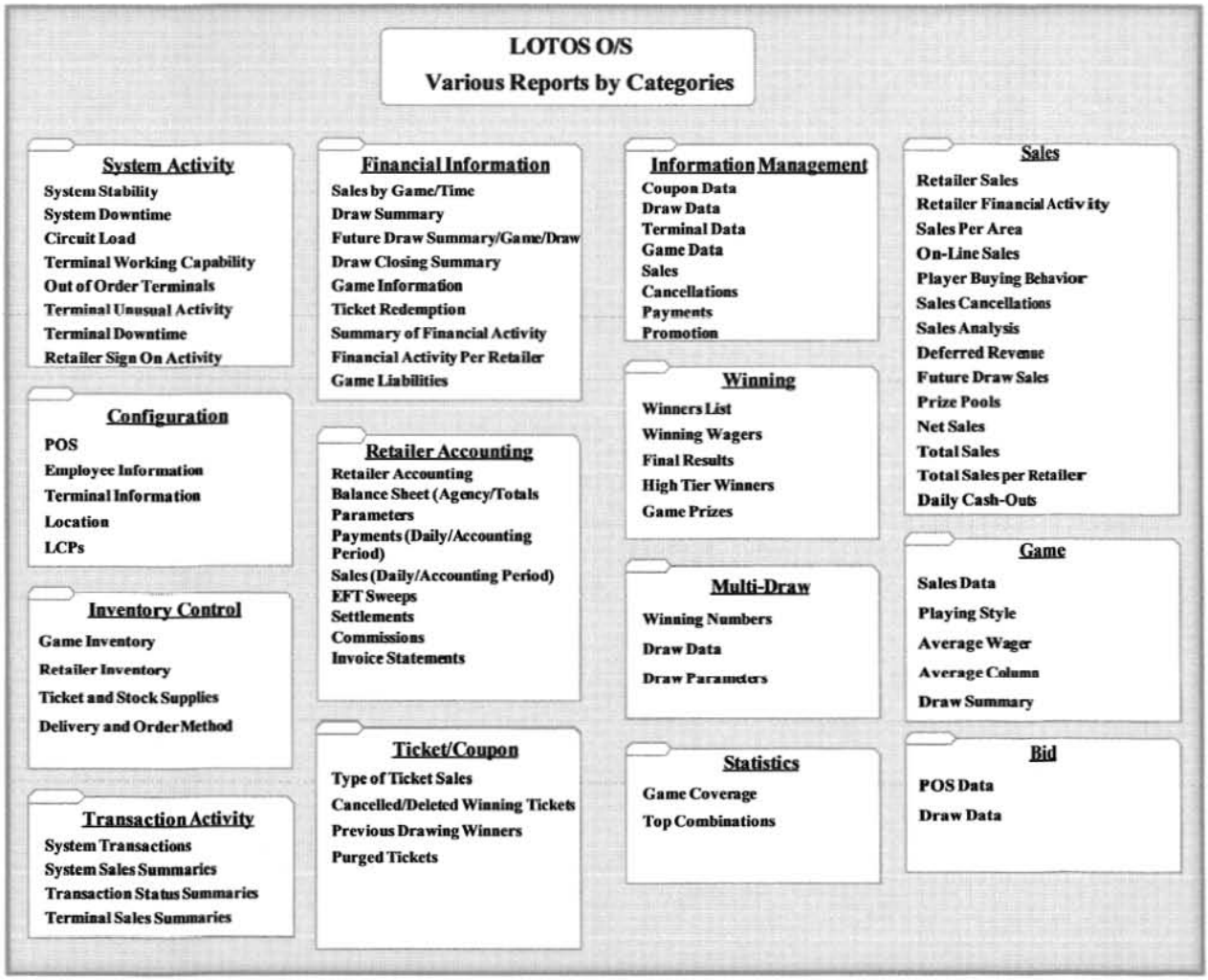
The following graphic depicts our current report catalogue and categories.



Please find examples of our current reports on the DVD located at the beginning of our proposal under the folder Specifications.

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INTRALOT's BOS Reporting System will be tailored to the specific informational needs of the Texas Lottery. One of our goals is to provide the Lottery's management and staff with immediate and easy access to the data that are critical to successfully support the Texas Lottery's operational objectives.

The database schema constitutes a metadata repository, updated by the Central System data in configurable time increments that lends itself to data mining and information analysis. This creates an opportunity for either INTRALOT or the Texas Lottery to create customized ad-hoc reports and simulations including graphical presentation of the information. The Lottery is invited to review the BOS Reports Catalogue, which located in the Specifications folder on the DVD enclosed at the beginning of our proposal. This catalogue demonstrates the flexibility and power of our BOS reporting function that is included in our base offer. The completeness of our base reporting functionality combined with the ease of creation and modification of new reports will enhance the effectiveness of the Texas Lottery's management functions.

Reporting systems often have hundreds of available reports of which only twenty percent (20%) or less are typically used. INTRALOT provides enhanced and more effective reports because we locate our software and system engineers on-site, working directly with the Lottery to understand and fulfill *their real needs*. By working closely together, we will develop reporting features and functions that are more accurate, more user-friendly, and will meet or **exceed** the needs of the Texas Lottery. We are confident in saying this because we provide the tools and support to develop exactly what is required in the needed format. Reports can be easily customized and dynamically modified to provide the exact results desired such as:

- Sales by product type, ranking
- Sales by game, region, LSR
- Product mix
- Retailer analysis of sales, validations, promotions
- Plans versus budget
- Forecasting
- Jackpots, rollover, annuity costs
- Sales performance and marketing charts and graphs
- Sales and prizes by virtually any demographic segment and SIC code
- Census tracking
- Geographical information
- Sales reporting for business reviews
- End-of-year reporting
- Other System Features

Other features that the LOTOS™ O/S BOS provides include electronic mail (email) report delivery and a daily report scheduler application. Email allows instant messages and reports to be quickly distributed to Texas Lottery personnel, retailers or groups of retailers, or chain headquarters.

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7.10 ICS System and Vendor

The Texas Lottery's Internal Control System (ICS) independently processes all daily sales, validation, inventory, claims, and retailer management and accounting activity for auditing, balancing and reporting purposes. A third-party vendor provides programming support to maintain ICS compatibility with the Lottery Gaming System.

Table 59 ICS System and Vendor

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges and accepts the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 58 ICS System and Vendor Requirements and Table 60 ICS System and Vendor Service Levels.

2. The Proposer must describe the process for providing support to the third party ICS vendor and how transactions form the Lottery Gaming System will be processed.

INTRALOT understands and agrees that all computer hardware, software and any other costs or services for the provision and support of ICS Systems to the Lottery shall be the responsibility of INTRALOT.

INTRALOT agrees to supply data communications to provide network connectivity to all ICS locations. A near real-time feed of gaming transactions from the LOTOS™ O/S System to the ICS Systems and the Lottery operated Back Office System will be provided by INTRALOT in a manner acceptable to the Lottery.

INTRALOT has experience interfacing with many types of external systems. We currently provide near-real time interfaces with We have an excellent working relationship with all ICS vendors and have implemented game changes, new games, and other controls that our customers have requested to be put into operation.

Each ICS vendor below provides software that verifies the integrity of the gaming System by re-processing transactions produced by the gaming System

INTRALOT is identifying all three (3) of the recognized ICS vendors to U.S. Lotteries as being qualified and experienced in providing the ICS software required by the Lottery.

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All vendors are independent entities and are not associated with INTRALOT or any of our affiliates.

ESI Integrity	ESI Integrity	Suite 1500-4710 Kingsway Burnaby, BC, V5H 4M2 Canada	604-299-9530
Elsym Consulting	elsum	1200 Chastain Road Suite 306 Kennesaw, GA 30144	770-590-7400
Lapis Software Associates	LAPIS Software Associates	601 Jefferson Road Parsippany, NJ 07054	973-884-4006

INTRALOT provides real-time data feeds from all of our LOTOS™ Systems to the ICS Systems of the independent vendor or the Lottery.

INTRALOT has asked each of the ICS vendors that we are proposing to provide a detailed proposal, addressing the requirements in this section. Their proposals may be found in the ICS Solutions folder on the DVD at the beginning of our proposal.

3. The Proposer must describe how its out-of-balance incidents are handled and electronic funds transfers are accomplished.

ICS System Balancing Procedures

There are three specific automated system procedures that the ICS uses to ensure that the Lottery Gaming System and the ICS are in balance. Transactions are received by the ICS, reprocessed, and compared to the Gaming System. The following system balancing procedures are used in this comparison:

The transactions generated by the INTRALOT System contain very detailed information. The ICS takes advantage of this detailed information to scan and identify any command that does not "fit into an established norm." Any situation that the Lottery deems abnormal should be scanned, and is then reported on the System and Operator Generated Command Exception report. This report provides information on the type of exception generated, who generated it, and when it was

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generated. This information can then be provided to the Lottery's security organization for follow-up. This process ensures the integrity of the data captured by the ICS.

Balance Reports

The ICS application software will perform reprocessing of all data for each drawing, verifying sales by game and by drawing for each retailer, verifying the number of prize winners at each prize level for each game, and confirming validations and outstanding prize liabilities for each game and each drawing. Various reports are also available to the Lottery that show how the system is balanced.

Procedures for Out-of-Balance Situations

If an out-of-balance situation occurs, INTRALOT provides the following procedure for resolution.

First, software personnel, who are available 24-hours a day, are contacted immediately to investigate the imbalance. Then, both the ICS and the on-line system generate a report that breaks down transaction activity by retailer and by hour. This report allows INTRALOT to associate the imbalance with a specific retailer and occurrence hour.

Raw transactions are printed out for that retailer and time period to pinpoint the problem. Once the problem is defined, remedial action is taken to correct the transaction. Remedial actions taken depend on the identified problem.

To reconcile an out-of-balance condition, the Lottery would first contact INTRALOT to see if the problem could be due to transmission error or tape error. If this is the problem, ICS data would be restored from the disk backup and the process rerun using the corrected data. If this is not the case, the procedures outlined above will be used to resolve the problem.

On the following page we have included an exmaple Ohio system and :

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Electronic Funds Transfers

INTRALOT agrees to be fully responsible for the creation and transmission of the EFT file to the bank and for payment of all fees and costs associated with the EFT transmission. Our System can process funds collection and provide an electronic funds transfer (EFT) file according to standard ACH formats or customized to any special bank or Lottery requirements. INTRALOT will provide the needed EFT data to the Lottery or directly to the Bank, INTRALOT will customize the entire EFT process according to any specific needs or requirements of the Texas Lottery and the Retailers.

The collections related to ticket sales, prize validations, adjustments, prior payments, credits, commissions, returns, and other accounting activity will be summarized and reported to the retailer on a combined billing with the On-line System before the EFT sweep. The EFT process will also combine accounting activities and statements from multiple retailers of the same ownership, and sweep from one or multiple bank accounts, according to the relationships designated between the retailers and the owners. The Lottery can designate manual payments from individual retailer if an EFT collection process is not available. The System will allow accounts to be suspended because of insufficient funds or other collection problems.

The LOTOS™ O/S has the standard functionality and flexibility to define any accounting period and to change any accounting period as the Lottery may require. INTRALOT understands that retailer accounting and EFT file processing is on a weekly basis. In the event a business need arises daily or other accounting periods may be required and LOTOS will provide this functionality in order to match the retailers desired accounting period to EFT processing.

The LOTOS™ GMS System's accounts receivable functions is fully parameter driven and will allow the Lottery to make necessary adjustments to the amounts owed by retailers. The Lottery will be able to enter unlimited adjustments to accounts for transactions including, but not limited to:

- EFT Setup
- NSF adjustments
- Debit adjustments
- Credit adjustments
- Cash payments
- Bonus payments
- Promotional credits
- Refunds
- Ticket returns
- Promotion coupons
- Ad Hoc Adjustment with memo reason
- Any other adjustment codes the Lottery requires (fully parameterized)

The system permits EFT transfers for prize payments as well as checks. If a player chooses to use EFT, the player must provide bank details in sufficient detail to allow the Lottery to process payments automatically. The system will support multiple prize entries for a single claimant, allowing a claimant with more than one winning ticket to receive a single EFT. As with the withholding data above, this information will be compiled into the required data file format and can

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be transferred either electronically or by physical media, such as tape or CD, depending on the lottery's preference.

The LOTOS™ Subscription System is very flexible and winners can be paid automatically through the subscription management system. Within limits determined by the Lottery, low-tier winners can extend the length of the subscription, while high-tier winners may be paid by EFT or check. INTRALOT understands that currently winnings under five dollars ($5) extend the subscription and higher winners are paid by check. INTRALOT will configure the subscription system to the Lottery's specific requirements and implement new features to enhance the subscription program to maximize subscription play over the term of the contract.

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7.11 System Supported Terminal Functions

The Lottery Gaming System supports a variety of Retailer Sales Terminals and related System sales equipment. All Terminals and equipment are connected to the Lottery Gaming System and process transactions real time. The following table identifies the requirements for System supported Terminal functions

INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's technical and facilities solutions are the most secure of any in the Lottery Industry.

- Our LOTOS™ securities have never been breached.
- There are no single point failures in our system designs that would allow retailer network wide degradation.
- INTRALOT is staffing Texas with our most experienced leaders in all areas of Lottery services.

INTRALOT will dramatically beat the Texas Lottery's system supported terminal function service level expectations. INTRALOT's LOTOS™ O/S supports an extensive portfolio of standard terminal functions that are described in the following section.

Table 62 System Supported Terminal Functions

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 61 System Supported Terminal Functions and Table 63 System Supported Terminal Functions Service Levels.

System Supported Functionality

INTRALOT's LOTOS™ Lottery Gaming System supports sales and validation of all Texas Lottery products including the confirmation, activation, settlement and return of all instant ticket game packs (full and partial). All transaction activity from all connected devices including Retailer terminals, player activated terminals and vending machines, ticket checkers, check printers and management terminals are logged on the central gaming system. All terminals including player activated terminals provide ticket prize communication of winning and non-winning inquiries and actual prize amounts.

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The LOTOS™ Gaming System, through the Retailer Sales terminal, handles various media, variable form sizes, objects of various shapes/sizes and optical mark code types, and identify the applications that may use such codes. The media, forms, objects and optical mark codes include the following:

- Packs and single tickets
- Boxes/cartons of tickets
- Instant Tickets of various sizes
- Play slips
- Online tickets
- Bar coded coupons
- Field service identification cards
- Survey tools
- System generated gift cards

The LOTOS™ Gaming System, through the Retailer Sales Terminal, has a training mode. Our training mode produces physical test tickets. Test tickets graphics are displayed on the terminal screen.

When a multi-draw or advanced wager On-Line Ticket is presented for validation through the Retailer Sales Terminal, the LOTOS™ Gaming System provides the ability to request and present multiple draw date results for individual On-Line games to determine the prize amounts, if any, for each draw that has been completed prior to the ticket validation. The maximum draw dates able to be presented match the length of the multi-draw or advanced wager for each online game.

The LOTOS™ Gaming System provide the capability to set Terminal parameters so that Texas Lottery designated terminals only have inquiry functionality by product type (i.e., Claim Centers). The password function provides multiple levels of secure access, including access for the Texas Lottery representative, store manager/owner, and clerk. This capability restricts privileged transaction types to authorized users; for example, store managers (but not clerks) are able to display Retailer financial reports. The access profiles and associated privileges will be consistent with Texas Lottery security policies.

LOTOSTM O/S Lottery Gaming System captures and tracks the store information including the ID of the clerk who validated and paid winning tickets from twenty-five dollars ($25) to five hundred and ninety-nine dollars ($599). Confirmation screens alert the retailer for prizes above parameter set levels so the retailer can determine whether they have the funds to pay prizes prior to proceeding with ticket validation. The system will also present confirmation screens to warn the retailer that a wager total cost is above a parameter set level so the retailer can warn the player prior to recording the wager on the central system. Our terminals and LOTOSTM O/S Lottery Gaming System supports gift card, players club card, other commonly accepted transaction cards (debit cards, etc.), coupons or other transactional items related to the processing of Lottery transactions.

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Bar Codes

All of INTRALOT's scanners read ISO/IEC industry standard barcodes at greater than 99% accuracy to allow keyless ticket inquiry and validations. Our LOTOS™ Lottery Gaming System produce/generates numbers and various graphics (symbols and pictures) and ISO/IEC industry standard barcodes.

INTRALOT will secure and obtain all necessary rights (including, but not limited to, licensing rights from the appropriate third parties):

- to allow the bar code to be printed on the face of Texas Lottery On-Line Tickets and underneath the latex of Texas Lottery Instant Tickets
- for use of the bar-code technology to allow players to confirm, on their own, if a ticket is a winner and the amount of the prize to ensure that the foregoing rights are obtained on behalf of the Texas Lottery, its vendors, and all Retailers, in compliance with the terms and conditions in sections 3.25 and 3.26 of the RFP (e.g., for incorporation of Third Party Materials into the Works, to indemnify and hold the Texas Lottery and its vendors and Retailers harmless therefore, and to provide remediation in the event the Successful Proposer cannot obtain the necessary license rights).

The Texas Lottery will be asked to review and approve language required to be printed on Instant and On-Line Tickets associated with license rights obtained by INTRALOT. The bar code technology will have passed all tests performed by the Texas Lottery or its authorized designee for compliance with current Texas Lottery quality and security standards, including all changes to such standards during the term of the Contract.

Inventory

The Our LOTOS™ Lottery Gaming System assigns and tracks On-Line Ticket stock from receipt at our Austin warehouse to delivery and assignment to each Retailer. If required LOTOSTM tracks the return of unused On-Line Ticket stock to our Austin central distribution warehouse. LOTOSTM and our retailer terminal network supports the verification of instant ticket receipt, collection and transmission of survey data, and receipt and return of other materials. Our terminals allow retailers to order tickets, our LSRs to change the status of full Instant Ticket packs for return to the central distribution warehouse or transfer to another Retailer and provides controls to manage these automated ordering processes. INTRALOT's terminals all provide access to an inventory system to track and maintain inventory of all signage and related Lottery equipment (Play Stations, neon signs, etc.) as requested by the Texas Lottery.

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Messaging

When the Retailer Sales Terminal is not being used, the Retailer interface displays a Texas Lottery-approved programmable messaging screen saver for the Retailer's view. Our Lottery Gaming System provide the capability to send network messages (including streaming video) or video file downloads to hard drive storage on all Retailer Sales Terminals to be displayed via Terminal-operated screens or monitors and Retailer Sales Terminal display. This content from our LOTOS™ Horizon content management system is provided, maintained, and administered by INTRALOT. Through the Retailer Sales Terminal or attached video displays, our Horizon content management system streams content and information including:: local news feeds, local sports scores, local weather, retailer specials and Texas Lottery provided content. These messages and video files can be sent and displayed by groups of Retailers (based on county, zip code, business type, chain, sales level, or Texas Lottery designated group), or a single Retailer. The Texas Lottery will approve all messages and will have the ability to send the message (or ask INTRALOT to send the message). Our LOTOSTM Lottery Gaming System sends messages from the Amber/Silver/Blue Alert network (or other emergency messages as required) concurrently with other Texas Lottery-approved messaging (multiple messaging access). The system and terminals retain messages so new messages received do not delete the previously sent message. If a retailer terminal is not powered or communicating with the network, it will receive the message as soon as it is next signed on. Our terminals receive, store and transmit wired and wireless messages to other communications devices deployed by INTRALOT in the retailer environment.

Reporting

INTRALOT's LOTOS™ Lottery Gaming System provides terminal based reports of retailer validation and other account activities on a daily, weekly, monthly, shift level, user code and retailer directed (time range) basis, including the ability to report recent Lottery activity by specific time and date ranges. Our terminals report financial and inventory adjustments listing adjustment date, game type and dollar amount. Our terminal reporting mirrors sales period activity in support of retailer functions. All lottery transactions can be audited on the retailers account through our terminals including, validations, cash payments, adjustments, inventories, bonus and commissions. These reports can be generated for individual retailers, chains, key and corporate accounts through a variety of media including, retailer sales terminal, Retailer Web pages, electronic files and paper. These statements are available online via the Retailer Management System for 36 months or more. Financial, inventory, sales and general statement information will be archived for ongoing reference in formats approved by the Texas Lottery and based upon the record retention requirements of RFP section 3.74.

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2. The Proposer must describe the terminal functions supported by the Lottery Gaming System that meet the requirements of this Section.

TERMINAL FUNCTIONALITY

Software and Data Loading

Terminal Gaming software is downloadable from the central LOTOS™ O/S primary or backup Site via multicast protocol or via local load from a service technician using a USB memory stick. All terminals can be downloaded in the background simultaneously. Downloads are initiated by either terminal requests or through an unsolicited download command from the System. Downloading to terminals no longer has to happen during times when the retailers are not actively selling tickets. Through the use of LOTOS™ O/S download software, the terminals are capable of receiving downloads during selling periods without affecting the terminal's performance or ability to sell tickets. The download software optimizes the use of the network by downloading only the files and programs that have changed. Using an encrypted compressed format, downloading individual files instead of the entire application reduces the time to install modifications as well as reduces network traffic.

Software can be either solicited by the terminal or broadcast by the System.

The data storage and design of the terminal software download protocol allow the terminals to securely receive new versions of the terminal's program components as a backgroun task in only minutes.

As the terminals' software is modular in design, downloads most often consist only of the software component that require modification (e.g., game modifications require only the software components for the modified game being downloaded). This greatly reduces the amount of time and resources required to install new software in the terminals.

As each terminal has an individual , it is possible to download a single terminal, any group of terminals, or hundreds of terminals at the same time. This means that the days of downloading throughout the night or over multiple days are gone. The terminal maintains a program version number from which it is configured to boot. It is possible to have several versions of the terminal program resident in the terminal at the same time and, with a simple command from the System, be securely reconfigured to roll forward to a new version or roll backward to an old version.

The terminal performs a version check once daily and also at every sign-on/sign-off. If it detects an incorrect version it will ask the LOTOS™ O/S for direction before allowing any operation of the terminal functions. When the terminal is powered up or signed on, each terminal runs a version authentication process that compares the current version in the terminal with the correct version in the System's database. If the terminal does not have the version of code that it is supposed to be running, it checks for the correct version on its hard drive and, if it is not found, the terminal does not sign on or sell tickets. It will immediately download the correct software from the LOTOS™

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O/S Gaming System. Only the required (changed) files are downloaded, and within minutes the terminal is ready for operation.

The design of the software allows terminals to download unsolicited versions of the terminal program in the background without affecting transaction processing or disrupting retailer activity and, therefore, does not preclude 24-hour operation of the terminals.

The ability to activate specific groups of terminals will allow the Lottery to perform Beta tests and training on new games or functions, as well as to implement promotions regionally, by chain or for a single retailer, if desired.

Confidentiality Claimed
Not released

Secure Sign-On and Security Level Access Grid

All terminals currently prompt for a user ID and password to initiate the sign-on process. Passwords are not displayed at any time. Once entered, sign-on transactions are authenticated in two ways. First, the retailer number and password combination are validated against the retailer's database record in the System database. Second, the network address of the sign-on transaction is compared against the network address associated with the retail terminal trying to sign-on. This ensures sign-on transactions are accepted only from terminals with the correct network address. Once signed on, the retailer or clerk has access to only those functions for which they are authorized.

The LOTOS™ O/S also provides for clerk level sign-on functions and the associated codes to track sales and other transactions by clerk for retailers who require clerk level security and reporting. Clerk ID numbers and passwords are maintained either by the Central Site operations group, or they can be maintained locally at the retailer through the manager level sign-on in the store.

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Terminal functionality is based on the person that has signed on. For example, managers may have access to certain reporting or instant ticket functions, while clerk level personnel could be restricted to selling and cashing tickets. Sign-on and Password security is addressed at several levels in our retailer terminals, as follows:

- Retailer number and password verification
- Retailer / clerk functionality access
- LSR functionality access
- CST service and maintenance access functionality
- Terminal IP network address verification
- Smart Card / Magnetic Card access

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Transaction Logging

The LOTOS™ O/S records all gaming transactions and activities to four redundant (quad plex) systems immediately and simultaneously. Transactions and gaming activities that are logged include those shown in the following table:

TRANSACTIONS AND GAMING ACTIVITIY LOGED IMMEDIATELY		
Sales	Cancels	Cashes
Validation attempts	Other play-related transactions	Other retailer terminal commands
Error conditions	Operating System entries	Job console entries
Any changes using Games Management applications	Unsuccessful login attempts	System security message
System Modifications	Database access	User modifications

The AIX Operating System verifies that all transactions are recorded on the two Systems at the Primary Data Center (PDC) and the two Systems at the Back-up Data Center (BDC) prior to sending an acknowledgement to print a ticket at the retailer terminals, the final step for verification of transaction completion. Once all Systems have performed a successful "write to disk," the response is sent to the terminal to complete the transaction in progress. In addition, all transactions are written to a master transaction logging file in real-time creating a permanent record.

All commands and transactions executed by the System or the operators, including all warnings and messages, are also logged and recorded in the System log files of the PDC and BDC computers. At any time a copy of the electronic transaction logging files can be provided to the Lottery. These transaction log files will contain every activity in the System, including such items as System operation, time of inquiry, access code of inquiries, and reason for inquiry.

Remote Diagnostics

All of INTRALOT's POS terminals provide for extensive self- diagnostics, indicators and other helpful information to permit retailers and technicians to troubleshooting terminal problems. The results of which can also be observed remotely. Terminal issues are transmitted to the host Central Systems by our terminals and logged for review and potential action. These terminal diagnostic monitoring tools include:

- Central System Monitoring and Diagnostic Messages
- Terminal Utilities Troubleshooting
- Sign-on Diagnostics
- Continuous Terminal Status Monitoring
- Diagnostic messages communicated on the display screen include information about the following:
  - Terminal and Processing Status
  - Terminal Errors

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  - Validation Errors
  - Cancellation Errors
  - Scanner Device Errors
  - Scanner Edit Errors
  - Terminal Entry Errors
  - Communications Errors
  - Lottery News
- Standard terminal functions to be monitored by the System include:
  - Off-line situations or out-of-order condition
  - When the terminal is ready to accept a transaction
- Status of transactions and error conditions:
  - Audible alarm for input errors and prompts to correct or re-enter data
  - Low on paper roll ticket stock or out of paper roll ticket stock
  - Malfunction of the printer, scanner or other component
- Additional terminal monitoring functions include:
  - Terminal is transmitting to the central computer
  - Transaction should be re-entered because an error has occurred
  - Power-on
  - Local diagnostics test
  - CPU errors/faults
  - Scanner/printer identification
  - Scanner/printer transaction counters
  - Power supply voltage outputs
  - Communications status
  - Tests on scanner, printer and barcode scanner
  - Audible alarm for input errors and prompts to correct or re-enter data
  - Malfunction of the printer, scanner or other component

Terminal applications support the collection and transfer to the central system of various terminal statistics, such as printer faults, printer carriage movement failures, ticket reads per game, terminal resets, printer resets, paper out occurrences, news message requests, wagers, validation, and cancellation transactions processed.

The terminals, in conjunction with our Network Management System (NMS), provide for the collection of Management Information Base (MIB)-II variables with customized extensions. These can be used to determine MTBF and other statistics. There are several diagnostic tools available on the Utility menu. As shown below, the Utilities Menu has functions available to the retailer that will help diagnose problems with the terminal and peripherals and automatically send a message to the Central Site that there is an issue with the selected item or feature.

The terminals are equipped with the System software that performs the following basic diagnostic routines. This occurs on program Start-up, after the BIOS has performed the main board self test and the OS has loaded:

- Resets all peripherals
- Queries all peripherals for errors

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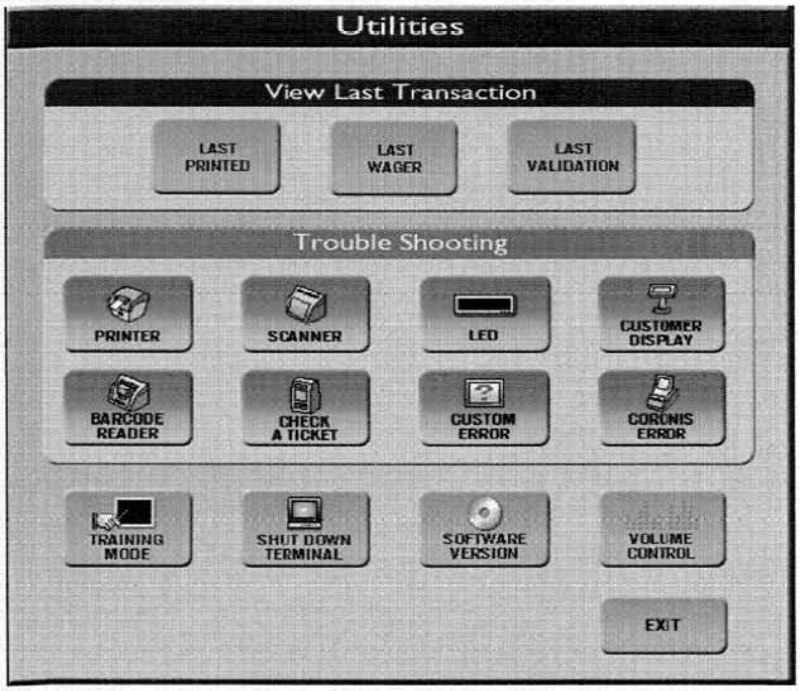
- Verifies System files
- Software module CRC check
- Communications initialization



The Utilities Screen clearly displays the Terminal Diagnostic Options

Once the diagnostic routines are complete the results are displayed on an initialization screen. There will be an icon for each peripheral connected to the terminal. Failed peripherals are highlighted in red. Touching the highlighted icon displays a detailed error message. Once operational, the terminal continuously monitors the peripherals and reports their status to the LOTOS™ Central Gaming Computer and the Monitoring Container on the terminal's Main Menu.

INTRALOT's terminals support an extensive library of diagnostic applications that are available to be remotely monitored by technicians and/or hotline operators. Remote terminal diagnosis and control procedures are used as first-level maintenance steps.

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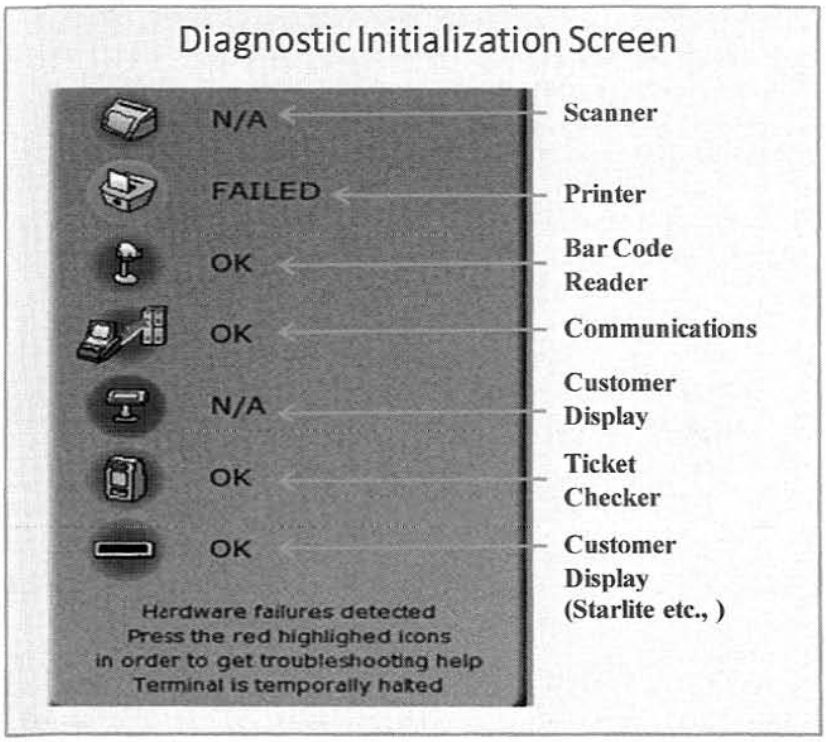
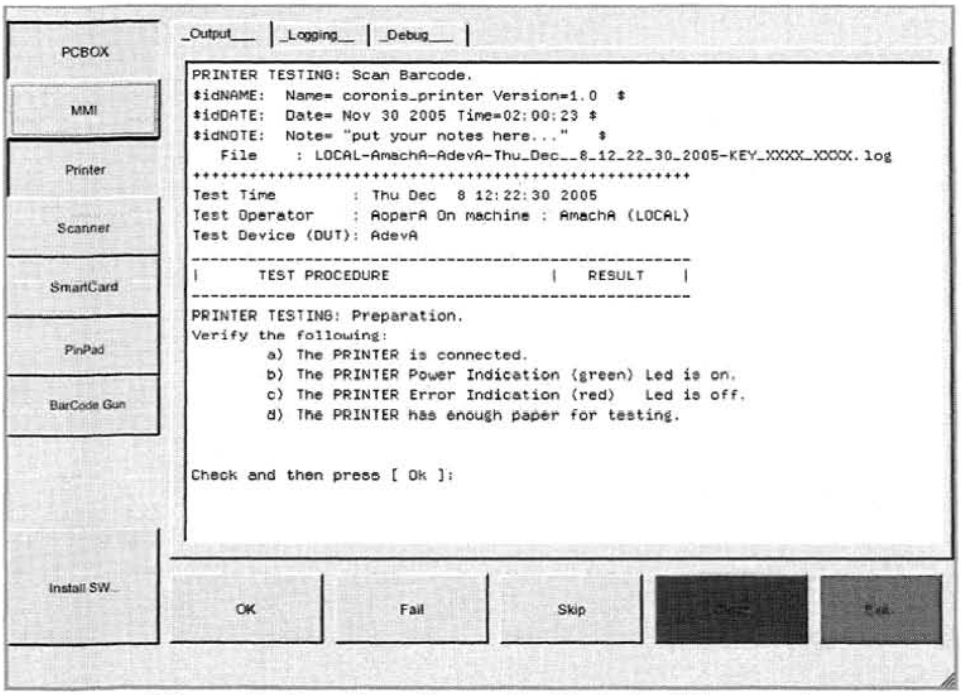


Diagnostic Functions at Terminal Startup



Diagnostic Functions Screen for Technical Personnel

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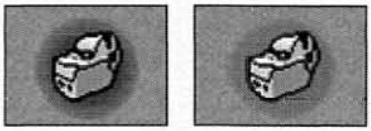
INTRALOT's terminals are equipped with proven POS industry thermal printers. The printers INTRALOT deploys are used in 90% of the world's POS equipment systems. Our printers have the necessary safeguards including both software and hardware sensors needed to insure a complete transaction and the printing of a complete and correct ticket every time. This includes paper jam and near or out-of-stock warnings and sensors. INTRALOT's terminals provide state-of-the-art print and printer management functions. Combined with the printer's capability to provide direct and comprehensive information regarding its status at all times, the printer management functions minimize faulty printing possibilities.

The printers contain hardware paper sensors which can be adjusted, depending on the length of the paper roll and thickness of the paper. When the low on paper sensor is activated, the retailer is notified by both a visual and audio signal. The printer icon on the Retailer's touch screen flashes red and a beep sounds every second.



Terminal Printer Status Icons

If the sensor is activated when a ticket is being printed, operation of the terminal and the printer will not be interrupted; the ticket will finish printing if there is enough paper. If the terminal determines that there is not enough paper to complete the printing it will not accept the transaction until another roll of ticket stock has loaded.

The high volume high speed large roll printer provided with the PHOTON drastically reduces the frequency of paper-induced printing interruptions. Apart from the advantages from minimized printing interruptions due to end of paper, this printer also provides the Lottery with various other significant advantages and operational cost cutbacks, such as reduced roll management and logistics, minimization of waste produced by frequent roll replacements, while the microLOT+ holds a 3.15 inch diameter roll as standard. Both of these printers provide full transaction integrity with consumables fault detection.

Within the framework of the printer and reprint management scheme, INTRALOT's terminals constantly monitor the printing procedure and are aware at all times what has been printed on a receipt. The terminal knows when the serial number is printed on the ticket. After the serial number has been printed, the ticket can only be reprinted if the Lottery allows reprints. The Lottery must determine the rules for reprints. One of the parameters is the number of tickets for which reprints will be allowed. For example, when the number is 1, reprint of the last validated ticket receipt is allowed. This option can be selected through a suitably configured screen at the terminal and the reprinted ticket is marked accordingly as a reprint; for example, "COPY" or "REPRINT" may be printed in one or more ticket locations, such as at the top and bottom. The final format of the reprinted ticket, if allowed, will be determined by the Lottery.

The sensor notifies the terminal that paper has run out and, as a result, printing is interrupted. Printing is also interrupted if the retailer opens the printer's clamshell cover. In this case, the terminal manages the interruption by waiting until the cover is closed again before it resumes printing. After the paper has been reloaded and the cover has been closed, the printer resumes operation immediately, without delay, providing the retailer with a continuous workflow.

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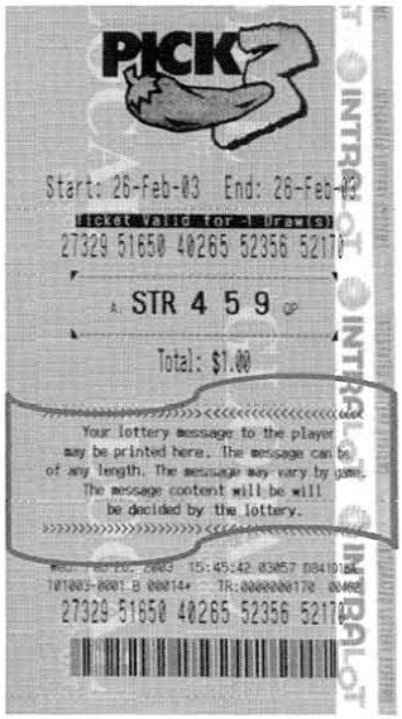
Both terminals offered provide four or more unused and unoccupied slots/ports as shown below for connecting peripherals of various types. Unused posts on each terminal are protected from use by software. Drivers for the ports are not installed until a peripheral is installed by an authorized technician. Since the base Operating System is Linux there is no plug-and-play feature.



Sales Transactions

The resultant sales transaction will be processed by LOTOS ™ O/S by assigning a unique serial number and securely recording the transaction in the Systems databases before authorizing the terminal to print the online game ticket. An example of an on-line Pick-3 game ticket is shown to the right:

Please note that the ticket can include a printed message from the Lottery as indicated by the red box.

Large Dollar Transaction Verification

All terminals track each transaction's purchase amount and, if a preset limit is exceeded, a confirmation message box is displayed. The dollar amount is configurable, as is the content of the message. INTRALOT will add a function to the terminal Utilities Menu that allows the retailer to identify a second default amount different from that selected by the Lottery, if desired.

Previous Transaction Listing

The log contains a minimum of the last 100 transactions. The number of transactions that can be held in the Log is a parameter that can be set by the Lottery and because the terminal has a large hard disk, we can keep transactions for an entire shift, day or month if the Lottery desires.

so loss of electrical power has no effect on the storage of transaction history. The ability to view and print these transactions is available through the Utilities function, accessed from the Main Menu. The number of transactions displayed on the screen is programmable and limited only by what is considered as comfortable viewing and scrolls up and down. It is also possible to print the transaction log by simply pressing a key on the touch screen.

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Unique Transaction Number

Each ticket printed contains a unique serial number. The LOTOS™ System is database-driven and will not issue a duplicate ticket number under any circumstances. The serial numbers generated by LOTOS™ are guaranteed to be unique within the System for the term of the contract, as required by the Lottery.

Duplicated Tickets

Tickets cannot be duplicated on terminal equipment in the INTRALOT System because LOTOS™ O/S will not issue a duplicate serial number. Each ticket printed depends on a response from the Central Site to the retailer terminal, and the Central Site serial number is combined with numbers generated locally by the terminal before printing can be completed.

Immediately after the terminal has successfully printed the ticket, the entire serial number is then sent back to the Host as a final security measure so that phantom tickets and duplicate tickets can never be created. Each ticket has a unique serial number. The low-paper sensor on the printer ensures that only complete tickets are printed because the retailer must change roll stock when the printer senses that it is about to run out of paper.

Confidentiality Claimed
Not released

Sales Transaction Cancelations

Sales transaction cancelations are supported by the System in accordance with the Lottery's cancellation rules and regulations that are configured by parameter on a game by game basis. Cancelations are initiated in the terminal by scanning the ticket or manual entry of the ticket serial number. Upon completion of the cancelation process by LOTOS™ O/S the terminal is authorized to print a cancelation receipt ticket.

All validation ticket actions are referenced to the original sales transaction.

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Validations

All terminals terminal validate winning online tickets and instant tickets, both through keyless validation using the barcode printed under the latex and manual entry.

The LOTOS™ O/S software is extensively parameter driven to provide flexibility to the Lottery's operations. These parameters include the validation parameters. As such, the number of days allowed for validation of tickets and the date from which the validation period starts are parameters that are configured for each game.

INTRALOT will customize all validation and "pay" or "claim" receipts according to the specific requirements established by the Lottery. This functionality will be documented in functional specifications developed by INTRALOT at the start of the project.

The retailer terminals can specify whether a prize is to be paid by the retailer or must be taken to a claims center or Lottery headquarters for redemption. Validation receipts are printed for each winning ticket and optionally for non-winning tickets. Claim receipts may be printed for winning tickets that must be taken to a regional claims office or Lottery headquarters for redemption. In addition to printing the required information on the "pay" or "claim" receipt the terminal will display "Pay" or "Claim" and any other associated information on the Customer Transaction Display.

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Below are examples of validation and claim receipts:

Validation Receipt

Validation Receipt (Non winner)

Claim Receipt

Modification of the wording on the validation or other printed receipts is quick and easy. INTRALOT will ensure that any tickets or receipts that are printed from the terminals contain the data, messages and information as the Lottery directs.

The IGMS System provides parameters that allow for the configuration of the maximum value to be redeemed at the retailers. The System will be configured so that the retailer terminal can not cash wins in excess of that permitted by the Lottery, including the current limits either for a single play winner or for multiple play winners on a single ticket. The retailer terminals are easily configured in order for the retailer to be queried by the System as to whether to continue with the pay transaction or not. For larger wins the terminal will return a response as defined by the Lottery, such as "File Claim", which will require the W2G information to be entered into the System before a check can be issued.

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Validating Multiple Draw Tickets

Great care has been taken in the design and architecture of the LOTOS™ System to accommodate and provide flexibility for ongoing operations and changes to the configuration of the System, including the requirements for multiple draw tickets. After winner selection all multiple draw and advance draw wagers are maintained in a separate database table and assigned relationships to the original ticket.

If a multi-draw ticket is submitted for validation before all draws have expired, any prizes won are processed normally as either a "Pay" or "Claim." A continuation (exchange) ticket is generated for any remaining draws. This ticket is clearly marked as a continuation or exchange ticket and has its own unique serial number and barcode.

All continuation tickets produced for an original multiple draw ticket are concatenated within the database to provide a complete and accurate history of the wager.

INTRALOT will facilitate establishment of the exact specifications during implementation for the retention of various winning and validated, winning and non-validated, and unclaimed winning tickets. The System will retain winning tickets and the transaction history such as validation of these tickets on-line in the System database for as long as required by the Lottery. The parameters driving the business rules for cashing and retention of winning tickets may be updated by game in real-time. Many reports and screen inquiry methods exist throughout the System for accessing, summarizing and researching winning tickets, validated and non-validated winning tickets. Two examples of such on-line inquiry and winning ticket reports are presented below:

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LOTOS™ O/S

Home : Reports : Preview

Export Text

1 /19 Main Report 100% BusinessObjects

Cashed Tickets Report (Selling Retailer)

10/24/06 10:50

From: 10/23/2006 To: 10/23/2006 Game(s): 5107 - POWERBALL Retailer: ALL Sort: None

Game	Selling Retailer	CPN	Date/Time Cashed	Prize	Claim
5107 - POWERBALL	KUM & GO #808	206	10/23/2006 01:31:06 pm	4.00	No
5107 - POWERBALL	TOWN PUMP #8915	255	10/23/2006 04:58:55 pm	9.00	No
5107 - POWERBALL	GATEWAY MARKET, INC.	299	10/23/2006 09:43:35 am	12.00	No
5107 - POWERBALL	HOLIDAY #285	300	10/23/2006 11:15:04 am	4.00	No
5107 - POWERBALL	FJORD MART	320	10/23/2006 05:42:08 am	3.00	No
5107 - POWERBALL	Valley View IGA Plus	379	10/23/2006 04:57:24 pm	28.00	No
5107 - POWERBALL	LOAF N' JUG #714	399	10/23/2006 06:21:59 am	3.00	No
5107 - POWERBALL	KUM & GO #821	423	10/23/2006 06:38:22 am	3.00	No
5107 - POWERBALL	M & H GAS	425	10/23/2006 06:36:09 am	7.00	No
5107 - POWERBALL	HELLGATE TRADING POST	492	10/23/2006 06:46:11 am	4.00	No
5107 - POWERBALL	JAN'S IGA	515	10/23/2006 07:12:11 am	3.00	No
5107 - POWERBALL	JAN'S IGA	526	10/23/2006 07:11:32 am	4.00	No
5107 - POWERBALL	GARY AND LEO'S FRESH FOODS	595	10/23/2006 08:33:52 am	4.00	No
5107 - POWERBALL	TOWN PUMP #8930	602	10/23/2006 07:30:34 am	16.00	No
5107 - POWERBALL	KUM & GO #891	612	10/23/2006 12:22:53 pm	18.00	No
5107 - POWERBALL	SUPERPUMPER #23	616	10/23/2006 08:50:19 am	3.00	No
5107 - POWERBALL	KUM & GO #891	787	10/23/2006 08:18:45 am	28.00	No
5107 - POWERBALL	TOWN PUMP #8942	856	10/23/2006 12:04:22 pm	4.00	No
5107 - POWERBALL	FJORD MART	863	10/23/2006 08:57:56 am	4.00	No
5107 - POWERBALL	SAFEWAY #259	940	10/23/2006 02:22:37 pm	3.00	No
5107 - POWERBALL	SCHULTE'S 38TH STREET STORE	1001	10/23/2006 09:16:39 am	4.00	No
5107 - POWERBALL	KWIK WAY #16	1036	10/23/2006 09:25:44 am	4.00	No
5107 - POWERBALL	ALBERTSONS #2023	1042	10/23/2006 12:12:39 pm	3.00	No
5107 - POWERBALL	SAVE-RITE WEST	1198	10/23/2006 10:41:58 am	40.00	No
5107 - POWERBALL	KWIK WAY #16	1256	10/23/2006 08:59:28 am	7.00	No
5107 - POWERBALL	KUM & GO #826	1332	10/23/2006 03:53:13 pm	12.00	No
5107 - POWERBALL	TOWN PUMP #8926	1338	10/23/2006 12:42:10 pm	4.00	No
5107 - POWERBALL	SUPER 1 FOODS	1398	10/23/2006 03:41:07 pm	3.00	No
5107 - POWERBALL	HOLIDAY #282	1428	10/23/2006 12:43:29 pm	10.00	No
5107 - POWERBALL	ALBERTSONS #2020	1432	10/23/2006 12:00:37 pm	12.00	No
5107 - POWERBALL	SAFEWAY #1646	1457	10/23/2006 06:11:29 pm	12.00	No
5107 - POWERBALL	SAFEWAY #1646	1460	10/23/2006 06:11:21 pm	3.00	No
5107 - POWERBALL	SAFEWAY #1646	1467	10/23/2006 06:11:11 pm	6.00	No
5107 - POWERBALL	OLE'S COUNTRY STORE #8	1492	10/23/2006 11:04:48 am	12.00	No
5107 - POWERBALL	JODY'S CONOCO	1605	10/23/2006 04:54:10 pm	3.00	No
5107 - POWERBALL	SUPER D GROCERY	1664	10/23/2006 04:27:20 pm	3.00	No
5107 - POWERBALL	BELT VALLEY GROCERY	1799	10/23/2006 01:04:42 pm	7.00	No
5107 - POWERBALL	ALBERTSONS #2007	1907	10/23/2006 08:40:45 am	4.00	No
5107 - POWERBALL	THRIFTWAY SUPER STOP 9	1955	10/23/2006 10:43:19 am	3.00	No

Page 1 of 19 10/24/2006 Cashed Tickets (Selling Retailer) Report

Selling Retailer Cashed Tickets Report

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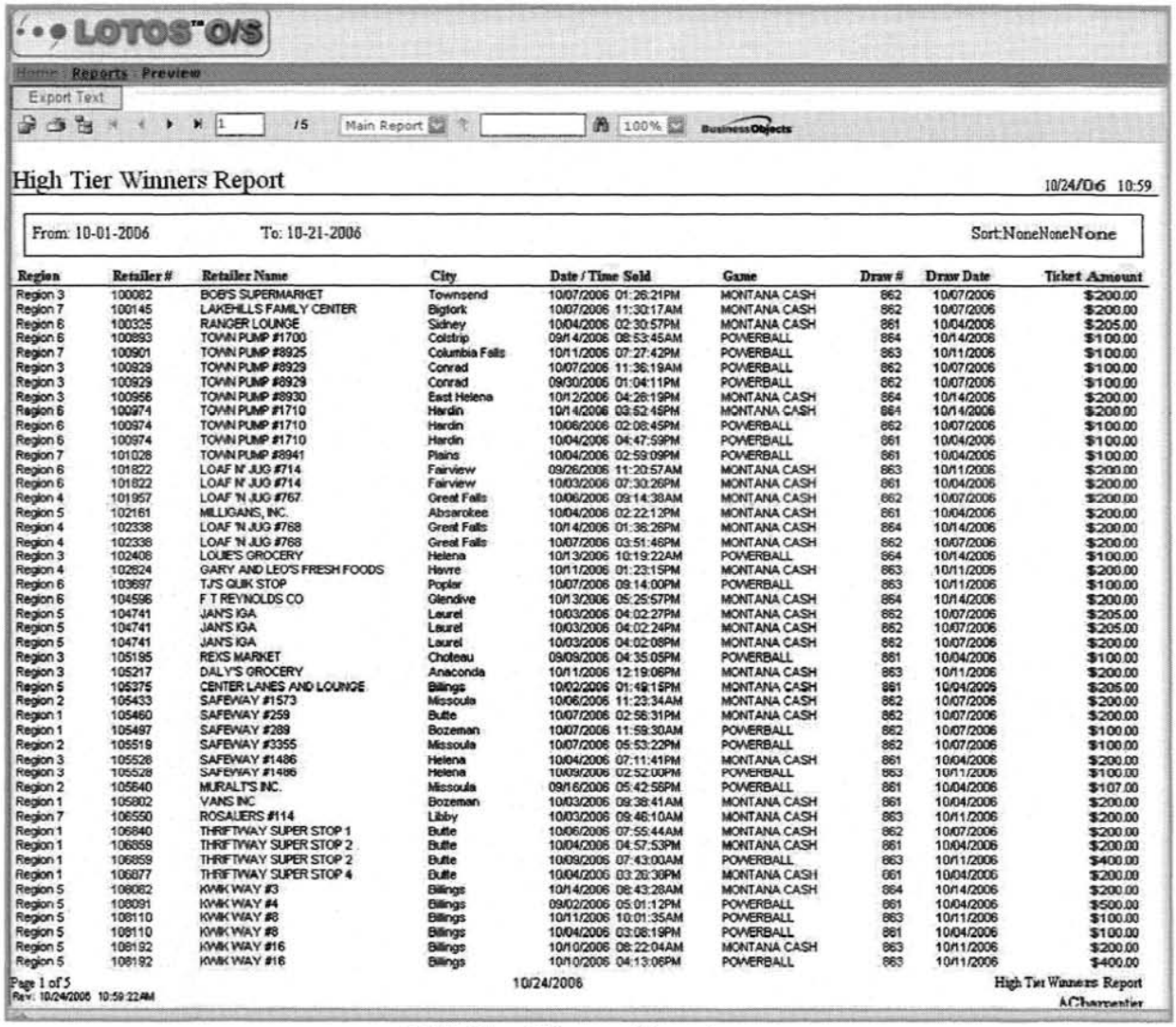

LOTOS™ O/S

Home : Reports : Preview

Export Text

1 /5 Main Report 100% BusinessObjects

High Tier Winners Report 10/24/06 10:59

From: 10-01-2006 To: 10-21-2006 Sort:NoneNoneNone

Region	Retailer #	Retailer Name	City	Date / Time Sold	Game	Draw #	Draw Date	Ticket Amount
Region 3	100082	BOB'S SUPERMARKET	Townsend	10/07/2006 01:26:21PM	MONTANA CASH	862	10/07/2006	$200.00
Region 7	100145	LAKEHILLS FAMILY CENTER	Bigfork	10/07/2006 11:30:17AM	MONTANA CASH	862	10/07/2006	$200.00
Region 6	100325	RANGER LOUNGE	Sidney	10/04/2006 02:30:57PM	MONTANA CASH	861	10/04/2006	$205.00
Region 6	100893	TOWN PUMP #1700	Colstrip	09/14/2006 08:53:45AM	POWERBALL	864	10/14/2006	$100.00
Region 7	100901	TOWN PUMP #8925	Columbia Falls	10/11/2006 07:27:42PM	POWERBALL	863	10/11/2006	$100.00
Region 3	100929	TOWN PUMP #8929	Conrad	10/07/2006 11:36:19AM	POWERBALL	862	10/07/2006	$100.00
Region 3	100929	TOWN PUMP #8929	Conrad	09/30/2006 01:04:11PM	POWERBALL	862	10/07/2006	$100.00
Region 3	100956	TOWN PUMP #8930	East Helena	10/12/2006 04:26:19PM	MONTANA CASH	864	10/14/2006	$200.00
Region 6	100974	TOWN PUMP #1710	Hardin	10/14/2006 03:52:45PM	MONTANA CASH	864	10/14/2006	$200.00
Region 6	100974	TOWN PUMP #1710	Hardin	10/06/2006 02:06:45PM	POWERBALL	862	10/07/2006	$100.00
Region 6	100974	TOWN PUMP #1710	Hardin	10/04/2006 04:47:59PM	POWERBALL	861	10/04/2006	$100.00
Region 7	101026	TOWN PUMP #8941	Plains	10/04/2006 02:59:09PM	POWERBALL	861	10/04/2006	$100.00
Region 6	101822	LOAF N' JUG #714	Fairview	09/26/2006 11:20:57AM	MONTANA CASH	863	10/11/2006	$200.00
Region 6	101822	LOAF N' JUG #714	Fairview	10/03/2006 07:30:26PM	MONTANA CASH	861	10/04/2006	$200.00
Region 4	101957	LOAF 'N JUG #767	Great Falls	10/06/2006 09:14:38AM	MONTANA CASH	862	10/07/2006	$200.00
Region 5	102161	MILLIGANS, INC.	Absarokee	10/04/2006 02:22:12PM	MONTANA CASH	861	10/04/2006	$200.00
Region 4	102338	LOAF 'N JUG #768	Great Falls	10/14/2006 01:36:26PM	MONTANA CASH	864	10/14/2006	$200.00
Region 4	102338	LOAF 'N JUG #768	Great Falls	10/07/2006 03:51:46PM	MONTANA CASH	862	10/07/2006	$200.00
Region 3	102406	LOUIE'S GROCERY	Helena	10/13/2006 10:19:22AM	POWERBALL	864	10/14/2006	$100.00
Region 4	102624	GARY AND LEO'S FRESH FOODS	Havre	10/11/2006 01:23:15PM	MONTANA CASH	863	10/11/2006	$200.00
Region 6	103697	TJ'S QUIK STOP	Poplar	10/07/2006 09:14:00PM	POWERBALL	863	10/11/2006	$100.00
Region 6	104596	F T REYNOLDS CO	Glendive	10/13/2006 05:25:57PM	MONTANA CASH	864	10/14/2006	$200.00
Region 5	104741	JAN'S IGA	Laurel	10/03/2006 04:02:27PM	MONTANA CASH	862	10/07/2006	$205.00
Region 5	104741	JAN'S IGA	Laurel	10/03/2006 04:02:24PM	MONTANA CASH	862	10/07/2006	$205.00
Region 5	104741	JAN'S IGA	Laurel	10/03/2006 04:02:08PM	MONTANA CASH	862	10/07/2006	$200.00
Region 3	105195	REXS MARKET	Choteau	09/09/2006 04:35:05PM	POWERBALL	861	10/04/2006	$100.00
Region 3	105217	DAL'Y'S GROCERY	Anaconda	10/11/2006 12:19:06PM	MONTANA CASH	863	10/11/2006	$200.00
Region 5	105375	CENTER LANES AND LOUNGE	Billings	10/02/2006 01:49:15PM	MONTANA CASH	861	10/04/2006	$205.00
Region 2	105433	SAFEWAY #1573	Missoula	10/06/2006 11:23:34AM	MONTANA CASH	862	10/07/2006	$200.00
Region 1	105460	SAFEWAY #259	Butte	10/07/2006 02:56:31PM	MONTANA CASH	862	10/07/2006	$200.00
Region 1	105497	SAFEWAY #289	Bozeman	10/07/2006 11:59:30AM	POWERBALL	862	10/07/2006	$100.00
Region 2	105519	SAFEWAY #3355	Missoula	10/07/2006 05:53:22PM	POWERBALL	862	10/07/2006	$100.00
Region 3	105526	SAFEWAY #1486	Helena	10/04/2006 07:11:41PM	MONTANA CASH	861	10/04/2006	$200.00
Region 3	105526	SAFEWAY #1486	Helena	10/09/2006 02:52:00PM	POWERBALL	863	10/11/2006	$100.00
Region 2	105640	MURALT'S INC.	Missoula	09/16/2006 05:42:56PM	POWERBALL	861	10/04/2006	$107.00
Region 1	105802	VANS INC	Bozeman	10/03/2006 09:38:41AM	MONTANA CASH	861	10/04/2006	$200.00
Region 7	106550	ROSALIERS #114	Libby	10/03/2006 09:46:10AM	MONTANA CASH	863	10/11/2006	$200.00
Region 1	106840	THRIFTWAY SUPER STOP 1	Butte	10/06/2006 07:55:44AM	MONTANA CASH	862	10/07/2006	$200.00
Region 1	106859	THRIFTWAY SUPER STOP 2	Butte	10/04/2006 04:57:53PM	MONTANA CASH	861	10/04/2006	$200.00
Region 1	106859	THRIFTWAY SUPER STOP 2	Butte	10/09/2006 07:43:00AM	POWERBALL	863	10/11/2006	$400.00
Region 1	106877	THRIFTWAY SUPER STOP 4	Butte	10/04/2006 03:20:30PM	MONTANA CASH	861	10/04/2006	$200.00
Region 5	108082	KWIK WAY #3	Billings	10/14/2006 08:43:28AM	MONTANA CASH	864	10/14/2006	$200.00
Region 5	108091	KWIK WAY #4	Billings	09/02/2006 05:01:12PM	POWERBALL	861	10/04/2006	$500.00
Region 5	108110	KWIK WAY #8	Billings	10/11/2006 10:01:35AM	POWERBALL	863	10/11/2006	$100.00
Region 5	108110	KWIK WAY #8	Billings	10/04/2006 03:08:19PM	POWERBALL	861	10/04/2006	$100.00
Region 5	108192	KWIK WAY #16	Billings	10/10/2006 08:22:04AM	MONTANA CASH	863	10/11/2006	$200.00
Region 5	108192	KWIK WAY #16	Billings	10/10/2006 04:13:06PM	POWERBALL	863	10/11/2006	$400.00

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Rev: 10/24/2006 10:59:22AM ACharpentier

High Tier Winners Report

Validation after Conversion

INTRALOT will validate winning on-line tickets that have been sold prior to conversion from the outgoing vendors system, both by reading the bar code and by accepting manual entry of the "old" winning ticket's serial number. INTRALOT will also convert the instant ticket validation files to permit validation of the previous vendor's tickets so that the process is seamless and efficient for the retailers and players.

LOTOS™ O/S is capable of processing winning tickets produced by the Lottery's current vendor. This includes producing replacement tickets for winning multi-draw wagers. The terminal is capable of reading legacy tickets as well as the Lottery's current play-slips. INTRALOT has successfully validated winning legacy tickets from both of the other major on-line vendors.

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Tax Withholding from High Tier Payouts

The Claims System supports withholding from winning payouts. The ability to import offset files from other departments such as Child Support Services and the Unemployment Offices is also a standard feature. All claimants will be checked against the content of these files for back-taxes, back child support and other types of obligations permitted by local law.

INTRALOT will work with the Lottery and other Agencies and Departments as permitted by the Lottery during the specifications phase to define the content and format of these files and/or the preferred method for data exchange.

Transactions at Close

The LOTOS™ O/S controls transactions underway at draw close time and is parametrically programmed to allow transactions up to less than one minute before a drawing. The amount of time can be as small as zero or as many minutes as the Lottery requires between draw closure and the actual cut off time for transactions pertaining to the current draw. Because the communications network is instantaneous with high bandwidth and processing speed, it is possible to safely sell tickets up within seconds of drawings. The System will process all transactions before the game close and apply them properly to the forthcoming drawing. All transactions received after the game close will apply to the subsequent drawing.

Capability to Handle Various Media

The Lottery Gaming System, through the Retailer Sales terminal's scanning and bar code reading peripherals, can handle various media, variable form sizes, objects of various shapes/sizes and optical mark code types, and identify the applications that may use such codes.

The media, forms, objects and optical mark codes reading capabilities include, but are not limited to, the following:

Packs and Single Tickets

The System will fully operate with or without pack activation cards. All pack movement and settlement transactions are accomplished on-line and in real-time via the retailer terminals and LSR IPTs. Receipts/reports are available for each function showing the transactions. Retailers or LSRs may scan the barcode on the pack activity card or scan the barcode on an individual ticket within the pack to initiate the transaction.

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Boxes/Cartons of Tickets

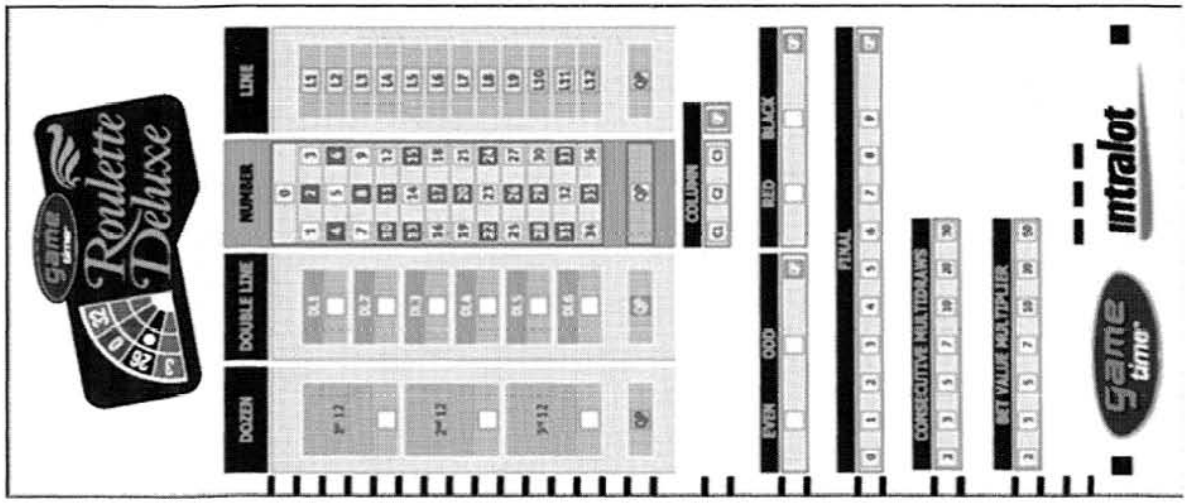
INTRALOT will provide barcode readers with a 12-foot cable giving it the ability to read different size and shape items, including instant tickets in racks and dispensers, Point Of Sale items, bar coded instant ticket packs, and on-line ticket stock boxes.

Instant Tickets of Various Sizes

Due to the flexibility of the bar code reader all known sizes of instant tickets and all known bar code schemes and formats can be read.

Play Slips

INTRALOT's terminals can process the Texas Lottery's existing play slips\. Play Slips of various sizes and designs can be handled by the System/terminals, providing the opportunity to create graphically rich play slips for the online games, see example below.



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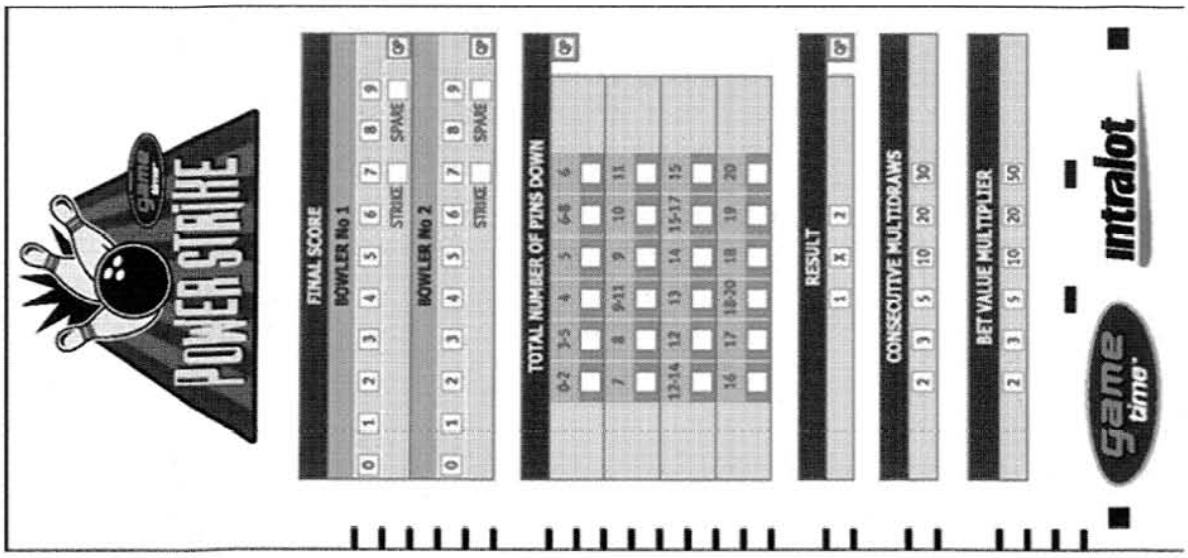

Online Tickets

Due to the flexibility of the bar code reader all known sizes of online tickets and all know bar code schemes and formats can be read, including those tickets issued by the legacy system prior to conversion. Our ability to validate tickets that were issued prior to conversion is well proven as we have successfully demonstrated with eleven U.S. Lottery conversions over the past few years.

Bar Coded Coupons

As described throughout our proposal, the microLOT+ and PHOTON terminals have the capability of reading all known barcode formats. This includes serialized bar codes printed on coupons produced for promotions and other marketing purposes.

Field Service Identification Cards

INTRALOT offers several methods for LSRs and FSTs to access the terminal. From bar-coded ID cards to Smart Cards to unique user id / password combinations. All terminals have the ability to provide secure access to specialized functions for Lottery and field service personnel. All transactions performed while these personnel are logged into the terminal are recorded by the System. Access to terminal functions for these personnel may be administered by the Lottery from a management terminal.

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Survey Tools

The LOTOS™ Polls system utilizes the retailer terminal to conduct multiple-choice questions (i.e. designed like play-slips). The application can be used to perform a host of research and information collection activities such as information from players and retailers based on specially designed questionnaires. INTRALOT has the capability to conduct market research surveys through the retailer terminals using reader devices for collecting data or message broadcasting surveys to retailers.

System Generated Gift Cards

The INTRALOT System supports Gift Certificates where players can purchase a "gift certificate" ticket or coupon printed by the terminal which can be redeemed for any lottery product – instant or on-line.

Support of Instant Ticket Transactions at Retailers

INTRALOT will support instant games through the retailer terminals according to the requirements of the Texas Lottery, including but not be limited to the features and functionality described hereafter.

Lottery Sales Representative Transactions

The Instant Games Management System (IGMS) and terminals support retailer inventory management transactions and messages for the retailer and LSR's. It allows the LSR to maintain and control trunk stock, in effect becoming a mini warehouse. Packs may be moved from the warehouse and into LSR trunk stock. Returned packs or partial packs from retailers may be put into LSR trunk stock where they may be re distributed to other retailers or returned to the warehouse. The IGMS security grid described in our proposal allows the Lottery to define all valid pack transactions. All pack movement activities are recorded and printed reports produced, which eliminates the need of manual forms processing. The retailer terminals also provide the LSR with full functionality for instant ticket-related transactions, inventory management, and reporting. All transactions are entered via the terminal and are completed in real-time. This includes all pack transfer transactions and all pack status change transactions required by the Lottery in this section of the RFP.

INTRALOT is providing each of the LSR with an IPT (INTRALOT Portable Terminal) our full function mobile lottery terminal, which will perform all functions that the regular full size lottery terminals can perform, including instant ticket management.

Below are examples of instant ticket pack transaction receipts and reports.

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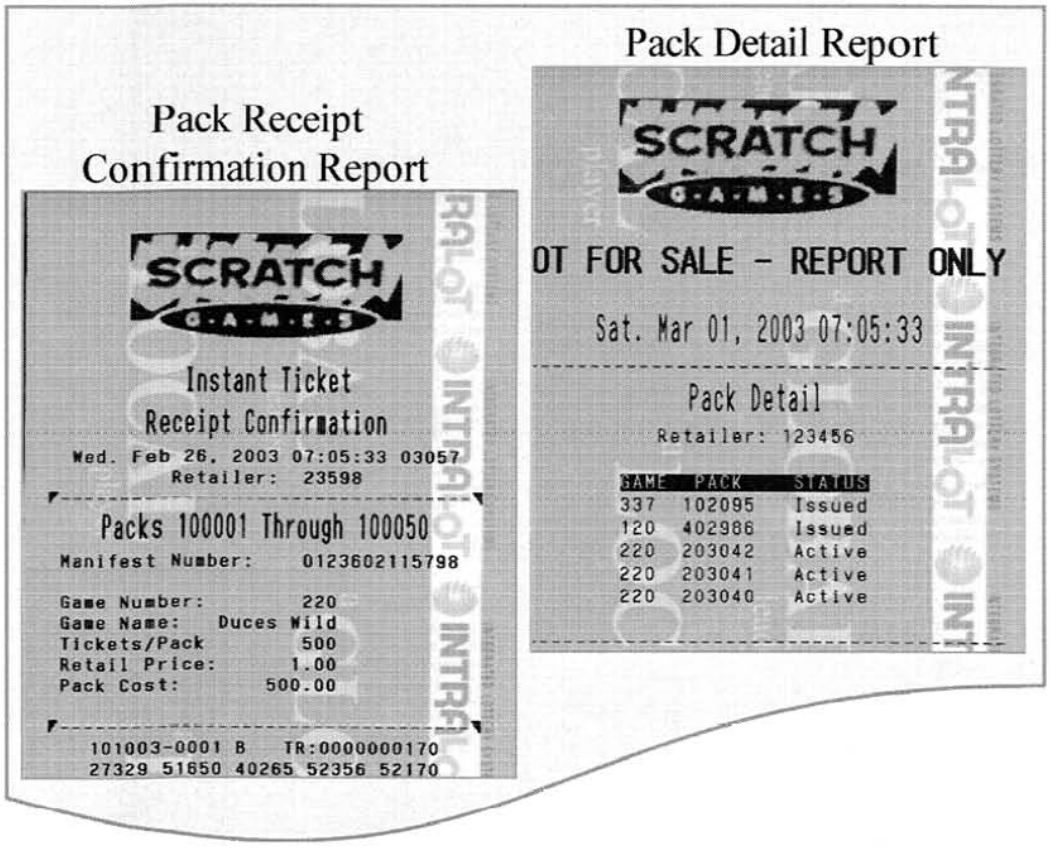

INTRALOT will provide LSRs with bar-coded badges that can be used for login and security purposes at retailer terminals. The retailer terminal and LOTOS™ System supports separate logins and transaction types for Field Service Technicians and LSRs. Depending on the login or Smart Card used for login, the terminal's application displays different menus and different capabilities for the particular individual's access or the servicing needs of the LSRs.

Upon scanning of the LSR's barcode and login, the System will be configured to support messages for LSR. For each retailer for whom a LSR conducts pack management transactions, the terminals will produce an electronic report of all activity. The System will provide and support individual messages to a LSR based on logon identification including individualized instructional information for each LSR which will be delivered by printing the messages on ticket stock or as may be requested by the Lottery. The LSR's IPT also has a terminal printer with paper the same width as ticket stock, so LSRs can use their IPT terminals to sell tickets at special events and promotions if the Lottery desires to implement this capability.

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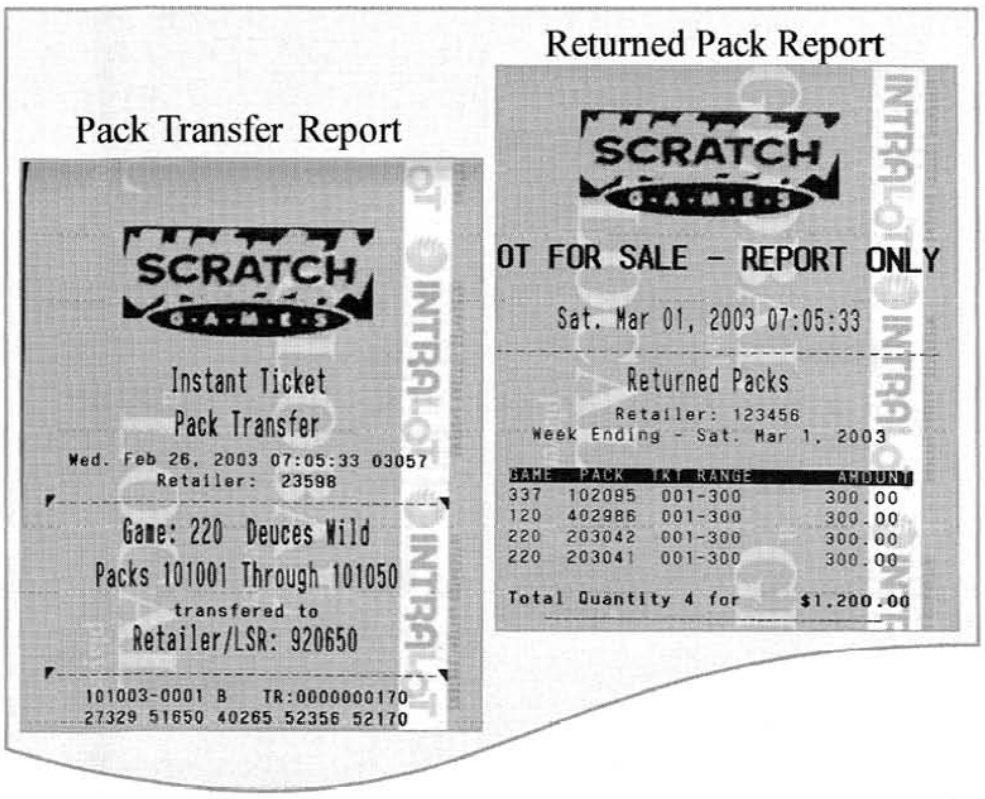
Pack Delivery and Returns

Pack delivery and pack return transactions are fully supported with a single barcode read or as may be specified by the Lottery utilizing either the retailers' terminal or the LSRs' portable terminal. Delivery and Return movements will be defined in the inventory movement grid which is specified as part of System configuration and can be changed as needed. INTRALOT will also make application software modifications as may be required by the Lottery in order to fully support the business rules requirements of the Lottery, the LSRs, and the retailers.

Authorized returns and transfers are accomplished by scanning the barcode on an individual pack or ticket within a pack. Partial returns are supported by entering starting and ending ticket ranges in the return function. Below are some examples of instant pack transfer and return receipts/reports.



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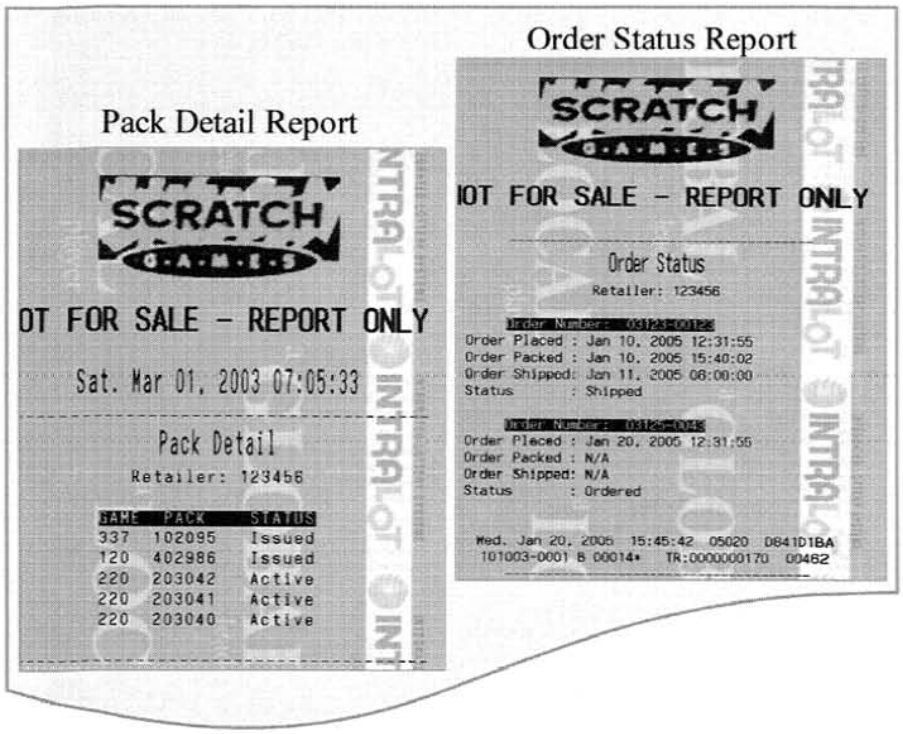

Pack Activation

IGMS requires that instant game packs delivered to the retailer must be scanned into the retailer's inventory by scanning barcodes either in bulk from the order shipment or from the individual packs delivered by the LSR, before they can be activated in the System by a transaction. This requirement is controlled by a system configuration parameter, which can be set to automatically activate a pack at the time the pack is scanned into the retailer inventory by the LSR.

Auto activation is supported according to business rules defined by the Lottery. When activation occurs is determined by the pack status transition matrix that has been approved by the Lottery. If the Lottery desires the activation matrix will be configured to auto-activate if a low-tier winner from a pack is validated at the pack owner retailer location. Auto pack activation retailer transaction is a standard feature of IGMS and allows for sales and validations. A pack in the confirmed status can also auto-activate if a low-tier winner from the pack is validated at the specific retailer location where the pack was delivered (pack owner). This is fully configurable and INTRALOT will set customized pack activation rules and other pack status such as payable status, etc., according to the requirements of the Lottery.

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Instant Ticket Validation

INTRALOT's IGMS offers the Lottery total flexibility in validating instant tickets and the System supports multiple vendor validation algorithms simultaneously. Instant game validation transactions inquire against a validation database to check for a "payable" status on the LOTOS™ database. Tickets from a pack that has not been activated may not be validated unless auto-activation is enabled. Stolen tickets may not be validated. Tickets still in the warehouse may not be validated. INTRALOT will work with the Lottery to define valid pack movement and valid ticket statuses when defining the pack transition matrix. Each instant ticket validation transaction returns to the retailer a winner/non-winner status, a prize value, and a pay/no-pay or claim status. The retailer has the option to receive a receipt for each validated ticket or to receive a single receipt for all tickets validated in a batch. After a ticket is validated it is immediately marked as paid in the system so it may not be cashed again.

Winning tickets with prize values over the retailers' cashing limit will result in a claim receipt that the player can take to a Lottery office. Instant tickets do not have to be cashed at the same retailer location that sold the ticket. Cross-redemption is a standard feature of IGMS. Another standard feature of IGMS is partial pack transaction processing for stolen tickets, returns, transfers, and settlements. INTRALOT will work with the Lottery to implement any additional transactions that the Lottery requires and provide the ability to perform different functions depending upon the prize amount of the ticket.

BAR CODES

The high speed high volume printer for the PHOTON and microLOT+ thermal printers will print alphanumeric and full graphics at 203 dpi; therefore, any image that carries a font of any size or orientation can be printed on the ticket. Both printers also print all known barcodes. Both printers are completely programmable and have the ability to store and print custom headers that may contain logos for game tickets, reports, and other frequently printed documents. Up to 255 logos or ticket/report headers may be stored in the printer. Static graphics or bitmaps of play symbols may be stored within the printer and referenced by number to accelerate printing. Graphical play data that changes based on game play is downloaded to the printer as a bitmap.

The terminal scanners have the ability to read all known barcodes including the afore-mentioned I2of5, PDF417, two-dimensional matrix bar codes, and UPC barcodes. The flexibility of our terminals and the scanners proposed here allow INTRALOT to implement additional functions and features required by the Lottery that use barcodes as input.

All terminals have a comprehensive set of functions that allow the validation of on-line and instant tickets, and ticket functions that include receipts, activations, settlements and validations. The terminal is capable of validating winning instant tickets, both through keyless validation using the barcode printed under the latex and manual entry.

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Keyless Validation

Please note that all Lottery equipment and peripherals offered by INTRALOT utilize 2D barcode technology. INTRALOT retailer terminals, ticket checkers, and self service vending machines will read the barcodes currently in use by Texas for keyless validation of instant tickets with a 99% or higher first time read rate.

From the validation stand point transition from GTECH to INTRALOT will be seamless and unnoticeable by the retailers.

Keyless validation utilizing barcodes under the latex is a standard function for the INTRALOT System. The LOTOS™ System and all INTRALOT terminals support the capability to perform all instant ticket retailer transaction processing requirements that are required for keyless validation.

The proposed INTRALOT retailer terminals support the full range of instant ticket transactions at the retailer and the LSR level, including keyless validation for instant tickets. The terminals support full 2D barcode reading, including PDF417 and Data Matrix barcodes, and also provide the ability to read drivers' licenses and other documents such as: UPS and FedEx shipping manifests.

INTRALOT will work with the Lottery and your instant ticket vendors to ensure that any encoding scheme, barcode design, or decryption algorithm is secure and will maintain the integrity of the game. We will ensure that the System can accommodate the Lottery's current barcode practices and new standards.

By working closely with the Montana, Idaho, New Mexico, South Carolina, Ohio, and Arkansas Lotteries and their instant ticket vendors, INTRALOT has been *very* successful in implementing keyless validation using the "Failsafe" barcode printed under the latex for all of these customers. All INTRALOT terminals have the ability to read all known barcode formats including 1D, 2D, PDF417, and Data Matrix. The barcode readers and Ticket-Checkers used by INTRALOT are image based readers which allow this technical ability.

The redundancy of information within the 2-D barcode, i.e. how much of the latex covering the barcode must be removed in order to get a valid scan, the print float parameters and constraints and the data/information within the barcode is determined by the Lottery and the ticket printer.

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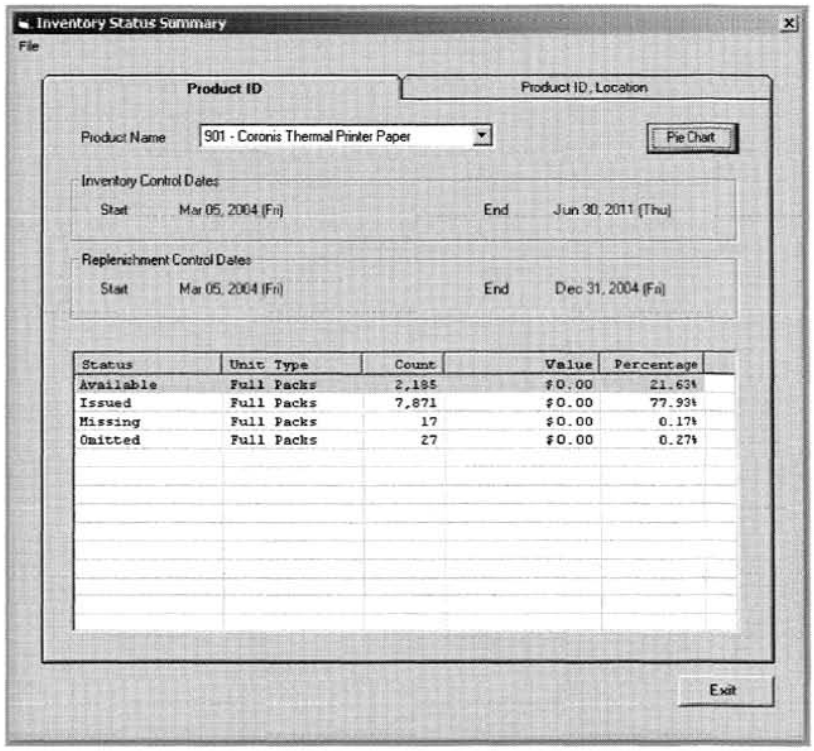
Secure instant ticket barcodes contain the game number, series number, pack number, ticket number, a check digit code, and the ticket's encrypted verification number/prize code. The check digit code is generated by an algorithm approved by the Lottery. The secure barcode is printed in the play area and covered with latex for test and production games and is consistent with NASPL standards.

Inventory

INTRALOT's Ticket Stock Tracking System is a Sub-System of the LOTOS™ O/S application and resides on the same hardware (at both the Primary and Remote Back-up Sites) as the LOTOS™ O/S System. All ticket stock has separate and distinct carton numbers and serial numbers. Serial numbers are bar-coded on each roll seal to allow for receiving at the retailer terminal. A bill of lading that describes carton numbers is provided to INTRALOT with each shipment from the printer.



Inventory Status Summary

As part of the normal production run of ticket stock, the ticket stock vendor provides a secure data file on CD-ROM or secure electronic delivery directly to Lottery Security that identifies which serial numbers are contained on which rolls of stock and which rolls of stock are contained in which cartons. This ensures that INTRALOT personnel have no knowledge of which rolls are contained in which cartons of ticket stock.

Ticket Stock Information

The ticket stock carton and roll numbers will be provided directly to Lottery Security by the printing company. The format and media type of the information will be specified by the Lottery. Ticket stock will not be distributed to the retailers, technicians, or LSR until the carton / roll data has been sent to Lottery Security and entered into the roll tracking System.

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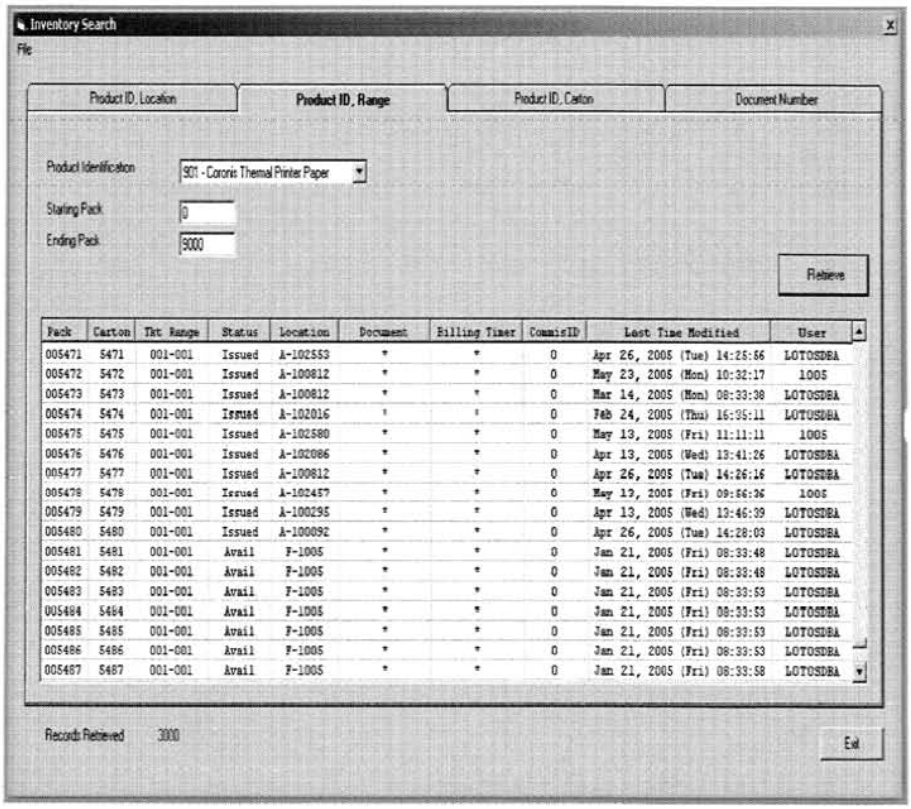
Ticket Stock Tracking System

A complete history of each ticket stock roll is kept by the LOTOS™ O/S inventory module. Carton, roll, and serial numbers, are loaded into the inventory System by Lottery personnel before the actual shipment is received. INTRALOT personnel along with Lottery personnel scan each carton into inventory when it arrives at the warehouse. The inventory received is compared with the file loaded by the Lottery to ensure all cartons and rolls are accounted for.

The ticket stock is locked under controlled access while in the warehouse. As per MUSL or any other multi jurisdictional organization security requirements, two individuals must be present when stock is obtained from the Central Site inventory.



As the ticket stock orders are placed for warehouse distribution, the barcodes are scanned on the carton to associate it with an order that is designated for delivery to a specific retailer. The status and location of the carton will be changed to indicate that the ticket stock has been picked and packed for delivery. This action will update the inventory control module in real-time so that strict control is maintained over the ticket stock at all times. The System will track movements of stock from the warehouse to the retailer.

Once the shipment has been received at the retailer location, the retailer must confirm receipt of the order. This action updates the inventory control module in real-time.

Given this level of control over the ticket stock, the Lottery will be able to track a serial number to a single retailer and identify the location of the retailer to whom it was delivered and the exact date and time it was confirmed by the retailer. Ticket stock status and location information are available in real-time and are available only to personnel with proper Lottery-approved security clearances.

Returned cartons and rolls are handled in the same manner as distribution. Ticket stock inventory is transferred from the retailer back to an INTRALOT LSR or FST and ultimately back to the

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distribution point or warehouse. From the distribution point the carton or roll may be re-issued to another retailer.

Once back in the warehouse, ticket stock is stored in a secure area until it is reissued or destroyed. Once destroyed, the status of inventory records will be updated to indicate the stock has been destroyed. The ability to 'mark' a roll as destroyed will be limited to authorized Lottery personnel.

The inventory module provides the Lottery an accurate picture of where each roll of ticket stock is located at any given point in time. Detailed reports, available to Lottery Security personnel only, show which cartons and rolls are unused in warehouses and distribution points, as well as in trunk stock or at retailers. Additional reports show which rolls have been destroyed.

All records in the inventory database are encrypted, preventing INTRALOT personnel from viewing roll stock numbers and locations. This encryption, along with limiting access to reports and screens to Lottery-approved personnel, ensures the security of ticket stock information.

Ticket Stock Tracking System – Lottery Access

The Lottery will have real-time access to ticket stock information. INTRALOT will know ticket stock carton numbers but not the roll numbers in the cartons. Authorized staff will be able to perform queries and produce standard reports. This gives the Lottery the ability to determine the location of ticket stock, by carton, by roll, or by retailer. Since the inventory module updates records in real-time, the Lottery is assured that ticket stock status is current and accurate.

INTRALOT's ticket stock inventory System exceeds the minimum MUSL or other multi jurisdictional organization security requirements. We welcome a review of the tracking System and if any insufficiency is found, INTRALOT is committed to providing the resources to fully satisfy all requirements.

Messaging

Retailer Message Groups

INTRALOT's LOTOS™ System provides control of messages down to an individual retailer and individual LSR level using an authorized management terminal and authorized user account. Messages are delivered by type according to the user that is signed on.

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When a LSR signs onto a retailer lottery terminal, the LSR will receive the messages sent for them individually, messages sent to a Group or to all LSRs. LSRs will also be able to receive messages directly on the IPT (Intralot Portable Terminal) terminals which will be issued to LSRs for the management of instant ticket inventory.

Messages can be staged for viewing by a single retailer location, within a select group of retailers, a chain or group of chains, or throughout the entire network. Specific groups can be defined as a part of the System configuration and retailers are assigned to the appropriate groups as applicable.

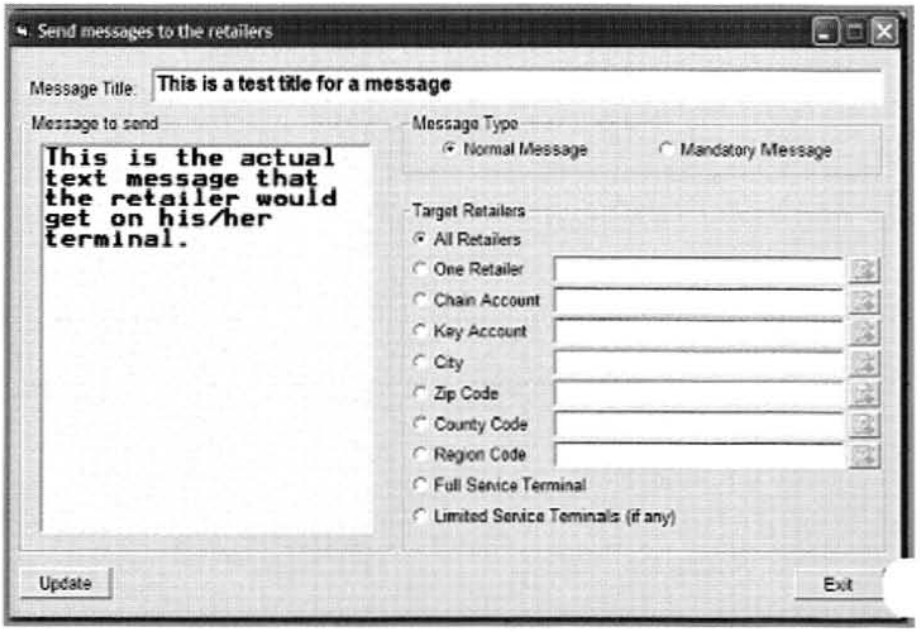
INTRALOT will work with the Lottery to determine special groups and to which groups each retailer and or LSR should be assigned. The message screen is very simple to understand and use.

Normal priority or mandatory messages may be sent at anytime. Normal priority signifies a message that can be read at any time, or a mandatory priority message (immediate) may be sent that disables all other functions on the terminal until the message is viewed.

Once the message priority has been selected, determining where the message will be broadcast is as simple as selecting from the Target options based on the following example criteria. Criteria for groups can be defined as a parameter.

- All retailers, or LSRs, or Both, etc.
- City
- Full service terminals
- Sales levels
- Specific retailers
- ZIP Code
- Limited service terminals
- Chain accounts
- County
- Business type
- Key accounts
- Region
- Communications circuit

Messages can be delivered to the touch screens or the advertising displays of all devices in the network. Messages may be printed by highlighting the appropriate message and touching the print button.



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Message Size

Messages well in excess of 512 characters are currently supported; the maximum message limit is a parameter setting in the System.

Immediate and Deferrable Messages

The System and terminals currently supports two types of messages: Immediate (Mandatory) and Deferrable (Standard). Mandatory messages must be read and/or printed immediately and receipt acknowledged by the retailer before any other terminal functions can be executed. Standard messages are deferrable and stay in the message queue to be read at the retailer's convenienc within a configurable time limit. Should the time limit expire the message will automatically become priority to ensure that the retailers sees all messages.

The Games Management System easily allows an authorized user to select the appropriate message priority. The retailer is notified of message arrival by a blinking icon in the Administrative area of the main menu. Mandatory messages are accompanied by a non-suppressible, programmable audible alarm, as well as the blinking icon.

	Standard Message Waiting	If the flashing message icon is GREEN, the message is Standard and can be read at any time.
	Mandatory Message Waiting	If the flashing message icon is RED, the message must be read before any other function can be performed.

Touching the message icon displays the message screen from which the retailer can select the messages to be read as shown on the following page:

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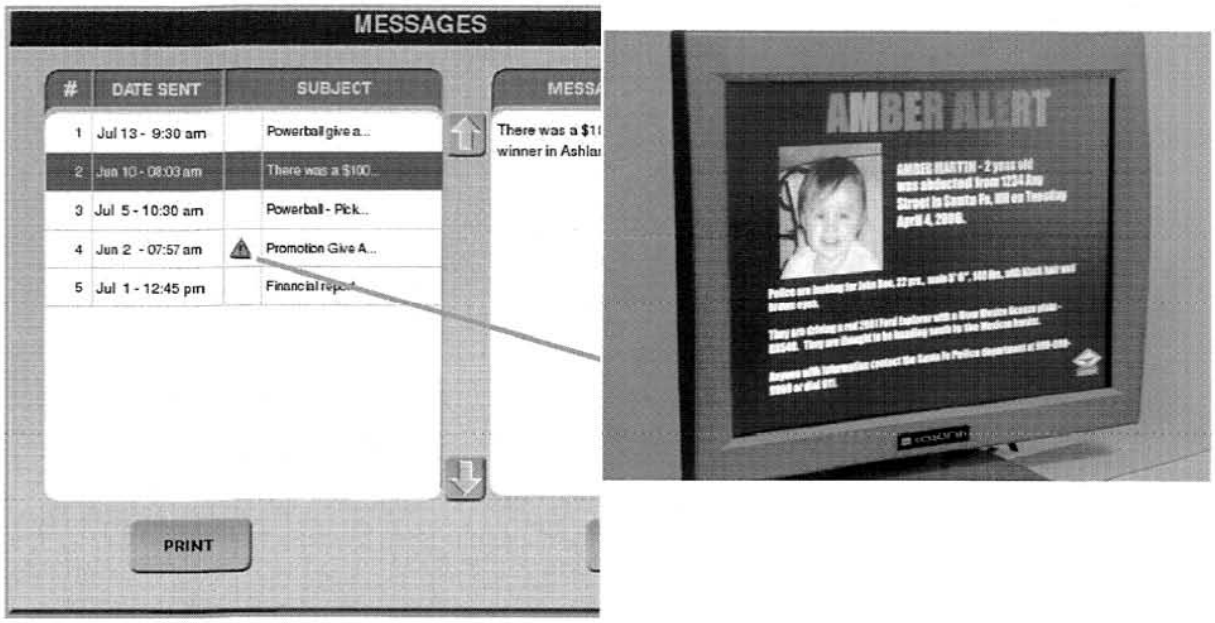

Mandatory messages are indicated by the alert icon next to the message subject. The terminal may be programmed to play a sound or sounds upon the arrival of a mandatory message, a standard message, or either. AMBER Alert messages arrive as Mandatory messages (so they must be viewed immediately) and are displayed on the retailer's display as well as the customer display.

Messages may be sent in English, Spanish, both, or any programmed language and may be delivered to the retailer's touch screen or the advertising displays. Messages may be printed by highlighting the appropriate message and touching the print button.

Player Display Messages

The LOTOS™ O/S supports features and functions to create and send graphics and messages to display units associated with the retailer terminals. In addition, the LOTOS™ Message System may be used to send Amber Alerts or other high priority messages throughout the retailer terminal network to specific advertising displays attached to the retailer terminals.

The messages are able to be sent in any language programmed and will display on the retailer terminal's touch screen or the advertising displays and or the IPT terminals being used by the LSRs or as may be required depending on the type of the message.

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Ticket Messages

Ticket messaging is available on all tickets or on a game-by-game basis. Messages may be generic to all tickets or customized based on game type, bet type, or price point. The message and display criteria are created by an authorized user through the Games Management terminals ticket banner messaging interface. Ticket messages can also be created, for example, by game with different marketing messages. AMBER Alert messages can also be printed on all tickets in this manner. The location and the total length allowed for the message is determined by the Lottery.

INTRALOT will work with the Lottery to determine and implement the required "trigger" mechanisms and other specifications that will drive, format and print ticket messaging.

REPORTING

All reports printed by the terminal will have "INFORMATION ONLY- NOT FOR SALE" or similar verbiage approved by the Texas Lottery printed at the top or bottom of each report.

Multiple Terminals per Retailer

The LOTOS™ O/S supports multiple terminals per retailer, either temporarily or permanently installed at a retailer location. Accounting reports for retailers with more than one terminal are available on a per-terminal basis as well as on a retailer-location basis. INTRALOT will provide the format and content of any specific terminal reports required for retailers with multiple terminals. INTRALOT will provide additional terminals at retailer locations upon request by the Lottery.

Terminal Reports

The following table provides a sample of terminal reports that are supported by LOTOS™ O/S categories by On-line and Instant Games.

TERMINAL REPORTS	
On-Line Games	**Instant Games**
Daily Sales – Combined on-line daily sales; cancels, pays, claims, credits and commissions by game for the retailer	Daily Instant Activity – Instant inventory activity and sales activity for the day for the retailer.

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TERMINAL REPORTS	
On-Line Games	**Instant Games**
Week-to-Date Sales – Combined on-line week-to-date sales; cancels, pays, claims, credits and commissions by game for the current week for the requested retailer. Roll-up sales reports for storeowners with multiple locations and terminals.	Week-to-Date Instant Activity – Instant inventory activity and sales activity by game for week-to-date for requested retailer. Roll-up sales reports for storeowners with multiple locations and terminals must be available.
Winning Numbers and Payouts – Winning numbers and payouts for last completed draw of all on-line games for a specified date (default is most current draw and all games)	Inventory Summary – Summary of instant ticket inventory by game.
By Game Winning Cities and Prizes – City/Cities, prize amounts and winning numbers by game	Inventory Detail – Detailed instant ticket inventory by game.
Weekly Adjustments – On-line and instant adjustments to the retailer for the week requested	Inventory History – History of instant inventory for a retailer for a particular time frame.
By Game Current and/or Previous Week Sales – Current week and previous week sales, cashes and cancels by game for requested retailer	Weekly Cashed Detail – Weekly instant ticket payment detail.
Last 25* Transactions History – Shows the previous 25 transactions for the current sign-on, can easily be set to last 100 or more.	Weekly Settled Pack Detail – Instant packs settled by game, number, date and amount.
Test Ticket – Prints a 'test' ticket where the wording "DEMO – NOT FOR SALE" must be prominently displayed in the middle of the ticket.	Game Information – Listing of all active and closed games with game numbers, game names, start date, end date, end validation date, price points and number of top prizes remaining.
Premium Point Activity – Shows weekly activity and balance. Roll-up reports for storeowners with multiple locations and terminals.	Games on Sale – Listing of all games with game numbers, game names, price points and number of tickets per pack.
Weekly Invoice – Shows weekly on-line and instant sales, previous week's balance and payment, and net amount due to the Lottery.	Adjustment History – Instant adjustments made to the retailer for the week requested.
Retailer accumulated bonus and incentive payments	Active Packs – Details of active packs in retailer inventory.
	Orderable Games – Instant games that are currently available for order, descending by sales.
	Top Prize Remaining – Top prizes remaining for active instant games.

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TERMINAL REPORTS	
On-Line Games	**Instant Games**
	Sales by Price Point – Ability to report sales by individual ticket price point.
	Sign-On – Information about the terminal at the time the retailer signs-on to the system.
	Customer Display Message (English and Spanish) – Update for the customer display message.
	Broadcast Messages – Informational broadcast messages to be sent to all retailers or to a specific retailer.
	Last 5* Broadcast Messages – Report showing the last five (5) terminal news messages sent to the terminal.
	Cash Activity Report – Report taken at end of day to assist retailers in the balancing of their cash drawers. There are no sales commissions shown on the report.

* A system parameter that can be set for any practical number. INTRALOT finds the above numbers to be the most common preference.

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Insert Sample Retailer Terminal Reports

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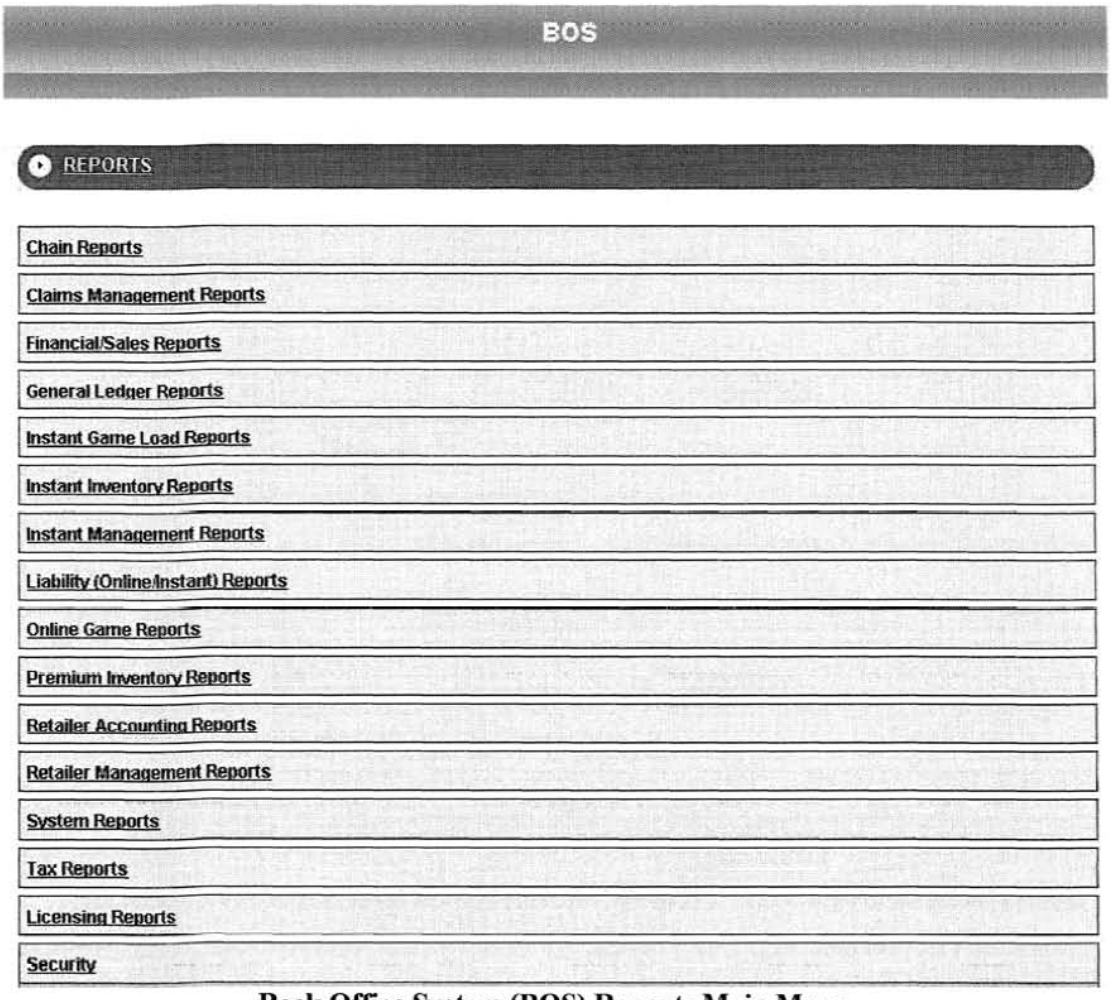
Back Office System (BOS) Reports

The LOTOS™ O/S games management application allows reports to be generated in the same format as the retailer terminal reports to allow Lottery or Service Desk staff to review results with retailers. Any authorized user is able to receive individual real-time game statistics from the LOTOS™ Central System from a management terminal. Information may be monitored on a game-by-game basis either system-wide or by retailer, retailer group, geographical area, or other criteria. The LOTOS™ O/S System offers real-time monitoring of game sales by a wide variety of selection criteria, including the ability to review up-to-date statistics for sales by day and/or by game by draw. The following graphics show the BOS reports menus.



Back Office System (BOS) Reports Main Menu

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Chain Reports

Inventory Status
Inventory Status CSV
Invoice Detail
Invoice Detail CSV
Invoice Summary
Invoice Summary CSV

BOS Chain / Ownership Reports Menu

Claims Management Reports

Check Register
Check Register by Game
Claim Detail
Claims Per Claimant
PosiPay
Winner Listing
Withholding Exception
Withholding Setoff

BOS Claims Management Reports Menu

Financial/Sales Reports

Lottery Summary
Retailer Ranking
Retailer Ranking (Instant)
Retailer Ranking By MSR

BOS Financial and Sales Reports Menu

General Ledger Reports

Adjustments
Application Fees
Claim Center Adjustments
Claims Data
EFT Sweep
Future Sales
Inventory Credit
Inventory Debit
Line Charges
NSF Fees
Previous Period Rolls
Prize Expense
Prize Liability
Prizes Payable
Receivables and Commission
Revenue

BOS General Ledger Reports Menu

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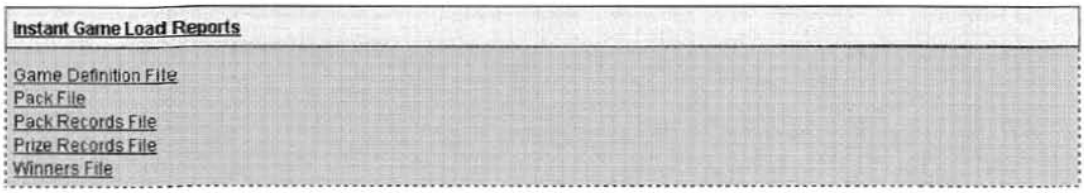
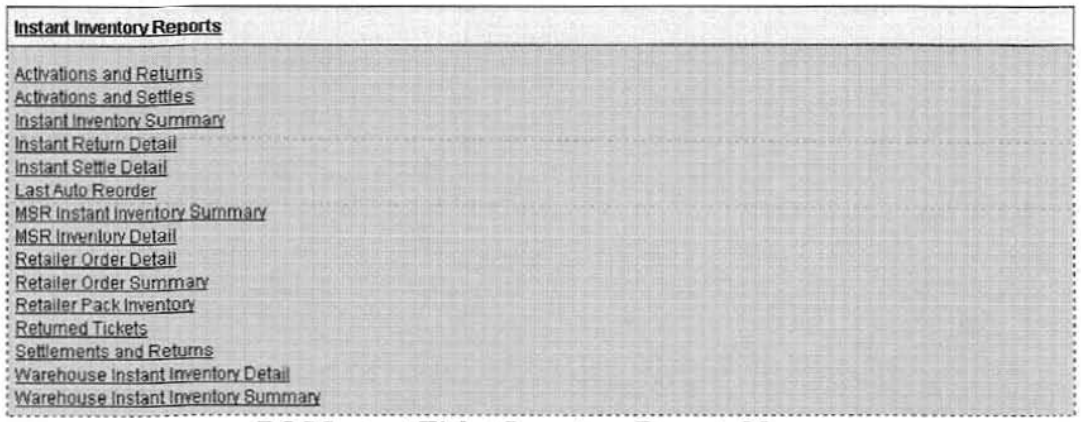
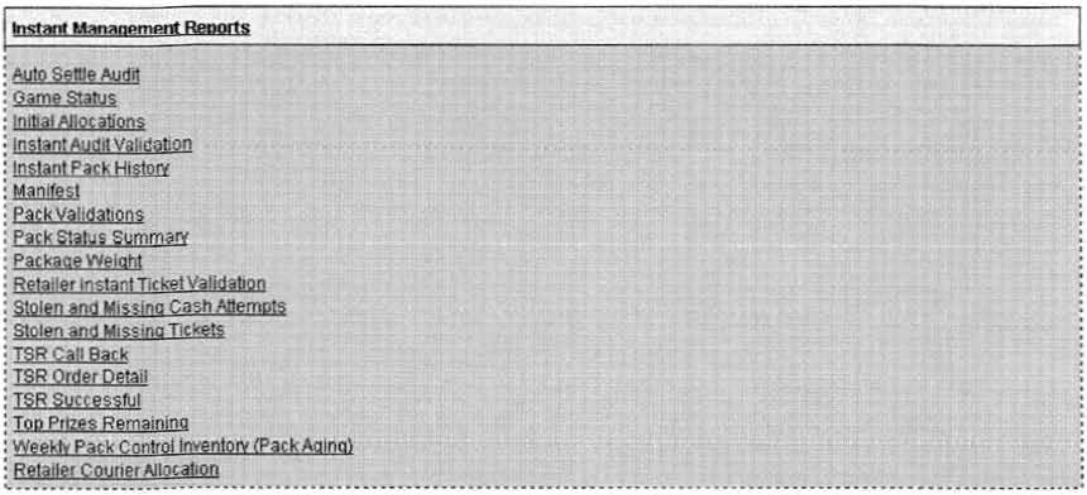


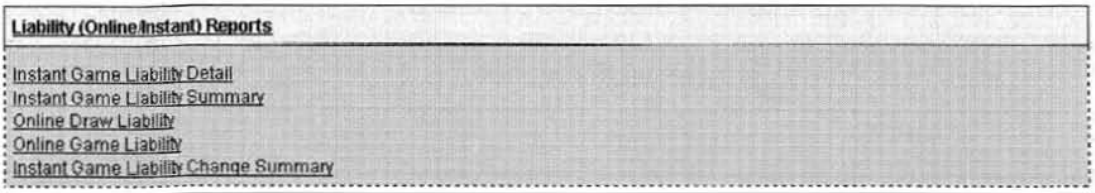
BOS Instant Game System Loading Reports Menu



BOS Instant Ticket Inventory Reports Menu



BOS Instant Games Management Reports Menu



BOS Game Liability Management Reports Menu

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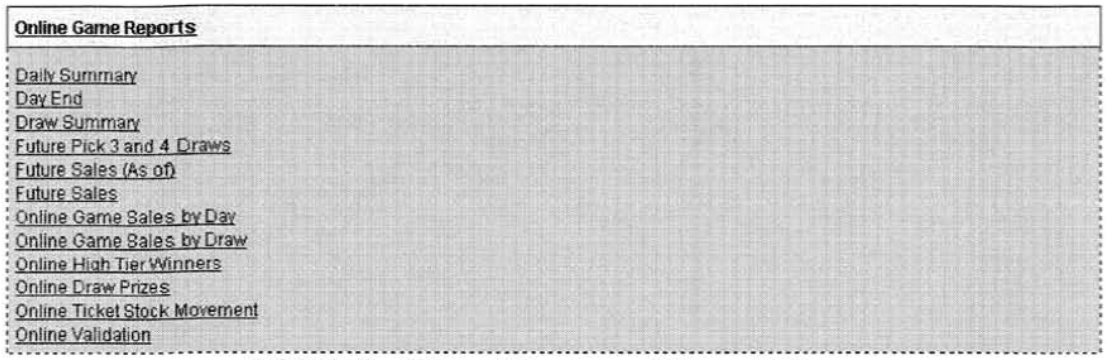
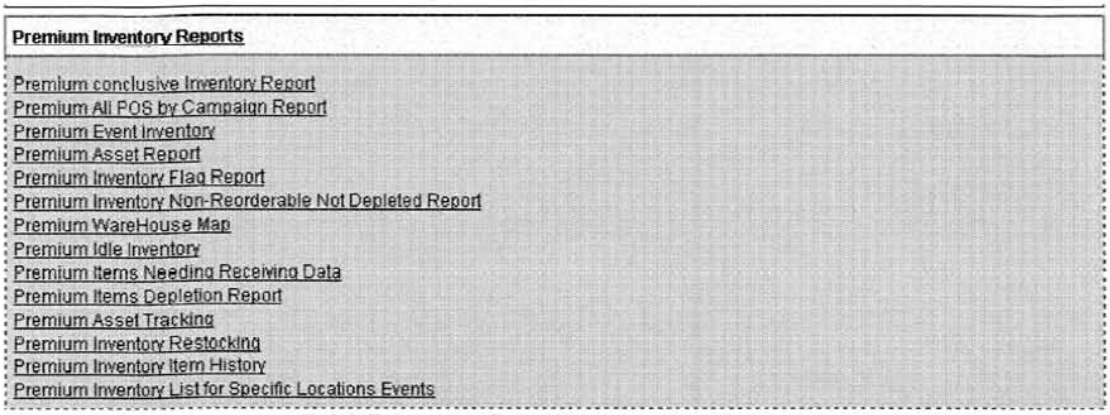
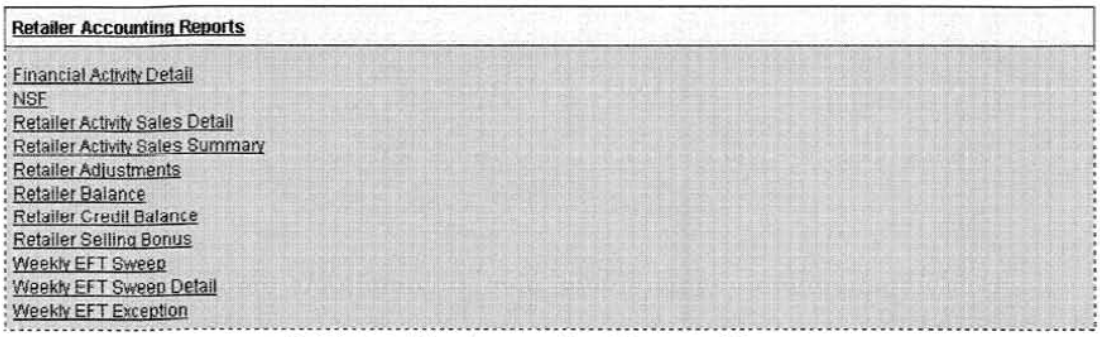


BOS Online Games Management Reports Menu



BOS Premium Inventory Reports Menu



BOS Retailer Accounting Reports Menu

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Retailer Management Reports

Mailing Labels
Owner Entity Locations
Retailer List
Retailer Ordering Properties
Retailer Owner List
Retailer Pack Validation
Simulate Retailer Auto Reorder
MSR Daily Routing Report

BOS Retailer Management Reports Menu

System Reports

LCP Transaction Count
MSR / CST SignOn
Promotion Coupons
Report Usage
Retailer Alarms
Security Matrix
Terminals
checksum

BOS System Control and Alarms Reports Menu

Tax Reports

1099 All Retailers
1099 File Summary
1099 Summary
W2G Claimant Information
W2G Summary

BOS Tax Accounting Reporting Menu

Security

Activations and Returns
Activations and Settles
Instant Pack History
Pack Validations
Retailer Adjustments
Retailer Pack Validation
Stolen and Missing Cash Attempts
Stolen and Missing Tickets

BOS Security Reports Menu

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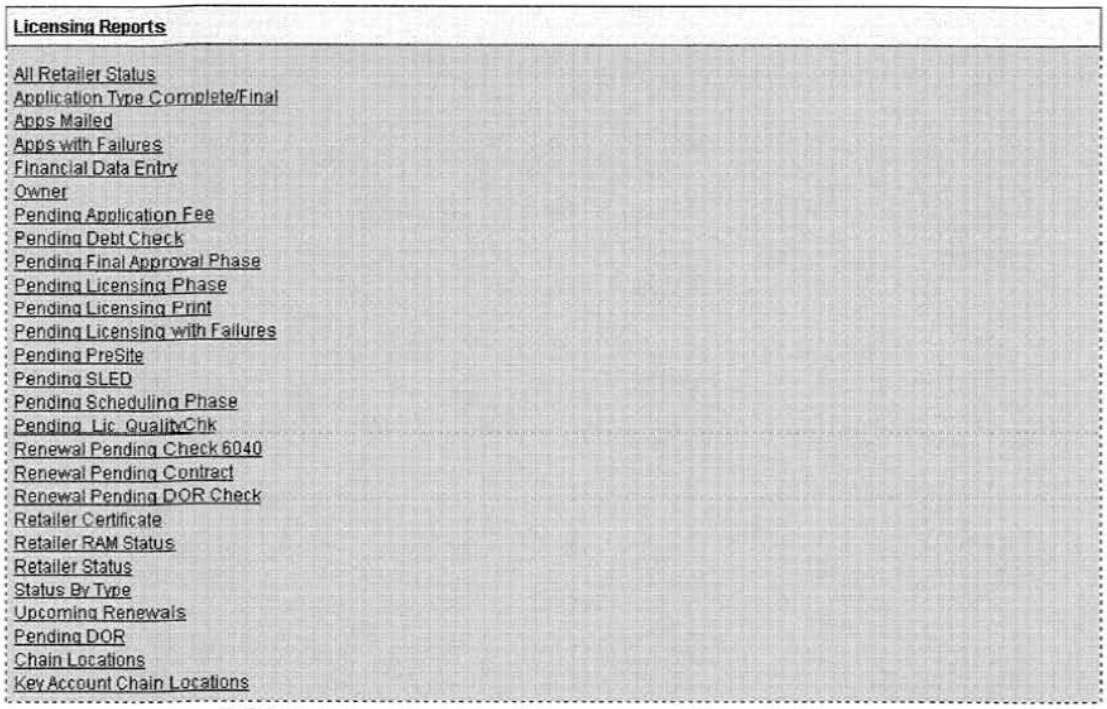
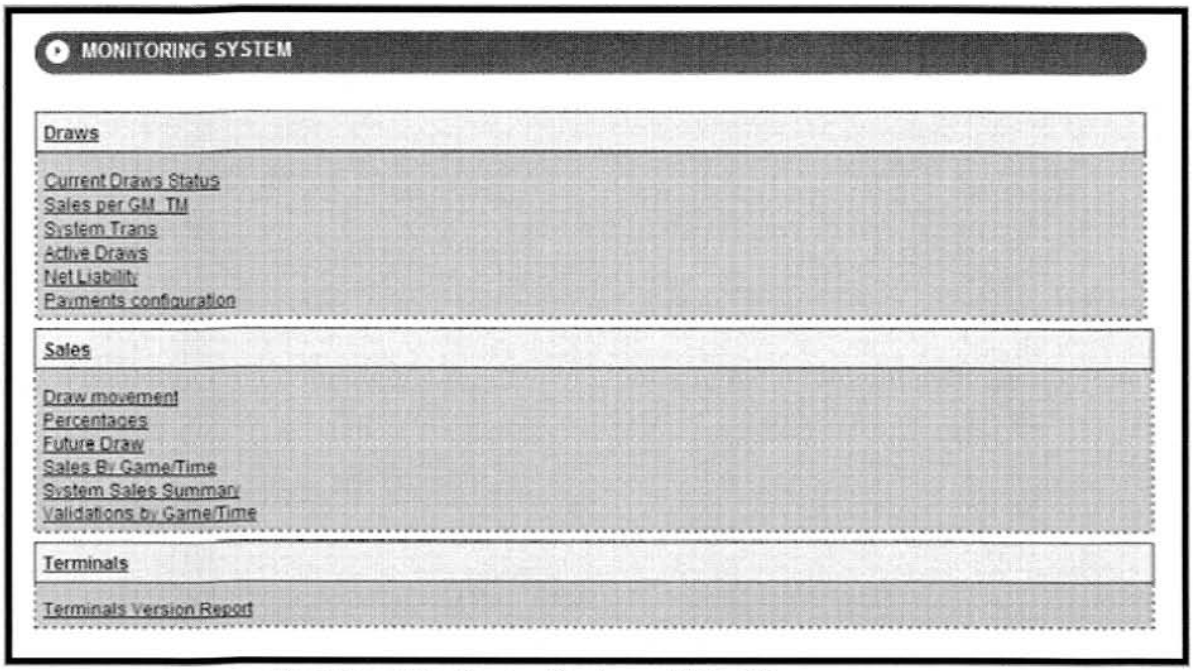


BOS Retailer Licensing Management Reports Menu



Real-time Monitoring System – Main Menu screen

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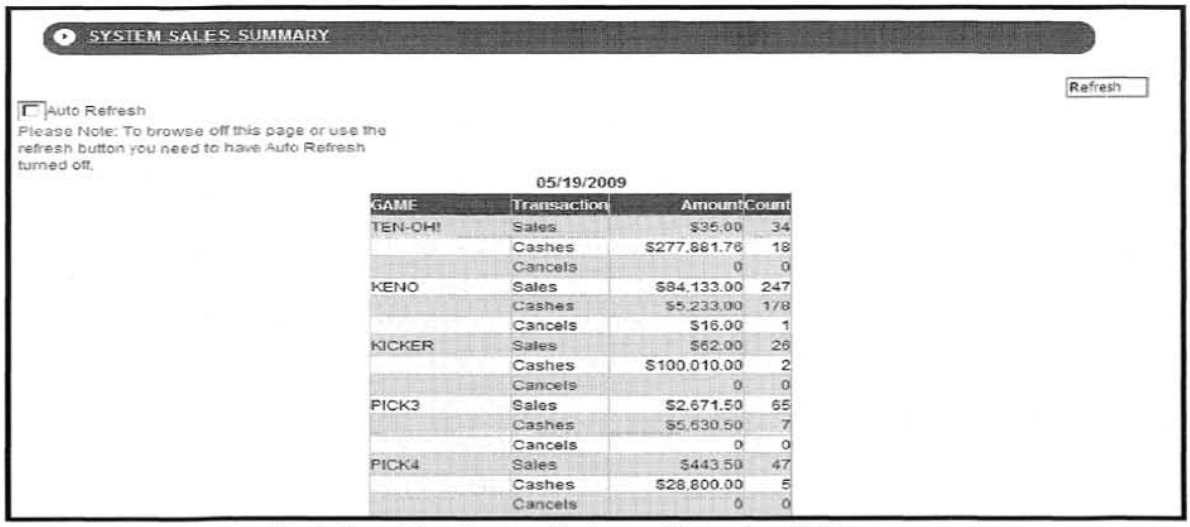


SYSTEM SALES SUMMARY

Refresh

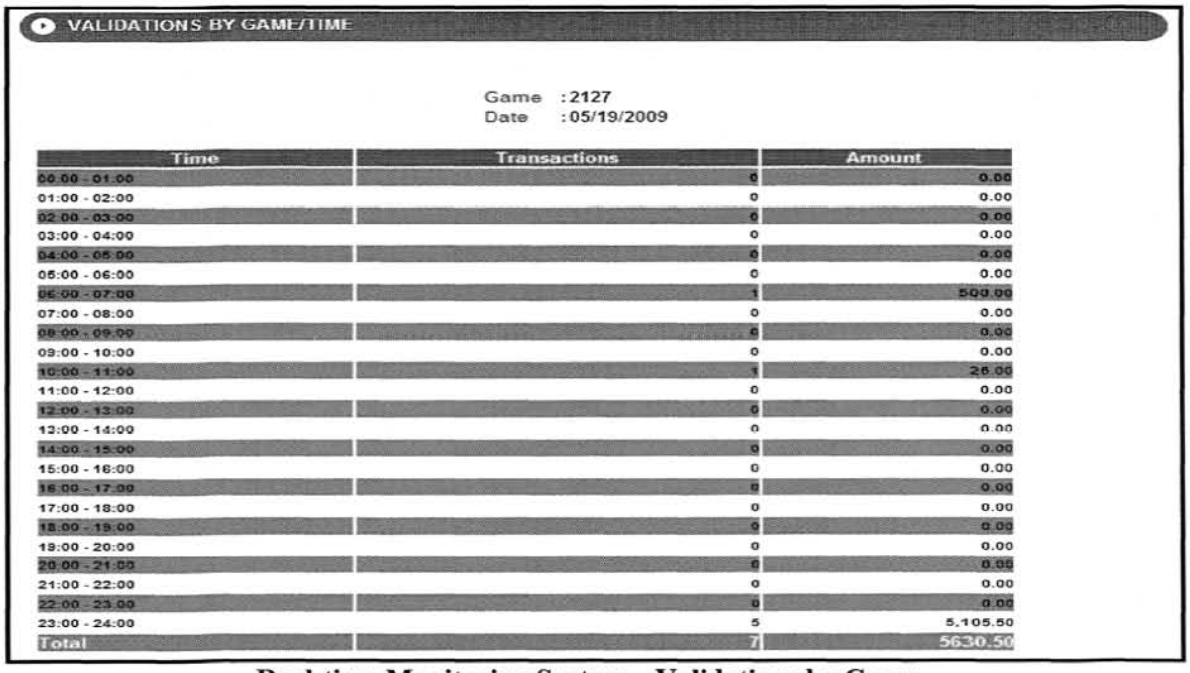
Auto Refresh

Please Note: To browse off this page or use the refresh button you need to have Auto Refresh turned off.

05/19/2009

GAME	Transaction	Amount	Count
TEN-OH!	Sales	$35.00	34
	Cashes	$277,881.76	18
	Cancels	0	0
KENO	Sales	$84,133.00	247
	Cashes	$5,233.00	178
	Cancels	$16.00	1
KICKER	Sales	$62.00	26
	Cashes	$100,010.00	2
	Cancels	0	0
PICK3	Sales	$2,671.50	65
	Cashes	$5,630.50	7
	Cancels	0	0
PICK4	Sales	$443.50	47
	Cashes	$28,800.00	5
	Cancels	0	0

Real-time Monitoring System – Sales for all Games



VALIDATIONS BY GAME/TIME

Game : 2127
Date : 05/19/2009

Time	Transactions	Amount
00:00 - 01:00	0	0.00
01:00 - 02:00	0	0.00
02:00 - 03:00	0	0.00
03:00 - 04:00	0	0.00
04:00 - 05:00	0	0.00
05:00 - 06:00	0	0.00
06:00 - 07:00	1	500.00
07:00 - 08:00	0	0.00
08:00 - 09:00	0	0.00
09:00 - 10:00	0	0.00
10:00 - 11:00	1	26.00
11:00 - 12:00	0	0.00
12:00 - 13:00	0	0.00
13:00 - 14:00	0	0.00
14:00 - 15:00	0	0.00
15:00 - 16:00	0	0.00
16:00 - 17:00	0	0.00
17:00 - 18:00	0	0.00
18:00 - 19:00	0	0.00
19:00 - 20:00	0	0.00
20:00 - 21:00	0	0.00
21:00 - 22:00	0	0.00
22:00 - 23:00	0	0.00
23:00 - 24:00	5	5,105.50
Total	7	5630.50

Real-time Monitoring System – Validations by Game

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Other System Terminal Supported Functions

Sound Generator

Using the LOTOS™ O/S Administrator, the terminal's sounds can be turned on or off from the Central Site Data Center, and applied to individual retailers, chains, groups of retailers, or all the retailers in the network.

The terminals have the ability to play any sound, from simple musical tones to more sophisticated musical tunes and voice recordings. Musical tunes or voice recordings may be played at special times, for instance during the validation of a winning ticket. At no time does the playing of sounds, music, or speech delay or hinder the completion of a transaction.

In addition, the terminal touch screen gives the service technician the ability to easily adjust, turn off, or mute the volume of the stereo speakers in the terminal. The audio control feature is accessed through the terminal's Utility Menu screen, and may be increased or decreased, but not turned off by the retailer; the rules for sound are controlled by the central site and according to the Lottery's rules or requirements.

Privileged Retailer Terminals

LOTOS™ O/S supports privileged retailer terminals for these terminals, cashing will be restricted by the Lottery to ranges different from ordinary retailer authorization. INTRALOT will configure these terminals to the exact cashing limits and according to the specifications defined by the Lottery.

Specialty Terminals

INTRALOT is pleased to offer the Lottery the following Specialty Terminals.

Wireless Terminals

INTRALOT can provide a variety of wireless terminals that are fully supported by LOTOS™ O/S providing all retailer functionality and many additional features and functions for LSRs including instant ticket inventory management and reporting.

Player Activated Sales Terminals (Ticket Vending Machines)

INTRALOT will provide our dual function Ticket Vending Machines (TVMs) for the sale of instant and online games. TVMs are fully supported by LOTOS™ O/S providing retailer functionality and many additional features and functions specific to instant ticket inventory management and

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reporting of the terminals sales and other activities. Complete information on the INTRALOT vending machines has been included in *Section 7.12 Sales Terminals and Related System Equipment.*

Ticket Checkers

INTRALOT's Ticket Checking machines allow players to check their tickets without the need for retailer interaction. The ticket is checked against the System's database but does not update or modify the database records. The process informs the player of the win status of the ticket and if a claim needs to be filed or whether the retailer can cash the ticket.

Training Mode

INTRALOT's terminal offerings have an extensive Training/Help mode. Training mode is accessed from the Main Menu by touching the Communication status icon at the bottom of the screen, or through the Utilities Main Menu screen, by touching the Training Mode button.

Upon confirming the retailer wants to enter Training mode, a message is sent to the Central Site indicating that the terminal is in Training mode. Entry into Training mode can be controlled from the Central Site to allow/disallow this function based on number of attempts or other parameters, as required by the Lottery, on a retailer-by-retailer basis. All training transactions are recorded at the Central Site and marked as training transactions and are kept separate from the live transaction System.

To signify that the terminal has been put into Training mode, the background of the screen changes color and the word "Training" displays above the Gaming container. In the example below the screen has changed from blue to green to signify active Training mode.

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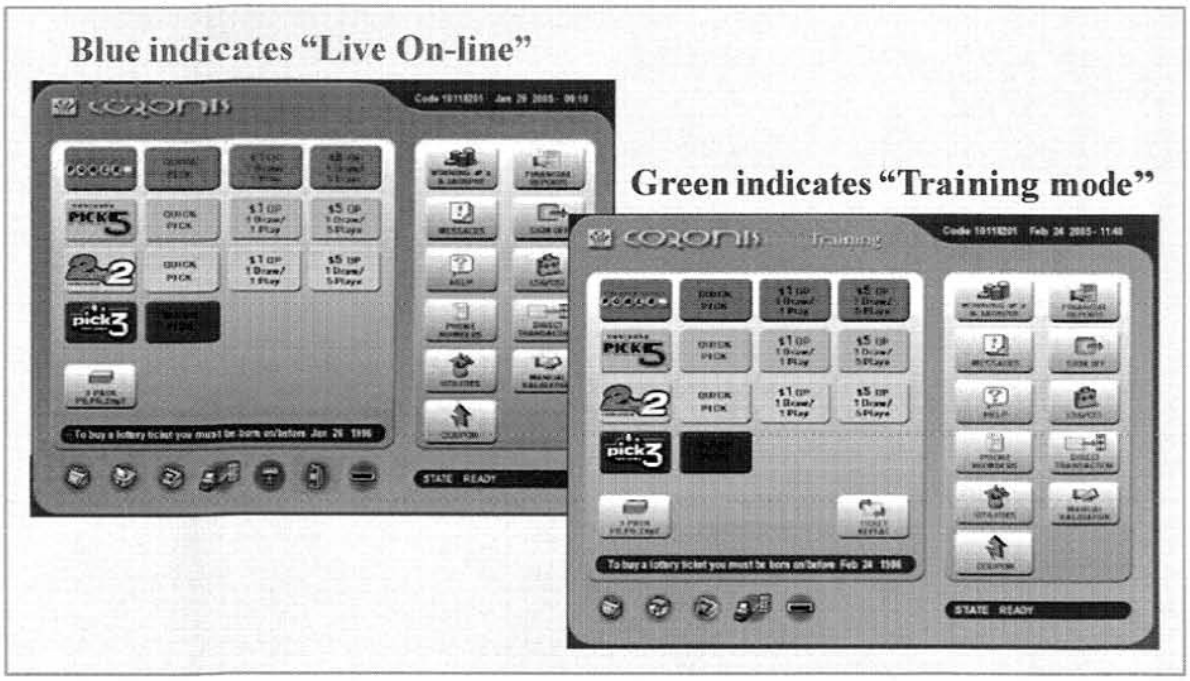

In the Training Mode the retailer has the ability to perform any function that is available in the Live On-line Mode. All training transactions will be recorded at the Central Site with a flag marking the transaction as a training transaction. All transaction receipts and reports produced while in Training mode will be marked with "VOID - DEMO - NOT FOR SALE" or similar verbiage, as defined by the Lottery. The design, background and color of the training mode screen are completely programmable.

The retailer terminals also contain a full featured Help System. The terminal contains Help screens that provide the retailer with guidance on performing specific functions. On-line Help is available from the Main Menu screen and each of the Game screens. Touching [HELP] from the Main Menu displays a Help Contents screen from which the retailer can choose any Help topic that they would like to view. Touching [HELP] from a Game screen displays the Help topic related to that game.

The following are examples of Help screens:

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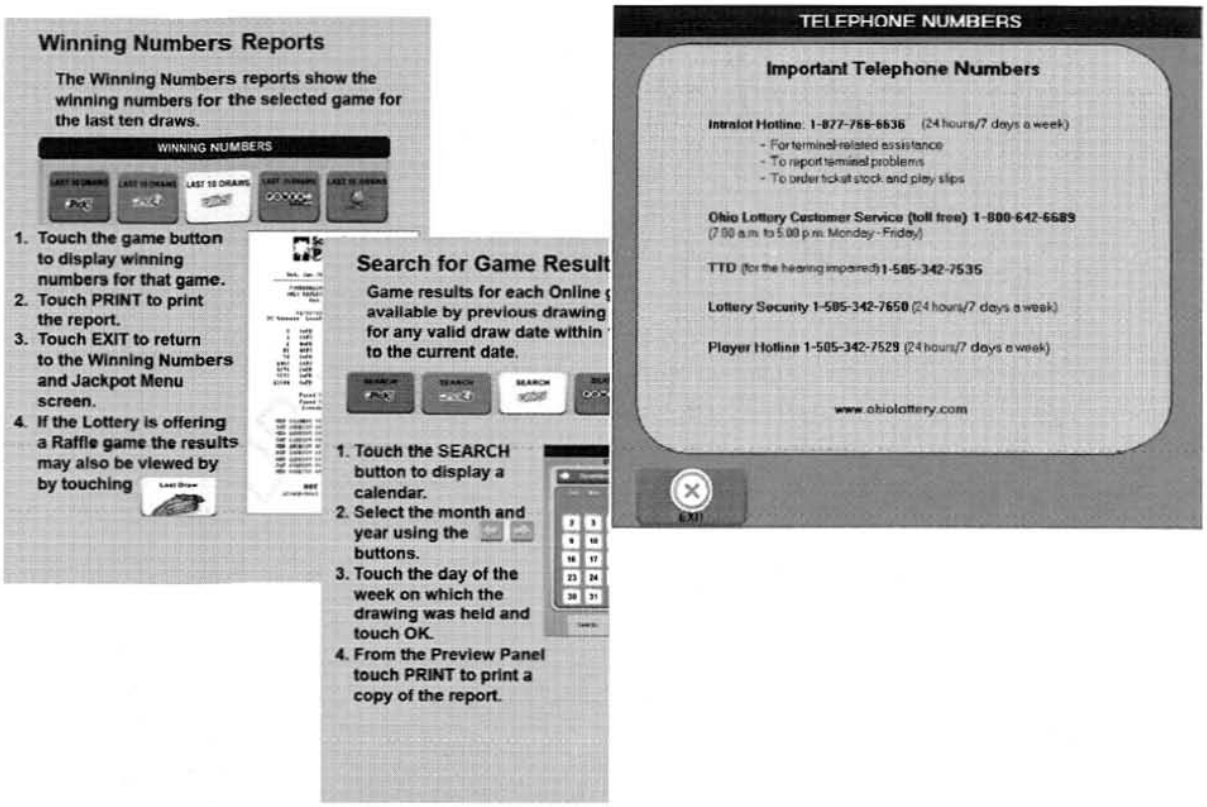

INTRALOT will incorporate a "Frequently Asked Questions and Answers" screen into the terminal help System that will answer the more common questions a retailer may have.

We will also incorporate an Important Numbers screen similar to the one below that contains important INTRALOT and Lottery phone numbers and office hours to assist with their equipment or account.

The comprehensive Help System may also contain full-motion video capabilities and trainee tracking, which helps new retailers and their employees get initiated on the terminal. The videos may be stopped and restarted at various points allowing individual retailers and employees to resume training where they finished their last training session.

INTRALOT will develop an interactive training application that will keep each employee's place in the training program, so they may resume their training where they left off.

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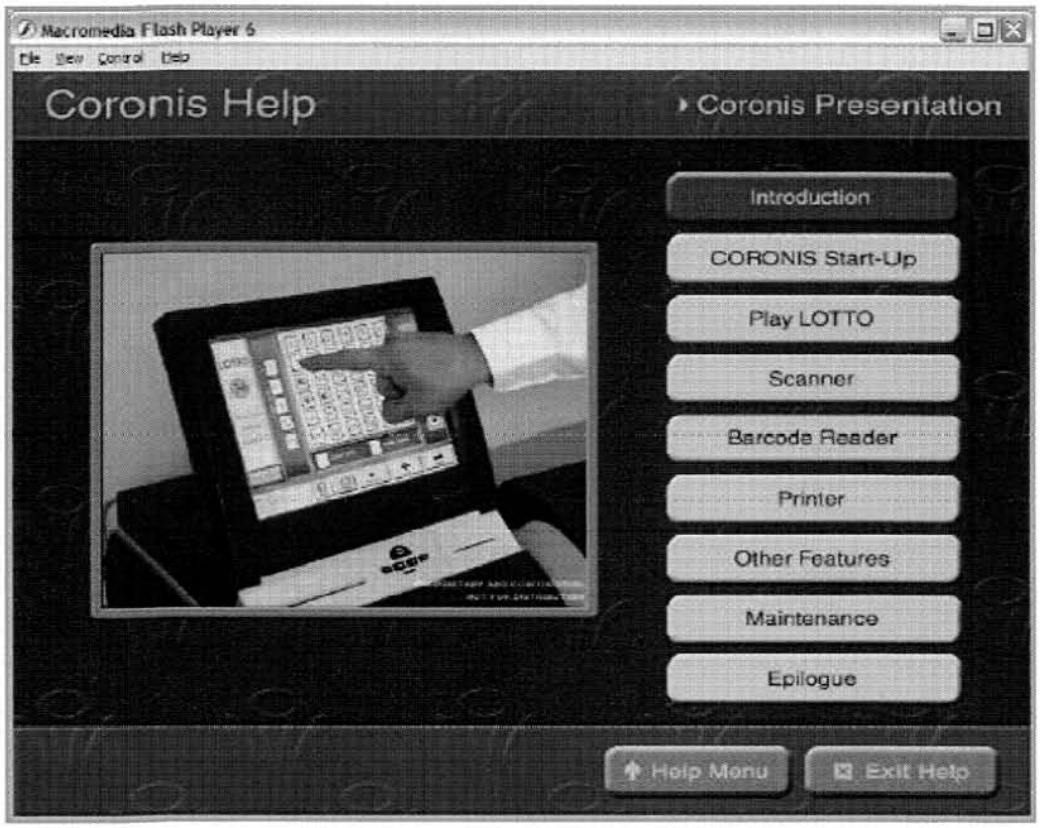

3. Each Proposer must provide information on the functionality or capability of all On-Line devices to interact with the back-office systems of Retailers.

The LOTOS O/S provides seamless integration between online games and instant game data for reporting and accounting purposes. Instant and on-line data within LOTOS™ O/S are maintained, reported and made available as combined information and does not require any merging or data conversion for the reports that are generated for the Lottery or its retailers.

INTRALOT provides XLM data files to retailers under many of our contracts and will provide this to the Texas retailers. The XLM standard not only helps retailers by reducing paperwork and simplifying procedures, but allows the Lottery vendors to implement a single standard that will apply to all NASPL Lotteries and their associated retailers. INTRALOT supports efforts to provide industry standard XML. INTRALOT's currently participates in the NACS XML Project. INTRALOT will support other industry standard initiatives as they arise.

In addition, INTRALOT will provide a website reserved for retailer accounting, announcements and other information for retailers. The retailer accounting website content available to retailers, under access control includes transactional accounting, sales information, retailer applications, and retailer historical reports. Corporate retailers will have access to information on any or all sites within the

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corporate account, using this website. The functionality for retailers to be able to obtain game and terminal documentation, e.g., how to play and quick reference guides, are also provided by accessing this website.

Access to the web-site will be controlled to maintain the security and integrity of the data. Retailers will only be allowed access to their information and the general information described above.

INTRALOT will host the website on a separate server from the LOTOS™ O/S. Access by the retailers will be secure and encrypted. INTRALOT will secure the LOTOS™ O/S host with redundant firewalls and additional security measures from the retailer website server, as approved by the Lottery. All websites or services will conform and adhere to NASPL standards which include XML support.

All reports that are generated by the System are available as PDF, Excel, CVS, and Text file formats.

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4. The Proposer must describe its System's capability to inquire and log ticket prize inquiries and validations from all Terminals to the Lottery Gaming System.

All LOTOS™ O/S central system transactions, including ticket prize inquiries and validations, are kept in journal transactions log files. All terminals have the ability to make prize inquires. All transactions, including sales, original sales, reprints, cancels, validation pays, and validation claims are logged in the Systems database log files. All validation ticket actions are referenced to the original transaction.

All terminals allow the checking of on-line tickets and instant tickets. Instant tickets are checked and logged by scanning the validation barcode under the latex using a Ticket Checker, barcode reader on a clerk activated terminal, or the ticket checker located on the vending machines.

Montana, Idaho, New Mexico, South Carolina, Ohio, and Arkansas have implemented "Failsafe" keyless validation. This keyless validation method eliminates the requirement to input a PIN and allows retailers and players to very easily check their instant tickets. In Texas, all equipment provided by INTRALOT will read the 2D barcodes currently in use on the Texas Lottery tickets and 2D barcodes that may be introduced in the future.

All of INTRALOT's retailer (clerk activated) and self-service terminals are equipped with 2D barcode readers. They read all known on-line and instant ticket barcodes including PDF417 and other 2D barcodes. INTRALOTs barcode readers and ticket checkers read the validation barcodes quickly with a first time success read rate greater than 99%.

LOTOS™ O/S supports multiple simultaneous vendor validation algorithms. Instant ticket validation transactions inquire against a validation database to check for "payable" status. Tickets from packs that have not been activated may not be validated unless auto-activation is enabled. Stolen tickets may not be validated. Tickets still in the warehouse may not be validated. INTRALOT will work with the Lottery to define valid pack movements and valid ticket statuses when defining the pack transition matrix. Each instant ticket validation scan returns a winner/non-winner status, a prize value, and a pay/no-pay or claim status. The retailer has the option to receive a receipt for each validated ticket or to receive a single receipt for all tickets validated in a batch. INTRALOT will work with the Lottery and write a functional specification for the rules that the Lottery requires. After a ticket is validated it is immediately marked as paid in the System so it may not be cashed again.

All winning tickets, online and instant, with prize values over the retailers' cashing limit will create a claim receipt that the player can take to a Lottery office. Tickets do not have to be cashed at the same retailer location that sold the ticket as cross-redemption is a standard feature of LOTOS™ O/S.

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5. The Proposer must describe its Terminals' capability (including Player Activated Terminals) to provide ticket prize inquiry communication of winning, non-winning and actual prize amount data.

LOTOS™ O/S supports and provides the full ability for all terminals including our WINSTATION Player Activated Terminals to perform "ticket checking". In addition, our IPT (INTRALOT Portable Terminal), our MP (self service vending terminal for online games), the PHOTON and the microLOT clerk operated retailer terminals also provide ticket prize inquiry communication of winning, non-winning and actual prize amount data.

The LOTOS™ O/S software is extensively parameter driven to provide flexibility to the Lottery's operations. These parameters include the validation parameters. As such, the number of days allowed for validation of tickets and the date from which the validation period starts are parameters that are configured for each game.

All retailers have on-line real-time connectivity to the LOTOS™ Gaming System. It is impossible for the System to make payment more than once for any individual ticket as the ticket database is updated immediately as the payment validation is authorized, prior to the validation receipt printing at the terminal. When a ticket is validated, the validation process first checks to ensure the ticket has not already been paid. Once the status has been found to be in a valid status for validation, the status is changed to Paid, the date and time of the status change is noted as well as the retailer who performed the validation transaction. Historical reporting on each ticket, its status, where and when it was cashed is available for later reference at any time. In the event that a second validation is attempted the System will always return a message indicating that the ticket has been previously paid.

Validations are initiated by reading the ticket's bar code or by manual entry of the ticket validation details. The terminals are controlled by system parameters to specify whether a prize can be paid by the retailer or must be taken to a claims center or Lottery headquarters for redemption.

Validation receipts are printed for each winning ticket and optionally for non-winning tickets. The validation receipt references the original wager. Claim receipts will be printed for winning tickets over the defined limit and must be taken to a regional claim office or Lottery headquarters for redemption.

INTRALOT will customize all validation and "pay" or "claim" receipts according to the specific requirements established by the Lottery. This functionality will be documented in functional specifications developed together with the Lottery by INTRALOT from the start of the project.

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Modification to the wording on the validation or other printed receipts is an easy process and can be performed very quickly. INTRALOT will work with the Lottery to ensure that any tickets or receipts that are printed from the terminals contain the data, messages and information that the Lottery deems appropriate.

In addition to printing the required information on the "pay" or "claim" receipt the terminal will display "Pay" or "Claim" and any other associated information on the Customer Transaction Display.

Confidentiality Claimed
Not released

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Confidentiality Claimed Not Released

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Confidentiality Claimed
Not released

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Confidentiality Claimed
Not released

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Confidentiality Claimed
Not released

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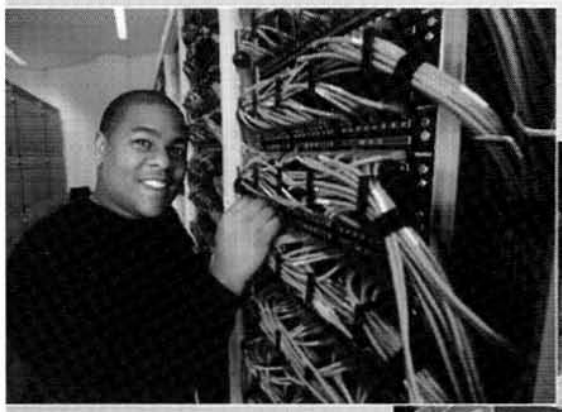
A GLOBAL LEADER
YOUR LOCAL PARTNER



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Jobs for Texans ✦ Revenue for Texas

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7.12 Sales Terminals and Related System Sales Equipment

The Lottery Operator provides a variety of Retailer Sales Terminals and related System sales equipment used to support all Texas Lottery Products. Diverse business footprints and sales environments require a range of solutions. The Texas Lottery currently has Retailer and Player-Activated Sales Terminals, Instant Ticket Vending Machines and Check-A-Ticket Terminals (also known as Player-Activated Self Check Terminals). The following table identifies requirements for the Retailer Sales Terminals and related System sales equipment to be provided.

INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's world class family of point of sale terminals, instant ticket vending machines and ticket checkers surpasses the state of the art in lottery industry. From our PHOTON Retailer Sales Terminals to our Lottery Sales Representative (LSR) Siebel Customer Relationship Management System (CRM) we have applied point of sale technology best practices to enable delivery of technology and service levels never seen before by the Texas Lottery. The information stored in our databases is the building block of ever increasing service levels. We capture everything that happens on our terminals and then analyze it to identify opportunities to improve sales and security. From report accuracy to the length of time it takes to repair our hardware, we develop management plans to constantly improve efficiency, security and service levels. INTRALOT's technical solution is the most secure of any in the Lottery Industry. Please note that since 1988 when INTRALOT began as a small company to run the Greek Lottery until today, INTRALOT's LOTOS™ system, retailer terminals and communications network have never been breached, something our competitors cannot claim.

Retailer transaction detail is available in real time and in regularly scheduled reports. INTRALOT will dramatically beat the Texas Lottery's service level expectations for point of sale technology. Our LSRs are able to maintain optimum instant ticket inventories at each retailer using their hand held Integrated Portable Terminal (IPT). Each terminal transaction including ticket prize inquiries on self service terminals is logged on the central system. All online terminals can communicate winning, non-winning and actual prize amount data.

INTRALOT's point of sale terminals provide the industry's most robust functionality in a very small footprint. Infinitely configurable our terminals offer the features that meet all of the Lottery's current requirements and scalability that will allow them to fulfill future venues for the Texas Lottery. As a network device our terminals are fully capable of interfacing with retailer back end systems as are our LOTOS™ central systems. We are staffing Texas with our most experienced leaders in all areas of Lottery services. We are heavily investing in technology, information, structured process and the right people to make Texas the most successful lottery in America. Texas will be INTRALOT's service standard and we are totally committed to driving tremendous annual growth in lottery sales. Each terminal is easy to use and provides efficient

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selection of transaction types. Our terminals require very minimal training for effective use and also provide the easiest consumable change procedures in the industry. There are no manufacture's logos on our terminals.

The following sections describe our world class terminal and point of sale solutions.

Table 65 Sales Terminals and Related System Sales Equipment

Response Requirements

1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 64 Sales Terminals and Related systems Sales Equipment Requirements.

2. The Proposer must describe the proposed Retailer Sales Terminals and related System equipment that meets the requirements defined in this section. Proposers must offer the broadest diversity of terminals and related System sales equipment options for deployment in support of current and future Texas Lottery retail venues. Proposers must fully describe all solutions and how the proposed equipment would support the Texas Lottery's current retail environment, as well as new retail venues. Proposers should indicate if the proposed Retailer Sales Terminals are related System equipment have been successfully deployed in other jurisdictions.

All INTRALOT retailer, portable and player activated terminals print and validate On-Line Tickets, validate Instant Tickets, perform Instant Ticket pack management, and accounting and reporting functions, and meet all other requirements as identified in the RFP and the Contract.

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INTRALOT agrees to supply the initial compliment of full function on-line terminals for retailers plus as many additional terminals as needed for training, testing, and spares. We will also provide additional terminals in the future as the retailer network expands. The following list of terminals represents the initial delivery of retailer terminals, instant ticket vending machines, ticket checkers and portable terminals.

• PHOTON or MicroLOT+ Retailer Sales Terminals (standard)*	17,000
• MicroLOT+ Retailer Sales Terminals (mid-range)*	500
• WINSTATION Player Activated Sales Terminals	3,500
• Coronis TC Player Activated Self Check Terminals	17,000
• INTRALOT Portable Terminal (IPT) Handheld Terminals	40

* *Note: the PHOTON or the MicroLOT+ terminal quantities shown above may be changed by the Texas Lottery. They can be all of one model or a mix of the two models totaling 17,500 retailer terminals.*

INTRALOT is pleased to offer the Lottery a choice of either the MicroLOT+ or the PHOTON retailer terminals or a combination of both. Either or both of these terminals will be provided within the baseline price of our bid and includes all hardware, software installation, communication hardware and associated service, maintenance and repair or replacement.

INTRALOT will work with the Texas Lottery to jointly develop deployment criteria and requirements for our terminals and related sales equipment. Included in the base price, INTRALOT agrees to provide as many additional retailer terminals as the Lottery requires, enabling retailer network growth far above the initial 17,500 retailer terminals in accordance with Texas Lottery approved deployment requirements. INTRALOT will provide terminals of each type used in Texas for internal testing and for Claim Centers.

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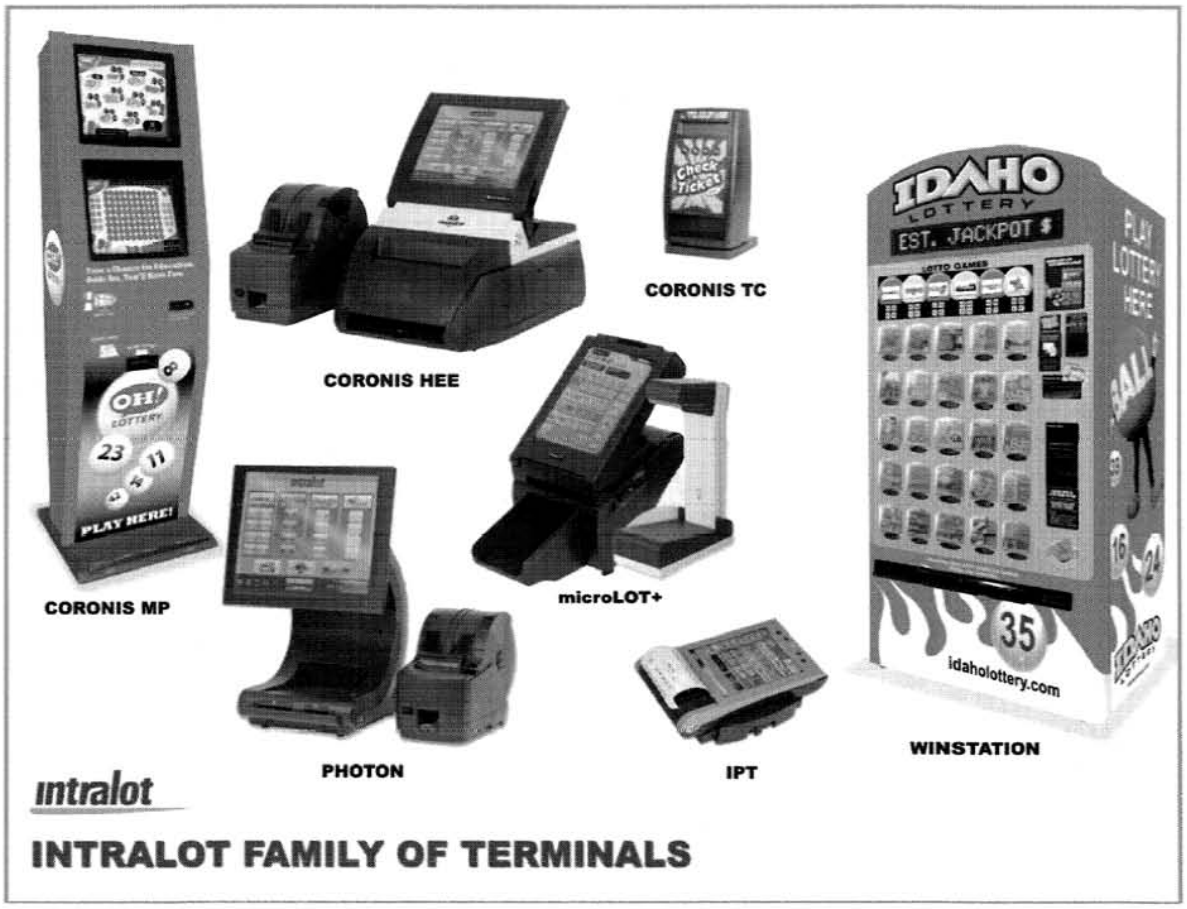

INTRALOT has won ten clients from GTECH and four clients from Scientific Games in the last three years. From May 2006 through November 2009, just three years, INTRALOT has deployed more than 65,000 state of the art terminals as shown in the following table:

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Lottery	Award Date	Previous Vendor	NEW Vendor	Terminals	Terminal Model
Morocco	March 2010	GTECH	INTRALOT	4,500	Photon
D.C.	November 2009	GTECH	INTRALOT	625	Photon
Arkansas	September 2009	New State	INTRALOT	2,500	microLOT
Vermont	May 2009	SGI	INTRALOT	750	Photon
New Hampshire	May 2009	SGI	INTRALOT	1,400	microLOT
Louisiana	April 2009	GTECH	INTRALOT	2,800	Photon
Ohio	May 2008	GTECH	INTRALOT	12,000	Coronis HEE & microLOT
Netherlands	April 2008	GTECH	INTRALOT	5,500	microLOT with Photon Camera
South Carolina	January 2008	SGI	INTRALOT	3,800	microLOT
South Africa	October 2006	GTECH	INTRALOT	9,000	Coronis HEE
New Mexico	July 2007	GTECH	INTRALOT	1,425	microLOT
South Korea	July 2007	SGI	INTRALOT	9,000	Coronis HEE & microLOT
Malaysia	July 2006	GTECH	INTRALOT	2,200	Coronis HEE
Lottery West	August 2006	GTECH	INTRALOT	1,000	Coronis HEE
Idaho	May 2006	GTECH	INTRALOT	1,250	Coronis HEE
Taiwan	May 2006	GTECH	INTRALOT	8,000	Coronis HEE

INTRALOT wants to be your next PARTNER and LOTTERY System supplier. We offer world class, field proven equipment that is customized to the exact requirements and needs of the Texas Lottery and its retailers. Our technology provides the best features, functionality and security available in the marketplace and that translates into real value. Our superior services and innovative equipment will drive unprecedented Texas Lottery sales and profit growth.

INTRALOT's employees who provide the products and services to the Lottery, retailers and players have created a culture that constantly improves everything they work on. INTRALOT's Texas staff has collective experience working closely with all 44 Lottery states and the District of Columbia. Consequently, a vast number of the best practice programs and processes used by

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U.S. Lotteries today were designed, developed, and/or implemented by INTRALOT management and key personnel.

INTRALOT has serviced the Greek National Lottery, the 6th largest Lottery in the world, since 1988. INTRALOT is the fastest growing company in the gaming industry and the second largest supplier of gaming information systems and equipment worldwide.

Our family of terminals and associated sales support hardware are illustrated and described in the following pages. Quality, flexibility, and practicality are the secrets of our success with our Family of terminals. Built with the highest quality, operational, reliability, and security standards, INTRALOT terminals have the smallest footprint of any full function lottery terminal offered in the industry today.

INTRALOT's family of retailer terminals support sales and validation of all Texas Lottery products including confirmation, activation, settlement and return of all instant ticket games packs and partial instant ticket game pacts. All transactional activity is logged on our LOTOS™ central systems for all of our point of sale terminals, ticket checkers, and instant ticket vending machines. INTRALOT's terminals handle numerous different types of media, variable form sizes and optical mark code types including:

- Instant ticket packs and single tickets
- Boxes, cartons and envelopes of instant tickets
- Various sized instant ticket packs and tickets
- Play slips
- Online tickets
- Bar coded coupons
- Field Service and Lottery Sales Representative ID cards
- Survey tools
- System generated gift cards

INTRALOT's Terminals provide visual and aural notifications on winning tickets and non-winning tickets. Our Terminals support four (4) distinct aural tones to let players know the status of their winning and non-winning tickets. As each ticket is scanned for validation a distinct tone identifies one of the following results:

- Prize-winning tickets under six hundred dollars ($600) and win-a-free-ticket prizes
- Prize-winning tickets of six hundred dollars ($600) and higher and non-cash prizes.
- Non-winning tickets
- Retailer cannot validate (inactive pack, expired ticket, previously paid, etc.)

The LOTOS™ Horizon Central System presents rich multimedia content and messages on up to ten displays per terminal. Multimedia can be displayed on the terminal monitor between transactions and on dedicated Monitor Games, Advertisement monitors, customer oriented flat panel video displays, Player Advertisement Displays (PADs), and self service terminal displays.

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Terminal customer oriented flat panel displays communicate the outcome of each transaction including:

- Sales transaction data
- Validation data including winning, non-winning and prize amounts
- Multimedia video content from the LOTOS™ Horizon Central System

The INTRALOT product line offers a wide range of Lottery terminals, all sharing a common platform based on robust industrial strength PC-based hardware components. A variety of peripheral devices, Operating Systems, and large graphical user interface (GUI) touch screens has evolved from this product family and all adhere to the same design principles. Using a common "family" design reduces maintenance and support costs because parts are easily interchanged between the different terminal models. Moreover, the INTRALOT family of terminals offers high-performance and a cost effective solution. Key benefits include:

Modularity: Our terminals' modular design ensures instant adaptability to any point-of-sale (POS) configuration in attended or unattended operating environments. It also dramatically reduces service time since components are quickly and easily replaced.

Expandable: The expandability of INTRALOT terminals enables the Texas Lottery to adopt new and emerging technologies and innovative functionality while broadening your customer base. INTRALOT's terminals utilize current industrial PC-based technology with standard open interfaces that allow the terminals to easily connect to any third-party PC-based device, as well as all types of networks, central systems, and information display systems.

Versatile and Flexible: The versatility and flexibility of INTRALOT's terminals permit the Texas Lottery to select the family member that best suits your specific needs. In addition, the terminals' ergonomic design allows customization of the POS environment and working conditions.

Industrial Strength: Our terminals use a Linux Operating System and our applications are built in C++, the object-oriented programming language. This, combined with the terminals' state-of-the-art hardware, provides a completely open software and hardware architecture and makes the terminal easily to adapt future requirements and incorporate new technologies.

Fast and Efficient: The utilization of high-speed communications and ultra-fast scanning and printing technologies make POS operations faster and more efficient. This improves player service and increases retailer and player satisfaction.

User Friendly: We use modular architecture software to make our Graphical User Interface (GUI) flexible and reusable, as well as easy to maintain, develop, update, and download. Our terminals incorporate a large color TFT touch screen that is capable of supporting numerous games simultaneously. Our intuitive easy-to-learn, and use interface translates into faster transactions and training.

All Types of Cards: The terminal supports various bar-coded and magnetic cards for player tracking programs and/or a multiple of payment methods such as credit, debit, gift and personalized player cards and Smart Cards.

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Reliable and Durable: The top quality, durable materials and the latest technology has been put into our terminals increases performance, maintains flexibility and expandability, and extends product lifecycle. INTRALOT Lottery Service Representatives (LSRs) and Field Service Technicians (FST) routinely inspect terminals and will replace any that do not meet appearance standards.

Secure: Mechanical key locks and strong metal cases prevent unauthorized access to the terminal's internal components. Transactions and other data that is transmitted between the Central System and INTRALOT's terminals are triple DES encrypted. All stored data is uniquely identified and its integrity protected through Cyclic Redundancy Code (CRC) checks. The use of Security Authentication Modules (SAM) provides for retailer and terminal authentication. All of our terminals offer an extensive list of standard features and options that provide tangible and intangible benefits as presented in the following table:

FEATURE	DESCRIPTION	BENEFIT
Terminal Design	Modular components, small footprint, high-quality manufacturing process with proven ISO quality measurements	Reliability, flexibility, efficiency, long terminal life
Industrial Grade CPU	Intel-based CPUs with industry standard expansion slots and communication ports	Reliability, durability, lengthens terminal life because the Lottery can upgrade as necessary
A Choice For Data Storage	Hard disk options range from 160 GB on the PHOTON to 80 GB on the MicroLOT+. DOM (Disk on Module) is also available as an option for each terminal.	Reliability, abundant disk space, fast boot time
A Choice For Touch Screen Technology	All touch-screen types are available depending on terminal. The MicroLOT+ supports resistive touch-screens. The PHOTON supports resistive, capacitive and surface acoustic wave touch-screens.	High-quality, durable interface that will outlast other touch-screen technologies, lengthens terminal life
Security	Secure components, password protection, secure Operating System, and data encryption	INTRALOT's LOTOS™ gaming system has never been breached
Linux Operating System	Industry standard Operating System for Lottery transactions	Security, reliability, ability to keep pace with market demands

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FEATURE	DESCRIPTION	BENEFIT
C++ Programming Language	Industry standard application programming language; reliable and fast execution	Access to current games, allows rapid addition of new games and software features in the future
Application Downloading	Download new applications or change existing applications in the background	Background software loading allows the terminal to stay on-line and selling all the time
Easy-to-Use Machine Interface (MMI)	State-of-the art software screens for terminal interaction	User-friendly for retailers/clerks
Training/Help Modes	Intelligent training and on-screen video Help modes for assistance	Ease-of-use, shorter learning curve for new retailers/clerks
Messaging	Send messages to the retailers' POS from the Data Center or from Lottery management terminals	Send immediate and deferred messages to efficiently communicate with retailers
Diagnostics	Software that collects data about the entire terminal and provides extensive diagnostic information	Assurance each terminal is working properly; ability to solve issues remotely

INTRALOT's Family of Terminals is the world leader in reliability, features, and quality. INTRALOT has made a significant investment in the design of our terminals to ensure the security, quality, reliability, functionality and compliance. We have performed focus group research with retailers and lotteries around the world, to ensure their requirements are reflected in our terminal offerings.

INTRALOT engineers search for quality components that will withstand rigorous use and abuse found in the diverse and often hostile retail environments. Our manufacturing process ends with an extensive quality assurance phase that ensures the out-of-box quality of our products; quality is designed in to our products not inspected in.

Reliability and availability are essential to maintaining the retailer terminal network productive. The INTRALOT terminals have high reliability and availability through their design and with the quality of their industrial grade components. Reliability is further enhanced through the use of the Linux Operating System, which avoids using less reliable or embedded Operating Systems.

INTRALOT's terminals are ergonomically designed and engineered to increase retailer speed, efficiency, and accuracy. Our MicroLOT+ has the smallest foot print of any lottery terminal in the market. It delivers full functionality in a single compact unit that provides convenient location options for the retailer, which is usually right next to the cash register.

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MicroLOT+

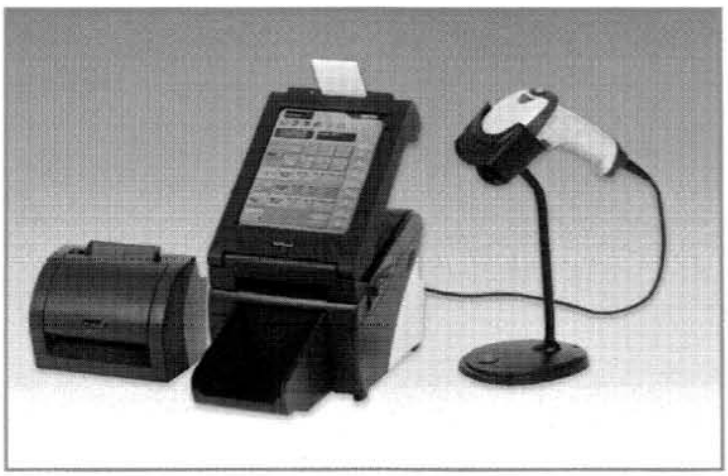
The second terminal choice is the MicroLOT+. The first deployment of the microLOT terminal occurred in November of 2007 for South Korea where INTRALOT has installed 4,000 microLOT terminals and 5,000 CORONIS HEE terminals. Since that time another 1,400 microLOT terminals have been deployed in New Mexico, and 3,600 are installed in South Carolina. In Ohio INTRALOT has installed an enhanced microLOT terminal, which is now called the MicroLOT+, offering faster speeds and all of the features and functions of its full size predecessor the CORONIS HEE. INTRALOT will deploy the MicroLOT+ for the New Hampshire Lottery during 2010. The MicroLOT+ has a smaller footprint than the PHOTON.

INTRALOT deployed MicroLOT+ terminals in Ohio during the 2nd quarter of 2009. In focus groups conducted by INTRALOT, all retailers love the MicroLOT+ because it addresses one of their major concerns; counter space. The MicroLOT+ takes virtually no counter space yet it has all of the features and functions that much larger footprint terminals offer.

Don't believe our competitors when they say the microLOT+ is slow and cannot do the job; the enhanced ***microLOT+*** *is fast, reliable and proving itself in Ohio.*

Test it and see for yourself!

The MicroLOT+ terminal is INTRALOT's solution where complete functionality is required with a much smaller footprint. The MicroLOT+ has an 8.4-inch touch screen that is ergonomically angled and situated over the top of the clam shell-like high-speed thermal printer. This configuration dramatically reduces the footprint required for a POS Lottery terminal.



The MicroLOT+, when connected to our A6 size play slip scanner, offers all the capabilities of a full-size full service terminal. It is suitable for any retailer in any environment. The MicroLOT+ can be installed without the external play slip scanner for express lane and multi-lane configurations, and as a second terminal in high volume retailer

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locations. The MicroLOT+ connects to all peripherals including the ticket checker, the customer transaction display, and to any size LCD flat panel player advertising display.

MicroLOT+ Achieves world wide acceptance, defeating competitors terminals in Italy

It is achieving wide acceptance with more than 10,600 in North America (New Mexico 1,400, Montana 200, South Carolina 3,600, Ohio 4,000), 4,000 in South Korea, and 1,000 in the Netherlands. In addition, New Hampshire has chosen to deploy approximately 1,400 MicroLOT+ by middle of 2010, and recently in a very significant milestone for INTRALOT, an order for 15,000 terminals, the microLOT was selected as superior over the WAVE terminal in Italy.

The MicroLOT+ is ideally suited for retailers and locations where space is at a premium. At 8 inches wide and 9 inches in depth, it has without question the smallest footprint of any Lottery terminal on the market. What makes the MicroLOT+ particularly inviting is its 8.4-inch color touch screen and user-friendly intuitive interface. Equally appealing are its high-speed thermal printer that provides a highly readable quality ticket for the player, 2D barcode reader, Smart Card reader, and internal flash disk module (DOM) or hard disk storage. The MicroLOT+ also has multiple USB ports for connecting peripherals including external monitors, jackpot signs, Ticket-Checkers.

Press Release March 4th, 2010

INTRALOT BECOMES TECHNOLOGY PARTNER OF SISAL

INTRALOT Group announces that it has signed a contract to provide the Italian lottery and sports betting operator, SISAL S.p.A., with 15,000 terminals and associated services for its extended sales network throughout Italy.

INTRALOT will provide SISAL with 15,000 state-of-the-art microLot terminals that along with the related peripherals will be connected online to SISAL's Central System. MicroLot terminals will be equipped with scanner document reader, while SISAL has the option to utilize in its network the eyeLOT camera reader, based on INTRALOT's innovative Icon Digital Imaging Technology. Moreover, INTRALOT will provide consulting and maintenance services.

SISAL, founded in 1946, is one of the leading gaming operators in the Italian market. It operates two of the most popular games in Italy: SuperEnalotto - with turnover reaching €3.3 billion in 2009 – and Win for Life with turnover of over € 579 million since the product launched on September 29, 2009. The company is operating under the authorization of the Italian State, under the auspices of AAMS, for the management of lottery games, pool games, sport and horse betting, slot machines and consumer services. Currently, SISAL has a 12.3% share of the Italian gaming market. The group's volume of business increased 43% in 2009 reaching €9,4 billion.

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Mr. Emilio Petrone, CEO of SISAL S.p.A., commented: "I believe that selecting INTRALOT as a primary technological partner for our sales network is a step forward in SISAL's commitment to excellence. I am confident that the agreement will bring further added value to our products, retail network and consumers."

Mr. Constantinos Antonopoulos, INTRALOT Group CEO, stated: "We are very satisfied with our new contract with SISAL, one of the leading gaming operators in the highly competitive Italian market. The fact that we have been selected to equip such a large scale retail network ratifies our dedication to technological excellence. We are determined to honor SISAL's confidence and provide them with our cutting-edge products and services, while at the same time we are looking forward to expanding our cooperation in the gaming sector".

The MicroLOT+ has the ability to interface with external monitors when monitor games are implemented. This makes it an attractive choice for multimedia style games. The MicroLOT+ terminals may be clustered, making them an effective and efficient solution for many types of retail environments including multi-lane retailers. Most multi-lane solutions require the placement of a terminal and/or thermal printer at each check-out lane. Typical cash register

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thermal paper is not secure or durable and will not meet MUSL or Lottery Security requirements. The MicroLOT+ resolves this issue making placement in multilane environments simple and easy.

INTRALOT designed the MicroLOT+ to be a superior alternative to meet the demanding requirements of various Lottery retail environments. The MicroLOT+ is well suited for multi-lane and single terminal installations; it has all the peripherals, features and functions needed to fully service both retailer and player and is clearly preferred by retailers over larger lottery terminals.

Wireless Hand held Terminals: INTRALOT offers to meet the requirements for wireless terminals under Two Scenarios as follows:

Scenario One: INTRALOT will provide up to 50 of the regular retailer terminals, which ever the Lottery selects, either the micorlot+ or the PHOTON, that are capable of operating from a temporary location by adding wireless communication capability. The terminals will still require a table or something to support them and electricity. INTRALOT will provide the wireless temporary mobile communications either by Wi-Fi, Wi-Max, Cellular or VSAT and connect the terminals needed for the temporary location or event. The advantage of this proposal is that the Lottery does not need to acceptance test and maintain a totally separate mobile terminal which could have limited functionality such as slower print speed or special paper rolls, for example, at a fair or event, it is better to have the regular fast and efficient terminals, than a small mobile terminal, unless the ability to walk around and sell tickets is required, this can be accommodated by Scenario Two below.

Scenario Two: INTRALOT offers to the Lottery 40 of the Interactive Portable Terminal or IPT as mobile retailer terminals. The most recent developments in portable terminal technology enables the Lottery to provide direct, real-time access to the games currently available and a series of additional services to all players, regardless of time and place. In addition, the operation of mobile terminals can be complementary to the fixed retailer network, enabling any access difficulties at nontraditional point of sales locations. The IPT is the ideal means to apply a capability of this sort. Thanks to its advanced technical features and concurrent GSM/GPRS wireless network support and wired networking, the IPT is a practical and reliable solution for street vendors, kiosks, bars and restaurants, and generally in cases requiring the dynamic deployment of a "mobile" Point of Sale, or in cases of very limited space available in a fixed Point of Sale.

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Portable terminals have the capacity to increase sales by maximizing impulse purchases in Sports Stadiums, Fairs, Concerts, fields, and shopping malls. The IPT major components, the printer, the display, the barcode reader, the magnetic and the smartcard reader are all part of a robust, single-unit, handheld device. IPT has been developed to provide the greatest flexibility in operation and area of application. Keeping the number of keys and buttons to an absolute minimum, we combined a high resolution display with a touch screen, allowing different operating concepts to be implemented by software. It is based on the open platform Linux Operating System allowing support for ticket sales and validations. The IPT is also an ideal terminal for LSR's the benefits of which have been discussed in our proposal.

General Retailer Terminal Specification, Features and Functions

On-line Terminal Identification

The terminals will not have any manufacturers or vendor's logo or identification attached. For maintenance and logistics purposes each terminal will have a unique serial number identity, which will be affixed in both human readable and bar coded format.

Terminal Dimensions

INTRALOT understands that space on the retailer's counter is a precious commodity. INTRALOT's terminals are retailer-friendly from both a functionality and size perspective, taking up minimal counter space and with minimal cables to attach peripherals. All cables are unobtrusive and well hidden with all connection points to the terminal covered by a plastic cable cover. For diagrams of standard installation, INTRALOT has included demo setup user manuals for the PHOTON, and the MicroLOT+ on the DVD included at the beginning of the proposal along with two copies printed and enclosed in binders submitted with the original proposal.

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Touch Screen

INTRALOT will design the user interface for the touch screen in accordance with the Lottery's requirements. The graphics of the touch screen are completely software driven. INTRALOT will work with the Lottery to determine the most efficient layout, type of graphics, icons and fonts that will provide the retailer with the utmost in usability. Our prototyping software will allow the Lottery and retailers to review screen designs, make revisions in a matter of minutes, and continue the design cycle until an acceptable layout is obtained. The following graphic demonstrates our easy to use "one touch one ticket" touch screen design philosophy.

The terminal screen saver is updateable from the LOTOS™ gaming system. The Texas Lottery approved screen saver will initiate after a configurable period of time of inactivity.

The touch screen has the ability to display retailer messages, reports, transactions, transaction history, and other data required by the Lottery using various fonts, font sizes, colors and graphics to provide easily read and intuitive information.

Both the MicroLOT+ and the PHOTON terminals' touch-screens automatically display the entire transaction being processed, and accommodate graphics as well as text.

Below are sample Texas Lottery screens developed in a matter of minutes using our prototyping tool.

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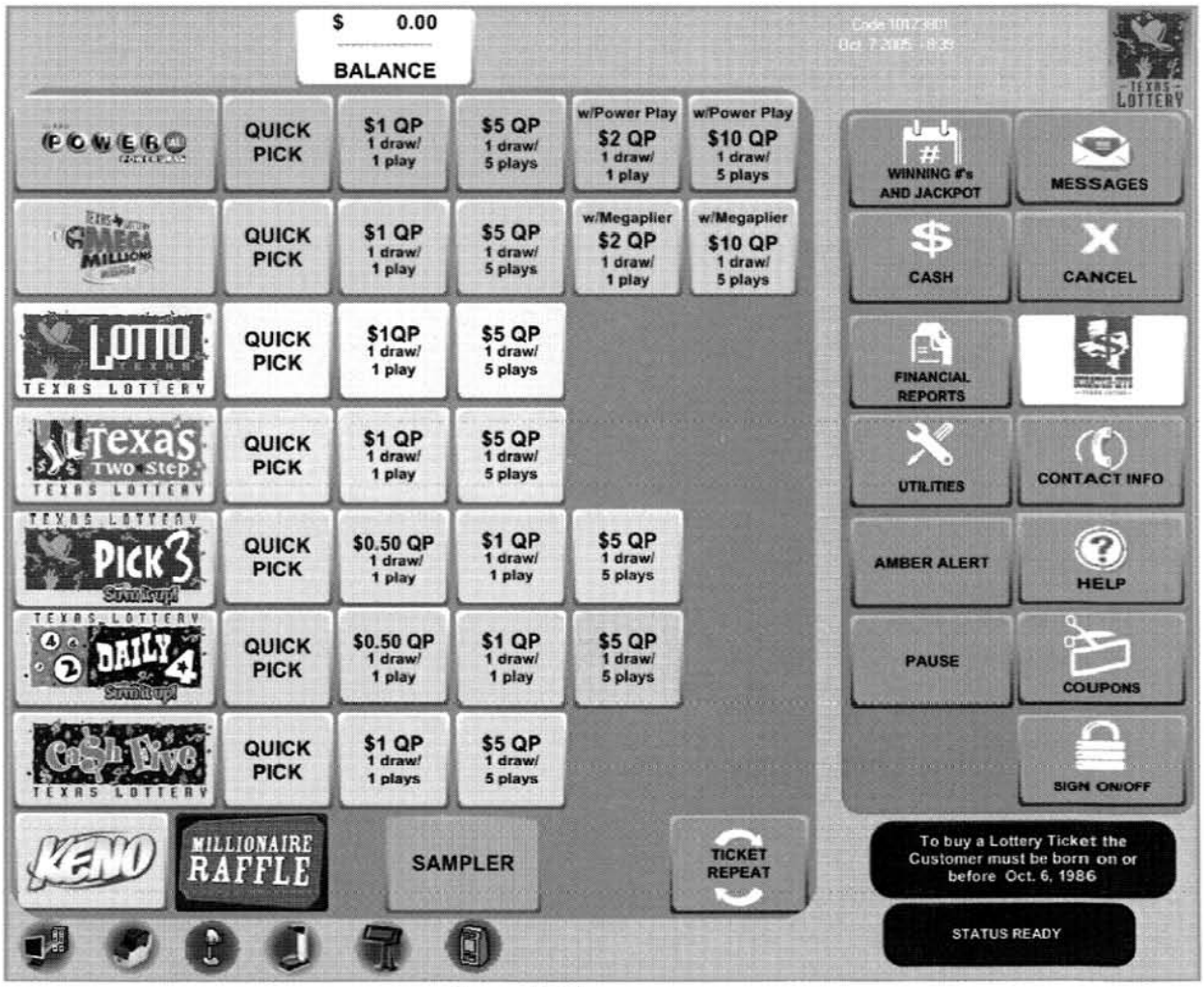

Sample Screen

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The screens on either terminal can accommodate the current Lottery games and are completely software driven. This allows design flexibility to ensure that it will not only be intuitive for the retailer to operate, but easily modified for future games and game options. INTRALOT will design terminal screen flows, icons, labels, screen graphics and other screen design items with the Lottery.

The MicroLOT+ and the PHOTON terminal screens are designed to be used by a wide range of retailers under varying light conditions. The result is a retailer-friendly, ergonomic terminal. The profiles of the INTRALOT terminals have prompted enthusiastic acceptance from retail clerks of varying heights. Clerks appreciate being able to conduct transactions directly over the terminal, instead of having to peer around it to interact with their players. Our touch screens can be positioned at multiple angles for maximum view ability. A secure hinge mechanism provides different lift-up and push-down forces to accommodate a broad range of viewing angles. This retains the display's position and prevents it from falling back when normal touch operation is performed.

Terminal Ergonomics

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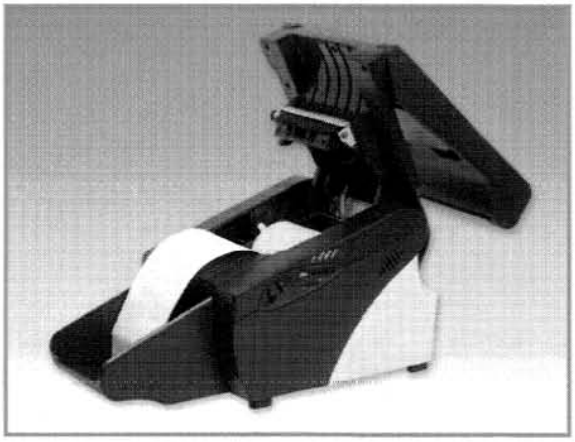
Ticket and Report Printer



The MicroLOT+'s integrated thermal printer is one of the reasons for its extremely small footprint. The printer is equipped with the same advanced thermal technology as the High Volume printer described below and is capable of producing graphics and a variety of high resolution fonts and graphics at 203dpi. The printer prints at a fast 130 mm/second. The procedure for paper changing is the same easy method that the High Volume printer is known for. Paper changing is described in greater detail below.

INTRALOT's High Volume TSP 1000 printer which will be included with the PHOTON terminal configurations is also a compact peripheral device. The printer is designed to minimize the amount of space required on a retailer counter and at the same time offer the best performance, largest roll size, modular placement, and fastest printing speed.

The TSP 1000 printer is equipped with advanced thermal technology, contained in a compact package with an easy paper loading design. The printer is manufactured from the same composite material from which the terminal is made. The high volume printer is a full-featured, durable, user-friendly device that supports multi-lingual text and graphics. It is capable of holding a 7.2-inch diameter roll of ticket stock, the largest in the market.

The printer prints at 180mm/second at a resolution of 203 dots per inch (dpi). The clamshell design acts as a spill cover that protects the inner mechanism from dust, cigarette ashes, coffee, and other liquids or debris that could accidentally cause harm to the printer. Both printers use standard 3.25 inches wide paper rolls.

Paper Loading A retailer's favorite feature of all INTRALOT printers is the easy ticket stock loading capability. The PHOTON's free standing printer and the MicroLOT+ integrated printer use a simple and easy-to-operate clam shell paper loading design. The paper change process takes approximately eight (8) seconds. The transport path of the printers can be fully accessed by the operator. The top cover of the printer lifts upward to reveal the entire paper path.

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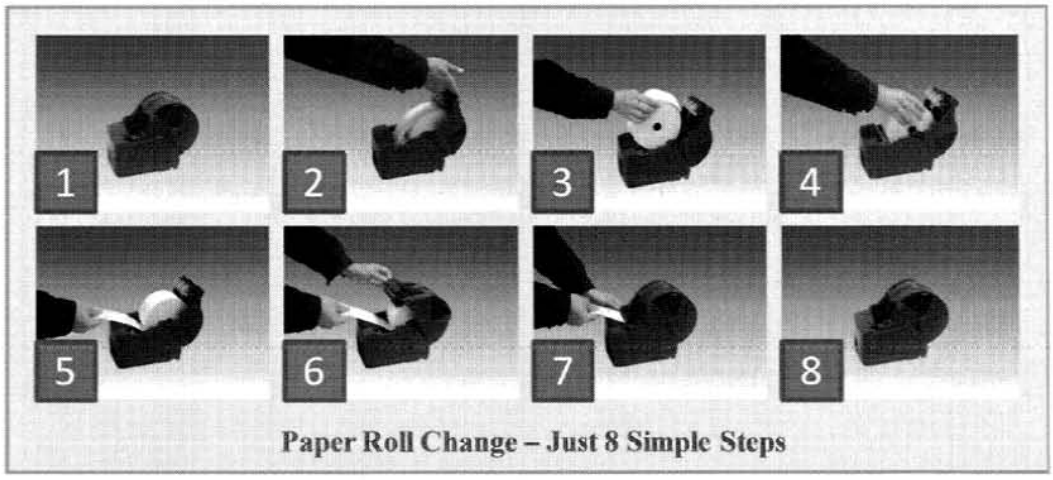
Printer Paper Roll Exchange	
Step	**Action**
1	Press the Cover Open Lever to open the Printer Cover
2	Pull the Printer Cover upwards
3	Remove the exhausted paper roll
4	Drop in the new paper roll
5	Close cover

After the paper roll exchange the printer cuts the excess paper and prints a test pattern automatically.



Paper Roll Change – Just 8 Simple Steps

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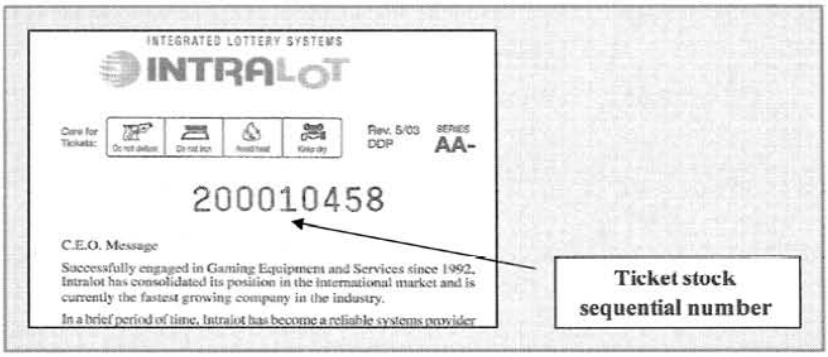
Both the high speed high resolution thermal printers for the PHOTON and MicroLOT+ terminals print alphanumerics and graphics at 203 dpi. Fonts and graphics of any size or orientation can be printed on the ticket. Both printers also print all known barcodes. Both printers are completely programmable and have the ability to store and print custom headers that may contain logos for game tickets, reports, and other frequently printed documents. Up to 255 logos or ticket/report headers may be stored in the printers. Static graphics or bitmaps of play symbols may be stored within the printer and referenced by number to accelerate printing. Graphical play data that changes based on game play is downloaded to the printers as bitmaps. INTRALOT's printers contain a paper cutter that completely cuts each ticket.

The terminal software, working in conjunction with internal sensors, allows the printing of fixed or variable length tickets, vouchers, coupons, reports and other items. Preprinted sequential numbers will be printed approximately every four (4) inches on the back of the ticket stock as shown below



Printing the sequential number every four (4) inches ensures that each ticket will contain a pre-printed stock number on the back, whether it is fixed or variable length.

Both printers have the capacity of printing as many bulk-buy or repeat quick pick tickets as the Lottery desires. INTRALOT will design the terminal application to meet the Lottery's requirements with regard to automatic ticket printing.

The MicroLOT+ thermal printer delivers tickets to the clerk from a slot on the front side of the terminal into a catch tray. If multiple tickets are printed using the MicroLOT+ and not retrieved as they are printed from the printer slot, then the MicroLOT+ will simply push the tickets out the front of the terminal where they fall into a stack in the printer stacker. 100 tickets will stack without operator intervention.

The TSP 1000 and Kube II printers will also stack 100 tickets without operator intervention.

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Ticket authenticity can be verified by Lottery Security via the use of a PC running INTRALOT's ***iSecure*** application. ***iSecure*** meets MUSL security standards for ticket stock. INTRALOT will provide and support the ***iSecure*** software for the Texas Lottery. INTRALOT's U.S. Lottery customers have publicly stated that our ***iSecure*** application is much easier to use and definitely more secure than the methods offered by our competitors. INTRALOT will provide that documentation upon request.

Ticket Stock

The ticket stock for both of INTRALOT's offered printers will be pre-printed, front and back, with the text, images, and colors approved by the Lottery. The ticket stock proposed by INTRALOT is MUSL approved and already in use at other customers in the U.S. INTRALOT has two suppliers of ticket stock. They are Appleton Ideas and Kanzaki Specialty Papers. Both suppliers provide stock that is can be used in the high volume high speed printer in conjunction with the PHOTON. Both suppliers also provide a smaller roll that is designed for use in the MicroLOT+.

INTRALOT recommends Appleton Papers Résiste® 650-3.1 for use as the ticket base stock, which is manufactured specifically for lottery applications. Résiste® 650-3.1 meets all multi-jurisdictional lottery security standards. In addition, Appleton's R&D is ongoing and, when improvements are made to ticket stock, INTRALOT will advise the Lottery so that they can analyze the benefits of the improved paper and determine if it would be to their benefit to change. Appleton's Résiste® 650-3.1 is a high performance, state-of-the-industry ticket stock. Résiste® 650-3.1 is top-coated. Appleton only provides direct thermal lottery-grade paper that delivers fast, reliable imaging and excellent image printing capability. INTRALOT's terminal paper ticket stock features include:

- Top coating for image stability and print head life (Résiste® 650-3.1)
- Back coating is included
- Printed with security inks
- Heat stable, heat resistance to pass the dashboard test (180 degrees Fahrenheit)
- Stiff enough to print, cut, validate, and handle properly
- Image black enough to scan reliably
- Unique serial numbers printed approximately four (4) inches apart on the back

The following page contains the Appleton Résiste® 650-3.1 paper specifications.

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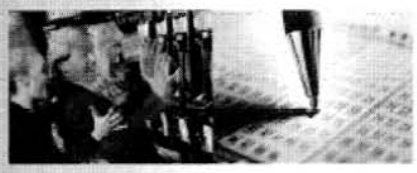
APPLETON
What Ideas Can Do

Résiste™ 600-3.1

A new generation of premium direct thermal lottery paper that delivers excellent resistance. Compatible with all lottery printers, this topcoated and backcoated grade delivers fast, reliable imaging and excellent press printing capability.

GAMING PRODUCTS



Key Features

- *Topcoated and backcoated with protective barrier coatings for excellent handling and resistance*
- *Excellent press printing front and back*
- *Sharp, high contrast images*
- *Compatible with all lottery printers*

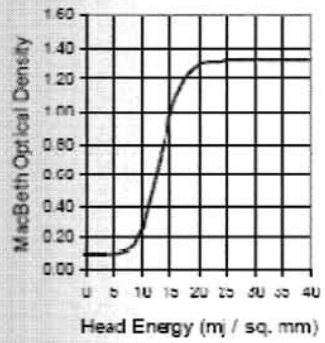
Applications

- *Lottery*
- *Lightweight tickets*
- *Kiosk applications*

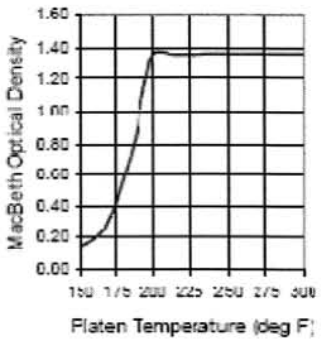
Product Characteristics

Caliper (mils/µm)	*3.1 ± 0.3/79 ± 8*
Basis Weight	
17 x 22—500 (lbs)	*19.7 ± 1.0*
g/m²	*74.0 ± 3.7*
Image Density @ 215°F	*1.28 - 1.40*
Thermal Response - Nomina	
Static (°C ± 5°)	
0.2 ODU	*72.0*
1.0 ODU	*88.4*
Maximum Density (ODU)	*1.36*
Temperature Required	*104.4*
Dynamic—Atlantek 300 (mj/mm²)	
0.2 ODU	*9.6*
1.0 ODU	*13.5*
Maximum Density (ODU)	*1.32*
Energy required	*28.12*
Brightness (UV included)	*> 82.0*
Gurley Stiffness Nominal (mg)	*MD 90*
	CD 50
Elmendorf Tear Nominal (g)	*MD 43*
	CD 54
Sheffield Smoothness	*< 30*

Dynamic Sensitivity



Static Sensitivity



Appleton Résiste® 650-3.1 Specifications

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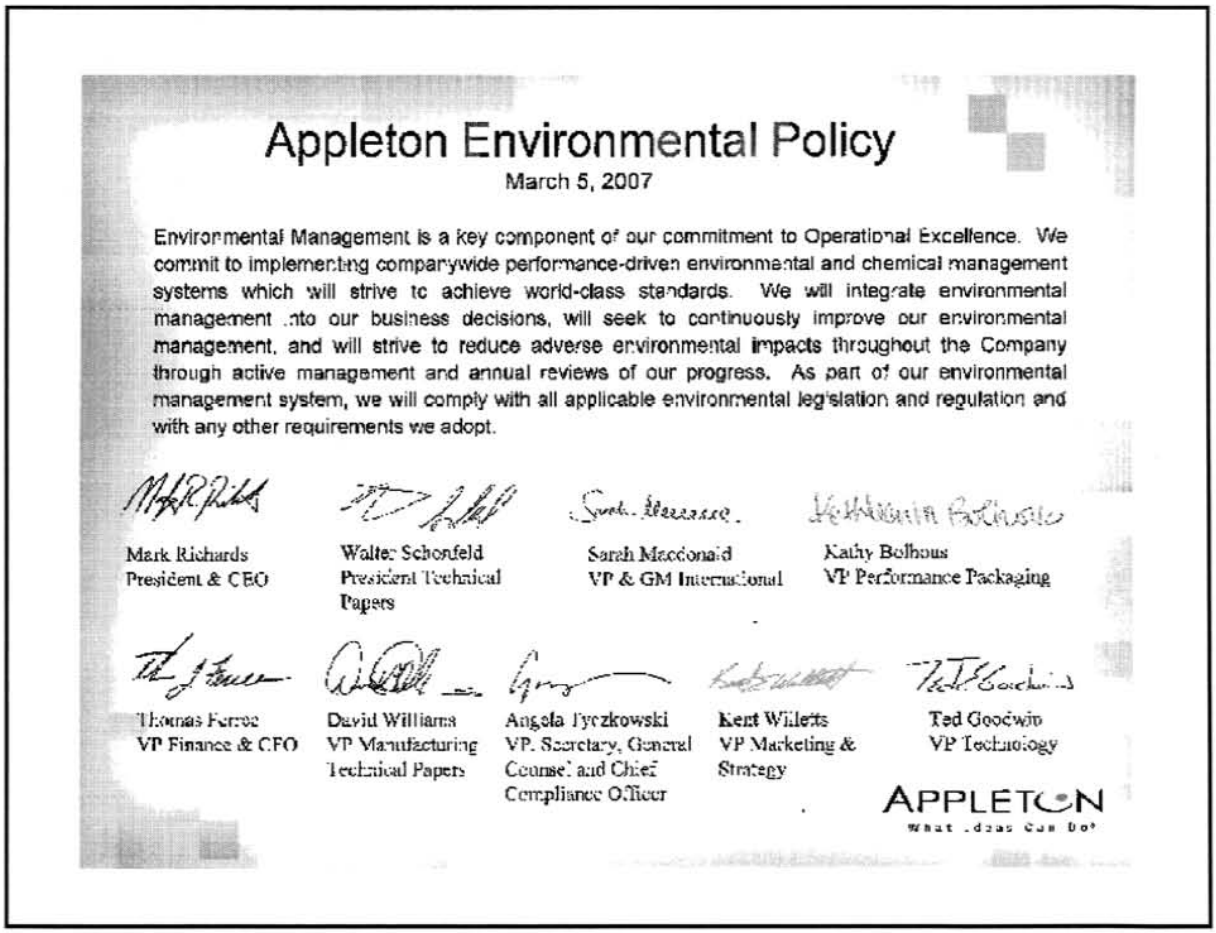
Appleton Paper is dedicated to the protection and conservation of the environment. Below are Appleton's Environmental Policy and a Chain-of-Custody Certificate from the Scientific Certification Systems, Forest Conservation Program.



Appleton Environmental Policy

March 5, 2007

Environmental Management is a key component of our commitment to Operational Excellence. We commit to implementing companywide performance-driven environmental and chemical management systems which will strive to achieve world-class standards. We will integrate environmental management into our business decisions, will seek to continuously improve our environmental management, and will strive to reduce adverse environmental impacts throughout the Company through active management and annual reviews of our progress. As part of our environmental management system, we will comply with all applicable environmental legislation and regulation and with any other requirements we adopt.

Mark Richards
President & CEO

Walter Schonfeld
President Technical Papers

Sarah Macdonald
VP & GM International

Kathy Bolhous
VP Performance Packaging

Thomas Ferree
VP Finance & CFO

David Williams
VP Manufacturing Technical Papers

Angela Tyczkowski
VP, Secretary, General Counsel and Chief Compliance Officer

Kent Wiletts
VP Marketing & Strategy

Ted Goodwin
VP Technology

APPLETON
What Ideas Can Do®

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CHAIN-OF-CUSTODY CERTIFICATE

Appleton Papers Inc.

SCS Certification Registration Number: SCS-COC-001064

Certified product category: Manufacturing and distribution of coated and uncoated paper.

SCS

FSC

Kanzaki Specialty Papers

Kanzaki Specialty Papers, together with their parent company, OJI Paper Company of Japan, is the largest manufacturer of direct thermal imaging papers in the world today. They are recognized as the global leader in delivering superior and innovative thermal imaging products and technical services. Kanzaki's manufacturing facility and headquarters are located in Ware, Massachusetts (All lottery grades are manufactured in the U.S.). Their production equipment includes 3 coating machines used to coat a wide variety of media for various direct thermal applications. In addition to Lottery, Kanzaki's other thermal markets include POS & ATM receipts, gaming, label face, various ticket products (airline, entertainment), film products and ink jet products.

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Kanzaki's Thermal Lottery Grades

Kanzaki has developed several thermal papers that are designed for use in on-line lottery ticket applications. The following includes a brief review of each of Kanzaki's Lottery grades below.

"LOTTO-462"- The LOTTO-462 is a 3.1-mil, top coated thermal grade that Kanzaki developed as a lower cost alternative to the LOTTO-482. Kanzaki's LOTTO-462 has been used successfully throughout North America for the past 4 years. "LOTTO-850"- The LOTTO-850 is the latest generation thermal grade that was developed for the on-line lottery application. The 850 is a 3.15-mil, non top coated grade that offers extremely good durability characteristics. Kanzaki's "LOTTO-850" is OEM qualified having passed lottery industry durability testing, and printer performance (life) testing. Kanzaki expects that LOTTO-850 will offer cost savings vs. current thermal lottery grades being used in the market. It should be noted that having a topcoat on a thermal paper grade does not necessarily add any environmental stability. It's the type of chemistry used in the thermal design that determines durability, not the top coating. Top coats are designed for scratch resistance and short term resistance to environmental factors. For example, the thermal image on the LOTTO-850 is guaranteed to remain human readable for up to 20 years under proper storage. Kanzaki has durability test results that compare 850 and other lottery grades. Like Kanzaki's other lottery grades, the LOTTO-850 has proven performance in the field, having been used successfully throughout North America for the past 2 years.

Specification sheets for LOTTO-462 and LOTTO-850 can be found on the following pages.

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DJ PAPER USA
KANZAKI
SPECIALTY PAPERS

1350 Main Street
Springfield, MA 01103
1-888-KANZAKI (526-9254)

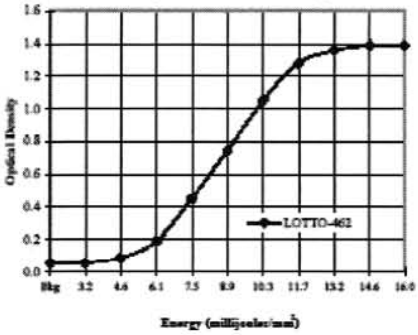
PRODUCT INFORMATION — LOTTO-462

TYPICAL PROPERTIES:	Representative Data	Test Method
Basis Weight (17x22-500 Sheets)	20.6# (77.3 g/m^2) Avg	TAPPI T-410
Caliper	3.14 Mils (79.8 Microns) Avg	TAPPI T-411
Brightness	86.5% Avg	TAPPI T-525
Smoothness (Parker Print-surf)	1.7 µm Avg	TAPPI T-555
Image Color	Black	
Initial Activation Temperature (O.D.=0.2)	176 ± 9°F (80 ± 5°C)	
Effective Activation Temperature (O.D.=0.8)	189 ± 9°F (87 ± 5°C)	
Optimum Activation Temperature (O.D.=1.4)	212 ± 9°F (100 ± 5°C)	
Resistance to Oils, Plasticizers	Excellent	
Resistance to Alcohol, Solvents	Excellent	
24 Hour Water Immersion	Excellent	

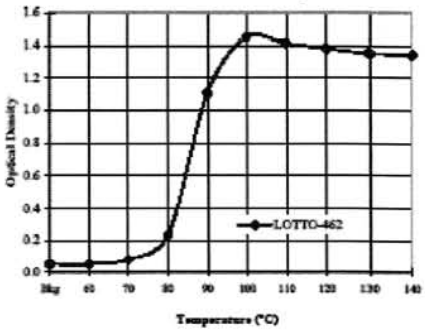
APPLICATION NOTES:

A standard sensitivity topcoated and heat resistant direct thermal paper. Excellent image durability and scratch resistance. Ideal for lottery and other gaming applications.

Dynamic Sensitivity



Static Sensitivity



Dynamic Sensitivity: Atlantek 400, Medium Energy (Pattern 4)

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Kanzaki Lotto-462 Specifications

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OJI PAPER USA
KANZAKI
SPECIALTY PAPERS

1350 Main Street
Springfield, MA 01103
1-888-KANZAKI (526-9254)

PRODUCT INFORMATION — LOTTO-850

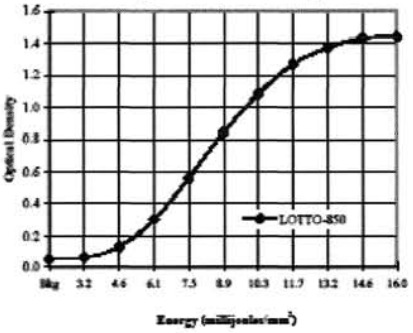
TYPICAL PROPERTIES:

	Representative Data	Test Method
Basis Weight (17x22-500 Sheets)	19.5# (73.4 g/m^2) Avg	TAPPI T-410
Caliper	3.14 Mils (79.8 Microns) Avg	TAPPI T-411
Brightness	87.5% Avg	TAPPI T-525
Smoothness (Parker Print-surf)	1.7 µm Avg	TAPPI T-555
Image Color	Black	
Initial Activation Temperature (O.D.=0.2)	176 ± 9°F (80 ± 5°C)	
Effective Activation Temperature (O.D.=0.8)	189 ± 9°F (87 ± 5°C)	
Optimum Activation Temperature (O.D.=1.4)	230 ± 9°F (110 ± 5°C)	
Resistance to Oils, Plasticizers	Excellent	
Resistance to Alcohol, Solvents	Excellent	
24 Hour Water Immersion	Excellent	

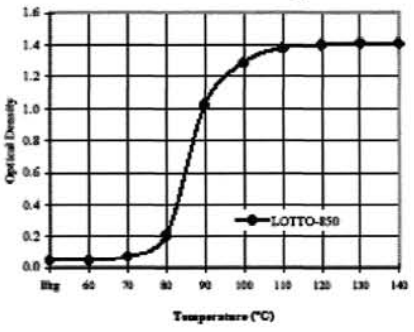
APPLICATION NOTES:

A standard sensitivity, high density, heat resistant direct thermal paper grade. LOTTO-850 is a non-topcoated grade with exceptional image durability. Ideal for lottery ticket and other gaming applications.

Dynamic Sensitivity



Static Sensitivity



Dynamic Sensitivity: Atlantek 400, Medium Energy (Pattern 4)

The data described in this product information sheet represent product averages and should be utilized only after allowing for accepted industry variances. Vendor shall not be responsible for any liability resulting from any deviation from this information, and all products should be pretested to ensure that products meet all intended requirements of specific end-use applications.

Kanzaki Lotto-850 Specifications

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The thermal paper we have proposed contains layers of chemical coatings that are difficult to alter. Incorporating special background patterns in the non-reflective face of the ticket stock provides additional security. Some of these patterns may not be visible except with special spread-spectrum equipment. These features, plus the various security measures used while printing the ticket, make it virtually impossible to counterfeit a ticket.

The following are offered as standard security features of the proposed ticket stock:

- UV cured heat protected inks on the thermal side
- UV cured heat protected inks on non-thermal side
- UV cured heat protected nine (9)-digit consecutive numbering on non-thermal side

In addition, INTRALOT will contract with Deluxe Data Printers, Inc. of Taylor, Michigan, a leading printer of record in the Lottery industry and already serving INTRALOT for all of our U.S. customers. Printing Associates International of Central Islip, NY, also provides specialized printing services that meet the quality demands of the Lottery industry. These are two examples of our diversity and capability to provide for multiple suppliers.

All ticket stock provided by INTRAOT is manufactured specifically for the Lottery industry and can withstand consumer use in hot weather, humidity, rain and spillage of various types of drinks.

Image life of the Résiste®650-3.1, Kanzaki Lotto-462 and Lotto-850 stock is 20 years (based on storage at 45-65 percent relative humidity at 75 degrees F or less), and can withstand at least 180 degrees Fahrenheit ambient temperature for more than four (4) hours.

INTRALOT is constantly looking for ways to improve our service and products for our customers, which includes working with our paper stock suppliers in developing new and innovative paper stock products. As new products become available, INTRALOT will advise the Lottery to determine if their implementation might prove beneficial.

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Software and Data Loading

Terminal Gaming software is downloadable from the Primary Site and via local load procedures by a service technician using a USB memory stick. Downloads are initiated by either terminal requests or through an unsolicited download command from the LOTOS™ gaming system. Downloading to terminals no longer has to be confined to times when the retailers are not actively selling tickets. Through the use of LOTOS™ O/S download software, the terminals receive software downloads during selling periods without affecting the terminal's performance or ability to sell tickets. The download software optimizes the use of the network by downloading only the files and programs that have changed. Using an encrypted compressed format, downloading individual files instead of the entire application reduces the time to install modifications as well as reduces network traffic.

The MicroLOT+ and the PHOTON terminals use the Linux operating system which does not automatically activate un-used ports or detect hardware and equipment when it is plugged in. The terminal ports only support the devices for which they were programmed. These device assignments are secured by the terminals encrypted application programs. Both the PHOTON and MicroLOT+ have specially enclosed cases which cannot be easily opened without special tools, thus preventing such unauthorized activity. Even if a retailer could plug a USB stick into a USB slot it would not be recognized. USB sticks would only be recognized if they are authenticated by our software and the terminal is signed on in maintenance mode by an INTRALOT service technician.

Software download requests can be either solicited by the terminal or broadcast by the Central System. l, and every terminal in the network has its own address, which makes downloads simple and fast. The data storage and design of the terminal software download protocol allow the terminals to securely receive new versions of the terminal's program components as a background task in only minutes.

It is possible to download a single terminal, any group of terminals, or all terminals at the same time. This means that the days of downloading throughout the night or over multiple days are gone. The terminal maintains a program version number from which it is configured to boot. Several versions of the terminal program can be resident in the terminal at the same time. The terminals can be reconfigured to roll forward to a new version or roll backward to an old version with a simple command on the Central System.

The terminal perform version checks with the central system once daily and at every sign-on/sign-off. If the terminal has a different version than specified by the Central System it will ask the Central System for direction before allowing any operation of the terminal functions. If the terminal software version is not the version specified by the Central System, it checks for the correct version locally. If the correct version is locally available it loads from the hard drive. If the correct version is not available locally the terminal will not sign on or sell tickets, and the terminal requests the correct version from the Central System. The Central System immediately downloads the correct software to the terminal. Only the needed files are downloaded, and

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within minutes the terminal is ready for operation. All terminals are downloaded and updated using transmission over the communications network.

INTRALOT's ability to activate specific groups of terminals on different software versions allows the Lottery to perform Beta tests and/or training on new games or functions. It also allows regional promotions, chain promotions or promotions for a single retailer.

The design of INTRALOT's software allows the terminals to download broadcast versions of the terminal program in the background without affecting transaction processing or disrupting retailer activity and, therefore, does not preclude 24-hour operation of the terminals. INTRALOT's terminal software is modular in design, downloads most often consist only of the software components that require modification. This greatly reduces the amount of time and resources required to install new software in the terminals.

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Secure Sign-On

INTRALOT terminals prompt for a user ID and password to initiate the sign-on process. Passwords are not displayed at any time. Once entered, sign-on transactions are authenticated in two ways. First, the retailer number and password combination are validated against the retailer's database record in the Central System database.

Second, the network address of the sign-on transaction is compared against the network address associated with the retail terminal trying to sign-on. This ensures sign-on transactions are accepted only from terminals with the correct network address. Once signed on, the retailer or clerk has access to only those functions for which they are authorized.

The LOTOS™ O/S also provides for clerk level sign-on functions and the associated codes to track sales and other transactions by clerk for retailers who require clerk level security and reporting. Clerk ID numbers and passwords are maintained either by the Central System operations group, or they can be maintained locally at the retailer through the manager level sign-on in the store.

Terminal functionality is based on the person that has signed on. For example, managers may have access to certain reporting or instant ticket functions, while clerk level personnel could be restricted to selling and cashing tickets. Sign-on and Password security is addressed at several levels in our retailer terminals, as follows:

- Retailer number and password verification
- Retailer / clerk functionality access
- LSR functionality access
- FST service and maintenance access functionality
- Terminal IP network address verification
- Smart Card / Magnetic Card access

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User Interface Design

INTRALOT has employed a "push a button get a ticket" philosophy in the design of all of its terminals including self-service terminals that minimizes keystrokes and the need for training. This simple design concept enables INTRALOT to develop an intuitive and easy-to-navigate User Interface. INTRALOT will work closely with the Lottery to customize the user interfaces so system and terminal operations are easy to learn and easy to use. INTRALOT also works closely with retailers through focus groups and retailer organizations, such as the National Association of Convenience Stores, Petroleum Marketers, and Retail Grocery Association to solicit input from them on topics such as user interface design, one-touch options to facilitate faster transaction processing, and equipment ergonomics. In addition, we use a screen layout

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simulator that allows us to rapidly prototype screens and terminal functionality. We then convert the design information into functional specification documents. These specifications ultimately become powerful and comprehensive applications.

The main screen POS depiction below was quickly prototyped with our user interface simulator by Ohio. INTRALOT will work with the Lottery to implement an optimal user interface for your Lottery's retailers.

There are two methods of selling tickets using the touch screen:. This dual method for transaction entry gives retailers and customers who purchase a large number of different types of games the flexibility to handle high volume, multiple ticket or single purchases.

- Direct Transaction
- Transaction Summary

Direct Transaction Method

The Direct Transaction method allows the retailer to scan play-slips or choose a Quick Pick and the terminal immediately prints tickets with no additional keystrokes or retailer intervention.

This is useful for "Lotto fever" when a high volume of tickets need to be generated in a short period of time. Manual entry of numbers is also available when using the Direct Transaction method. In addition, a large number of repeat tickets can be requested and printed with very few touches by the retailer.

Transaction Summary Method

The Transaction Summary screen is useful for individual customers who buy a large volume of tickets in one purchase. The Summary method displays a Transaction Summary screen that shows all of the transactions that have been entered for a given sale. From the summary screen, the retailer may modify a transaction, delete a transaction, or add a transaction. In this implementation the terminal is primarily in a single purchase mode:

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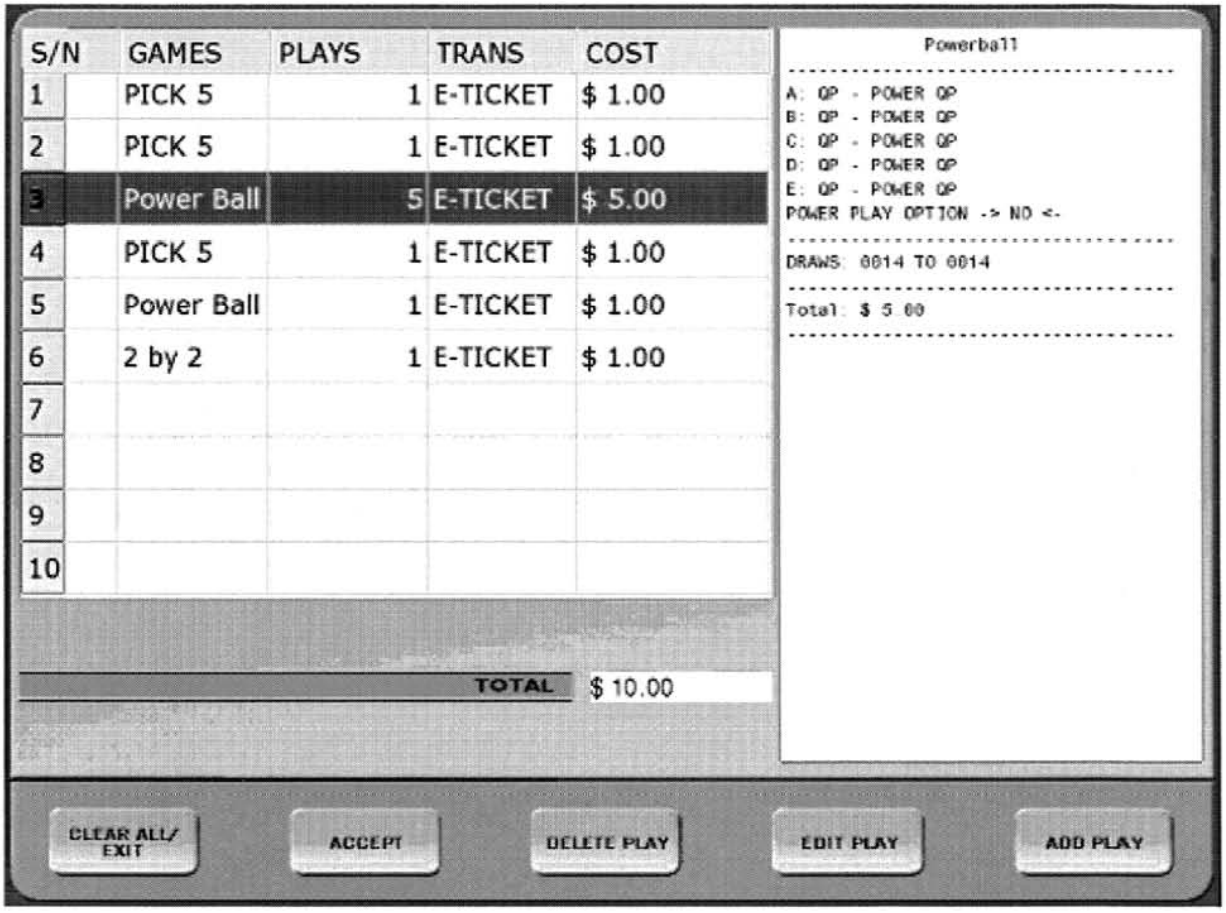

Touching a row to highlight a transaction displays its details in the window on the right. Below the transaction grid is the total that is due from the customer. The retailer can delete all transactions by touching the [CLEAR ALL/EXIT] button.

An individual transaction can be modified by highlighting the appropriate transaction in the grid and touching the [EDIT PLAY] button, which displays the manual entry screen for the appropriate game.

A transaction may be deleted from the batch by highlighting the appropriate transaction and touching the [DELETE PLAY] button.

Touching the [ADD PLAY] button displays the Game Selection window where the retailer can select a new game to be added to the list.

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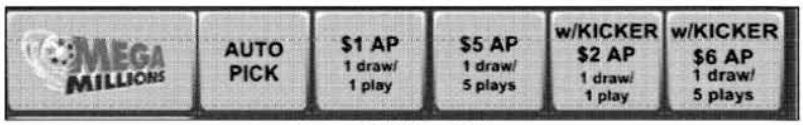
Touching the [ACCEPT] button, submits all the transactions to the Central System and subsequently prints all the tickets. Once the [ACCEPT] button has been touched, there is no way of interrupting the processing sequence, which ensures all tickets are printed correctly.

In the following example, we show how to place various Mega Millions wagers from our Ohio Implementation in Direct Transaction mode. There are six buttons in the Mega Millions row. The Ohio Lottery and its retailers determined that these are the most popular purchase types for Mega Millions and have given the retailer several options for placing a Mega Millions wager using the very fast one touch design, i.e. push one button, get the ticket design.



Mega Million Row

Touching the far right icon automatically produces a $6 play, five panel Mega Millions wager for one draw with the Kicker option. Touching the $1 AP (Auto Pick) icon produces a Mega Millions ticket for 1 play / 1 draw. Touching the $5 AP icon produces a Mega Millions ticket for 5 plays / 1 draw. Touching the Auto Pick icon takes the retailer to the following screen.

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Auto Pick

From this screen, the retailer may select game options such as number of plays per ticket, number of draws per ticket, Kicker option, and the number of tickets to produce.

Mega Millions Number Selection Window

When the retailer presses the Mega Millions icon on the left side of the row, the retailer has the option of manually entering the individual numbers, selecting Auto Pick, entering multiple pancl wagers, selecting the Kicker option, and creating wagers for multiple drawings.

Pressing the [Mega Millions] button on the main menu displays the following Mega Millions number selection screen.

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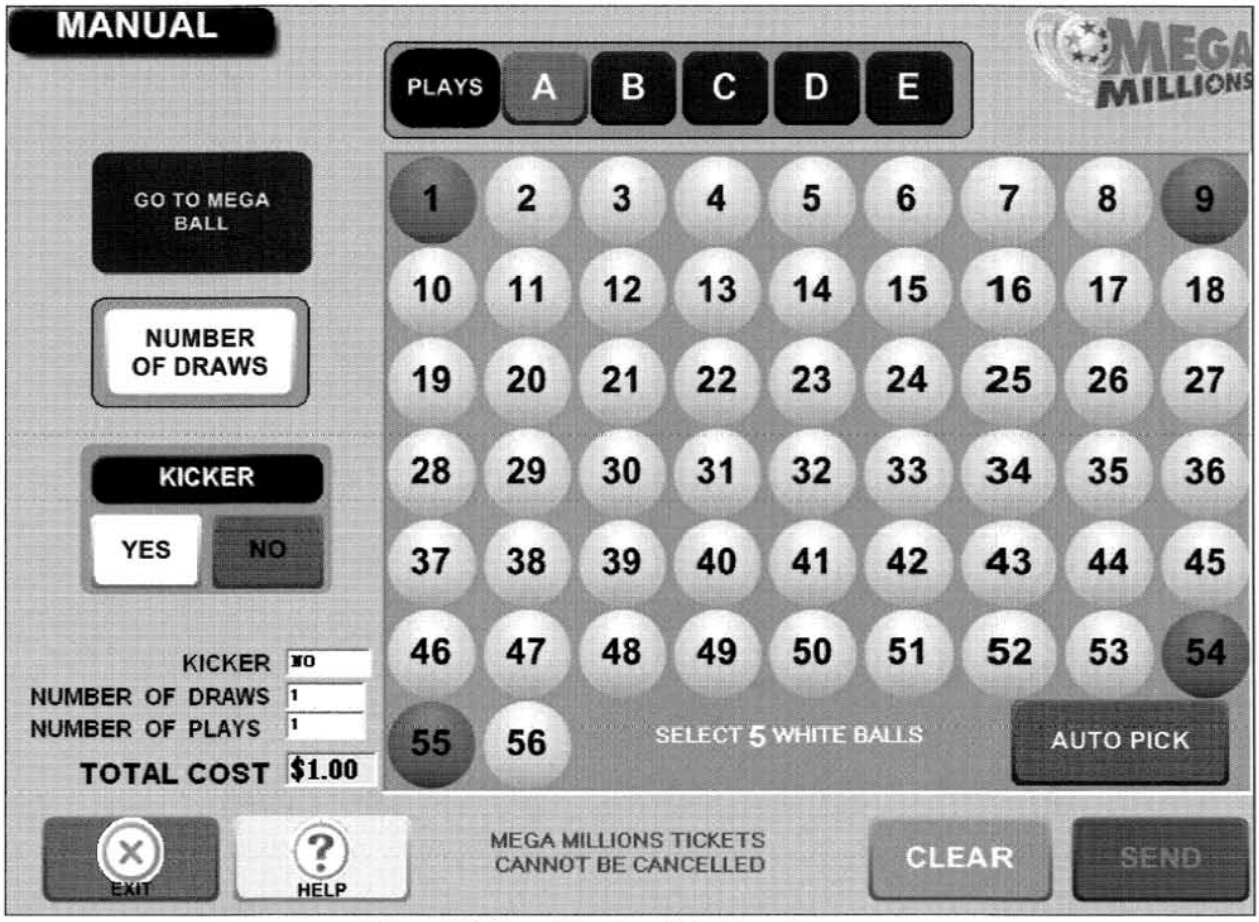

Mega Millions Number Selection Screen

The retailer may touch the number icons or touch [AUTO PICK] to have the terminal pick all or some of the numbers. After all numbers have been selected the screen changes to allow entry of the Mega Ball as shown below.

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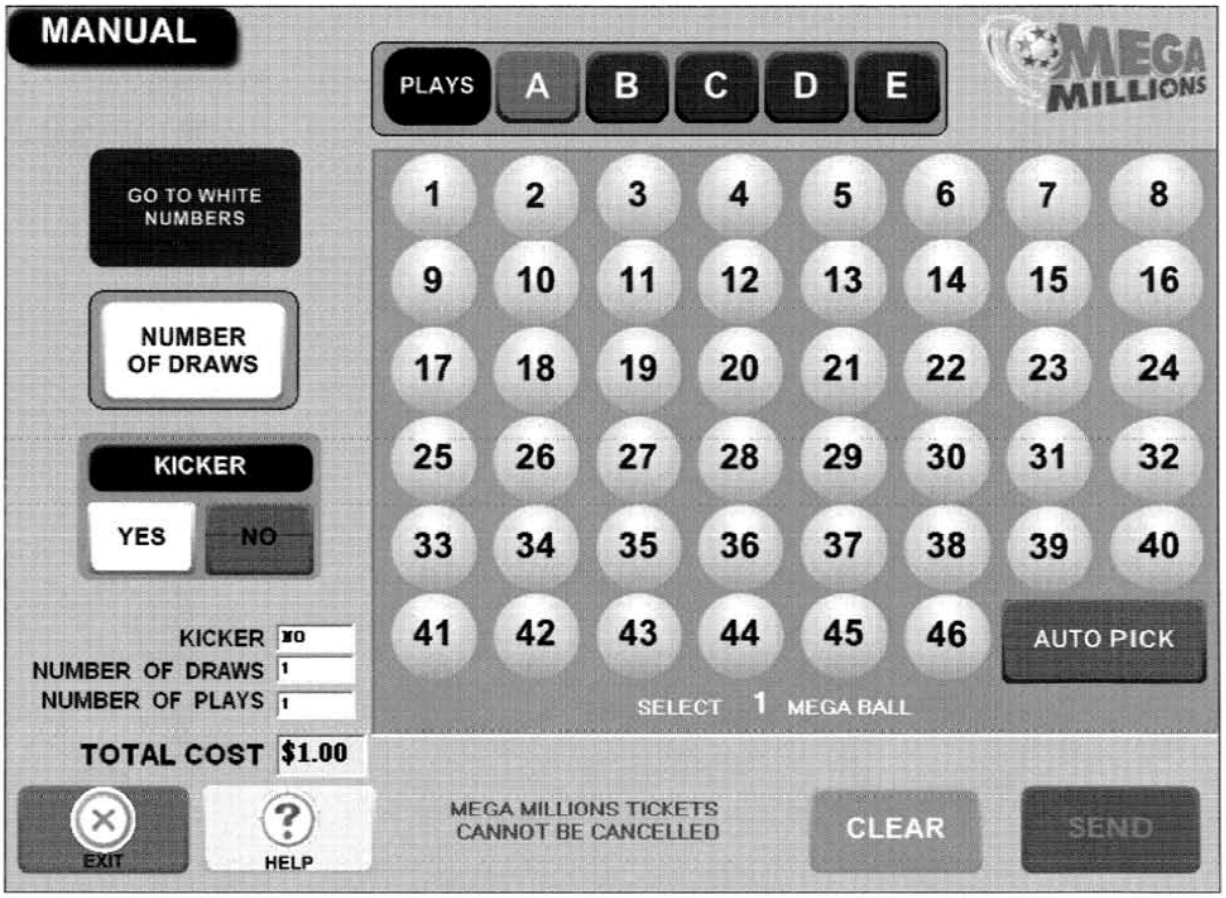
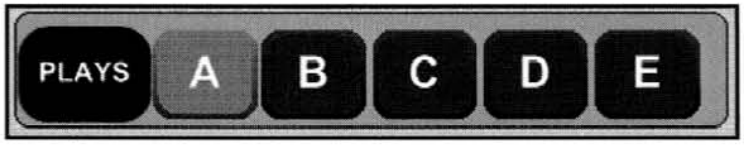


The retailer can enter additional plays for the same ticket by touching the appropriate button on the Plays menu.



The retailer may also select the number of draws by touching the [Number of Draws] icon. The following menu is displayed so the retailer can specify the number of drawings.

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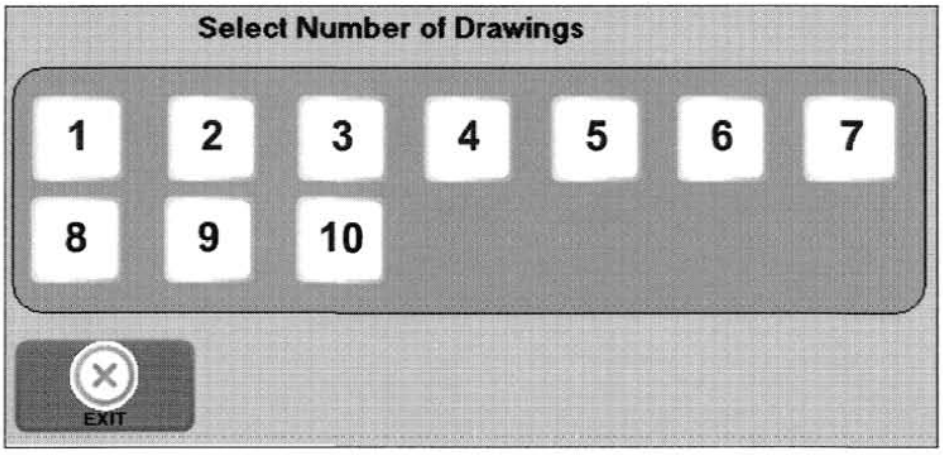
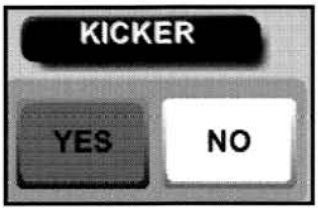
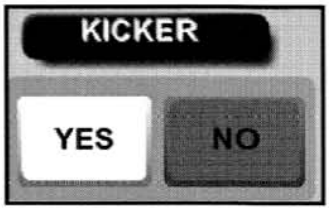


The Kicker Option may be selected by touching the appropriate icon.



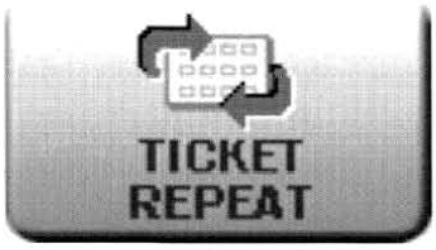


The icon turns red or green indicating the selected option.

Once the wager has been completed the operator presses [SEND] to transmit the wager and produce the ticket.

INTRALOT recognizes that a retailer's time is money. That is why we work with retailer focus groups as well as the Lottery to determine the optimum user-interface design for the retailer in order to minimize keystrokes and transaction processing time. Our interaction with retailer focus groups resulted in the development of the following two timesaving features:

Ticket Repeat, which allows the retailer to scan a valid on-line ticket in order to generate a new ticket with all of the very same attributes associated with the scanned or repeated ticket. Players who always choose the same numbers no longer need to keep their play slips, just bring one of their old tickets in order to have it easily repeated. Retailers love the ticket repeat feature as it requires only a simple one touch of the screen and one simple scan of the barcode on the old ticket being repeated.



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Multiple Pack Plays, allows the retailer to print one Quick Pick for multiple games. Variations of a Pack Play have been implemented for all of our customers at the time of conversion. An example of Pack Play for Texas could be called "Triple Play" which might include Power Ball with Power Play, Cash Five, and plays for Pick 3 AM and PM, totaling five dollars. The user interface for all of the POS terminals is fully programmable. INTRALOT has designed user interfaces for retailers not only in the United States, but in a variety of countries and cultures. The experience we have obtained allows us to develop terminal interfaces that are intuitive and efficient. INTRALOT will design the most effective and efficient method of entering transactions for the Texas Lottery and your retailers.

INTRALOT's terminal main screen design allows all games to be played using the most popular game defaults. The most popular game defaults are displayed on the horizontal axis and a ticket may be produced with one icon press. Of course, the retailer can at anytime place a wager by scanning a play slip or validate a ticket by scanning the ticket, all without a key button) press. To summarize; One touch button functions can be as follows from the main screen:

- Powerball, MegaMillions, Hot Lotto, Pick 3, and Pick 4, Weekly Grand, and Powerball with PowerPlay buttons will display more detailed options, allowing the retailer to pick options such as numbers, play amount, number of draws, etc.
- Quick Pick buttons produce a quick pick the retailer may then select the number of panels and draws.
- $1 QP produces a single quick pick ticket for the current draw.
- $5 QP produces a 5 panel quick pick for the current draw.
- Triple Play produces a popular combination of purchases (Powerball, Hot Lotto, and Pick 3) with one press.

Ticket repeat allows the retailer to scan a player's expired ticket and produce a current ticket with identical numbers, draw information. The icons on the right provides the retailer access to instant ticket functions, reports, manual cashing functions, coupon functions, tools and utilities, and help functions.

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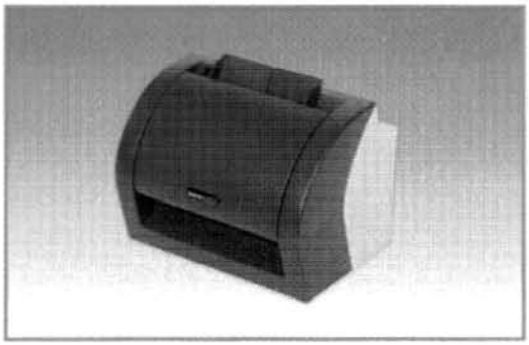
MicroLOT+ Scanner (A6)



The MicroLOT+ A6 scanner offers the same convenience as the CORONIS A4 scanner with the added benefit of mobility. Because the scanner is connected via a USB connection, it may be located any place on the retailer's counter which provides for easy access and use.

The A6 scanner uses high-speed micro-controlled document scanning, suitable for use in various scanning applications. This versatile, hand-fed unit automatically transports and scans forms from A6 size 4.09 inches x 8.66 inches (104 mm x 220 mm) down to 2.76 x 2.76 (70 mm x 70 mm) square forms. The A6 scanner interfaces to its host via a high-speed USB 2.0 port.

This state-of-the-art unit scans documents to capture images at 8 dots per mm, which is approximately 200 dpi. Forms are scanned on a line-by-line basis (832 image pixels per line) at speeds in excess of 15.75 inches (400 mm)/sec. Image pixel data is converted to 8-bit (256 level) grayscale, and transmitted to the terminal in real-time as either grayscale or bi-tonal (B/W) data (command selectable).

The A6 scanner is modular and requires very little space on the retailer's counter. It features a straight through paper path to minimize paper jams and offers branding for validation and cancellation of tickets.

MicroLOT+ Scanner FEATURES

- Transports forms as wide as A6 size, 4.09 inches (104 mm)
- Transports and scans narrower documents – down to 2.76" x 2.76" (70 mm x 70 mm)
- Processes form lengths from 2.76" to 8.66" (70 mm to 220 mm)
- Single-feed transport (hand fed)
- Straight-through document path
- Requires minimal terminal volume
- Scans forms at speed in excess of 15.75"/sec (400 mm/sec)
- Easy-access document path for cleaning and jam removal
- 660 nm (red-dropout) read head standard
- Shadow-free light source to minimize sensitivity to creases and folds

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- Increased depth of field scanning, for greater document clearance
- Images and decodes documents inserted either forwards or backwards
- Document skew correction software
- Contains an 832-pixel read head sensor array - scan line length of 4.09" (104 mm)
- Step motor driven transport for accurate imaging
- Processes multiple form types, with an assortment of data fields – intermixed.
- Form generation software for creating new forms and data fields
- Transmits image data as normalized 8-bit gray-scale or bi-tonal (selectable)
- USB 2.0 interface
- Firmware download capabilities, via USB port

The following table provides other technical specifications for the A6 scanner:

A6 SCANNER SPECIFICATIONS	
Scan Source	Single red drop CIS (Contact Image Sensor)
Scan Speed	In excess of 400mm/sec
Interface	USB 1.1 & USB 2.0 compatible
Supported OS	Windows 98,2000,XP, Linux(Redhat, Suse, etc)
Temperature Operating: Storage:	 32 F to 122 F -13 F to140 F
Humidity Operating: Storage:	 10 to 85% RH non-condensing 5 to 95% RH non-condensing
Regulatory Compliance	The scanner is a certified FCC-Class B device. The scanner is also designed to meet all CE marking requirements. This includes radiated emissions, radiated immunity, electrostatic discharge immunity (ESD), and safety.
Power	Power to the A6 scanner device is provided through a common power pack with an appropriate split cable, while the scanner will communicate with the MicroLOT+ terminal through an external USB connection.

The A6 scanners use Contact Image Sensor (CIS) technology. The PHOTON uses digital icon imaging technology. Both methods have the ability to read many different types of media, from selection play slips to receipts and forms printed in various colors using multiple fonts and

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graphic designs. INTRALOT's scanning technology permits a wide range of selection play slip design options as well as the opportunity to design new products that utilize different media formats - all of which can be deployed without changing the hardware. Special markers are not needed for the play slips. CIS was selected by INTRALOT as a superior technology to optical mark reading.

Both Contact Image Sensor (CIS) technology and Digital Icon imaging technology scanners provide flexibility in terms of their ability to read various colors and graphics on the play slips as described above. Significant latitude is allowed for player markings and special markers are not required on the play slips.

Both scanners proposed provide flexibility in the way the documents can be inserted and read. INTRALOT scanners contain document skew software that corrects play slips that may be inserted top first or bottom first to provide an accurate read. The eyeLOT scanner also reads play slips placed on the platform at an angle.

Both scanners provide a 17 inches/second scan rate. The location of the scanner or eyeLOT digital reader on the counter top provides the retailer with a quick fatigue-free way of scanning play slips, tickets and documents. The documents are dropped in from the top, or in from the front, read, and returned at the bottom of the scanner. The speed of scanning is limited only by the retailers' ability to feed the scanner.

The advanced hardware and software in both scanners allows them to achieve a first read rate of greater than 99% exceeding the RFP requirement. Both scanners read quickly, even on tickets that are folded and wrinkled from being stored in a wallet.

Both scanners are able to read existing play slips. The design of the A6 scanners provides for jam-proof operations. Should a document or foreign object become lodged in the scanner, the retailer has merely to open the top of the scanner, remove the jammed object, and close the top of the scanner. The eyeLOT and PHOTON camera have no moving parts. The retailer merely places the document to be scanned on the base so there is nothing to jam!

The A6 scanner and the eyeLOT cameras have the ability to read various types and sizes of forms such as VIP applications, surveys, or field service documents. INTRALOT will work with the Lottery to design the necessary forms to enable this revolutionary new ability for data capture in the field.

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Ticket Serial Numbers

Ticket serial numbers are unique for each ticket generated and will remain so for the term of the contract. No serial numbers will be duplicated. They consist of numbers in human readable form as well as in a bar-coded format that are readable by the scanner and barcode reader. Please see the example on the right of a human readable and bar-coded serial numbered ticket.

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Privileged Validation Retailer Terminals

INTRALOT will provide privileged terminals and check-writer printers for the Lottery headquarters and regional claim centers for cashing high-tier winning tickets. For these terminals, cashing will be restricted by the Lottery to ranges different from ordinary retailer authorization. INTRALOT will configure these terminals to the exact cashing limits defined by the Lottery.

Multiple Terminals per Retailer

The LOTOS™ System supports multiple terminals per retailer, either temporarily or permanently installed at a retailer location. The System communications are based on TCPIP, which INTRALOT supplies at every location. Accounting reports for retailers with more than one terminal are available on a per-terminal basis as well as on a retailer-location basis. INTRALOT will work with the Lottery to determine the exact format and content of any specific terminal reports that may be required for retailers with multiple terminals. INTRALOT agrees to provide additional terminals at a single retailer location at times of large jackpots, or for promotions, as the Lottery may require.

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As described above, the MicroLOT+ and PHOTON terminals have the capability of reading all known barcode formats. This includes serialized bar codes printed on coupons produced for promotions and other marketing purposes.

INTRALOT will extend the 4600rp barcode readers reach by providing a 12-foot cable thus giving it the ability to read different size and shape items, including instant tickets in racks and dispensers and giving the capability to read different size and shape items such as Point Of Sale items, bar coded instant ticket packs, and on-line ticket stock boxes.

Terminal Training Mode

INTRALOT's terminals have an extensive Training/Help mode. Training mode is accessed from the Utilities Main Menu screen, by touching the Training Mode button or through the Main Menu using a shortcut, which is touching the Communication status icon at the bottom of the screen.

Upon confirming the retailer really wants to enter Training mode, a message is sent to the Central System indicating that the terminal is in Training mode. Entry into Training mode can be controlled from the Central System to allow/disallow this function based on number of attempts or other parameters, as required by the Lottery, on a retailer-by-retailer basis. All training transactions will be recorded at the Central System and marked as training transactions but do so without interfering with or accessing the live transaction System.

To signify that the terminal has been put into Training mode, the background of the screen changes color and the word "Training" displays above the Gaming container. In the example below the screen has changed from blue to green to signify active Training mode.

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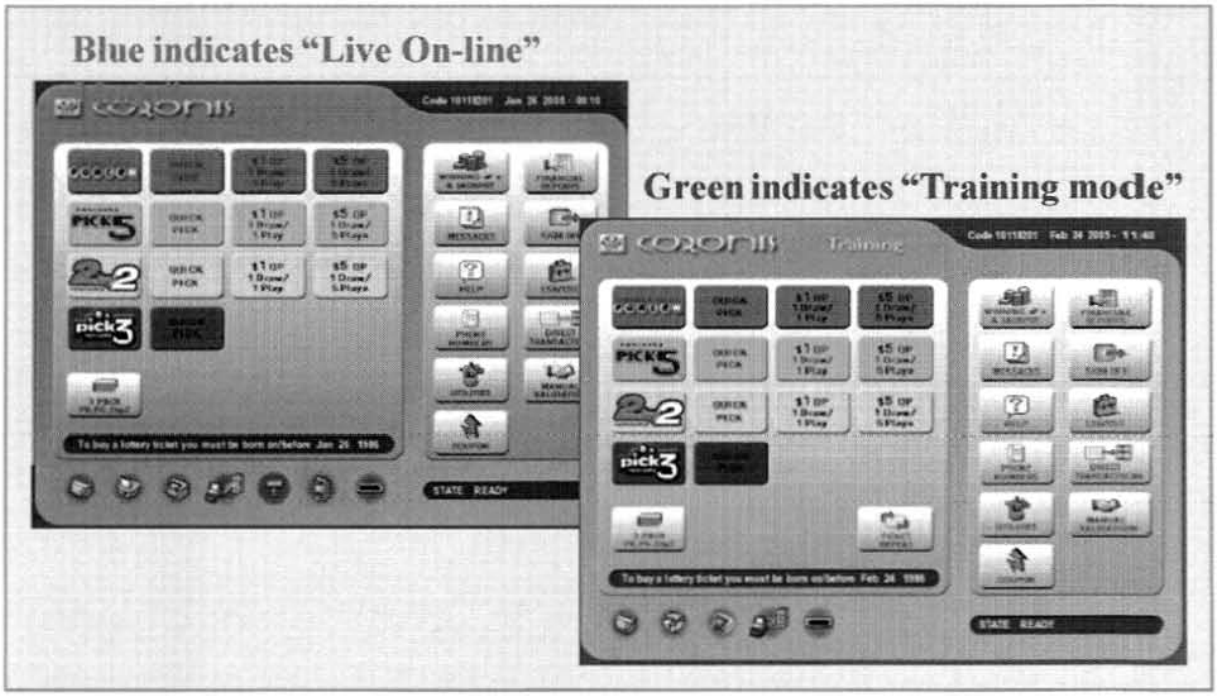

In the Training Mode the retailer has the ability to perform any function that is available in the Live On-line Mode. All training transactions will be recorded at the Central System with a flag marking the transaction as a training transaction. All transaction receipts and reports produced while in Training mode will be marked with "VOID - TRAINING - NOT FOR SALE" or similar verbiage, as defined by the Lottery. The training mode allows production of physical test tickets. Graphical representations of test tickets are the displayed on the terminal screen or as the Lottery may require.

The design, background and color of the training mode screen are completely programmable. At right is an example of the training mode screen that was implemented in Idaho.

The retailer terminals also contain a full featured Help System. The terminal contains Help screens that provide the retailer with guidance on performing specific functions. On-line Help is available from the Main Menu screen and each of the Game screens. Touching [HELP] from the Main Menu displays a Help Contents screen from which the

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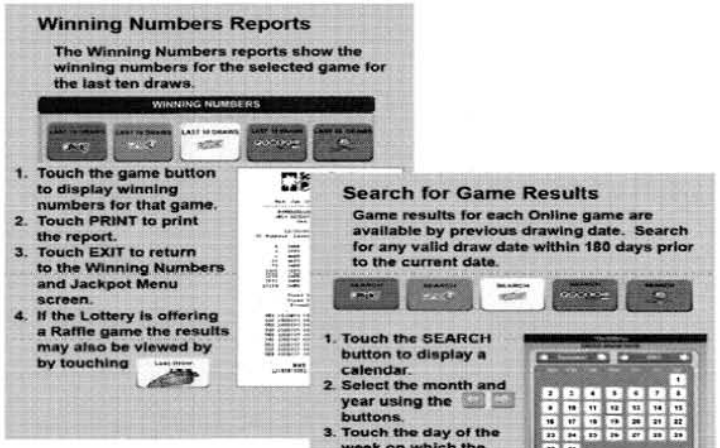
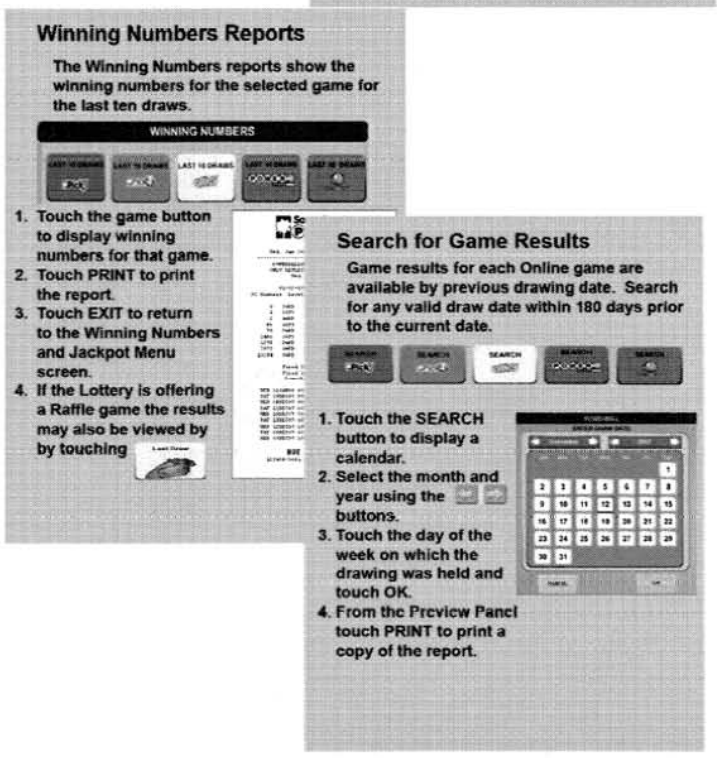
retailer can choose any Help topic that they would like to view. Touching [HELP] from a Game screen displays the Help topic related to that game. The following are examples of Help screens:





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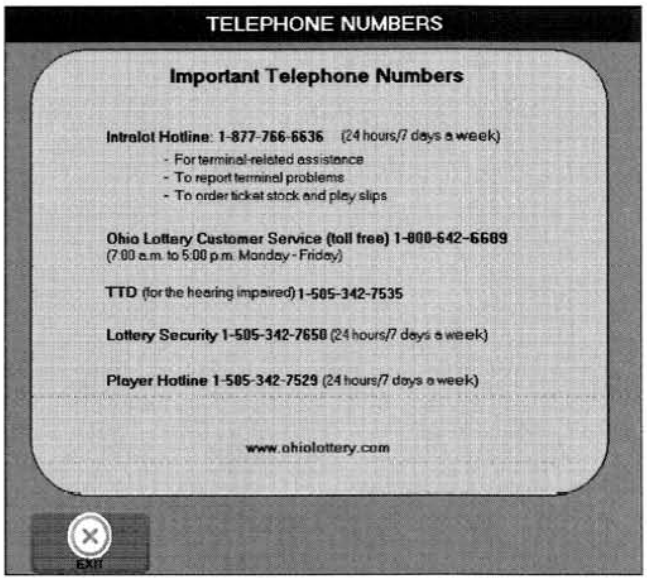
INTRALOT's "Frequently Asked Questions" screen into the terminal help System answers the more common retailer questions. An important Numbers screen contains important INTRALOT and Lottery phone numbers and office hours.



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The comprehensive Help System may also contain full-motion video capabilities and trainee tracking, which helps new retailers and their employees get skilled on the terminal. The videos may be stopped and restarted at various points allowing individual retailers and employees to resume training where they finished their last training session.

INTRALOT will develop an interactive training application that will keep each employee's place in the training program, so they may resume their training where they left off.

Terminal Self-Diagnostics

All of INTRALOT's terminals provide extensive self- diagnostics, indicators and other helpful information to permit retailers and technicians to troubleshooting terminal problems, which can also be observed remotely. Any and all problems are transmitted to LOTOS™ O/S by the terminal and logged on the Systems for review and potential action. INTRALOT uses this information to proactively analyze terminal health and will dispatch FSTs to deal with problems before the terminal functionality is affected. These terminal diagnostic monitoring tools including:

- Central System Monitoring and Diagnostic Messages
- Terminal Utilities Troubleshooting
- Sign-on Diagnostics
- Continuous Terminal Status Monitoring

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Diagnostic messages communicated on the display screen include information about the following:

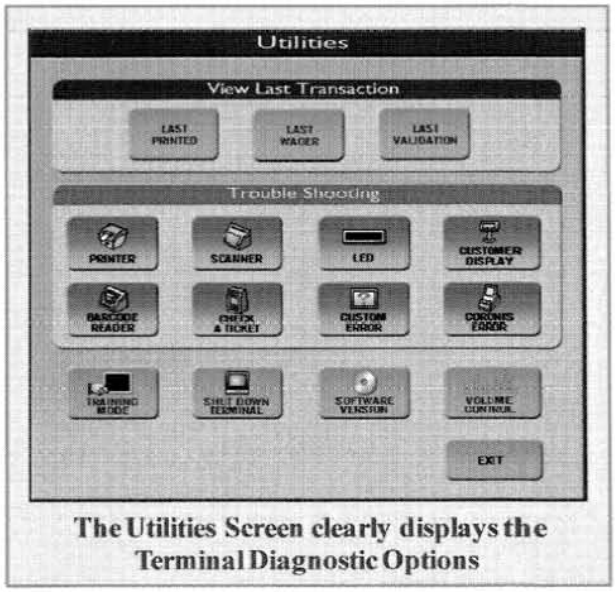
- Terminal and Processing Status
- Terminal Errors
- Validation Errors
- Cancellation Errors
- Scanner Device Errors
- Scanner Edit Errors
- Terminal Entry Errors
- Communications Errors
- Lottery News

Standard terminal functions to be monitored by the System include:

- Off-line situations or out-of-order condition
- When the terminal is ready to accept a transaction

Status of transactions and error conditions:

- Audible alarm for input errors and prompts to correct or re-enter data
- Low on paper roll ticket stock or out of paper roll ticket stock
- Malfunction of the printer, scanner or other component



The Utilities Screen clearly displays the Terminal Diagnostic Options

Additional terminal monitoring functions include:

- Terminal is transmitting to the central computer
- Transaction should be re-entered because an error has occurred
- Power-on
- Local diagnostics test
- CPU errors/faults
- Scanner/printer identification
- Scanner/printer transaction counters
- Power supply voltage outputs
- Communications status
- Tests on scanner, printer and barcode scanner
- Audible alarm for input errors and prompts to correct or re-enter data
- Malfunction of the printer, scanner or other component

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All terminal baseline applications support the collection and transfer to the System of various terminal statistics, such as the count of printer faults, printer carriage movement failures, ticket reads per game, terminal resets, printer resets, paper out occurrences, news message requests, wagers, validation, and cancellation transactions processed (if applicable).

The terminals, in conjunction with our Network Management System, provide for the collection of Management Information Base (MIB)-II variables with customized extensions. These are used to determine MTBF and other statistics. There are several diagnostic tools available to the retailer and service technician. These are available on the Utility menu. As shown below, the Utilities Menu has functions available to the retailer that will help diagnose problems with the terminal and peripherals and automatically send a message to the Central System that there is an issue with the selected item or feature.

The terminals are equipped with System software that performs the following basic diagnostic routines, which occurs on program Start-up, after the BIOS has performed the main board self test and the OS has loaded:

- Resets all peripherals
- Queries all peripherals for errors
- Verifies System files
- Software module CRC check

Communications Initialization

Once the diagnostic routines are complete the results are displayed on an initialization screen. There will be an icon for each peripheral connected to the terminal. Failed peripherals are highlighted in red. Touching the highlighted icon displays a detailed error message.

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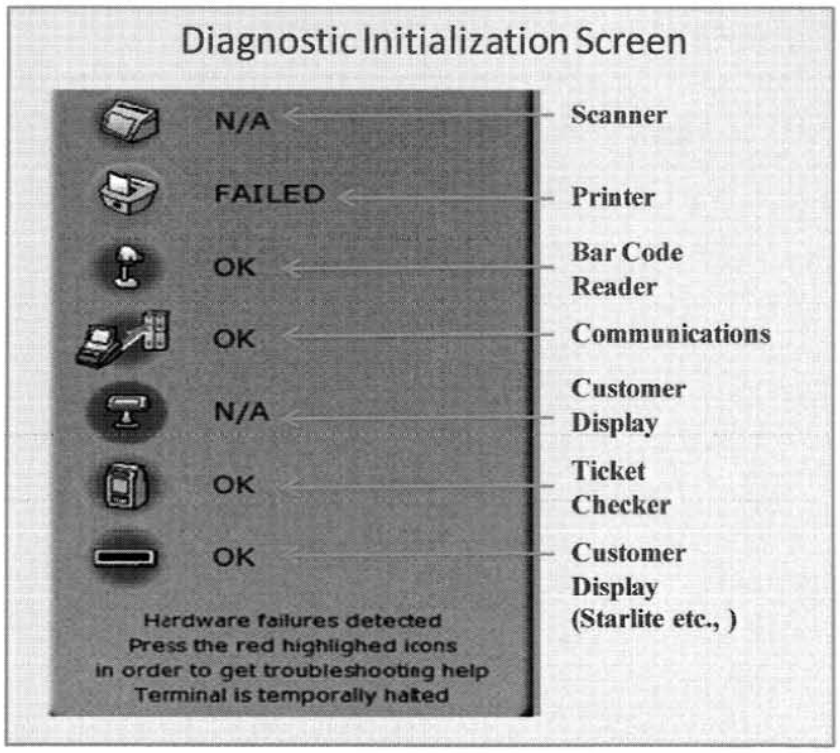

Once operational, the terminal continuously monitors the peripherals and reports their status to the Monitoring Container on the terminal's Main Menu.

Terminal Remote Diagnostics

INTRALOT's terminals support an extensive library of diagnostic applications that are available to be remotely monitored by technicians and/or Call Center operators. Remote terminal diagnosis and control procedures are used as first-level maintenance steps.

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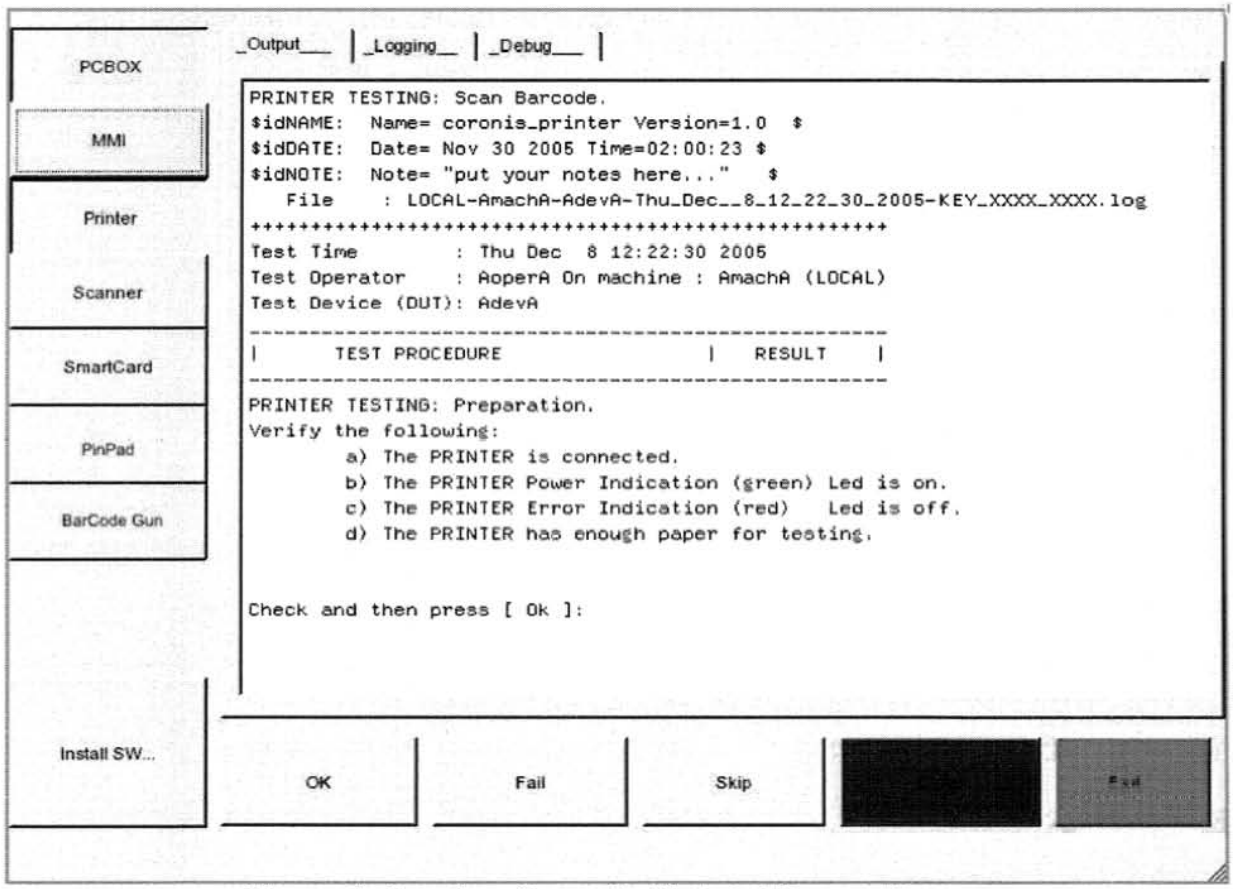

Diagnostic Functions Screen for Technical Personnel

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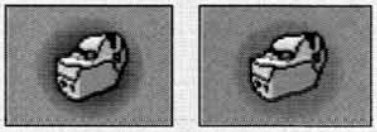
Transaction Integrity with Consumables Fault

INTRALOT's terminals are equipped with proven POS industry thermal printers. The printers deployed are used in 90% of the world's POS equipment systems. Our printers have the necessary safeguards including both software and hardware sensors needed to insure a complete transaction and the printing of a complete and correct ticket every time. This includes paper jam and near or out-of-stock warnings and sensors. INTRALOT's terminals provide state-of-the-art print and printer management functions. Combined with the printer's capability to provide direct and comprehensive information regarding its status at all times, the printer management functions minimize faulty printing possibilities.



Terminal Printer Status Icons

The printers contain hardware paper sensors which can be adjusted, depending on the length of the paper roll and thickness of the paper. When the low on paper sensor is activated, the retailer is notified by both a visual and audio signal. The printer icon on the Retailer's touch screen flashes red and a beep sounds every second.

If the terminal determines that there is not enough paper to complete the printing it will not accept the transaction until another roll of ticket stock has loaded. If the sensor is activated when a ticket is being printed, operation of the terminal and the printer will not be interrupted; the ticket will finish printing if there is enough paper.

The high volume high speed 7.2 inch roll printer provided with the PHOTON significantly reduces the frequency of paper-induced printing interruptions. Apart from the advantages from minimized printing interruptions due to end of paper, this printer also provides the Lottery with various other significant advantages and operational cost cutbacks, such as reduced roll management and logistics, minimization of waste produced by frequent roll replacements, while the MicroLOT+ and Kube II hold a 3.15 inch diameter 6 inch roll as standard. All of these printers provide full transaction integrity with consumables fault detection.

Within the framework of the printer and reprint management scheme, INTRALOT's terminals constantly monitor the printing procedure and are aware at all times of what has been printed on a receipt. The terminal knows when the serial number is printed on the ticket. After the serial number has been printed, the ticket can only be reprinted if the Lottery allows reprints. One of the available system parameters is the number of tickets for which reprints will be allowed. For example, when the number is 1, reprint of the last validated ticket receipt is allowed. This option can be selected on the terminal screen and the reprinted ticket is marked accordingly as a reprint; for example, "COPY" or "REPRINT" may be printed in one or more ticket locations, such as at the top and bottom. The final format of the reprinted ticket, if allowed, will be determined by the Lottery.

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Terminal - Return to Service

The sensor notifies the terminal that paper has run out and, as a result, printing is interrupted. Printing is also interrupted if the printer's clamshell cover is opened. In this case, the terminal manages the interruption by waiting until the cover is closed again before it resumes printing. After the paper has been reloaded and/or the cover has been closed, the printer resumes operation immediately, providing the retailer with a continuous operation.

Terminal - Peripheral Slots/Ports.

Both terminals offered provide four or more unused and unoccupied slots/ports as shown below for connecting peripherals of various types. Unused posts on each terminal are protected from use by software. Drivers for the ports are not installed until a peripheral is installed by an authorized technician. Since the base Terminal Operating System is Linux there is no plug-and-play feature like with the Windows Operating Systems.

INTRALOT we will connect as many peripherals to our retailer terminals as the Lottery may require for the entire length of the contract included in our base price.

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Terminal – Environmental Fitness

Safety and durability are of the utmost importance when providing a terminal that will be used daily by retailers in sometimes harsh environments. INTRALOT's terminals meet the demands of the Texas climate and various retailer environments.

The MicroLOT+ and PHOTON terminals provide the smallest footprints of all lottery vendors' terminals offered in the market today. Our terminals fit comfortably on small counter tops.

INTROLOT's terminals have numerous electrical and safety certifications, including CE, TUV, and UL, and comply with the requirements of the low voltage directive 73/23/EEC and of the EMC Directive 89/336/EEC as amended by the 93/68/EEC. The peripheral equipment that is provided with all INTRALOT terminals has passed the ISO13406-2:2001 certification of the German Standards Group, TUV SUD. All terminals are grounded. Our terminals have been certified under, and meet the relevant safety requirements of UL 60950 and also the CAN/CSA C22.2, No. 60950-00, third edition, December 1, 2000.

All terminals can operate continuously, 24 hours per day, seven days a week without any degradation of its performance within a wide range of input voltage, temperature and humidity. This means the terminals will co-exist nicely with other electrical devices on the same circuit and do not require a dedicated outlet or circuit.

All components are protected against electrical surges that might damage the terminal. Additional protection is provided by the installation of the equipment using a surge protection device supplied by INTRALOT. The operation of the terminals is specified for a broad temperature and humidity range. This does not imply that the terminal will be damaged if these limits are exceeded. If the temperature exceeds the specified limit and the terminal overheats, then either the central processing unit or the power supply unit will shut down automatically to

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protect the System from further overheating. Even the thermal printer contains a temperature control sensor to ensure there will be no damage in the event the unit experiences high temperatures.

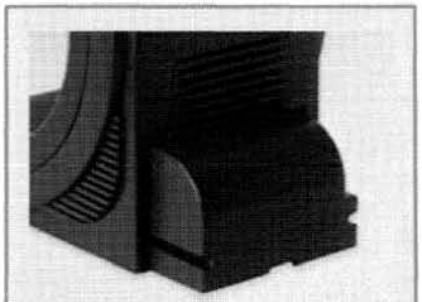
Special care has been taken to seal all terminal openings, where appropriate with gaskets, giving an added degree of resistance to water and dust. All components of the terminal that are prone to spills or operator abuse are protected by gaskets. Our terminals are ergonomically designed, tamper-proof, fully grounded and equipped with 12 foot power cords.

The displays are protected by the touch screen sensors and around their perimeters with a flange gasket that seals its edges. This gasket is made of a special rubber material that ensures excellent contact with the plastic parts of the display and with the touch screen sensor, providing a high degree of protection to this sensitive part of the terminal.

All ventilation slots of the terminal are designed in such a way as to allow air to flow into the terminal, but prevent spills from entering. The entire terminal and its peripheral units stand on rubber pads, so they are slightly higher than the countertop. If a liquid spill occurs on the retailer's counter, the terminal components are not affected.

The PHOTON and MicroLOT+ terminal cases are fabricated so that all corners and edges are rounded, eliminating sharp or protruding edges that may cause injury. The terminals contain no internally serviceable areas that can be accessed by the retailer. The terminals' electronic and electrical components are partitioned and protected by a specially molded case that cannot be opened without specially designed tools, preventing access by the retailer.

Each terminal has molded covers that prohibit access to peripheral connections.



PHOTON Cover

Because moving mechanical parts fail first, INTRALOT's terminals minimize the use of moving mechanical parts. Our terminal reliability is the highest in the industry because we carefully choose thermal printers that have been designed and manufactured to the highest industrial standards. Our attention to quality and manufacturing design protect the terminals against the hazards of everyday use and abuse. INTRALOT's PHOTON, MicroLOT+ and IPT terminals are ADA compliant.

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Terminal – Power Cord

INTRALOT will provide the terminals proposed with a 12 foot power cord terminated with a three prong grounded plug as standard and as approved by Underwriters Laboratory. Each terminal proposed has a protected on/off switch that contols power to the terminal. INTRALOT will provide the appropriate length extension cord or power strips for retailers that need power cords longer than 12 ft.

Memory and Storage

The PHOTON and the MicroLOT+ terminals, in the standard configuration, include more than ample random access memory and large hard disk for data and multimedia storage for flat panel full motion video advertising displays and monitor games. INTRALOT will configure all retailer terminals to ensure there is available a minimum of a 100% memory and storage reserved for future games and promotions.

INTRALOT will provide terminals with adequate hard drive and memory to accommodate at least 500 active instant games using at up to 10 unique barcode or validation algorithms.

INTRALOTs terminals have hard disk drives as standard equipment. The MicroLOT+ has a 80 GB hard drive and the PHOTON has an 160 GB hard drive. These hard drives can store hundreds of sound and picture files, and animations of up to one (1) minute. They can be loaded in background from the LOTOS™ Horizon Central System.

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Terminal – AC Power Interrupted

All terminal software, Operating System software, multimedia files, etc., are resident on the computer's hard drive and are not affected by power failures since the data and programs are not stored in memory that will lose information due to a power loss. All data stored in the terminal is encrypted and cannot be accessed or erased by unauthorized individuals.

Terminal – Casework Surface

The recyclable gray thermoplastic used in INTRALOT terminals does not wear or fade over time or under direct sunlight. INTRALOT will customize the visual appearance of the terminals for the Texas Lottery with custom decals. The specially designed custom decals are placed on the terminals and peripherals in colors and designs as may be selected by the Lottery.

Sound Generator

The MicroLOT+ terminal has two speakers integrated into the side of the terminal. The PHOTON terminal has two speakers integrated into the back of the touch-screen. In addition, each terminal has an audio out port to drive additional auxiliary speakers as a peripheral. The terminals have the ability to play any sound, from simple musical tones to more sophisticated musical tunes and voice recordings. Musical tunes or voice recordings may be played at special times, for instance during the validation of a winning ticket. At no time does the playing of sounds, music, or speech delay or hinder the completion of a transaction.

INTRALOT's Terminals provide visual and aural notifications on winning tickets and non-winning tickets. Our Terminals support at least four (4) distinct aural tones to let players know the status of their winning and non-winning tickets. The terminals will play any sound recording, therefore, complete instructions and status of the ticket can be given as a voice recording from the terminal's speakers. For example when a retailer validates a ticket that is $600 or more the terminal could say "winning ticket, must be claimed at Lottery office, sign the back of the ticket and take it to a Lottery Claim center" as a voice recording instructing the player what to do, this is similar to recorded messages the terminals plan in Ohio for different levels of winning and non-winning tickets. As each ticket is scanned for validation a distinct tone or special recorded message will identify one of the following results:

- Prize-winning tickets under six hundred dollars ($600) and win-a-free-ticket prizes
- Prize-winning tickets of six hundred dollars ($600) and higher and non-cash prizes.
- Non-winning tickets
- Retailer cannot validate (inactive pack, expired ticket, previously paid, etc.)

The terminal touch screen gives the service technician the ability to easily adjust, turn off, or mute the volume of the stereo speakers in the terminal. The audio control feature is accessed through the terminal's Utility Menu screen, and may be increased or decreased, but not turned

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off by the retailer. Using the LOTOS™ O/S Administrator, the terminal's ability to play sounds can be turned on or off from the Central System Data Center, and applied to individual retailers, chains, groups of retailers, or all the retailers in the network.

Terminal Attachments

Player Transaction Display

INTRALOT will provide Player Transaction Displays for all retailers. INTRALOTS player transaction display is a separate unit from the terminal. It displays transaction details directly to the player and easily positioned just in front of the customer. During a sales transaction the display shows the transaction type, transaction amount, amount of purchase, amount tendered, and change due. During a validation transaction the display shows the winning status and the amount won. In between transactions, the player transaction display is available to display advertising or promotion information. Messages or graphics can be sent from the Central System to one retailer, a group of retailers or the entire network. This gives the Lottery the ability to run promotions at specific retailers, retailers in a certain region, or the entire state. The display is driven by the terminal application software so its content and display properties are customizable to the Lottery's requirements. The terminal software will alert the Central System if any of these devices are disconnected from the terminal.

The display pictured is provided with either the MicroLOT+ terminal or with the PHOTON terminal. The LCD transaction display is 7.87 x 3.15 x 1.38 inches (200 x 80 x 35 mm) with a graphic type LCD and resolution of 240 x 64 pixels or 8 lines of 30 characters each. This is a wide viewing angle display, which is backlit with a LED array light box. It supports any type of font and any font size and is capable of displaying graphic animations in order to attract player attention. The customer transaction display connects to one of the terminal's USB ports. It offers exceptional brightness and contrast, coupled with very good view angles clearly visible at 45 to 50 degrees, which ensures clear reading with no reflection. In addition, its vertical angle changes from 90 to 75 degrees, providing the optimum viewing angle for the player.

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Flat Panel Player Advertising Display (PAD)

INTRALOT is pleased to offer a 17-inch LCD flat panel advertising and promotion display for use in retailer locations. Flat panel displays described below obtain their electrical power from the retailer terminals. Retailer terminals obtain the content to display on the flat panels from information that has been downloaded from the LOTOS™ Horizon Central System. Local hard drive storage on the retailer terminal provides ample space for videos and sound. Video and sound content is down loaded in the background to the terminals without affecting the performance of the terminals or the network. Content may also be loaded at the retailer location through the use of an USB memory stick. Content may be tailored to an individual retailer, groups of retailers, or the entire retailer network. Each display can be partitioned to display several types of content simultaneously e.g., to show multiple messages at the same time, customer transaction information, promotions and jackpot and marketing messages.

As an added value, multimedia audio is available on speakers built into the monitor or from speakers built into both of the terminals offered. In addition, the terminals have an external port that can be used to drive an additional set of auxiliary speakers. All terminals are fully capable of storing sound, static image files, and animations which may be displayed based on terminal events or criteria determined by the Lottery.

The Player Advertising Display (PAD) has many uses, including the display of customer transactions, winning numbers, Jackpot information, promotions, AMBER Alerts, lottery advertisements, and monitor style games. The display type is an Active TFT Color LCD Screen with high image resolution capability. It provides the capability to accommodate graphics, text, or multimedia content. Display content will easily be viewable at distances of 15 feet or more and can consist of static data, animated graphics, and full motion video with an integrated set of stereo speakers for sound reproduction.

The display is an industrial grade and is characterized by high luminosity and wide angle of view. The display is covered with a special overlay, in order to minimize the reflections that are created in locations with extreme lighting. It provides environmental protection to spills and other adverse conditions found in retail establishments, bars, hotels and restaurants.

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The display's angle can be set from vertical to 25 degrees from the vertical. The display's maximum viewing angle is 120 degrees horizontal and vertical. It is self-contained and has a stand that facilitates its accommodation on any horizontal surface. The display monitor is available as a pole-mounted device, providing the retailer with additional counter space and providing the customer with greater visibility. The height of the pole is adjustable, giving the retailer additional flexibility in positioning the monitor. The monitor may also be wall-mounted or placed on a tabletop. The proposed display also has the capability of being partitioned and displaying multiple messages at the same time i.e. customer transaction, marketing messages.

Marketing mode (The Terminal is not in use by the clerk for a transaction)

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Sales mode (a player conducting transactions at the terminal)

The above screen is an example illustration, the screen display could also detail each individual transaction that the retailer has placed, similar to the detail line items presented on the monitors in grocery stores which indicate the item and the price of each. The actual graphics and information to be shown on the displays will be according to the Lottery's specifications.

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In-Store Jackpot Signage

Jackpot signs increase awareness of the Lottery, its games and jackpot levels which creates impulse purchases and helps drive sales. INTRALOT will install centrally updated jackpot signs for the retailers which are an effective and efficient communications tool to communicate Lotto, Mega Millions and PowerBall jackpot sizes to the playing public. The signs also provide branding and point of sales identification and constant re-enforcement to prompt play.

INTRALOT has presented several in store signage options under Part 8 Sales and Marketing, please refer to Part 8 of this proposal for retailer signage examples and illustrations that will be provided by INTRALOT. INTRALOT will install signage either to the ceiling grid or the window frames. All mounting supplies are provided.

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Not released

Broadcast Messages

INTRALOT System provides the functionality to send messages to retailer terminals and or LSRs from the Lottery Management terminal interface by the Lottery. Our terminals support receipt and display of broadcast messages of any size. The terminals currently support Standard and Mandatory broadcast messages. The retailer is notified of message arrival by a blinking icon in the Administrative area of the Main menu – green for a Standard message; red for a Mandatory message. If the terminal is signed off or powered off, when the retailer signs on, the message indicator will blink to indicate a message is waiting.

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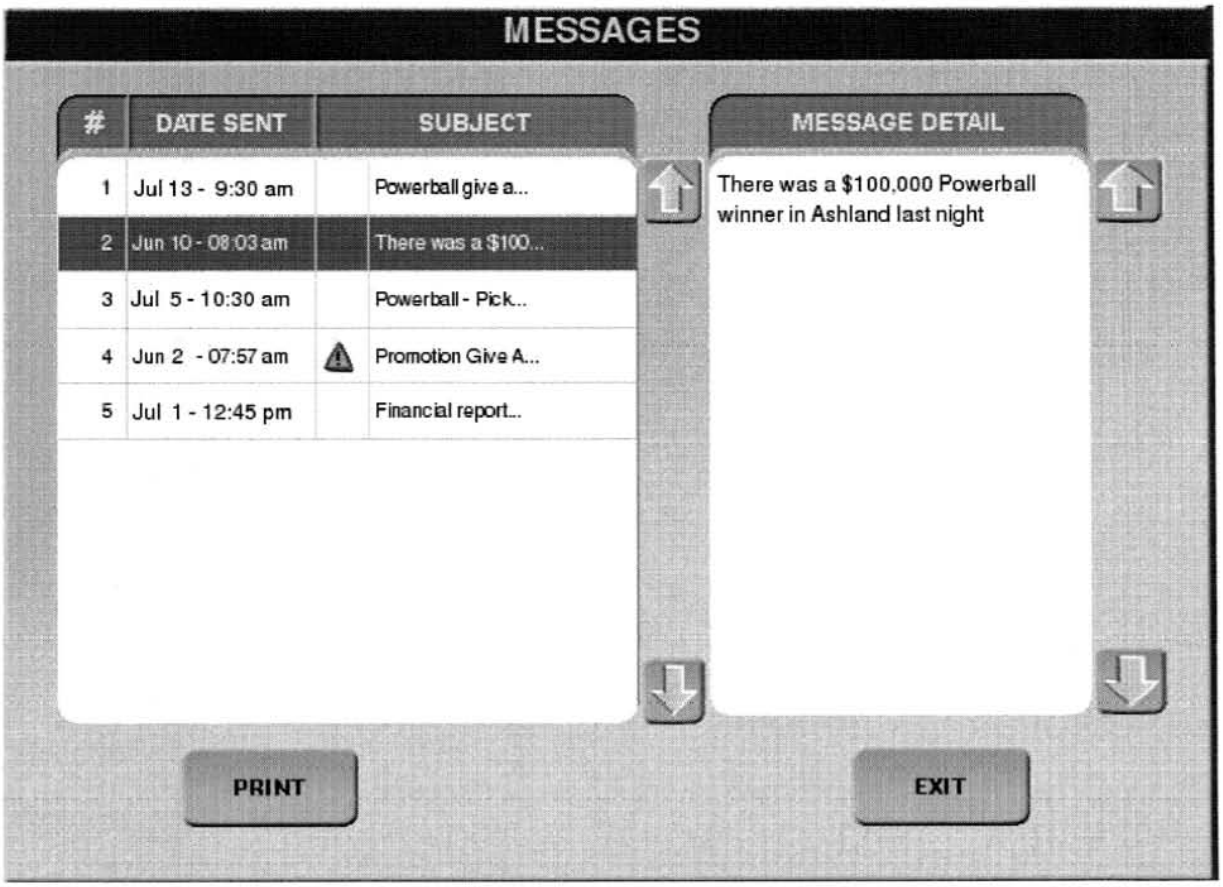
Standard Message Waiting	If the flashing message icon is GREEN, the message is Standard and can be read at any time.
Mandatory Message Waiting	If the flashing message icon is RED, the message must be read before any other function can be performed.

Mandatory messages are accompanied by a non-suppressible, programmable audible alarm, as well as a blinking icon. Mandatory messages must be read and/or printed before any other terminal functions can be executed. Standard messages stay in the message queue to be read at the retailer's convenience.

Touching the message icon displays the message screen as shown below:



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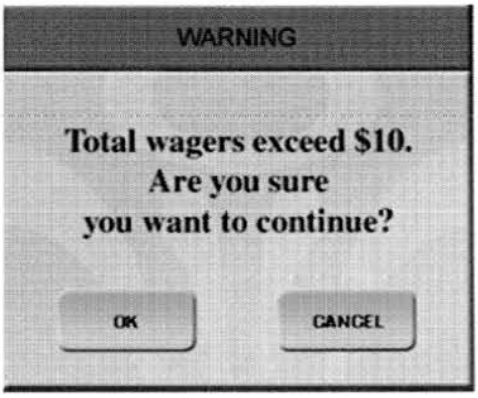
Messages may be printed by highlighting the appropriate message and touching the Print button. Mandatory messages are indicated by the alert icon next to the message subject, as depicted above. Additionally, the terminal can be programmed to play a specific sound(s) upon the arrival of a Mandatory or Standard message.

The Central System software has the ability of targeting Mandatory and Standard message types to a single terminal, a group of terminals, or the entire network. AMBER Alert messages arrive as Mandatory messages (so they must be viewed immediately) and are displayed on the retailer's as well as the customer display. The application may also be programmed to print the AMBER Alert message on tickets without impacting production transactions.

Terminal Transactional Functionality

Large Dollar Transaction Verification

All terminals track each transaction's purchase amount. If a specific limit is exceeded, a confirmation message box is displayed. The dollar amount is configurable, as is the content of the message. INTRALOT's terminal Utilities Menu allows the retailer to identify a second default amount different from that selected by the Lottery. The following is an example of a confirmation message that exceeds a $10.00 limit.



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Previous Transaction Listing

A transaction log is one of the standard event logs in the terminal application. The transaction log contains a minimum of 100 transactions. This exceeds the last twenty-five (25) transaction requirement in the RFP. The number of transactions that can be held in the Log is a parameter that can be set by the Lottery and because the terminal has a large hard disk, we can keep transactions for an entire shift, day or month if the Lottery desires. The transaction log is located on the hard drive so loss of electrical power has no effect on the storage of transaction history. The ability to view and print these transactions is available through the Utilities function, accessed from the Main Menu. The number of transactions displayed on the screen is programmable and limited only by what is considered as comfortable viewing and scrolls up and down. It is also possible to print the transaction log by simply pressing a key on the touch screen.

Cancellations

Cancellations are initiated by bar code reading or by manual entry of the ticket serial number details. The retailer terminal application will support on-line ticket cancellations for games in which it is permitted and in accordance with the Lottery's requirements. Cancellations are parameter driven (by game) from the database and are based on the Lottery's cancellation rules.

Validations

Validations are initiated by bar code reading or by manual entry of the ticket validation details. The terminals are controlled through System parameters to specify whether a prize is to be paid by the retailer or must be taken to a claims center or Lottery headquarters for redemption. The System parameter will be set to accommodate the current limit of $599.

Validation receipts are printed for each winning ticket and optionally for non-winning tickets. See examples below:

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The validation receipt references the original wager. Claim receipts with the appropriate response, as specified by the Lottery, will be printed for winning tickets over the defined limit and must be mailed, taken to a regional claim office or Lottery headquarters for redemption. INTRALOT will implement the Lottery's specific requirements regarding validation limits and the messages to be printed on the validation receipts.

Last Transaction Display

INTRALOT will provide touch screen buttons allowing the retailers to print the last transaction of any type including wager, cancel, winner validation, report, etc, as required by the Lottery. A transaction log is one of the standard event logs in the terminal application. The ability to view and print these transactions is available through the utilities function on the Main menu. The number of transactions displayed on the screen is programmable and is limited only by what is considered as comfortable viewing. INTRALOT will provide a special function to display the last transaction for any type of transaction the Lottery requires including those listed above.

Retailer Terminal Reports

All reports produced by the terminal will have "INFORMATION ONLY- NOT FOR SALE" or similar Lottery approved language at the top or bottom of the report. Example terminal reports

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have been included on the following pages.

Example retailer terminal reports and retailer tickets have been included at the end of Section 7.11 please refer to the 11x17 foldout there which illustrated all of the terminals reports and in addition copies of the ticket examples from Ohio and New Hampshire have been included.

Dual Function Ticket Vending Machines (TVMs)

INTRALOT is proud to present our new Combined Self-Service On-Line and Instant Ticket Vending Machine (TVM), the WINSTATION. The WINSTATION incorporates the most advanced state-of-the-art technology with the most user friendly features and functionality in the market today. We provide the Lottery's customers with a self-service terminal to purchase their favorite Lottery products, both instant and on-line, in the quickest and easiest manner possible.

....."Push a Button, Get a Ticket."

The Instant Ticket bins included in INTRALOT's Player Activated Sales Terminals (TVMs) are scalable allowing a range of 5 to 30 bins of Instant Ticket packs available for sale. The terminals employ a bill acceptor for payment and allow for purchases using a debit card. TVMs meet all of the requirements for Retailer Sales Terminals, except those pertaining to validation of tickets. These machines provide ticket prize inquiry functionality including communication of winning, non-winning and actual prize amount data. TVMs verify age by scanning a State of Texas or other State or Federal Government issued identification card. These terminals are equipped with a remote on/off mechanism that operates from more than fifty (50)

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feet in typical business environments. These terminals comply with all applicable Americans with Disabilities Act standards.

When we asked lottery players in one of our recent surveys how their experience using self-service lottery terminals could be improved the number one answer was more tickets, more games – this was especially true for that time-pressed 35-49 year-old lottery player.

While "ease" and "convenience" are cited as the primary reasons why many players like the notion of self-service lottery vending machines – almost one in four said the experience of buying the ticket "is fun" at the machine.

Our approach to developing the TVM was to first research current ITVM vendors' equipment, such as the EDS-Q ITVM, and combination on-line instant vending machines, such as GamePoint. We analyzed the best features and functions in the marketplace and came up with enhancements that we would want to see in these vending machines. We combined this research with real world experience, focus group feedback and performance results from current machines in the field and, taking these lessons learned created a new, single platform design that includes the best features of all machines along with innovative enhancements that were not previously available in the market.

INTRALOT's TVM is engineered as a completely new product, not a remake of an existing product. Our new machine is able to not only merchandise all lottery products, including instant, on-line and monitor games, but also has full self-service validation capabilities for all lottery products. This ground-breaking design is welcomed by retailers where we have them deployed.

Even big box retailers such as Dollar Tree, Family Dollar, Dollar General, Walgreens, Home Depot, Sam's, Target, Costco and others are beginning to see the consumer benefits of these new self-service terminals.

The WINSTATION is currently installed in Idaho, New Mexico, and Ohio. Sales performance results from the WINSTATIONS are very impressive. In Ohio, INTRALOT's WINSTATION with 25 instant ticket bins and 6 online games is outselling the previous EDSQ 24 Bin Instant ticket machines by a margin of 29.7% on average. Even more important, these instant and on-line self-service machines are beginning to show strong on-line sales growth as sales start out low for the online product and continue to grow. Online sales from the WINSTATIONS in New Mexico are running at 15% of instant sales from these machines for online games. The sales numbers we are quoting can be proven and INTRALOT will provide this information to the Lottery if the Lottery requests it.

With the help and input of our customers we have designed a lottery ticket vending machine that is simple to play and simple for the retailer to use. During the design process one concept was pervasive: "Push a Button, Get a Ticket." As a result, the WINSTATION was created, providing the player with a machine that is exceptionally easy to use, no menus to navigate, and no complicated purchasing process. INTRALOT is the only vendor that provides this user friendly self-service design to enable customers to purchase Lottery products. We are certain the

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simplicity of our push-a-button, get a ticket approach and new technology to dispense online tickets from the vending machines will result in increased sales for the Lottery just as it already has for Idaho, New Mexico, and Ohio. We now have orders for WINSTATION machines to be deployed in 2010 for the states of Montana, New Hampshire, Arkansas, Louisiana, and the District of Columbia as the WINSTATION has become the new standard in Lottery vending.

INTRALOT Ticket Vending Machines (TVM), as well as the entire family of INTRALOT products, is manufactured with the highest quality, safety and ease of use for Lottery customers, Lottery Retailers and Players. The INTRALOT WINSTATION TVM meets all required safety standards of the Occupational Safety and Health Administration. In addition, the WINSTATION is designed in compliance with the Americans with Disabilities Act (ADA) standards and Title 24 Compliance, including external signage and adaptations, and all other legal and regulatory requirements. TVM features include:

- Large 8" easy to read customer display/instruction screen

  - ✓ Configurable for all player messaging
  - ✓ Lottery promotions display
  - ✓ Multi-lingual translation
  - ✓ Easy navigation touch-screen for retailers, lottery and service personnel

- Easy to reach selection/push buttons

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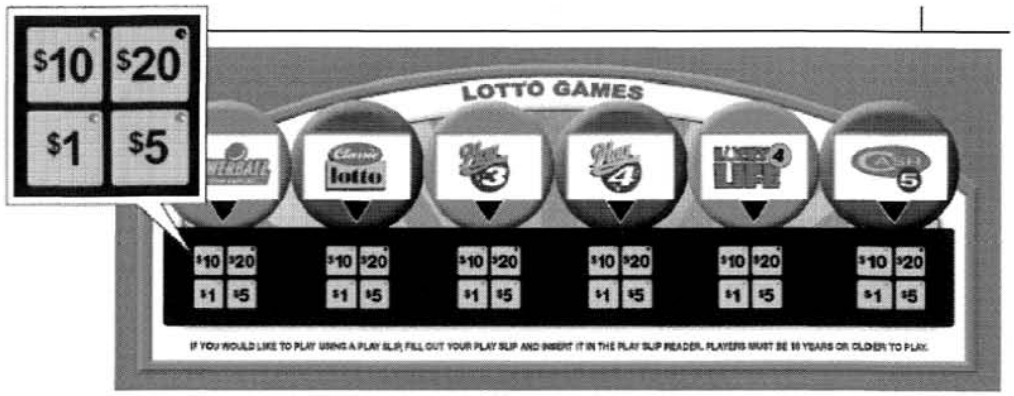

User-friendly Push Button Online iPick Game Selector Panel

- Clear display of lottery products available for purchase – key to attracting customers

  - ✓ Brightly lit Light Emitting Diode (LED) instant ticket windows (dim light Bulbs burn out, with five LEDs per ticket window, they have a life of 5 years or more continuous operation, no more burned out bulbs)
  - ✓ Liquid Crystal Display (LCD) for instant ticket price displays
  - ✓ LED price indicators for online quick-pick buttons

Five Rows of Five Brightly Lit Instant Ticket Windows and LED Price Displays

- Cabinet design with rounded front corners for safe and easy approach
- "For Assistance Ask Clerk" Braille labels

INTRALOT understands how critically important convenience and ease of use are for the Lottery Retailers and the Players. This is why we develop all our self-service terminals with ***"Push a Button, Get a Ticket"*** functionality. This basic concept is the key to our vending success for both the purchase of instant and online products. INTRALOT is the first to successfully engineer, develop and deploy lottery vending machines utilizing this straightforward

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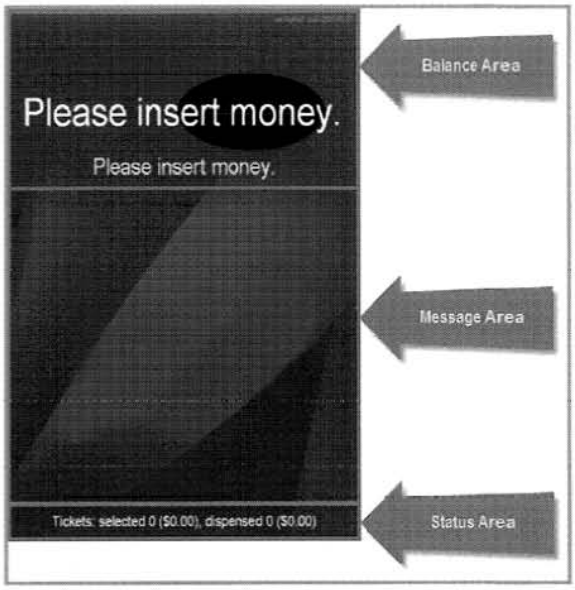
push button functionality for the purchase of online products in addition to instant tickets. Customers simply insert their money into the bill acceptor, push the button for their selected on-line or instant product, and retrieve their lottery ticket.



The WINSTATION does not require the Lottery's Retailers or Players to scroll through multiple layers of screens to make a purchase instead the player just pushes the button associated with the online game or instant ticket they want to purchase. INTRALOT provides an easily viewable 8" instruction area that describes every step of the purchase process. The WINSTATION customer display/instruction screen can be configured to show any messaging the Lottery's requires. The consumer screen is strategically divided into three distinct areas.

- The balance area shows the current credit balance in the machine, or instructs the player to insert money when no credits are available.
- The message area clearly displays the information necessary to instruct the consumer on how to purchase tickets.
- The status area shows the number of tickets selected, the dollar amount, the number of tickets dispensed, and the dollar amount, assisting the player by tracking the progress of their purchase.

The area in yellow is reserved for multi-lingual translation (i.e. Spanish, Korean, etc.) as per the Lottery's requirements. Currently in Idaho, New Mexico, and Ohio, all instructional screens contain both English and Spanish. INTRALOT will provide Spanish translations for all screens developed for use in Texas.

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When Players are not making purchases from the WINSTATION, the display screen can alternate displaying the "Please insert money" message and a lottery promotional screen. The messaging possibilities are unlimited, such as the following example messages;

- "Balance $xx.xx – Dispensing your purchase."
- "Not enough money for selected product. Please insert more money or select another product."
- "Balance limit is $100.00. Please purchase tickets with the money already inserted."
- "The ticket bin you selected is not available. Please select another bin."

Examples of Information Screen Messages

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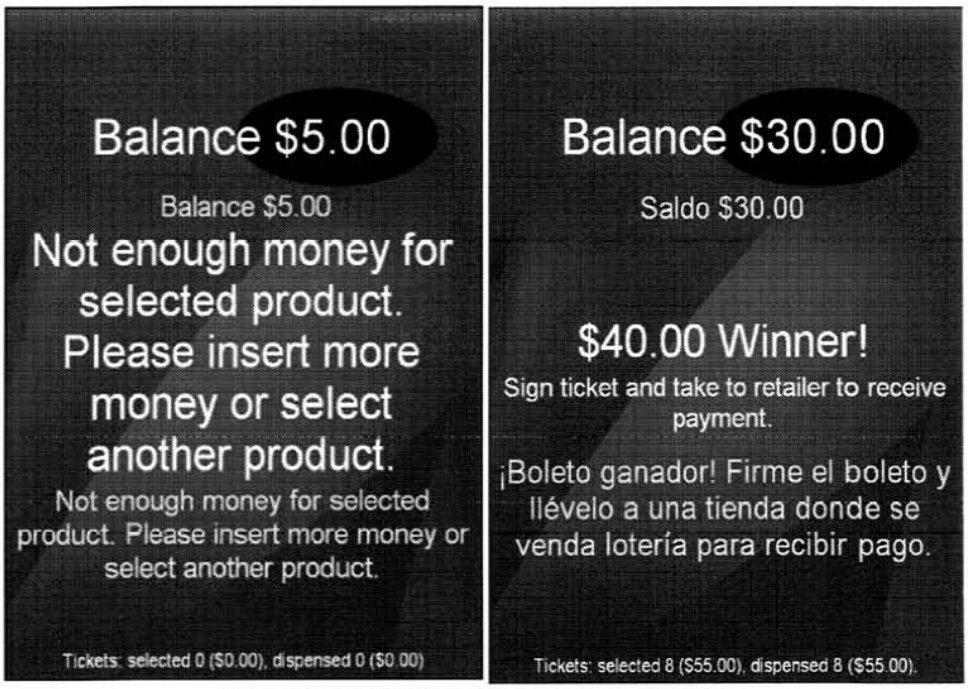
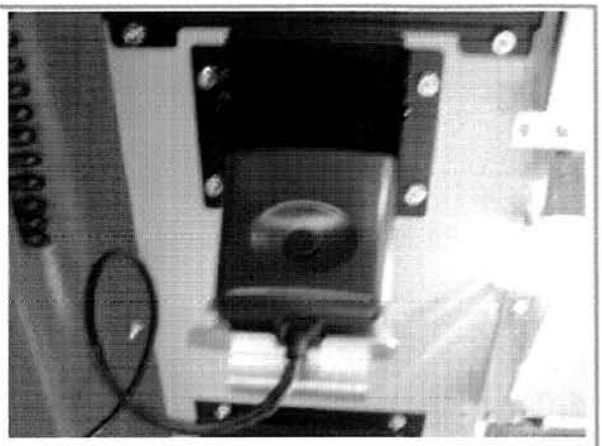


Examples of Information Screen Messages

The WINSTATION provides the same straightforward ease of operation for the Lottery Retailers. Ticket loading on the WINSTATION is simple and effortless. The retailer can simply select "Load Full Pack" on the retailer's touch screen and use the barcode scanner to scan any barcode on the back of a full pack of tickets.

Open the barcode reader mounting base by push it down and remove the barcode reader gun from the mounting bracket.	
	Barcode reader

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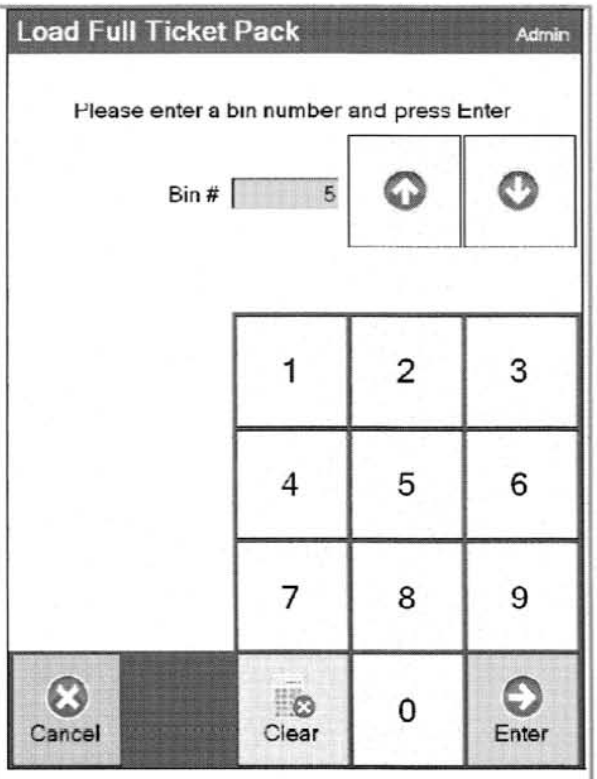
Using the numeric touch pad, enter the first bin number into which tickets will be loaded.

Increase or decrease the bin number in the display window by using the UP/DOWN arrows next to the Bin text box.

The CLEAR button clears the bin field so a new entry can be entered.

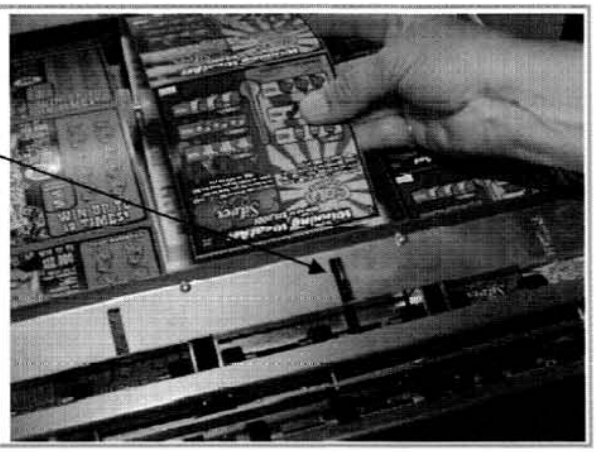
The CANCEL button takes the retailer back to the **Main Menu**.

Press ENTER after the bin has been entered to display the **Barcode Entry** screen.



Load Full Ticket Pack Bin Number screen

Insert the edge of the ticket into guide until the ticket edge touches the feed rollers. This will activate the ticket sensor switch.



To load partial instant ticket packs select **"Load Partial Pack"** and scan the first and last ticket of a partial pack and the WINSTATION will automatically calculate the correct number of tickets…no data entry errors. In order to combine full and partial packs, select **"Load**

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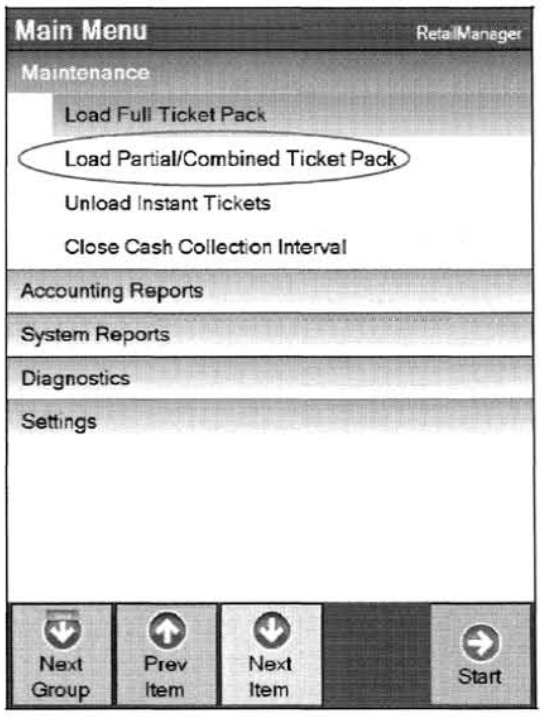
Combined Packs" and scan the packs as described above. In addition to the barcode scanner the retailer has the option of manually entering the information via the touch screen. Once the game information has been entered the tickets will automatically load for the bin selected when the first ticket is presented at the sensor.

To select the Load Partial/Combined Ticket Pack, touch **Maintenance** on the **Main Menu**, and then touch Load Partial/Combined Ticket Pack.	 ***Load Partial/Combination Ticket Pack Menu selection***

Because our WINSTATION is integrated and connected on-line with the LOTOS™ Gaming System, so when the retailer scans the barcode all instant ticket game data such as price point, ticket length, and number of tickets in a pack are downloaded to each machine. This eliminates operator errors and streamlines loading new games and new packs of tickets.

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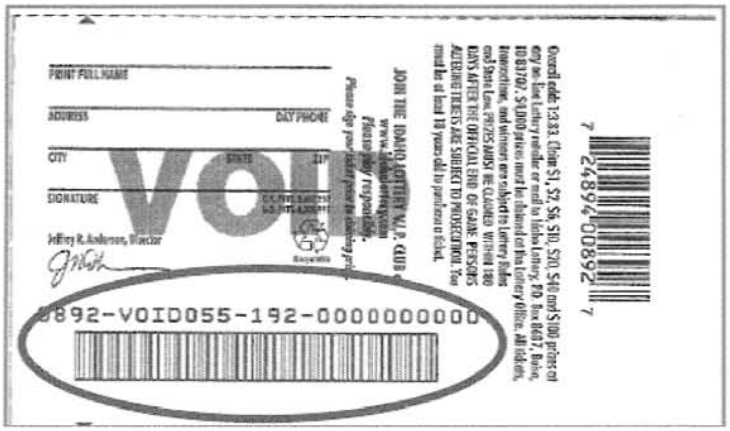
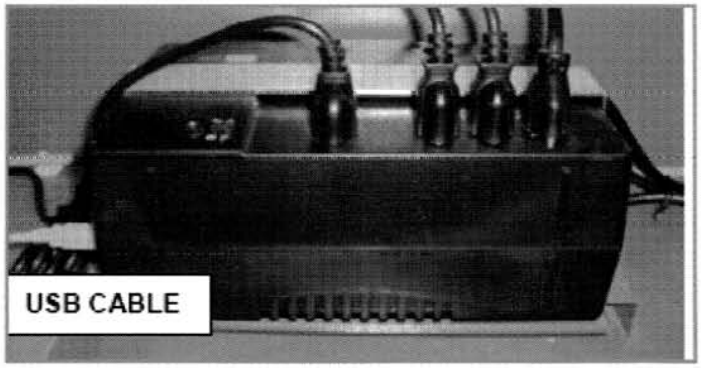


New technology offered by the WINSTATION prevents retailers, from accidentally selling $2 tickets for $1 or from making simple inventory miss calculations because the wrong number of tickets in a book was entered during loading. The WINSTATION retains game information for up to 99 different games.

INTRALOT's WINSTATION fully complies with all Underwriters Laboratories ("UL") and Federal Communications Commission ("FCC") requirements. The WINSTATION operating conditions include input voltage of 115 VAC ± 10% and operating frequency of 60Hz.

The WINSTATION comes equipped with a 10-foot electrical Ground Fault Circuit Interrupt (GFCI) cord, as per UL requirements. The WINSTATION is able to operate from a standard 110-volt grounded outlet and has internal surge protection as well as the GFCI protection cord.

The WINSTATION machine protects the integrity of stored data, incorporates the latest information technology by means of a PC based Main Logic Unit equipped with a 160GB Hard disk drive (HDD). The HDD has a data retention capability of 10 years service. In case of a power outage or brown-out the terminal is protected with an Uninterruptible Power Supply (UPS) incorporating a battery capable of supporting the terminal operation for 25 minutes.



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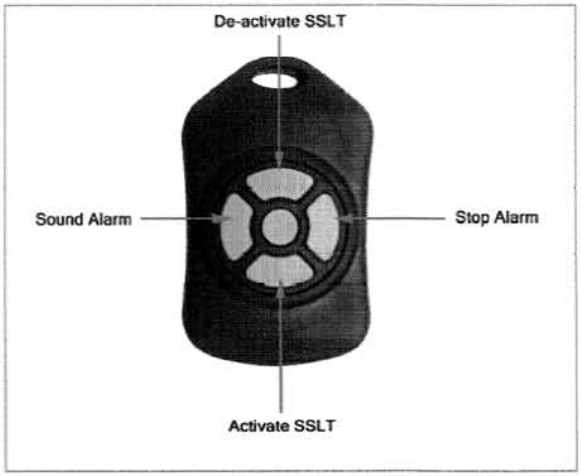
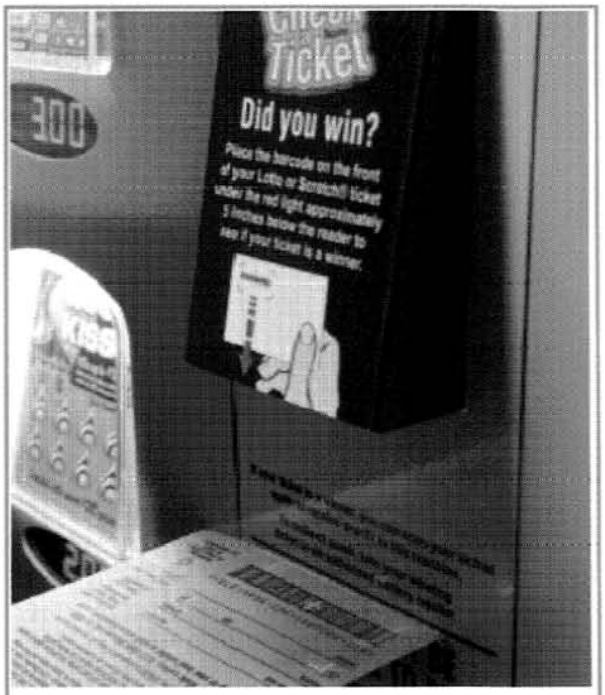
The WINSTATION main computer is connected to the UPS by USB cable. As soon as the UPS detects a power outage the main computer acknowledges the power outage and continues managing TVM services expecting commercial power to be restored. If commercial power is not restored in 25 minutes, the computer begins a process of graceful shutdown, buy first completing whatever transactions are in process for the credits available and then shutting down to protect the integrity of the data that are stored on the hard drive. Whenever the power comes back the terminal begins normal operation, retrieves the stored data and continues with with no loss of data. The data on the hard drive are retained for the expected lifetime of the machine. The WINSTATION's online connection continuously and securely pulls the data to the Central System.



Remote Shut Off Feature

One of the integral features of the WINSTATION TVM is the remote shut-off capability. Lottery Retailers are able to disable the TVM quickly and easily to stop a sale when the machine is malfunctioning or not being used lawfully.

In the event of suspected underage play or any questionable behavior regarding the TVM, all WINSTATIONs are supplied with a remote shut-off device that can both disable the unit from accepting currency preventing the dispensing of any lottery tickets, and sounding an audible alarm. The remote shut-off does not require aiming at the TVM, thus allowing the retailer to disable the TVM inconspicuously, and then verify the potential customer is of legal age. A message will be displayed indicating to the customer that the TVM is disabled and they should see the clerk for assistance.



Online and Scratch Ticket Check and Validator

Should unauthorized movement (i.e. tilting, tampering, etc.), malfunctioning or any suspected unlawful use occur, the TVM will automatically sound the audible alarm. The TVM can be re-activated and the alarm turned off by depressing the remote control button. Effective range of the remote shutoff switch is 150 feet.

All INTRALOT WINSTATIONs have an audible alarm to signal power loss. The alarm is activated anytime power is lost, anytime the machine is

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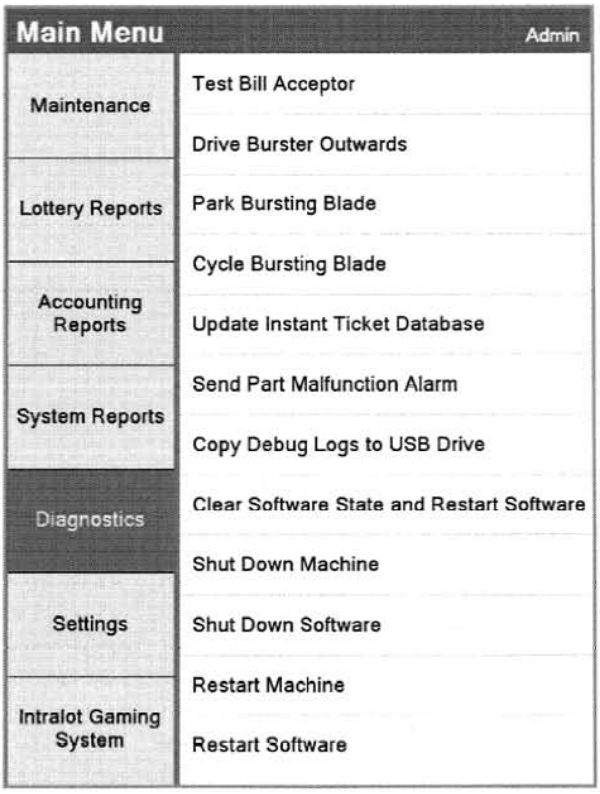
opened and the appropriate login and passwords are not entered within approximately 10 seconds, and anytime the remote activation control is used. The alarm function can be turned off.

All INTRALOT WINSTATIONs have a seismic/tilt alarm to signal possible attempted illegal entry or movement of the machine. Tilting it or jarring movement of the machine it will trigger the alarm and all functionality for vending products is disabled. Resetting the tilt alarm requires Management level login and passwords for the machine.

INTRALOT provides Drivers License Verification for our WINSTATIONs. All INTRALOT WINSTATIONs include a full 2D barcode reader positioned on the front of the machine for functionality as a ticket checker that may also be used to validate instant and on-line tickets. In addition it may be used to verify the player's age via a state driver's license or other form of valid ID with a barcode prior to the purchase of a ticket.

All WINSTATIONs automatically reset upon power restoration in the event of a power outage. Under the Diagnostics menu, several helpful functions or types of reset are included as illustrated below:

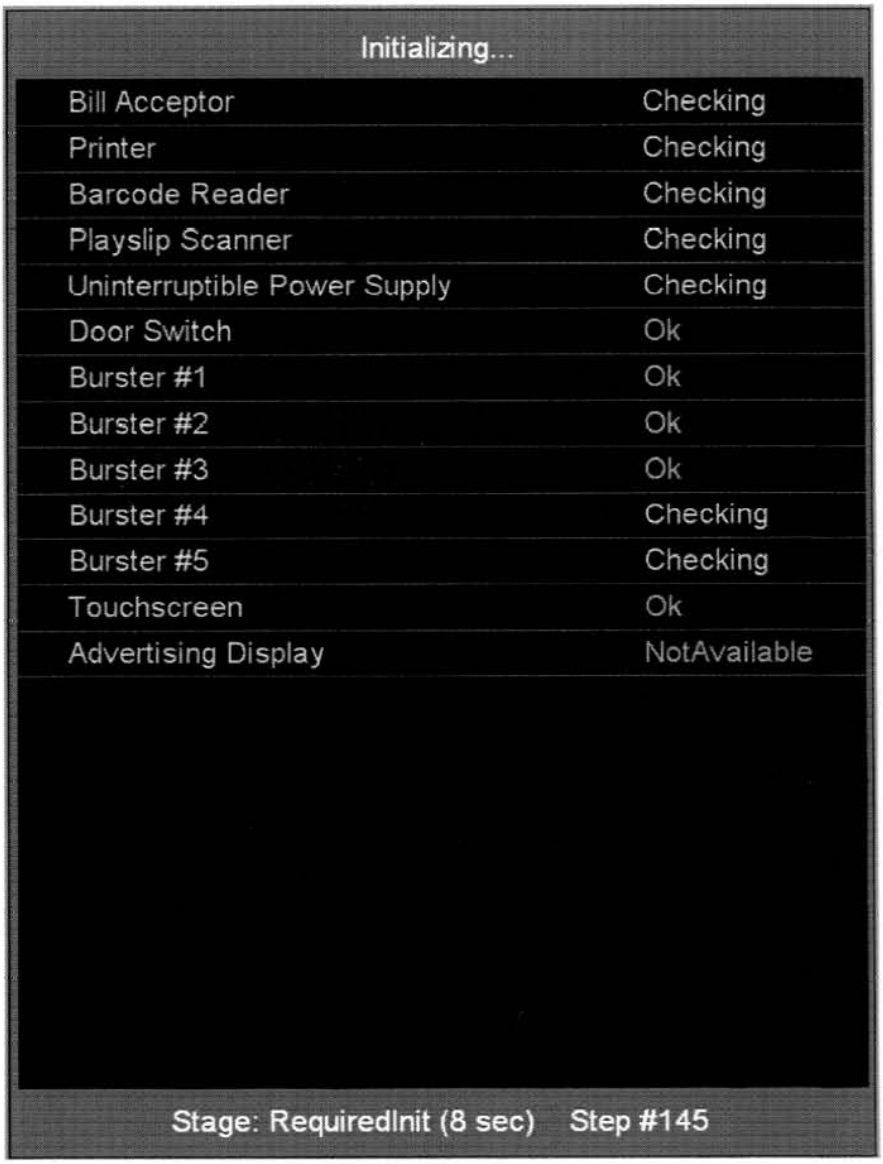


DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

As well as:

- Hardware Reset by switching off/on the PC from the power switch
- UPS main switch can also be used to cycle power

On power-up/reset the WINSTATION will run through a quick system check to verify that all peripherals are in proper working order. The touch screen will show the status of each device.



Initialization Screen

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

The peripherals that will be checked are:

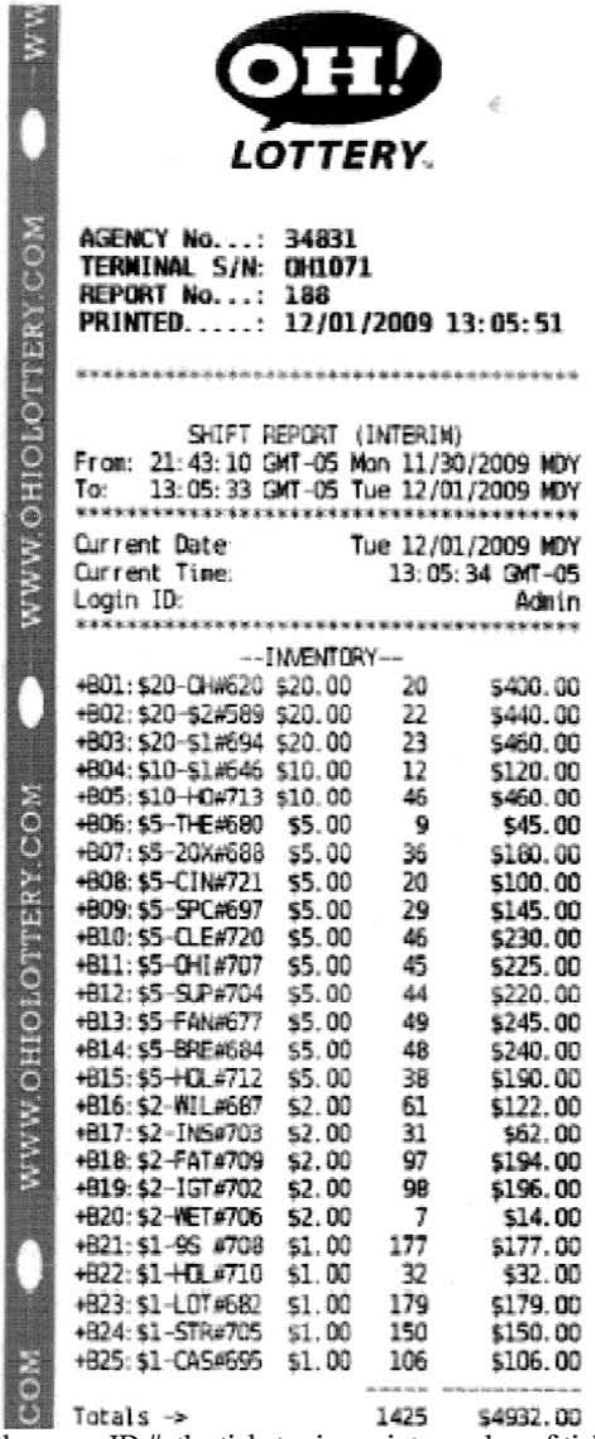
- Bill Acceptor
- Printer
- Barcode Reader
- Play Slip scanner
- Uninterruptible Power Supply
- Door Switches
- Advertising Display
- Ticket dispensers rows 1-5
- Touch screen

If a device fails, the retailer must contact Call Center for assistance.

WINSTATION Reporting Capabilities

The WINSTATION has the most comprehensive reporting and accounting capabilities of all TVMs in the market today. While all TVMs have basic sales and inventory reports, INTRALOT understands how vitally important it is to account for each ticket sold as well as the remaining inventory and currency collected. As a result, INTRALOT has developed a more comprehensive Shift Report. This report is divided into four (4) sections; Inventory, Sales by Bin, Sales by Game and Cash Collected. Each section is described below:

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)



OH! LOTTERY

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AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 188
PRINTED.....: 12/01/2009 13:05:51

****

SHIFT REPORT (INTERIM)
From: 21:43:10 GMT-05 Mon 11/30/2009 MDY
To: 13:05:33 GMT-05 Tue 12/01/2009 MDY
****
Current Date: Tue 12/01/2009 MDY
Current Time: 13:05:34 GMT-05
Login ID: Admin
****

--INVENTORY--

+B01:	$20-OHW#620	$20.00	20	$400.00
+B02:	$20-$2#589	$20.00	22	$440.00
+B03:	$20-$1#694	$20.00	23	$460.00
+B04:	$10-$1#646	$10.00	12	$120.00
+B05:	$10-HO#713	$10.00	46	$460.00
+B06:	$5-THE#680	$5.00	9	$45.00
+B07:	$5-20X#688	$5.00	36	$180.00
+B08:	$5-CIN#721	$5.00	20	$100.00
+B09:	$5-SPC#697	$5.00	29	$145.00
+B10:	$5-CLE#720	$5.00	46	$230.00
+B11:	$5-OHI#707	$5.00	45	$225.00
+B12:	$5-SUP#704	$5.00	44	$220.00
+B13:	$5-FAN#677	$5.00	49	$245.00
+B14:	$5-BRE#684	$5.00	48	$240.00
+B15:	$5-HOL#712	$5.00	38	$190.00
+B16:	$2-WIL#687	$2.00	61	$122.00
+B17:	$2-INS#703	$2.00	31	$62.00
+B18:	$2-FAT#709	$2.00	97	$194.00
+B19:	$2-IGT#702	$2.00	98	$196.00
+B20:	$2-WET#706	$2.00	7	$14.00
+B21:	$1-9S #708	$1.00	177	$177.00
+B22:	$1-HOL#710	$1.00	32	$32.00
+B23:	$1-LOT#682	$1.00	179	$179.00
+B24:	$1-STR#705	$1.00	150	$150.00
+B25:	$1-CAS#695	$1.00	106	$106.00
Totals ->			1425	$4932.00

The Inventory section lists the game ID #, the ticket price point, number of tickets and total dollar value for each bin, and the totals;

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

--SALES BY BIN--

B01:	2	$40.00
B02:	0	$0.00
B03:	0	$0.00
B04:	2	$20.00
B05:	2	$20.00
B06:	0	$0.00
B07:	11	$55.00
B08:	1	$5.00
B09:	4	$20.00
B10:	0	$0.00
B11:	2	$10.00
B12:	2	$10.00
B13:	0	$0.00
B14:	1	$5.00
B15:	4	$20.00
B16:	0	$0.00
B17:	1	$2.00
B18:	0	$0.00
B19:	0	$0.00
B20:	0	$0.00
B21:	0	$0.00
B22:	3	$3.00
B23:	1	$1.00
B24:	0	$0.00
B25:	4	$4.00
Betslip/Replay:	0	$0.00
L01:	1	$5.00
L02:	0	$0.00
L03:	0	$0.00
L04:	0	$0.00
L05:	0	$0.00
L06:	7	$15.00
Totals ->	48	$235.00

The Sales by Bin displays the number of tickets sold and the total dollar amount sold for each instant ticket bin, each quick pick online game, play slip sales, and total number of tickets and dollar amount sold;

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

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--SALES BY GAME--

$20-OHIOS $#620	$20.00	2	$40.00
$10-$1 000 #646	$10.00	2	$20.00
$1-LOTS OF #682	$1.00	1	$1.00
$5-BREAK TH#684	$5.00	1	$5.00
$5-20X THE #688	$5.00	11	$55.00
$1-CASH EXP#695	$1.00	4	$4.00
$5-SPCL EDI#697	$5.00	4	$20.00
$2-INSTANT #703	$2.00	1	$2.00
$5-SUPERCAS#704	$5.00	2	$10.00
$5-OHIO LOT#707	$5.00	2	$10.00
$1-HOLIDAY #710	$1.00	3	$3.00
$5-HOLIDAY #712	$5.00	4	$20.00
$10-HOLIDAY#713	$10.00	2	$20.00
$5-CINCINNA#721	$5.00	1	$5.00
Classic Lotto		1	$5.00
Mega Millions		7	$15.00
Totals ->		48	$235.00

The Sales by Game lists instant games currently loaded by name, game ID #, number of tickets sold, amount sold for each game, and total tickets and dollar amount sold;

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--CASH COLLECTED--

Bills:			
	$1:	45	$45.00
	$5:	11	$55.00
	$10:	1	$10.00
	$20:	6	$120.00
	$50:	0	$0.00
	$100:	0	$0.00
Total Bills-->		63	$230.00
Cleared Credits-->		0	$0.00
Total Cash-->			$230.00
Tickets Cashed-->		1	$5.00
Current Credits-->			$0.00
Total Sales-->			$235.00

The Cash Collected section shows each denomination of currency collected in the currency acceptor i.e. $1, $5, $10, $20, $50 & $100 as per lottery choosing, the number of each denomination, the total dollar amount for each and overall total, cleared credits if any, total cash collected, tickets cashed (number and dollars amount validated), current credits and total sales.

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

INSERT WINSTATION REPORTS FOLD OUT 11X17 EXAMPLES.

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

intralot

WINSTATION TVM REPORTING CAPABILITIES

The integrity of the selling and accounting processes is of paramount importance to the Lottery, the Retailer and INTRALOT. To ensure such integrity, the WINSTATION TVMs contain on-demand, real-time and historical reporting capabilities. Reports are printed on quality thermal paper and easily-produced and legible. Lottery Retailers are able to easily and accurately balance the contents of the currency collector with the reports produced by the TVM whenever they so desire:

INTRALOT is dedicated tc providing sales and accounting processes with the utmost dependability and integrity. We understand and appreciate the magnitude of precise, reliable sales and accounting systems for tracking all TVM activity. The WINSTATION provides a large selection of reports, both current and historical, which may be generated locally from data stored on the WINSTATION or from data received from the Central System. Reports are divided into three categories; Accounting Reports, Lottery Reports and System Reports. All WINSTATION reports, both current and historical are available on-demand at any time for viewing or printing.

All WINSTATIONs are equipped with the high speed high quality thermal ticket printers capable of easily producing sales and accounting reports as well as meeting the security standards for printing online lottery tickets. Highlighted are some of the printer features:

- High Speed Direct thermal printing
- Auto paper load
- USB or parallel IEEE 1284 or RS-232 serial connectivity
- Windows® drivers for plug-and-play
- Utilizes large roll of paper up to 7.2 inches in diameter eliminating small inefficient rolls
- MUSL approved Lottery Ticket Stock for the regular terminals will operate perfectly in the WINSTATION terminals

WINSTATION reports provide the retailers with the necessary tools to easily and accurately balance the contents of the bill/currency acceptor. On the following pages we have provided actual examples for all of the reports listed.

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

A. Current day sales, including sales by bin.

Current day sales (or Sales Today Report) show sales by bin, sales by game and cash collected, with totals for number of tickets and dollar amount sold. This report will also show Cleared Credits (should the retailer clear any credits for a customer) and Tickets Cashed (validations via the ticket checker) if any.

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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 174
PRINTED.....: 12/01/2009 13:02:11

SALES TODAY REPORT
From: 00:00:00 GMT-05 Tue 12/01/2009 MDY
To: 13:02:06 GMT-05 Tue 12/01/2009 MDY

Current Date: Tue 12/01/2009 MDY
Current Time: 13:02:07 GMT-05
Login ID: Admin

--SALES BY BIN--

B01:	2	$40.00
B02:	0	$0.00
B03:	0	$0.00
B04:	2	$20.00
B05:	2	$20.00
B06:	0	$0.00
B07:	4	$20.00
B08:	1	$5.00
B09:	4	$20.00
B10:	0	$0.00
B11:	1	$5.00
B12:	2	$10.00
B13:	0	$0.00
B14:	0	$0.00
B15:	3	$15.00
B16:	0	$0.00
B17:	1	$2.00
B18:	0	$0.00
B19:	0	$0.00
B20:	0	$0.00
B21:	0	$0.00
B22:	3	$3.00
B23:	1	$1.00
B24:	0	$0.00
B25:	4	$4.00
Betslip/Replay:	0	$0.00
L01:	1	$5.00
L02:	0	$0.00
L03:	0	$0.00
L04:	0	$0.00
L05:	0	$0.00
L06:	7	$15.00
Totals ->	38	$185.00

--SALES BY GAME--

$20-OHIOS $#620	$20.00	2	$40.00
$10-$1 000 #646	$10.00	2	$20.00
$1-LOTS OF #682	$1.00	1	$1.00
$5-20X THE #688	$5.00	4	$20.00
$1-CASH EXP#695	$1.00	4	$4.00
$5-SPCL ED1#697	$5.00	4	$20.00
$2-INSTANT #703	$2.00	1	$2.00
$5-SUPERCAS#704	$5.00	2	$10.00
$5-OHIO LOT#707	$5.00	1	$5.00
$1-HOLIDAY #710	$1.00	3	$3.00
$5-HOLIDAY #712	$5.00	3	$15.00
$10-HOLIDAY#713	$10.00	2	$20.00
$5-CINCINNA#721	$5.00	1	$5.00
Classic Lotto		1	$5.00
Mega Millions		7	$15.00
Totals ->		38	$185.00

--CASH COLLECTED--

Bills:		
$1:	20	$20.00
$5:	7	$35.00
$10:	1	$10.00
$20:	6	$120.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	34	$185.00
Cleared Credits-->	0	$0.00
Total Cash--->		$185.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$185.00

<End of Report>

B. Shift report, including sales by bin.

The Shift Report shows sales by bin and includes inventory, sales by game and cash collected, along with totals for all categories.

OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 188
PRINTED.....: 12/01/2009 13:05:51

SHIFT REPORT (INTERIM)
From: 21:43:10 GMT-05 Mon 11/30/2009 MDY
To: 13:05:33 GMT-05 Tue 12/01/2009 MDY

Current Date: Tue 12/01/2009 MDY
Current Time: 13:05:34 GMT-05
Login ID: Admin

--INVENTORY--

+B01: $20-OH#620	$20.00	20	$400.00
+B02: $20-$2#589	$20.00	22	$440.00
+B03: $20-$1#694	$20.00	23	$460.00
+B04: $10-$1#646	$10.00	12	$120.00
+B05: $10-HO#713	$10.00	46	$460.00
+B06: $5-THE#680	$5.00	9	$45.00
+B07: $5-20X#688	$5.00	36	$180.00
+B08: $5-CIN#721	$5.00	20	$100.00
+B09: $5-SPC#697	$5.00	29	$145.00
+B10: $5-CLE#720	$5.00	46	$230.00
+B11: $5-OHI#707	$5.00	45	$225.00
+B12: $5-SUP#704	$5.00	44	$220.00
+B13: $5-FAN#677	$5.00	49	$245.00
+B14: $5-BRE#684	$5.00	48	$240.00
+B15: $5-HOL#712	$5.00	38	$190.00
+B16: $2-WIL#687	$2.00	61	$122.00
+B17: $2-INS#703	$2.00	31	$62.00
+B18: $2-FAT#709	$2.00	97	$194.00
+B19: $2-IGT#702	$2.00	98	$196.00
+B20: $2-WET#706	$2.00	7	$14.00
+B21: $1-9S #708	$1.00	177	$177.00
+B22: $1-HOL#710	$1.00	32	$32.00
+B23: $1-LOT#682	$1.00	179	$179.00
+B24: $1 STR#705	$1.00	150	$150.00
+B25: $1-CAS#695	$1.00	106	$106.00
Totals ->		1425	$4932.00

--SALES BY BIN--

B01:	2	$40.00
B02:	0	$0.00
B03:	0	$0.00
B04:	2	$20.00
B05:	2	$20.00
B06:	0	$0.00
B07:	11	$55.00
B08:	1	$5.00
B09:	4	$20.00
B10:	0	$0.00
B11:	2	$10.00
B12:	2	$10.00
B13:	0	$0.00
B14:	1	$5.00
B15:	4	$20.00
B16:	0	$0.00
B17:	1	$2.00
B18:	0	$0.00
B19:	0	$0.00
B20:	0	$0.00
B21:	0	$0.00
B22:	3	$3.00
B23:	1	$1.00
B24:	0	$0.00
B25:	4	$4.00
Betslip/Replay:	0	$0.00
L01:	1	$5.00
L02:	0	$0.00
L03:	0	$0.00
L04:	0	$0.00
L05:	0	$0.00
L06:	7	$15.00
Totals ->	48	$235.00

--SALES BY GAME--

$20-OHIOS $#620	$20.00	2	$40.00
$10-$1 000 #646	$10.00	2	$20.00
$1-LOTS OF #682	$1.00	1	$1.00
$5-BREAK TH#684	$5.00	1	$5.00
$5-20X THE #688	$5.00	11	$55.00
$1-CASH EXP#695	$1.00	4	$4.00
$5-SPCL ED1#697	$5.00	4	$20.00
$2-INSTANT #703	$2.00	1	$2.00
$5-SUPERCAS#704	$5.00	2	$10.00
$5-OHIO LOT#707	$5.00	2	$10.00
$1-HOLIDAY #710	$1.00	3	$3.00
$5-HOLIDAY #712	$5.00	4	$20.00
$10-HOLIDAY#713	$10.00	2	$20.00
$5-CINCINNA#721	$5.00	1	$5.00
Classic Lotto		1	$5.00
Mega Millions		7	$15.00
Totals ->		48	$235.00

--CASH COLLECTED--

Bills:		
$1:	45	$45.00
$5:	11	$55.00
$10:	1	$10.00
$20:	6	$120.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	63	$230.00
Cleared Credits-->	0	$0.00
Total Cash--->		$230.00
Tickets Cashed-->	1	$5.00
Current Credits-->		$0.00
Total Sales-->		$235.00

DOCUMENT REDACTED BY TLC - 12-6-10 (552.101/ 466.022/ 552.139/ 552.110)

C. Current week sales, including sales by bin. (Sun -> Sat).

Current week sales (or Sales This Week) report shows sales by bin, sales by game and cash collected, with totals for number of tickets and dollar amount sold. This report will also show Cleared Credits and Tickets Cashed if any. The accounting week can be configured from Sunday through Saturday.

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OH! LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 213
PRINTED.....: 12/01/2009 13:13:18

SALES THIS WEEK
From: 00:00:00 GMT-05 Sun 11/29/2009 MDY
To: 13:09:54 GMT-05 Tue 12/01/2009 MDY

Current Date:	Tue 12/01/2009 MDY
Current Time:	13:09:55 GMT-05
Login ID:	Admin

--SALES BY BIN--

B01:	5	$100.00
B02:	3	$60.00
B03:	2	$40.00
B04:	9	$90.00
B05:	4	$40.00
B06:	8	$40.00
B07:	20	$100.00
B08:	10	$50.00
B09:	21	$105.00
B10:	6	$30.00
B11:	5	$25.00
B12:	12	$60.00
B13:	1	$5.00
B14:	2	$10.00
*B15:	13	$65.00
B16:	10	$20.00
B17:	18	$36.00
B18:	3	$6.00
B19:	2	$4.00
B20:	15	$30.00
B21:	17	$17.00
B22:	60	$60.00
B23:	6	$6.00
B24:	13	$13.00
B25:	26	$26.00
Betslip/Replay:	5	$13.00
L01:	3	$11.00
L02:	0	$0.00
L03:	0	$0.00
L04:	0	$0.00
L05:	2	$6.00
L06:	11	$19.00
Totals ->	312	$1087.00

--SALES BY GAME--

$20-$2 MIL #689	$20.00	3	$60.00
$5-EMERALD #614	$5.00	1	$5.00
$20-OHIO$ $#620	$20.00	5	$100.00
$10-$1 000 #646	$10.00	9	$90.00
$5-FANTASTI#677	$5.00	1	$5.00
$5-THE PRIC#680	$5.00	8	$40.00
$1-LOTS OF #682	$1.00	6	$6.00
$5-BREAK TH#684	$5.00	2	$10.00
$2-WILD 2S #687	$2.00	10	$20.00
$5-20X THE #688	$5.00	20	$100.00
$20-$100K A#694	$20.00	2	$40.00
$1-CASH EXP#695	$1.00	26	$26.00
$5-SPCL EDI#697	$5.00	21	$105.00
$2-IGT SLOT#702	$2.00	2	$4.00
$2-INSTANT #703	$2.00	18	$36.00
$5-SUPERCAS#704	$5.00	12	$60.00
$1-STRIKE I#705	$1.00	13	$13.00
$2-MET AND #706	$2.00	15	$30.00
$5-OHIO LOT#707	$5.00	5	$25.00
$1-9S IN A #708	$1.00	17	$17.00
$2-FAT CAT #709	$2.00	3	$6.00
$1-HOLIDAY #710	$1.00	60	$60.00
$5-HOLIDAY #712	$5.00	12	$60.00
$10-HOLIDAY#713	$10.00	4	$40.00
$5-CLEVELAN#720	$5.00	6	$30.00
$5-CINCINNA#721	$5.00	10	$50.00
Classic Lotto		3	$11.00
Mega Millions		12	$21.00
Pick3		4	$11.00
Rolling Cash 5		2	$6.00
Totals ->		312	$1087.00

--CASH COLLECTED--

Bills:		
$1:	165	$165.00
$5:	51	$255.00
$10:	18	$180.00
$20:	23	$460.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	277	$1080.00
Cleared Credits-->	0	$0.00
Total Cash-->		$1080.00
Tickets Cashed-->	3	$7.00
Current Credits-->		$0.00
Total Sales-->		$1087.00

<End of Report>

D. Previous week sales, including sales by bin. (Sun -> Sat).

Previous week sales (or Sales Report with Calendar) shows sales by bin, sales by game and cash collected, with totals for number of tickets and dollar amount sold.

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OH! LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 337
PRINTED.....: 12/01/2009 14:08:31

SALES REPORT WITH CALENDAR
From: 00:00:00 GMT-05 Sun 11/22/2009 MDY
To: 23:59:58 GMT-05 Sat 11/28/2009 MDY

Current Date:	Tue 12/01/2009 MDY
Current Time:	14:08:28 GMT-05
Login ID:	Admin

--SALES BY BIN--

B01:	20	$400.00
B02:	1	$20.00
B03:	12	$240.00
B04:	29	$290.00
B05:	35	$350.00
B06:	8	$40.00
B07:	65	$325.00
B08:	24	$120.00
B09:	68	$340.00
B10:	9	$45.00
B11:	18	$90.00
B12:	29	$145.00
B13:	12	$60.00
B14:	21	$105.00
B15:	64	$320.00
B16:	17	$34.00
B17:	39	$78.00
B18:	25	$30.00
B19:	21	$42.00
B20:	15	$30.00
B21:	47	$47.00
*B22:	219	$219.00
B23:	47	$47.00
B24:	37	$37.00
*B25:	75	$75.00
Betslip/Replay:	18	$36.00
L01:	16	$20.00
L02:	2	$2.00
L03:	1	$1.00
L04:	0	$0.00
L05:	8	$20.00
L06:	23	$43.00
Totals ->	1025	$3671.00

--SALES BY GAME--

$20-$2 MIL #589	$20.00	1	$20.00
$5-EMERALD #614	$5.00	64	$320.00
$20-OHIO$ $#620	$20.00	20	$400.00
$10-$1 000 #646	$10.00	29	$290.00
$5-FANTASTI#677	$5.00	12	$60.00
$5-THE PRIC#680	$5.00	8	$40.00
$1-LOTS OF #682	$1.00	47	$47.00
$5-BREAK TH#684	$5.00	21	$105.00
$2-WILD 2S #687	$2.00	17	$34.00
$5-20X THE #688	$5.00	65	$325.00
$1-HAPPY BI#689	$1.00	7	$7.00
$20-$100K A#694	$20.00	12	$240.00
$1-CASH EXP#695	$1.00	68	$68.00
$5-SPCL EDI#697	$5.00	68	$340.00
$2-IGT SLOT#702	$2.00	21	$42.00
$2-INSTANT #703	$2.00	39	$78.00
$5-SUPERCAS#704	$5.00	29	$145.00
$1-STRIKE I#705	$1.00	37	$37.00
$2-MET AND #706	$2.00	15	$30.00
$5-OHIO LOT#707	$5.00	18	$90.00
$1-9S IN A #708	$1.00	47	$47.00
$2-FAT CAT #709	$2.00	25	$50.00
$1-HOLIDAY #710	$1.00	219	$219.00
$10-HOLIDAY#713	$10.00	35	$350.00
$5-CLEVELAN#720	$5.00	9	$45.00
$5-CINCINNA#721	$5.00	24	$120.00
Classic Lotto		18	$27.00
Mega Millions		29	$49.00
Pick3		10	$23.00
Pick4		1	$1.00
Rolling Cash 5		8	$20.00
Ten-OH!		2	$2.00
Totals ->	1025	$3671.00

--CASH COLLECTED--

Bills:		
$1:	412	$412.00
$5:	154	$770.00
$10:	58	$580.00
$20:	82	$1640.00
$50:	0	$0.00
$100:	2	$200.00
Total Bills-->	708	$3602.00
Cleared Credits-->	0	$0.00
Total Cash-->		$3602.00
Tickets Cashed-->	11	$69.00
Current Credits-->		$0.00
Total Sales-->		$3671.00

<End of Report>

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E. Previous day sales report, including sales by bin (for each of the past seven (7) days).

Previous day sales report (or Sales Yesterday Report) shows sales by bin, sales by game and cash collected, with totals for number of tickets and dollar amount sold, for each of the past seven (7) days.

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OHIO LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 227
PRINTED.....: 12/01/2009 13:20:28

SALES YESTERDAY REPORT
From 00:00:00 GMT-05 Mon 11/30/2009 MDY
To 23:59:59 GMT-05 Mon 11/30/2009 MDY

Current Date: Tue 12/01/2009 MDY
Current Time: 13:20:26 GMT-05
Login ID: Admin

--SALES BY BIN--

B01:	3	$60.00
B02:	3	$60.00
B03:	2	$40.00
B04:	4	$40.00
B05:	2	$20.00
B06:	5	$50.00
B07:	10	$50.00
B08:	4	$20.00
B09:	17	$85.00
B10:	5	$25.00
B11:	4	$20.00
B12:	4	$20.00
B13:	1	$5.00
B14:	2	$10.00
B15:	9	$45.00
B16:	6	$12.00
B17:	7	$14.00
B18:	3	$6.00
B19:	2	$4.00
B20:	4	$8.00
B21:	10	$20.00
B22:	18	$18.00
B23:	2	$4.00
B24:	4	$4.00
B25:	17	$17.00
Betslip/Replay:	3	$6.00
L01:	1	$5.00
L02:	0	$0.00
L03:	0	$0.00
L04:	0	$0.00
L05:	2	$6.00
L06:	3	$3.00
Totals ->	157	$642.00

--SALES BY GAME--

$20-$2 MIL #659	3	$60.00
$20-CHOS $#620	3	$60.00
$10-$1 000 #646	4	$40.00
$5-FANTASTIC#677	1	$5.00
$5-THE PRIC#680	5	$25.00
$1-LOTS OF #682	2	$2.00
$5-BREAK TH#684	2	$10.00
$2-WILD 25 #687	6	$12.00
$5-20X THE #688	10	$50.00
$20-$100K #694	2	$40.00
$1-CASH BO#695	17	$17.00
$5-SPC ED!#697	17	$85.00
$2-IGT SLOT#702	2	$4.00
$2-INSTANT #703	7	$14.00
$5-SUPERCAS#704	4	$20.00
$1-STRIKE I#705	4	$4.00
$2-MET AND #706	4	$8.00
$5-OHIO LOT#707	4	$20.00
$1-$5 IN A #708	10	$10.00
$2-FAT CAT #709	3	$6.00
$1-HOLIDAY #710	18	$18.00
$5-HOLIDAY #712	9	$45.00
$10-HOLIDAY#713	2	$20.00
$5-CLEVELAN#720	5	$25.00
$5-CINCINNA#721	4	$20.00
Classic Lotto	1	$5.00
Mega Millions	4	$5.00
Pick3	2	$6.00
Rolling Cash 5	2	$6.00
Totals ->	157	$642.00

--CASH COLLECTED--

Bills:		
$1:	110	$110.00
$5:	21	$105.00
$10:	10	$100.00
$20:	16	$320.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	157	$635.00
Cleared Credits-->	0	$0.00
Total Cash-->		$635.00
Tickets Cashed ->	3	$7.00
Current Credits-->		$0.00
Total Sales-->		$642.00

<End of Report>

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F. Lifetime sales (total sales from the ITVM since installation).

Lifetime sales show total sales from the TVM since installation. If the machine is moved to a new retailer at a different location, the archive sales information does not have to be maintained." Lifetime sales is resettable by INTRALOT technicians should the Lottery desire this for any machine for any reason.

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OHIO LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 147
PRINTED.....: 12/01/2009 12:56:24

LIFETIME SALES

Current Date: Tue 12/01/2009 MDY
Current Time: 12:55:10 GMT-05
Login ID: Admin

Total Instants ->	7949	$32763.00
Total OnLine ->	851	$1677.00
Totals ->	8700	$34440.00

<End of Report>

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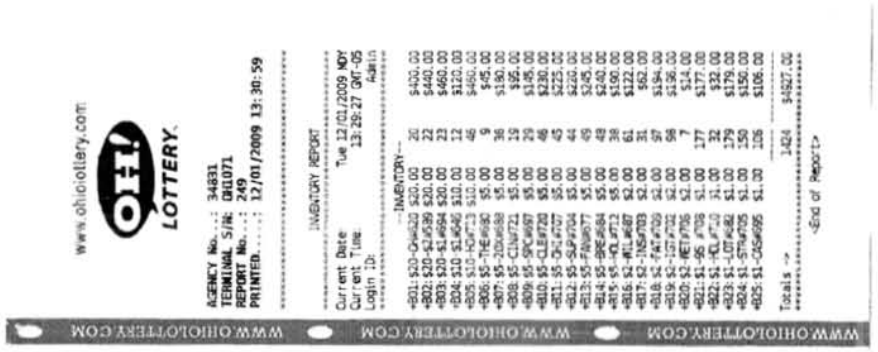
G. Ticket inventory by bin, including number of tickets, game number and dollar amount of inventory.

Ticket inventory (or Inventory) Report shows the ticket inventory by bin, the individual price point of the game, the game ID number and dollar amount of inventory. It also shows total number of tickets and total dollar value.



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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: GN1071
REPORT No...: 249
PRINTED.....: 12/01/2009 13:30:59

INVENTORY REPORT

Current Date: Tue 12/01/2009 NOV
Current Time: 13:29:27 GMT-05
Login ID: Admin

	--INVENTORY--		
#001: $20-OHIO	$20.00	20	$400.00
#002: $20-$20X	$20.00	22	$440.00
#003: $20-$1,0	$20.00	23	$460.00
#004: $10-$1,0	$10.00	12	$120.00
#005: $10-HOT	$10.00	46	$460.00
#006: $5-THE	$5.00	9	$45.00
#007: $5-2DA	$5.00	36	$180.00
#008: $5-CLA	$5.00	19	$95.00
#009: $5-SPC	$5.00	29	$145.00
#010: $5-CLE	$5.00	46	$230.00
#011: $5-CAS	$5.00	45	$225.00
#012: $5-SUP	$5.00	44	$220.00
#013: $5-FAB	$5.00	49	$245.00
#014: $5-BRE	$5.00	48	$240.00
#015: $5-CLA	$5.00	38	$190.00
#016: $2-MIL	$2.00	61	$122.00
#017: $2-INS	$2.00	31	$62.00
#018: $2-FAS	$2.00	97	$194.00
#019: $2-LUC	$2.00	68	$136.00
#020: $2-MEG	$2.00	7	$14.00
#021: $1-$5,0	$1.00	177	$177.00
#022: $1-CLA	$1.00	32	$32.00
#023: $1-LOT	$1.00	179	$179.00
#024: $1-STA	$1.00	150	$150.00
#025: $1-CAS	$1.00	106	$106.00
Totals -->		1424	$4527.00

<End of Report>

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H. Currency transaction report that shows all activity from the time the currency was deposited into the TVM to the time the accumulated credit is returned to zero dollars.

Currency transaction (Transaction History) Report shows all activity from the time the currency was deposited into the ITVM to the time the accumulated credit is returned to zero dollars. This report shows the last twenty-five (25) historical transactions, displaying the date(s) and times when each transaction started and ended. Additional information provided in this report is cash collected (showing each bill of each denomination received), total bills, cleared credits (if any), total cash, ticket cashed (if any), current credits, total sales, sales by bin and sales by game.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 405
PRINTED.....: 12/02/2009 13:48:43

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TRANSACTION HISTORY REPORT

Current Date: Wed 12/02/2009 MDY
Current Time: 13:37:00 GMT-05
Login ID: Admin

TRANSACTION 25
From: 13:36:16 GMT-05 Wed 12/02/2009 MDY
To: 13:36:21 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	0	$0.00
$5:	1	$5.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B15:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-HOLIDAY #712 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 24
From: 13:35:07 GMT-05 Wed 12/02/2009 MDY
To: 13:35:12 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	0	$0.00
$5:	1	$5.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B15:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-HOLIDAY #712 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 23
From: 13:04:33 GMT-05 Wed 12/02/2009 MDY
To: 13:05:24 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	5	$5.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	5	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B15:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-HOLIDAY #712 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 22
From: 12:53:06 GMT-05 Wed 12/02/2009 MDY
To: 12:53:16 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	1	$1.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$1.00
Cleared Credits-->	0	$0.00
Total Cash-->		$1.00
Tickets Cashed-->	0	$0.00

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 406
PRINTED.....: 12/02/2009 13:49:07

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Total Sales-->		$5.00

--SALES BY BIN--

B12:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-SUPERCASA704 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 19
From: 11:42:16 GMT-05 Wed 12/02/2009 MDY
To: 11:42:28 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	2	$2.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	2	$2.00
Cleared Credits-->	0	$0.00
Total Cash-->		$2.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$2.00

--SALES BY BIN--

B20:	1	$2.00
Totals ->	1	$2.00

--SALES BY GAME--

$2-WET AND #706 $2.00	1	$2.00
Totals ->	1	$2.00

TRANSACTION 18
From: 11:22:30 GMT-05 Wed 12/02/2009 MDY
To: 11:22:40 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	1	$1.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$1.00
Cleared Credits-->	0	$0.00
Total Cash-->		$1.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$1.00

--SALES BY BIN--

B21:	1	$1.00
Totals ->	1	$1.00

--SALES BY GAME--

$1-9S IN A #708 $1.00	1	$1.00
Totals ->	1	$1.00

TRANSACTION 17
From: 11:22:10 GMT-05 Wed 12/02/2009 MDY
To: 11:22:27 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	1	$1.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$1.00
Cleared Credits-->	0	$0.00
Total Cash-->		$1.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$1.00

--SALES BY BIN--

L05:	1	$1.00
Totals ->	1	$1.00

--SALES BY GAME--

Rolling Cash 5	1	$1.00
Totals ->	1	$1.00

TRANSACTION 16
From: 11:21:57 GMT-05 Wed 12/02/2009 MDY
To: 11:22:05 GMT-05 Wed 12/02/2009 MDY

--CASH COLLECTED--

Bills:		
$1:	1	$1.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00

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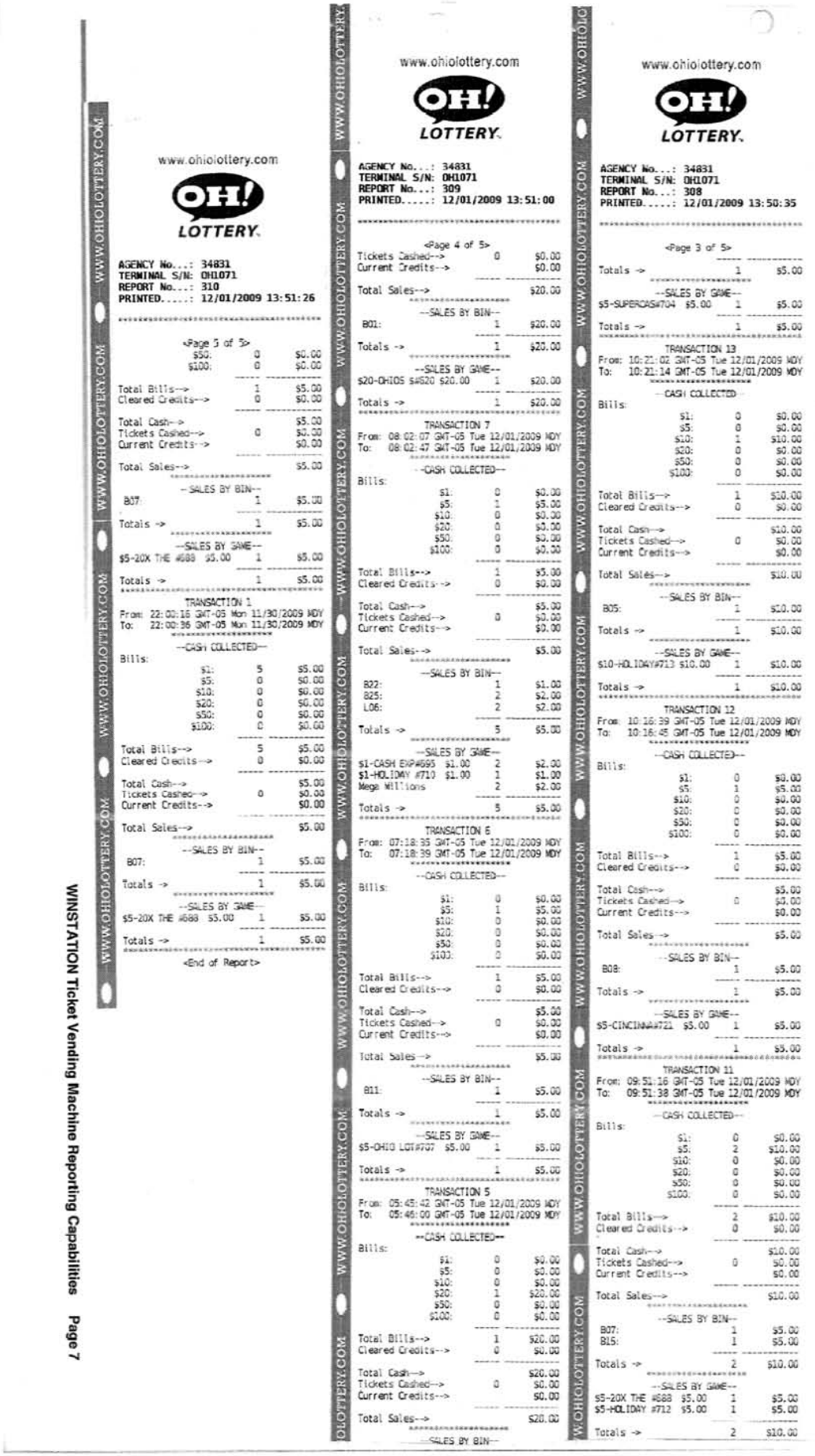

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OH! LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 310
PRINTED.....: 12/01/2009 13:51:26

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$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B07:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-20X THE #688 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 1
From: 22:00:16 GMT-05 Mon 11/30/2009 MDY
To: 22:00:36 GMT-05 Mon 11/30/2009 MDY

--CASH COLLECTED--

Bills:

$1:	5	$5.00
$5:	0	$0.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	5	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B07:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-20X THE #688 $5.00	1	$5.00
Totals ->	1	$5.00

<End of Report>

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OH! LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 309
PRINTED.....: 12/01/2009 13:51:00

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Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$20.00

--SALES BY BIN--

B01:	1	$20.00
Totals ->	1	$20.00

--SALES BY GAME--

$20-OHIOS $4620 $20.00	1	$20.00
Totals ->	1	$20.00

TRANSACTION 7
From: 08:02:07 GMT-05 Tue 12/01/2009 MDY
To: 08:02:47 GMT-05 Tue 12/01/2009 MDY

--CASH COLLECTED--

Bills:

$1:	0	$0.00
$5:	1	$5.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B22:	1	$1.00
B25:	2	$2.00
L06:	2	$2.00
Totals ->	5	$5.00

--SALES BY GAME--

$1-CASH EXP#695 $1.00	2	$2.00
$1-HOLIDAY #710 $1.00	1	$1.00
Mega Millions	2	$2.00
Totals ->	5	$5.00

TRANSACTION 6
From: 07:18:35 GMT-05 Tue 12/01/2009 MDY
To: 07:18:39 GMT-05 Tue 12/01/2009 MDY

--CASH COLLECTED--

Bills:

$1:	0	$0.00
$5:	1	$5.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B11:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-OHIO LOT#707 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 5
From: 05:45:42 GMT-05 Tue 12/01/2009 MDY
To: 05:46:00 GMT-05 Tue 12/01/2009 MDY

--CASH COLLECTED--

Bills:

$1:	0	$0.00
$5:	0	$0.00
$10:	0	$0.00
$20:	1	$20.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$20.00
Cleared Credits-->	0	$0.00
Total Cash-->		$20.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$20.00

--SALES BY BIN--

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OH! LOTTERY

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 308
PRINTED.....: 12/01/2009 13:50:35

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Totals ->	1	$5.00

--SALES BY GAME--

$5-SUPERCAS#704 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 13
From: 10:21:02 GMT-05 Tue 12/01/2009 MDY
To: 10:21:14 GMT-05 Tue 12/01/2009 MDY

--CASH COLLECTED--

Bills:

$1:	0	$0.00
$5:	0	$0.00
$10:	1	$10.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$10.00
Cleared Credits-->	0	$0.00
Total Cash-->		$10.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$10.00

--SALES BY BIN--

B05:	1	$10.00
Totals ->	1	$10.00

--SALES BY GAME--

$10-HOLIDAY#713 $10.00	1	$10.00
Totals ->	1	$10.00

TRANSACTION 12
From: 10:16:39 GMT-05 Tue 12/01/2009 MDY
To: 10:16:45 GMT-05 Tue 12/01/2009 MDY

--CASH COLLECTED--

Bills:

$1:	0	$0.00
$5:	1	$5.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	1	$5.00
Cleared Credits-->	0	$0.00
Total Cash-->		$5.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$5.00

--SALES BY BIN--

B08:	1	$5.00
Totals ->	1	$5.00

--SALES BY GAME--

$5-CINCINNA#721 $5.00	1	$5.00
Totals ->	1	$5.00

TRANSACTION 11
From: 09:51:16 GMT-05 Tue 12/01/2009 MDY
To: 09:51:38 GMT-05 Tue 12/01/2009 MDY

--CASH COLLECTED--

Bills:

$1:	0	$0.00
$5:	2	$10.00
$10:	0	$0.00
$20:	0	$0.00
$50:	0	$0.00
$100:	0	$0.00
Total Bills-->	2	$10.00
Cleared Credits-->	0	$0.00
Total Cash-->		$10.00
Tickets Cashed-->	0	$0.00
Current Credits-->		$0.00
Total Sales-->		$10.00

--SALES BY BIN--

B07:	1	$5.00
B15:	1	$5.00
Totals ->	2	$10.00

--SALES BY GAME--

$5-20X THE #688 $5.00	1	$5.00
$5-HOLIDAY #712 $5.00	1	$5.00
Totals ->	2	$10.00

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I. Security report showing when the ITVM was accessed and by whom.

The security report shows when the ITVM was accessed (door open and door closed) and by whom.

OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: DH1071
REPORT No...: 301
PRINTED.....: 12/01/2009 13:45:25

SECURITY REPORT

Current Date: Tue 12/01/2009 MOY
Current Time: 13:42:47 GMT-05
Login ID: Admin

AgentLogin (ADM) 13:25:24 GMT-05 Tue 12/01/2009 MOY
DoorOpened 13:25:17 GMT-05 Tue 12/01/2009 MOY
DoorClosed 13:24:17 GMT-05 Tue 12/01/2009 MOY
DoorOpened 13:24:17 GMT-05 Tue 12/01/2009 MOY
AgentLogin (ADM) 12:55:00 GMT-05 Tue 12/01/2009 MOY
DoorOpened 12:54:57 GMT-05 Tue 12/01/2009 MOY
DoorClosed 21:44:25 GMT-05 Mon 11/30/2009 MOY
DoorOpened 21:44:25 GMT-05 Mon 11/30/2009 MOY
ShiftRolled (PM) 21:43:10 GMT-05 Mon 11/30/2009 MOY
AgentLogin (PM) 21:42:42 GMT-05 Mon 11/30/2009 MOY
FailedLogin (PM) 21:42:39 GMT-05 Mon 11/30/2009 MOY
DoorOpened 21:42:32 GMT-05 Mon 11/30/2009 MOY
DoorClosed 11:12:14 GMT-05 Mon 11/30/2009 MOY
DoorClosed 11:12:12 GMT-05 Mon 11/30/2009 MOY
AgentLogin (PM) 10:59:32 GMT-05 Mon 11/30/2009 MOY
DoorOpened 10:59:08 GMT-05 Mon 11/30/2009 MOY
DoorClosed 18:52:22 GMT-05 Sun 11/29/2009 MOY
DoorOpened 18:52:22 GMT-05 Sun 11/29/2009 MOY
ShiftRolled (PM) 18:51:59 GMT-05 Sun 11/29/2009 MOY
AgentLogin (PM) 18:51:28 GMT-05 Sun 11/29/2009 MOY
FailedLogin (PM) 18:51:24 GMT-05 Sun 11/29/2009 MOY
DoorOpened 18:51:19 GMT-05 Sun 11/29/2009 MOY
DoorClosed 20:03:15 GMT-05 Sat 11/28/2009 MOY
DoorOpened 20:03:14 GMT-05 Sat 11/28/2009 MOY
DoorOpened 20:03:13 GMT-05 Sat 11/28/2009 MOY
ShiftRolled (PM) 20:02:54 GMT-05 Sat 11/28/2009 MOY
AgentLogin (PM) 20:01:57 GMT-05 Sat 11/28/2009 MOY
FailedLogin (PM) 20:01:52 GMT-05 Sat 11/28/2009 MOY
DoorOpened 20:01:47 GMT-05 Sat 11/28/2009 MOY
DoorClosed 19:07:04 GMT-05 Fri 11/27/2009 MOY
ShiftRolled (PM) 19:06:43 GMT-05 Fri 11/27/2009 MOY
AgentLogin (PM) 19:06:02 GMT-05 Fri 11/27/2009 MOY
FailedLogin (PM) 19:05:57 GMT-05 Fri 11/27/2009 MOY
DoorOpened 19:05:50 GMT-05 Fri 11/27/2009 MOY
DoorClosed 16:06:02 GMT-05 Thu 11/26/2009 MOY
DoorOpened 16:06:01 GMT-05 Thu 11/26/2009 MOY
ShiftRolled (PM) 16:05:42 GMT-05 Thu 11/26/2009 MOY
AgentLogin (PM) 16:04:43 GMT-05 Thu 11/26/2009 MOY
FailedLogin (PM) 16:04:38 GMT-05 Thu 11/26/2009 MOY
FailedLogin (PM) 16:04:35 GMT-05 Thu 11/26/2009 MOY
DoorOpened 16:04:34 GMT-05 Thu 11/26/2009 MOY
DoorClosed 10:36:31 GMT-05 Thu 11/26/2009 MOY
DoorOpened 10:36:30 GMT-05 Thu 11/26/2009 MOY
DoorClosed 10:36:28 GMT-05 Thu 11/26/2009 MOY
AgentLogin (PM) 10:36:12 GMT-05 Thu 11/26/2009 MOY
DoorOpened 10:36:11 GMT-05 Thu 11/26/2009 MOY
DoorClosed 18:42:13 GMT-05 Wed 11/25/2009 MOY
ShiftRolled (PM) 18:41:49 GMT-05 Wed 11/25/2009 MOY
AgentLogin (PM) 18:41:03 GMT-05 Wed 11/25/2009 MOY
FailedLogin (PM) 18:41:02 GMT-05 Wed 11/25/2009 MOY

<End of Report>

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J. Current settings report that shows information relevant to machine and bin parameters.

Current settings (Status of Device Conditions) Report provides data that relates to the state of the WINSTATION peripherals. Additionally there is a Configuration Report that shows the current parameter setting within the WINSTATION, i.e. weekly and daily accounting boundaries, maximum customer credits and bin low alarm resent interval; and a Component Version Report provides the software application versions and the devices firmware versions.

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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 266
PRINTED.....: 12/01/2009 13:37:01

STATUS (DEVICE CONDITIONS) REPORT

Current Date:	Tue 12/01/2009 MDY
Current Time:	13:36:53 GMT-05
Login ID:	Admin

Lottery Vending Machine	OK
Layer Two Controller Board	OK
Audio Alarm	OK
Switch (DoorSwitch)	OK
Switch (LinePower)	OK
Switch (BcrHomeSwitch)	OK
Remote Control Sensor	OK
Tamper Detect Sensor	OK
Item Select Panels	OK
Instant/PDIS #1	OK
Instant/PDIS #2	OK
Instant/PDIS #3	OK
Instant/PDIS #4	OK
Instant/PDIS #5	OK
Online/PPIS #1	OK
Ticket Burster Mechanism #1	OK
Ticket Burster Bin #1 (1A)	OK
Ticket Burster Bin #2 (1B)	OK
Ticket Burster Bin #3 (1C)	OK
Ticket Burster Bin #4 (1D)	OK
Ticket Burster Bin #5 (1E)	OK
Ticket Burster Mechanism #2	OK
Ticket Burster Bin #6 (2A)	OK
Ticket Burster Bin #7 (2B)	OK
Ticket Burster Bin #8 (2C)	OK
Ticket Burster Bin #9 (2D)	OK
Ticket Burster Bin #10 (2E)	OK
Ticket Burster Mechanism #3	OK
Ticket Burster Bin #11 (3A)	OK
Ticket Burster Bin #12 (3B)	OK
Ticket Burster Bin #13 (3C)	OK
Ticket Burster Bin #14 (3D)	OK
Ticket Burster Bin #15 (3E)	OK
Ticket Burster Mechanism #4	OK
Ticket Burster Bin #16 (4A)	OK
Ticket Burster Bin #17 (4B)	OK
Ticket Burster Bin #18 (4C)	OK
Ticket Burster Bin #19 (4D)	OK
Ticket Burster Bin #20 (4E)	OK
Ticket Burster Mechanism #5	OK
Ticket Burster Bin #21 (5A)	OK
Ticket Burster Bin #22 (5B)	OK
Ticket Burster Bin #23 (5C)	OK
Ticket Burster Bin #24 (5D)	OK
Ticket Burster Bin #25 (5E)	OK
IGS Software Component	OK
Report Printer	OK
Barcode Reader	OK
Betslip Scanner	OK
Central System Connection	OK
Online Ticket Component	OK
Pin Debit Card Reader	Fail
(May be powered off or disconnected)	
Status Monitor (All)	Fail
(BlockedState(IgsEnabled))	
Status Monitor (SmartCard)	Fail
(BlockedState(NotConfig))	
Status Monito (Software)	OK
Status Monitor (NVRam)	OK
Bill Acceptor	OK
Uninterruptible Power Supply	OK
Promotional Display	OK

<End of Report>

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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 279
PRINTED.....: 12/01/2009 13:39:58

COMPONENT VERSIONS REPORT

Current Date:	Tue 12/01/2009 MDY
Current Time:	13:39:55 GMT-05
Login ID:	Admin

Igs software	311a
Itva/L3 software	2009-10-17 m
Customer config	Ohio
Layer Two Controller	2009-06-22
Burster #1	2009-05-06/01CCA88812
Burster #2	2009-05-06/0194E18413
Burster #3	2009-05-06/0169728812
Burster #4	2009-05-06/0190C68812
Burster #5	2009-05-06/01B0208513
Instant/PDIS #1	PDIS5 2009/0178439C13
Instant/PDIS #2	PDIS5 2009/0164519C13
Instant/PDIS #3	PDIS5 2009/01192F8513
Instant/PDIS #4	PDIS5 2009/013E018513
Instant/PDIS #5	PDIS5 2009/013A288513
Online/PPIS #1	20090413-1/01161A8513
Bill Acceptor	D(USA3)300 ID003-05 V1.45-35 24FEB09 8306
UPS	[not reported]

<End of Report>

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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 160
PRINTED.....: 12/01/2009 13:00:18

CONFIGURATION REPORT

Current Date:	Tue 12/01/2009 MDY
Current Time:	13:00:17 GMT-05
Login ID:	Admin
Weekly Accounting Boundary	Sunday
Daily Accounting Boundary	00:00:00
Maximum Customer Credits	$100.00
Bin Low Alarm Resend Interval	1
Primary Culture	Invariant
Secondary Culture	es-MX

<End of Report>

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K. Display and account for all activity in the machine (e.g. door opened, tickets added to inventory in Bin #3, bill acceptor opened, etc.).

The Logged Events report lists system events that have occurred, such as retailer log-ins, door openings, door closings, system reboots, bin-loaded, and bin-unloaded activities.

OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: 041071
REPORT No...: 253
PRINTED.....: 12/01/2009 13:32:39

LOGGED EVENTS REPORT

Current Date Tue 12/01/2009 MDY
Current Time 13:32:26 GMT-05
Login ID Main

AgentLogin (ADM)	13:25:24 GMT-05 Tue 12/01/2009 MDY
DoorOpened	13:25:17 GMT-05 Tue 12/01/2009 MDY
DoorClosed	13:24:17 GMT-05 Tue 12/01/2009 MDY
DoorOpened	13:24:17 GMT-05 Tue 12/01/2009 MDY
AgentLogin (ADM)	12:55:00 GMT-05 Tue 12/01/2009 MDY
DoorOpened	12:54:57 GMT-05 Tue 12/01/2009 MDY
DoorClosed	21:44:25 GMT-05 Mon 11/30/2009 MDY
DoorOpened	21:44:25 GMT-05 Mon 11/30/2009 MDY
ShiftRolled (PM)	21:43:10 GMT-05 Mon 11/30/2009 MDY
AgentLogin (PM)	21:42:42 GMT-05 Mon 11/30/2009 MDY
FailedLogin (PM)	21:42:39 GMT-05 Mon 11/30/2009 MDY
DoorOpened	21:42:32 GMT-05 Mon 11/30/2009 MDY
DoorClosed	11:12:14 GMT-05 Mon 11/30/2009 MDY
DoorClosed	11:12:12 GMT-05 Mon 11/30/2009 MDY
BinLoaded_18 (PM)	11:11:59 GMT-05 Mon 11/30/2009 MDY
BinLoaded_19 (PM)	11:11:14 GMT-05 Mon 11/30/2009 MDY
BinLoaded_2 (PM)	11:10:19 GMT-05 Mon 11/30/2009 MDY
BinLoaded_15 (PM)	11:06:24 GMT-05 Mon 11/30/2009 MDY
BinLoaded_14 (PM)	11:06:05 GMT-05 Mon 11/30/2009 MDY
BinLoaded_13 (PM)	11:06:02 GMT-05 Mon 11/30/2009 MDY
BinLoaded_12 (PM)	11:07:30 GMT-05 Mon 11/30/2009 MDY
BinLoaded_11 (PM)	11:06:50 GMT-05 Mon 11/30/2009 MDY
BinLoaded_10 (PM)	11:05:49 GMT-05 Mon 11/30/2009 MDY
BinLoaded_9 (PM)	11:05:10 GMT-05 Mon 11/30/2009 MDY
BinLoaded_7 (PM)	11:04:12 GMT-05 Mon 11/30/2009 MDY
BinLoaded_5 (PM)	11:02:48 GMT-05 Mon 11/30/2009 MDY
BinLoaded_3 (PM)	11:01:59 GMT-05 Mon 11/30/2009 MDY
BinUnloaded_2 (PM)	11:00:47 GMT-05 Mon 11/30/2009 MDY
BinLoaded_1 (PM)	11:00:24 GMT-05 Mon 11/30/2009 MDY
AgentLogin (PM)	10:59:32 GMT-05 Mon 11/30/2009 MDY
DoorOpened	10:55:08 GMT-05 Mon 11/30/2009 MDY
DoorClosed	18:52:22 GMT-05 Sun 11/29/2009 MDY
DoorOpened	18:52:22 GMT-05 Sun 11/29/2009 MDY
ShiftRolled (PM)	18:51:59 GMT-05 Sun 11/29/2009 MDY
AgentLogin (PM)	18:51:28 GMT-05 Sun 11/29/2009 MDY
FailedLogin (PM)	18:51:24 GMT-05 Sun 11/29/2009 MDY
DoorOpened	18:51:19 GMT-05 Sun 11/29/2009 MDY
DoorClosed	20:03:15 GMT-05 Sat 11/28/2009 MDY
DoorOpened	20:03:14 GMT-05 Sat 11/28/2009 MDY
DoorOpened	20:03:13 GMT-05 Sat 11/28/2009 MDY
ShiftRolled (PM)	20:02:54 GMT-05 Sat 11/28/2009 MDY
AgentLogin (PM)	20:01:57 GMT-05 Sat 11/28/2009 MDY
FailedLogin (PM)	20:01:51 GMT-05 Sat 11/28/2009 MDY
DoorOpened	20:01:47 GMT-05 Sat 11/28/2009 MDY
DoorClosed	19:07:04 GMT-05 Fri 11/27/2009 MDY
ShiftRolled (PM)	19:06:43 GMT-05 Fri 11/27/2009 MDY
AgentLogin (PM)	19:06:02 GMT-05 Fri 11/27/2009 MDY
FailedLogin (PM)	19:05:57 GMT-05 Fri 11/27/2009 MDY
DoorOpened	19:05:50 GMT-05 Fri 11/27/2009 MDY
DoorClosed	16:06:02 GMT-05 Thu 11/26/2009 MDY

<End of Report>

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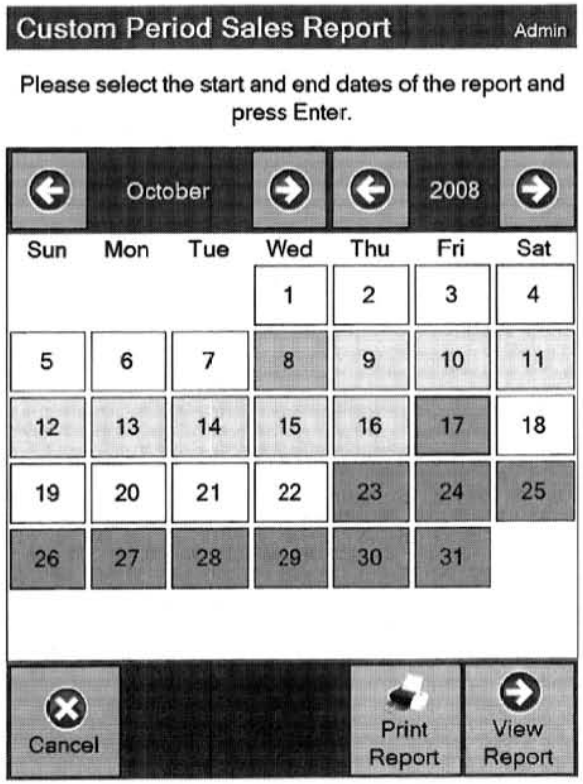
L. Custom sales reporting feature to allow Lottery Retailers to select the timeframe in which they would like to see sales information.

Sales reports may be taken for any range of dates. When "Sales Report With Calendar" is selected from the "Accounting Reports" menu the start and end date selection screen displays. The user selects the beginning and end dates of the reports and touches "View Report" or "Print Report" buttons as desired. The report shows sales by channel or bin, as well as sales by product ID or game number.



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L. Continued,

Example custom sales reports, a one week, and a two week example.

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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 325
PRINTED.....: 12/01/2009 14:03:39

SALES REPORT WITH CALENDAR
From: 00:00:00 GMT-05 Sun 11/15/2009 MDY
To: 23:59:58 GMT-05 Sat 11/28/2009 MDY

Current Date: Tue 12/01/2009 MDY
Current Time: 14:03:21 GMT-05
Login ID: Admin

--SALES BY BIN--

B01:	32	$640.00
B02:	9	$180.00
B03:	30	$600.00
B04:	48	$480.00
*B05:	71	$710.00
B06:	18	$90.00
B07:	115	$575.00
B08:	47	$235.00
B09:	110	$550.00
B10:	19	$95.00
B11:	56	$280.00
B12:	45	$225.00
B13:	40	$200.00
B14:	42	$210.00
B15:	99	$495.00
B16:	29	$58.00
B17:	53	$106.00
B18:	55	$110.00
B19:	44	$88.00
B20:	34	$68.00
B21:	112	$112.00
*B22:	335	$335.00
B23:	109	$105.00
B24:	105	$105.00
*B25:	164	$164.00
Betslip/Replay:	43	$85.00
L01:	31	$43.00
L02:	7	$7.00
L03:	1	$1.00
L04:	2	$2.00
L05:	13	$29.00
L06:	65	$109.00
Totals ->	1983	$7100.00

--SALES BY GAME--

$20-$2 MIL #589	$20.00	9	$180.00
$5-EMERALD #614	$5.00	99	$495.00
$20-OHIOS $#620	$20.00	32	$640.00
$10-$1 000 #646	$10.00	48	$480.00
$5-FANTAST1#677	$5.00	40	$200.00
$5-THE PRIC#680	$5.00	18	$90.00
$10-$200 MI#681	$10.00	21	$210.00
$1-LOTS OF #682	$1.00	109	$109.00
$5-BREAK TH#684	$5.00	42	$210.00
$1-JUST A B#685	$1.00	27	$27.00
$2-WILD 2S #687	$2.00	29	$58.00
$5-2OX THE #688	$5.00	115	$575.00
$1-HAPPY BI#689	$1.00	96	$96.00
$20-$100K A#694	$20.00	30	$600.00
$1-CASH EXP#695	$1.00	68	$68.00
$5-SPCL ED1#697	$5.00	110	$550.00
$2-IGT SLOT#702	$2.00	44	$88.00
$2-INSTANT #703	$2.00	53	$106.00
$5-SUPERCAS#704	$5.00	45	$225.00
$1-STRIKE I#705	$1.00	105	$105.00
$2-WET AND #706	$2.00	34	$68.00
$5-OHIO LOT#707	$5.00	56	$280.00
$1-9S IN A #708	$1.00	112	$112.00
$2-FAT CAT #709	$2.00	55	$110.00
$1-HOLIDAY #710	$1.00	308	$308.00
$10-HOLIDAY#713	$10.00	50	$500.00
$5-CLEVELAN#720	$5.00	19	$95.00
$5-CINCINN#721	$5.00	47	$235.00
Classic Lotto		33	$50.00
KICKER		3	$3.00
Mega Millions		75	$123.00
Pick3		25	$58.00
Pick4		6	$10.00
Rolling Cash 5		13	$29.00
Ten-OH!		7	$7.00
Totals ->		1983	$7100.00

--CASH COLLECTED--

Bills:		
$1:	803	$803.00
$5:	315	$1575.00
$10:	97	$970.00
$20:	171	$3420.00
$50:	0	$0.00
$100:	2	$200.00
Total Bills-->	1388	$6968.00
Cleared Credits-->	0	$0.00
Total Cash-->		$6968.00
Tickets Cashed ->	23	$132.00
Current Credits-->		$0.00
Total Sales-->		$7100.00

<End of Report>

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OH! LOTTERY.

AGENCY No...: 34831
TERMINAL S/N: OH1071
REPORT No...: 214
PRINTED.....: 12/01/2009 13:15:57

SALES REPORT WITH CALENDAR
From: 00:00:00 GMT-05 Sun 11/22/2009 MDY
To: 23:59:58 GMT-05 Sat 11/28/2009 MDY

Current Date: Tue 12/01/2009 MDY
Current Time: 13:15:51 GMT-05
Login ID: Admin

--SALES BY BIN--

B01:	20	$400.00
B02:	1	$20.00
B03:	12	$240.00
B04:	29	$290.00
B05:	35	$350.00
B06:	8	$40.00
B07:	65	$325.00
B08:	24	$120.00
B09:	68	$340.00
B10:	9	$45.00
B11:	18	$90.00
B12:	29	$145.00
B13:	12	$60.00
B14:	21	$105.00
B15:	64	$320.00
B16:	17	$34.00
B17:	39	$78.00
B18:	25	$50.00
B19:	21	$42.00
B20:	15	$30.00
B21:	47	$47.00
B22:	219	$219.00
B23:	47	$47.00
B24:	37	$37.00
*B25:	75	$75.00
Betslip/Replay:	18	$36.00
L01:	16	$20.00
L02:	2	$2.00
L03:	1	$1.00
L04:	0	$0.00
L05:	8	$20.00
L06:	23	$43.00
Totals ->	1025	$3671.00

--SALES BY GAME--

$20-$2 MIL #589	$20.00	1	$20.00
$5 EMERALD #614	$5.00	64	$320.00
$20-OHIOS $#620	$20.00	20	$400.00
$10-$1 000 #646	$10.00	29	$290.00
$5-FANTAST1#677	$5.00	12	$60.00
$5-THE PRIC#680	$5.00	8	$40.00
$1-LOTS OF #682	$1.00	47	$47.00
$5-BREAK TH#684	$5.00	21	$105.00
$2-WILD 2S #687	$2.00	17	$34.00
$5-2OX THE #688	$5.00	65	$325.00
$1-HAPPY BI#689	$1.00	7	$7.00
$20-$100K A#694	$20.00	12	$240.00
$1-CASH EXP#695	$1.00	68	$68.00
$5-SPCL ED1#697	$5.00	68	$340.00
$2-IGT SLOT#702	$2.00	21	$42.00
$2-INSTANT #703	$2.00	39	$78.00
$5-SUPERCAS#704	$5.00	29	$145.00
$1-STRIKE I#705	$1.00	37	$37.00
$2-WET AND #706	$2.00	15	$30.00
$5-OHIO LOT#707	$5.00	18	$90.00
$1-9S IN A #708	$1.00	47	$47.00
$2-FAT CAT #709	$2.00	25	$50.00
$1-HOLIDAY #710	$1.00	219	$219.00
$10-HOLIDAY#713	$10.00	35	$350.00
$5-CLEVELAN#720	$5.00	9	$45.00
$5-CINCINN#721	$5.00	24	$120.00
Classic Lotto		18	$27.00
Mega Millions		29	$49.00
Pick3		10	$13.00
Pick4		1	$1.00
Rolling Cash 5		8	$20.00
Ten-OH!		2	$2.00
Totals ->	1025		$3671.00

--CASH COLLECTED--

Bills:		
$1:	412	$412.00
$5:	154	$770.00
$10:	58	$580.00
$20:	82	$1640.00
$50:	0	$0.00
$100:	2	$200.00
Total Bills-->	708	$3602.00
Cleared Credits-->	0	$0.00
Total Cash-->		$3602.00
Tickets Cashed-->	11	$69.00
Current Credits-->		$0.00
Total Sales-->		$3671.00

<End of Report>

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The WINSTATION (TVM)
Unleashes both Instant and Online Sales

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WINSTATION Construction and Appearance

All INTRALOT WINSTATIONs are constructed of entirely new materials and components of the highest quality in the industry. INTRALOT's TVM cabinets are constructed of 14-gauge cold rolled steel to provide the highest level of security. Added theft deterrent features include:

- Internal hinges
- Multi point locks on the main door
- Anti-cut rollers on the top and bottom of each locking point
- Tilt alarm, should the machine be jostled or moved
- Individually keyed Medeco locks for both the main door and interior bill acceptor compartment

Shatter-resistant, bullet proof Lexan ticket windows, with metal back plating to prevent access. In The WINSTATION cabinets are designed to be sturdy, durable and resistant to fading, marring, scratching, chipping and rusting. Window surfaces and visual displays are resistant to breaking, shattering and scratching. All painted metal surfaces are finished with a baked powder coating process for long life.

All WINSTATIONs are delivered to our customers with complete front, side and individual instruction labels of the Lottery's selection and/or design. These labels can easily be matched to the colors and graphics of the Lottery's online equipment or any other design theme. INTRALOT employs designers with over 20 years experience working with lotteries and their ad agencies on TVM color matching, graphic design and label placement. INTRALOT will work directly with the Lottery to provide any design layout, colors, labels and graphics that the Lottery requests.

INTRALOT recognizes that TVMs are the most prominent Point-of-Sale devices that lotteries have to help promote brand identity for sales and marketing of their products as the TVM creates an exciting point of sales presence, which stimulates planned and impulse purchases. INTRALOT utilizes the highest quality labeling materials, digitally printing approved graphics and instruction labels of the Lottery's choosing. By employing this process INTRALOT is able to provide truly customized labels with superior color matching and the highest graphic resolution.

Fast and easy replacement of components is of paramount importance for maximizing the TVMs up-time. This is why the WINSTATION is constructed with a modular component configuration readily accessible from the front of the machine.

Plastic point-of-sale materials can be affixed and easily removed from the WINSTATION, without harm to the exterior surface. As an example, see the plexi-glass play slip holder affixed on the side of the Idaho WINSTATION in the photos below. These are currently being added to the machines, further enhancing the WINSTATION's complete full-service standalone lottery kiosk functionality.

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INTRALOT can provide labels and messaging on the front of the machine according the Texas Lottery's requirements. Example labels are listed below:

- "Machines may not be used by players under 18 years of age."
- "Lottery tickets are not suitable gifts for children under 18 years of age."
- "This machine does not give change. Make your selections carefully."
- "Please play responsibly."
- "This machine is under surveillance."

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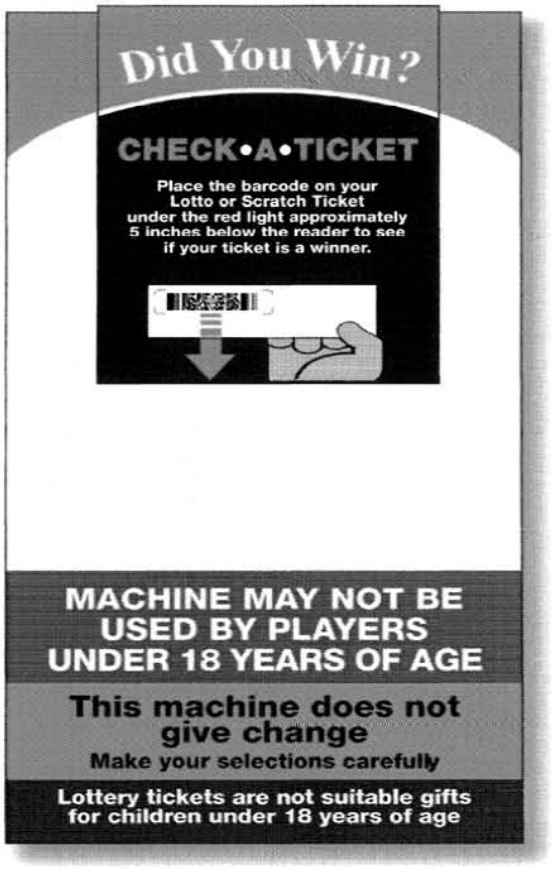

Posted and prominently displayed inside every WINSTATION is a Quick Reference Label. This provides a fast and easy reference for most frequently used retailer functions, i.e. ticket loading and unloading, accessing reports, removing cash and reconciling sales, etc. as well as troubleshooting and player functionality sections. Included along the bottom is a ruler, in case the retailer is ever in question as to the size of the instant tickets being loaded, they can easily verify the individual ticket length.

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WINSTATION QUICK REFERENCE GUIDE

NEED HELP?
Call the Hotline:
1.866.710.2462

TO SIGN ON:
Enter your user ID and password, then touch **(OK)**.

TO LOAD PRINTER PAPER: *(See photos at right)*
1- Place new roll on the arm located behind the printer.
2- Press the green metal platen back and lift.
3- Put the paper print side up into the feed area and close the platen. Printer will automatically feed the paper once it is sensed in the slot.

TO ACCESS REPORTS:
1- Touch **(ACCOUNTING REPORTS)** on the Main Menu screen.
2- Select the desired report and press **(VIEW REPORT)**.
3- To print the selected report press **(PRINT REPORT)**.

TO REMOVE CASH & RECONCILE:
Before removing any cash, produce a Shift Report.
To produce this:
1- Touch **(MAINTENANCE)** on the Main Menu.
2- Select **(Close Shift)**. Upon confirmation, the Shift Report will print and all counters will be reset to zero.

Then, to access Cash Compartment and remove cash:
1- Open Cash Compartment door with hardware key provided.
2- Press the release button at the front of the bill stacker.
3- Open the door on the front of the stacker. Remove bills. Replace door.
4- Close door to the Cash Compartment, remove key.

TROUBLESHOOTING:
Before proceeding with the following troubleshooting tips, from the Main Menu, press **(SYSTEM REPORTS)**. Select **(STATUS (DEVICE CONDITIONS) REPORT)**. This report can help give insight as to what the problem may be. A simple reboot fixes most problems.

TERMINAL REBOOT - In the case of an error and the Winstation needs to be rebooted (Retail Manager login required):
1- Select **(DIAGNOSTICS)** from the Main Menu.
2- Touch **(RESTART SOFTWARE)**.
3- A confirmation screen will pop up. Press **(OK)** to reboot the Winstation. This effectively refreshes all components of the Winstation, including connectivity.

BIN DISPENSE ERRORS & JAMS - If a bin dispense error or jam occurs, a message will display, the price display will read "- - -", and the bin will be disabled. To remedy this:
1- Run an Inventory Report from the Accounting Reports Menu.
2- Perform an **UNLOAD** on the bin where the error occurred.
3- Reload the tickets as a **partial/combined pack** with the number that was produced by the Inventory Report. If a jam occurs, perform an **UNLOAD** on the affected bin.

BILL ACCEPTOR DISABLED - If the bill acceptor is disabled, check for the following problems:
1- First, ensure that the stacker is not full or obviously jammed.
2- If there is not an obvious problem in the stacker, remove the stacker by pressing the metal release bar on the scan head and lift.
3- Remove any obstruction and replace the scan head.

TO LOAD INSTANT TICKETS:
1 - TO LOAD FULL BOOKS: Press **(LOAD FULL BOOK)** or **(LOAD FULL BOOK (Smart Load))** from the Maintenance Menu screen.
- Enter the Bin number to be loaded. Press **(ENTER)**.
- Scan any ticket in the book or scan the Smart Load card. ***Proceed to Step 2.***

1- TO LOAD PARTIAL BOOKS: Press **(LOAD PARTIAL BOOK)** from the Maintenance Menu.
- Enter the Bin number to be loaded. Press **(ENTER)**.
- Scan the first ticket in the partial book.
- Scan the last ticket in the partial book. ***Proceed to Step 2.***

1 - TO LOAD COMBINED (Partial and Full) BOOKS: Press **(LOAD COMBINED BOOKS (Partial + Full))** from the Maintenance Menu.
- Enter the Bin number to be loaded. Press **(ENTER)**.
- Scan the first ticket in the partial book
- Scan the last ticket in the partial book.
- Scan any ticket in the full book. ***Proceed to Step 2.***

2 - Verify the correct ticket price, total ticket quantity and ticket length shown (use ruler below to verify ticket length if necessary) and press **(ENTER)**.
3- Slide tickets over roller and through ticket guides *(See photos at right)*. Once sensed in the slot, they will automatically load.
4 - Press **(OK)** when **"Tickets successfully loaded"** appears to return to the Main Menu.
NOTE: Loading full, partial or combined books can also be accomplished by bypassing the use of the barcode reader and manually entering the information.

TO UNLOAD INSTANT TICKETS:
1 - Press (UNLOAD BOOK) on the Maintenance Menu.
2 - Enter the bin number to be unloaded. Press **(ENTER)**. The rollers will reverse and the tickets may be pulled from the ticket guide.

PLAYER FUNCTIONALITY:
The terminal will accept $1, $5, $10, $20, $50 and $100 bills with a maximum credit amount of $100. The bill a will not accept bills until the credit drops below $100. **The terminal does not give change.**

LOTTO GAMES
All buttons on the Lotto Games panel are Quick Picks good for the next available draw. To play specific numbers for lotto games, players must run a bet card through the bet card reader.

INSTANT GAMES
Instant tickets games can be purchased by pressing the button of the desired game.

CHECKING & VALIDATING TICKETS
Players will be able to check their ticket to see if they have won and also validate tickets at the Winstation with the Check-A-Ticket located on the front. The process to validate and get credit on the terminal is:
1- Scan ticket to see if it is a winner.
2- If the ticket is a winner of $25 or less they can scan the ticket again to receive credit on the machine. If the player wants to receive cash after checking to see if they have won, they will be prompted to keep the ticket and take it to any retail location with a clerk operated Lottery terminal.

USE RULER TO VERIFY TICKET LENGTH WHEN LOADING TICKETS *(See Step 2)*.
DECIMAL EQUIVALENTS ARE GIVEN ABOVE INCH MARKINGS.

Quick Reference Label Posted Inside Winstation

All INTRALOT products including the WINSTATION are UL and FCC approved meeting the most stringent of electrical standards for safety and utility. At INTRALOT we put safety first. Having passed the rigorous UL certification process, INTRALOT continues this stringent compliance in the manufacture of each and every TVM from the beginning of production testing through Quality Control testing and final inspection. This gives us the ability to assure our customers they are receiving the safest and pre-eminent quality dispensing equipment in the industry. INTRALOT TVMs are equipped with a Ground Fault Circuit Interrupt (GFCI) power cord with re-set switch to prevent potential harm to users or damage to the TVM from faulty external electrical equipment or power surges, etc. Should the GFCI cord be tripped it can be easily re-set with all data, inventory and credits (if any) on the machine being retained.

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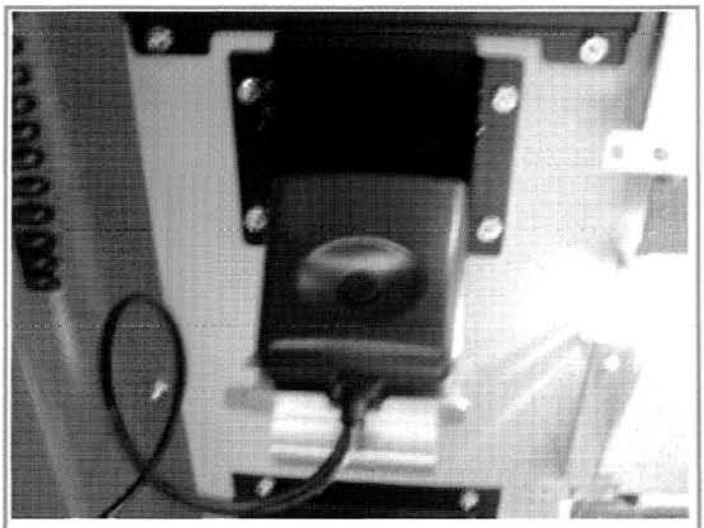
Instant Tickets may be loaded in the WINSTATION using the barcode reader, by manually entering information on the touch screen, or a combination of both. Full packs of tickets may be loaded, as well as partial packs. Shown below are the retailer touch screens for loading full packs, partial packs, or combined full and partial.



Barcode reader

When loading a full pack the Retailer scans any ticket in the pack and the fields are populated based on the game data stored in the local database. Manual entry is generally not needed because the Central System updates the TVM.

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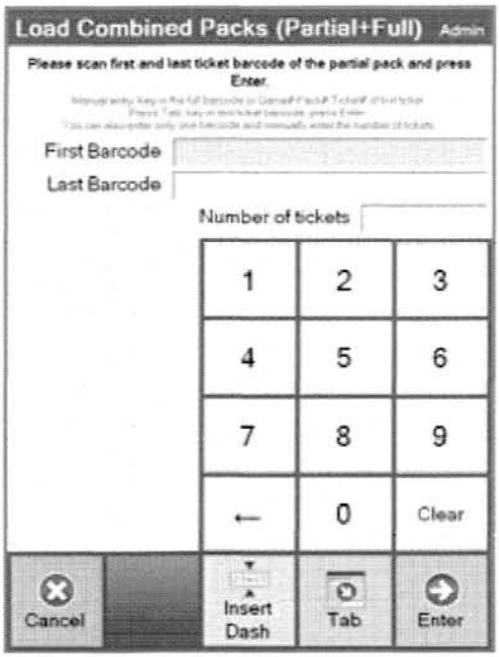

The retailer may change the data on the screen by touching the appropriate field and using the keypad to update the field. The retailer may also use the TAB button to navigate from field to field. When all data is correct the retailer may touch the ENTER icon or feed the ticket into the burster.

Loading a partial pack of tickets is similar to loading a full pack with the exception that the beginning and ending ticket numbers must be scanned or manually entered. This indicates to the software how many tickets are in the partial pack for inventory and reporting purposes.

Full packs may be taped to partial or full packs if multiple packs are to be loaded. In this case, the user scans the first and last tickets of the partial pack as shown below. The user then scans any ticket from the full pack. The total number of tickets being loaded is automatically calculated by the WINSTATION and the user physically loads the combined packs into the WINSTATION. As in the other loading scenarios described above, the combined pack information can also be entered manually. If packs are to be taped together, retailers should only use the special perforated tape supplied by INTRALOT to join packs together.

As a Standard feature, INTRALOT's WINSTATION incorporates a ***BetaBrite***® brand scrolling LED 29 color messaging/advertising display into each TVM cabinet, located at the top of the machine. The display area dimensions are 24" long and 2.1" high.

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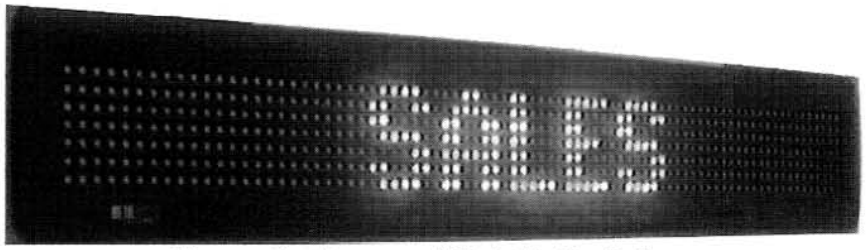

Figure 1 - Image of BetaBrite Prism

There are many benefits to incorporating the scrolling message jackpot and customer display into the machine. It cannot be unplugged by the retailer. The INTRALOT ***BetaBrites***® are controlled by the Central System; therefore the Estimated Powerball Jackpot Amount and many other Lottery marketing advertisements can easily be kept up to date on every machine across the network. With the ability to control the messaging from a central site, unique messages can be downloaded to an individual retailer, group, or state wide just like our online terminals.

The LOTOS™ Gaming System connected to all WINSTATIONs provides the ability to send messages with the following attributes to directly control the ***BetaBrites***®.

Table 1 - BetaBrite Prism Attributes

Character Sets				
Block (sans serif)	Decorative (serif)	Slim and wide		
Message Capacity				
40 characters/line	65 unique messages			
Message Operating Modes				
Automode	Hold	Interlock	Roll,	Rotate
Sparkle-on	Twinkle	Spray-on	Slide across	Switch
Wipe	Starburst	Flash	Snow	Scroll
Compress	Rotate			
Built-in animation / messages				
Cherry-bomb exploding	Don't drink and drive	Fireworks	No smoking	Running animal
Moving auto	Snakes	Rat	Ship	Tea cups
City	Sun	Welcome (in script)	Thank you (in script)	News flash
Trumpets	Party balloons	Fish		
Other text animation				
Pac-Man	Explode	Immediate	Open from right	Open from left
Open from center	Open to center	Cover from center	Cover from right	Cover from left
Scroll up	Scroll down	Interlace center	Interlace cover	Cover up

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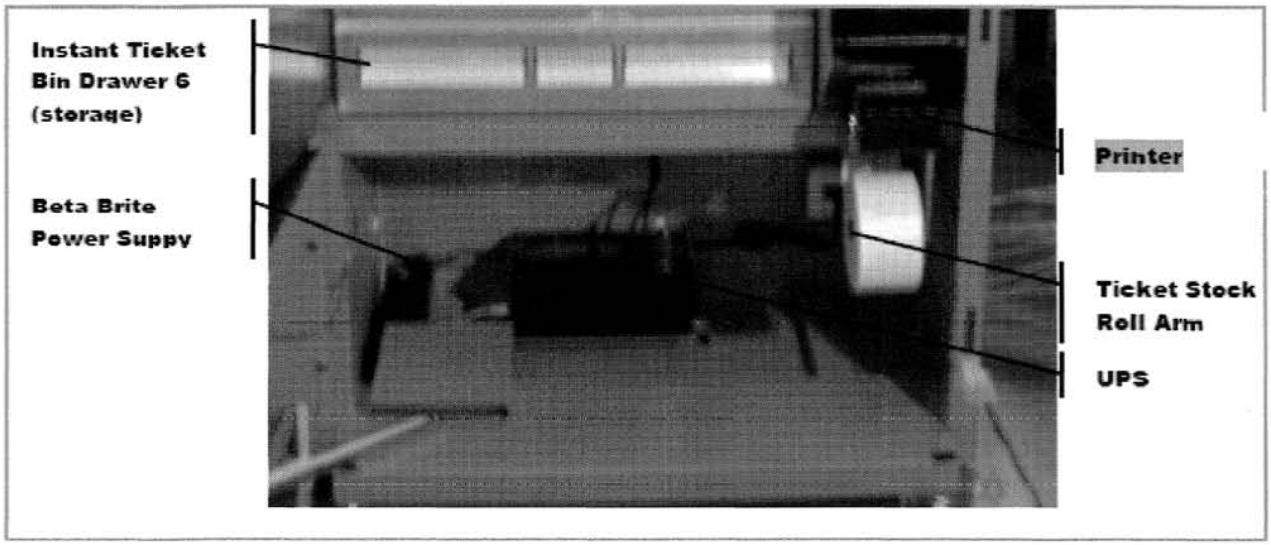
Cover down	Scan line	Fall 'n Stack	Shoot flash	Random
Fly in	Compress text			
Cartoons				
Merry Christmas	Happy New Year	4th of July	Happy Easter	Happy Halloween
Don't drink and drive	No smoking	Welcome		
Additional Attributes				
Beeps	Control speed	Insert special characters	Insert date/time	

The WINSTATION provides a large base storage compartment 34"wide x 17.5"deep x 18" high. Located directly above the base storage area is a pull-out drawer for additional storage measuring 23" wide, 18" deep and 5" high. Due to the high level of vault like security, many retailers storae additional instant games in the drawer and in the large base storage area for handy access when they are ready to restock tickets.



All INTRALOT vending equipment incorporate Medeco® locks on both the main entry door and the bill acceptor door. Medeco® is the leader in high security locks. Medeco® locks feature key control programs that are based on unique Medeco® special cylinder and key technologies. Keys may only be duplicated by Medeco® or an authorized Medeco® service center — and only at INTRALOT's or the Lottery Security Directors' request.

Medeco®'s product line of high security vending locks offers a variety of protective measures by combining a pick-resistant cylinder with multiple levels of resistance to physical attack. All Medeco® T-handles cylinders can be keyed together in the same system for ease of key management; combined with the stainless steel T-handle with a free-spinning hardened steel

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cover that protects the cylinder creates a lock that is almost indestructible. All Medeco® T-handle cylinders are UL listed and incorporate Medeco®'s patented triple locking system which makes the lock pick proof. Cylinders are also protected by steel inserts to protect the lock against drilling and forced entry.

The WINSTATION has the most brightly lit LED 4"w x 4"h instant ticket display windows on the market, crucial to showcasing the Lottery's instant tickets and attracting players. Samples of various size instant tickets can easily be inserted into the display windows from the inside of the main door. Idaho added "Ball Guy" to help define the Idaho Lottery's brand and image.

Five Bright LED lights illuminate every 4" x 4" Ticket Window.

The WINSTATION provides thermal printer technology as standard in the base configuration of all WINSTATIONs. This is the printer that prints retailer reports and online tickets for the Players.

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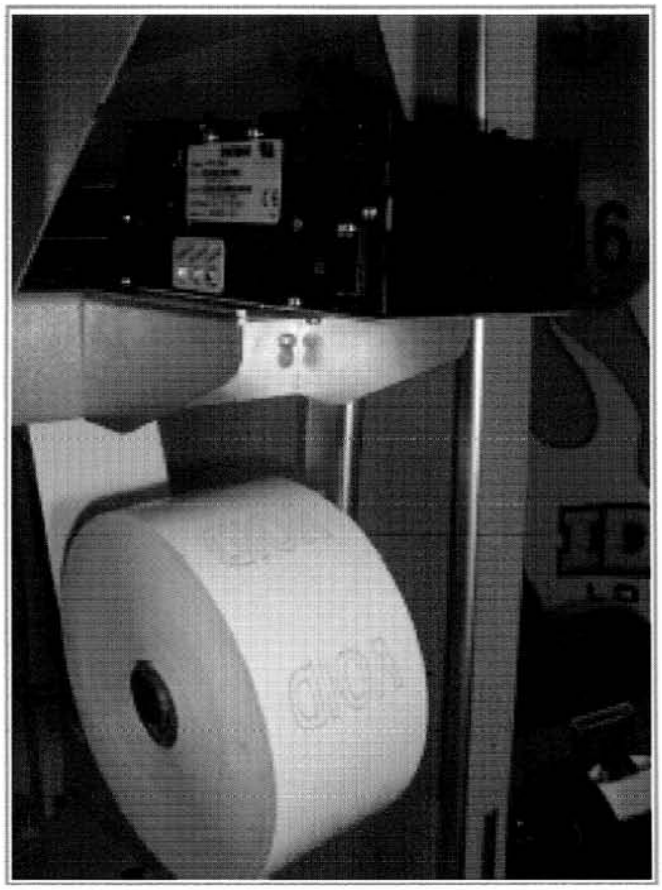

The printer is equipped with advanced thermal technology, contained in a compact package with an easy paper loading design. The high speed, high volume printer is a full-featured, durable, user-friendly device that supports multi-lingual text and graphics. It is capable of holding a 7.2-inch diameter roll of ticket stock, the largest in the market.

The printer prints at a very fast 180mm/second at a resolution of 203 dots per inch (dpi). One of the best features of the printer is easy ticket stock loading capability. The paper change process takes less than 30 seconds. The transport path of the printers can be fully accessed by the operator.

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User Friendly

INTRALOT developed the WINSTATION with the utmost consideration placed on ease of use for the players, Lottery Retailers and our Lottery Customers. With the help and input of our customers we have designed a Lottery Ticket Vending Machine that is simple to play, and simple for the retailer to use. During the design process one concept was pervasive; "Push a Button, ***Get a Ticket".*** The resulting WINSTATION provides the player with a machine that is exceptionally easy to use, no menus to navigate, and no complicated purchasing process.

INTRALOT is the only vendor that provides this user friendly self-service design to enable customers to purchase all lottery products. Even GTECH agrees that our design is superior, as they are in the process of copying the INTRALOT design and now present something called AUTO LOTTO. We are confident the simplicity of our push-a-button, get a ticket approach will result in increased sales for the Lottery as it has already for the current WINSTATION users in Ohio, Idaho and New Mexico.

Ease of use is also extended to the Lottery Retailers and Lottery Staff with simple straightforward steps for:

- Ticket loading/unloading - via the patent pending EasyFive Perf-O-Cator, there are five (5) bins on each row, making the ticket loading or unloading process the quickest and easiest system for retailers in the industry.
- Cash reconciliation and ticket sales
- Report viewing and printing
- Pack activations and settlement (when connected)
- Conveniently located Quick Reference Label inside every TVM

Immediately after the last ticket is vended from any bin the electronic price display for that bin will read "OUT". This will alert all potential players which games are not available for purchase prior to inserting money into the bill acceptor. For players with a remaining balance, not only will the price display for that game indicate "OUT", but the player screen will also display a message such as:

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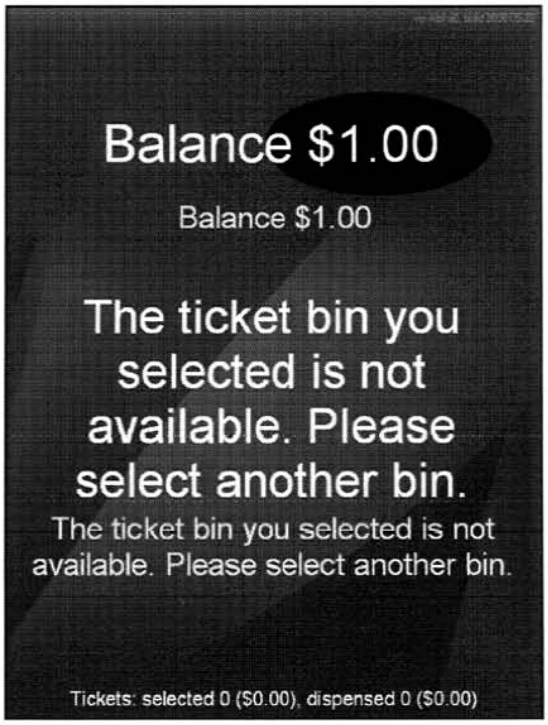

Each bin contains a ticket-out sensor that is capable of being detected by software. The price display will show "OUT" when the bin is empty. A "bin out" message will be sent to the LOTOS™ Central System when the last ticket has been vended. Our Call Center and LSR organization will track the number of bin outs a retailer is experiencing, after agreed upon thresholds have been reached, either the Call Center or LSR may then contact the retailer via a terminal message or telephone call. They will make sure there are no other problems and alert them that the machine is out of inventory in various bins. This also allows us to manage the retailers where the machine needs to be restocked more often.

Bin Low status is determined by software in the WINSTATION. The software keeps track of the number of tickets sold from the book and can determine how many tickets are left. The default bin low threshold in the WINSTATION is set to five (5) tickets. Once the bin low threshold has been reached the retailer is notified when they take the next inventory report. The bin with the low inventory will show "LOW" next to the inventory amount. The number of tickets that constitute a low bin limit is configurable. If current bin inventory is less than the low bin limit, the contents of the bin are considered low.

The WINSTATION notifies the Central System of the condition. When a bin low status is detected, a service message is sent to the Central System and recorded. Call Center or operations can notify the retailer via a message to the terminal. Our CSRs will also be notified. The service message can be re-sent until corrective action is taken by the retailer or the bin runs out of tickets. The exact procedures to be followed would be approved by the Texas Lottery.

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Unused credits are retained on the WINSTATION, not only while the machine is in consumer mode allowing users to purchase tickets, but also in the event that the TVM needs to be opened during the transaction. Upon the main door being closed and relocked the remaining balance will reappear in the balance area at the top of the consumer display/instruction screen, and the player can resume purchasing until all credits are used.

Currency Acceptor

INTRALOT's Ticket Vending Machines are equipped with JCM® DBV-Bill Validator (DBV-300) bill validators. JCM Global is the worldwide leader and most trusted name in currency and transaction management in many industries including Lottery. JCM bill validators provide the highest level of security and first-time read rates in the industry along with the following:

- Optical and magnetic sensors
- Intelligent 3-way LED for easy field diagnostics
- High-speed 4-way bill acceptance
- Latest recognition software
- MDB Plug & Play
- Downloadable software when machines are connected online for new currency formats

The JCM currency acceptor is clearly labeled on every WINSTATION to show the denominations accepted and instruct players that bills may be inserted all four ways – facing left or right, and facing up or down.

The JCM currency acceptor accepts $1, $5, $10, $20, $50 and $100 dollar bills (no coins allowed). The maximum credit limit for the currency acceptor is a configurable parameter that can be set to the Lottery's requirements.

JCM gives 100% assurance of the highest rejection rate for counterfeit, altered, bogus or foreign currency. The currency acceptor utilized in the WINSTATION accepts US currency only.

JCM's expertise in the bill validator business has resulted in the development of strong working relationships with the U.S. Treasury and the Bureau of Engraving and Printing. This relationship allows JCM to routinely meet with these agencies as new currency is developed and access new

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money prior to general distribution, enabling JCM to have software upgrades available for operators before consumers have newly designed currency in their hands.

Once a bill has been inserted through the bezel on the JCM currency acceptor it is trapped inside the bill stacker located inside a separately keyed metal compartment inside the main cabinet. Removal of bills requires two (2) separate and different Medeco® keys to access both the main cabinet door and the bill acceptor vault, along with a valid username and password entry on the main menu touch screen.

All WINSTATION currency acceptors are completely secure and self-contained in a separate metal compartment inside the main cabinet. The currency acceptor compartment lock is keyed separately from the main door lock, both are Medeco® locks. These locks cannot be compromised nor can keys be duplicated without the unique key code. All key codes are retained separate from any keys, and key replacement orders can only be replaced by individuals who have been pre-authorized by Medeco®.

INTRALOT always provides two high capacity 1000 bill magazines with each WINSTATION. This will provide additional security at the Lottery Retail locations. Retailers can simply remove the full bill magazine and insert the empty cassette without having to remove the currency collected until they are securely in their office, or to safely retain in their vault until conducting their accounting and reconciliation process.

INTRALOT's currency acceptors accept bills face up and face down and from either direction without jamming or misreading, and without being susceptible to counterfeit, altered, bogus or foreign bills. Included as a standard feature INTRALOT always supplies two 1,000 bill stackers with every WINSTATION.

The WINSTATION dispensing technology can dispense all industry standard tickets sizes up to and including twelve inches (12") in length.

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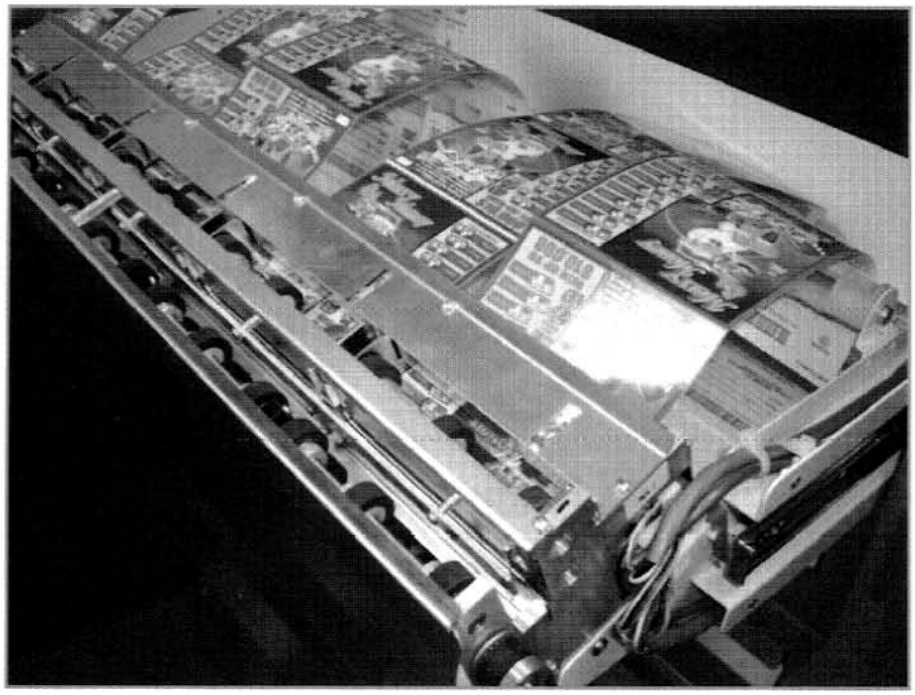
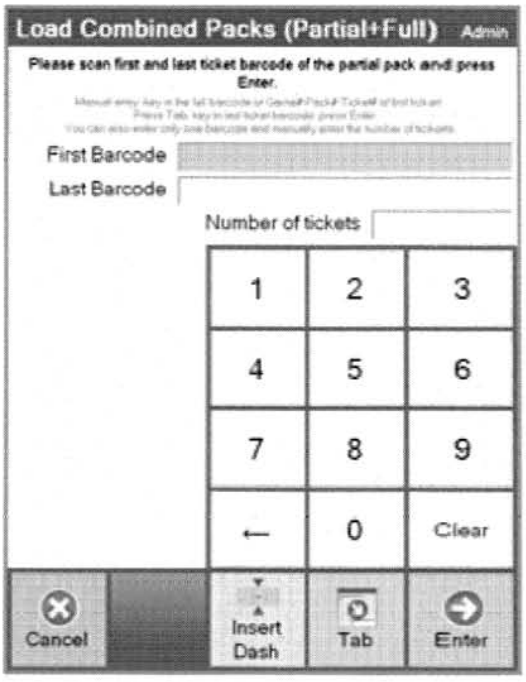


The Instant Ticket bins in the WINSTATION can accommodate a pack thickness up to and including three inches (3").



For dispensing multiple ticket packs, the individual packs can easily be connected utilizing specially designed perforated tape for continuous vending of Instant Ticket inventory.

Ticket bins are easily accessed inside the main cabinet via a sliding drawer system. Due to the unique design of the WINSTATION dispensing technology, the Easy Five Perf-O-Cator, there are five (5) bins on each row, making bin access for ticket loading or unloading the quickest and easiest system for retailers in the industry. This dispensing technology was also designed with easy bin removal and replacement.

The WINSTATION's dispensing technology, the Easy Five Perf-O-Cator, dispenses every ticket in the pack loaded without causing any dispensing or bursting issues.

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The Easy Five Perf-O-Cator dispenses every ticket without distortion of ticket quality or ticket appearance. This patent pending vending system is the most revolutionary Instant Ticket dispensing technology in the industry.

Machine Security

Confidentiality Claimed
Not released

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Confidentiality Claimed
Not released

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Not released

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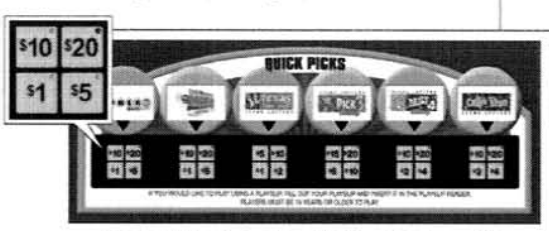
WinStation Kiosk/TVM

Key Standard Features:

- Quick Pick Push Buttons for all Online Games via the iPick Game Select Panel with LED Indication (patent pending)
- PlaySlip Scanner to Play any Online Game
- Up to 25 Instant Games
- Built-in Beta Brite Enhanced Scrolling Display
- Touch Screen / Player Information Monitor
- Optional Debit with PIN Payment Terminal
- 2D Barcode Reader for Validation and Ticket Checking
- Currency Acceptor with Medeco Lock
- Online Ticket / Receipt High Speed Thermal Printer

Additional Standard Features:

- Secure Internal Hinge Cabinet with Medeco Lock
- Receive Credit in Machine for Winning Tickets
- EasyFive Perf-o-Cator (patent pending)
- UPS for Continuous Electrical Power
- Alarm for Tilt and Unauthorized Access
- Remote Control Deactivation
- TCPIP Full-time Network Communication
- Bin-low, Bin-out Auto Message Notification Alerts
- Remote Diagnostics and Management
- Customized Full Wrap Graphic Exterior Design
- Five High Intensity LED Lights per Window



User-friendly Push Button Online iPick Game Selector Panel ***OR***

Additional Top Row of Brightly Lit Ticket Windows and LED Price Displays

Height: **74.8"** Width: **36.2"** Depth: **24.4"** Weight: approx. **550 lbs.**
Accepts $1, 5, 10, 20, 50 and 100 US Bills Meets all ADA Requirements

Touch Screen / Player Information Monitor

Online and Scratch Ticket Check and Validator

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2. The Proposer shall include information on the functionality or capability of all Terminal devices to interact with the back-office systems of Retailers.

INTRALOT is currently providing XLM data files to retailers under many of our contracts and agrees to provide this for the Texas retailers. INTRALOT recognizes the need and benefits of implementing a common information sharing methodology. The standard not only helps retailers by reducing paperwork and simplifying procedures, but allows the Lottery vendors to implement a single standard that will apply to all NASPL Lotteries and their associated retailers. INTRALOT supports all efforts to provide industry standard XML or any other such initiative. INTRALOT's currently participates in the NACS XML Project. In addition, INTRALOT agrees to support the Lottery's efforts for other industry standard initiatives as they arise.

The LOTOS™ O/S provides seamless integration between online games and instant game data for reporting and accounting purposes. Instant and on-line data within LOTOS™ O/S are maintained, reported and made available as combined information and does not require any merging or data conversion for the reports that the Lottery or the retailers require. INTRALOT will make combined data available for any application with the System.

Retailer Account Reporting Website

INTRALOT will provide a website reserved for retailer accounting, announcements and other information for retailers. The retailer accounting website content available to the retailers includes, but not be limited to, transactional accounting, sales information, retailer applications, and retailer historical reports. Corporate retailers will have access to information on any or all sites within the corporate account, using this website. The functionality for retailers to be able to obtain game and terminal documentation, e.g., how to play and quick reference guides, are also provided by accessing this website.

Access to the web-site will be controlled to maintain the security and integrity of the data, retailers will only be allowed access to their information and within a retailer organization access to specific information will be limited to only those with the appropriate authorization.

INTRALOT will provide the website on a separate server from the LOTOS™ O/S hosts, and access by the retailers will be secure and encrypted. INTRALOT will protect the LOTOS™ host with redundant firewalls and additional security measures from the retailer website server, as approved by the Lottery. INTRALOT will provide all websites or services in adherence to NASPL standards which includes XML support.

All reports that are generated by the System are available as PDF, Excel, CVS, and Text file formats, making all such reporting information easily exportable for Lottery and retailer management under Excel and other common data management tools.

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WinStation Kiosk/TVM

Key Standard Features:

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- Online Ticket / Receipt High Speed Thermal Printer

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- UPS for Continuous Electrical Power
- Alarm for Tilt and Unauthorized Access
- Remote Control Deactivation
- TCPIP Full-time Network Communication
- Bin-low, Bin-out Auto Message Notification Alerts
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Report Options

Reporting driven by date periods with start and end dates is the standard throughout the LOTOS system. INTRALOT agrees to provide reports date driven, with entries capable of being sorted and filtered with filtering options to be agreed with the Lottery. INTRALOT will customize all reports according to the Lottery and retailers' requirements.

3. The Proposer must provide a sample of its Retailer Training Manual and explain other options for training Retailers such as including an online training manual within the Terminal.

Retailer Training Manuals

INTRALOT is pleased to provide examples of our comprehensive Retailer Training Manuals on the DVD as the beginning of our proposal. We have included as examples the South Carolina Lottery's Retailer Training Manual for the microLOT terminal and the Louisiana Lottery's PHOTON Retailer Training Manual.

INTRALOT will provide the Retailer Training Manuals in both the English and Spanish languages. Our Retailer Training Manuals contain information and instructions on replacing paper and making minor adjustments to the Terminals, placing each transaction, obtaining each report, call center procedures, use of play slips, claim forms, adjustment forms and settlement forms. INTRALOT will update the Retailer Training Manuals when new Lottery Products are introduced and/or other changes are made and must be distributed to Retailers prior to the start of the new game(s) and/or the effective date of the change(s). This information is available on all Retailer Sales Terminals and in hard copy for equipment where this functionality is unavailable. Retailer Training Manuals will be provided to the Texas Lottery in a format for posting to the Texas Lottery's Retailer Web site.

Both of the terminals, the PHOTON and microLOT, proposed to the Texas Lottery have extensive online HELP and Training Mode capabilities, which are also in both English and Spanish.

The retailer terminals contain a full featured Help System that is easily accessed from the **Main Menu** screen and each of the **Game** screens. The terminal contains **Help** screens that provide the retailer with guidance on performing specific functions. **Help** screens are always customized for each of our projects to reflect not only Lottery specific games, functions and features, but to contain any other information required by the Lottery. This can include for example:

- FAQ screens,
- Contact information, or
- Policy and procedures.

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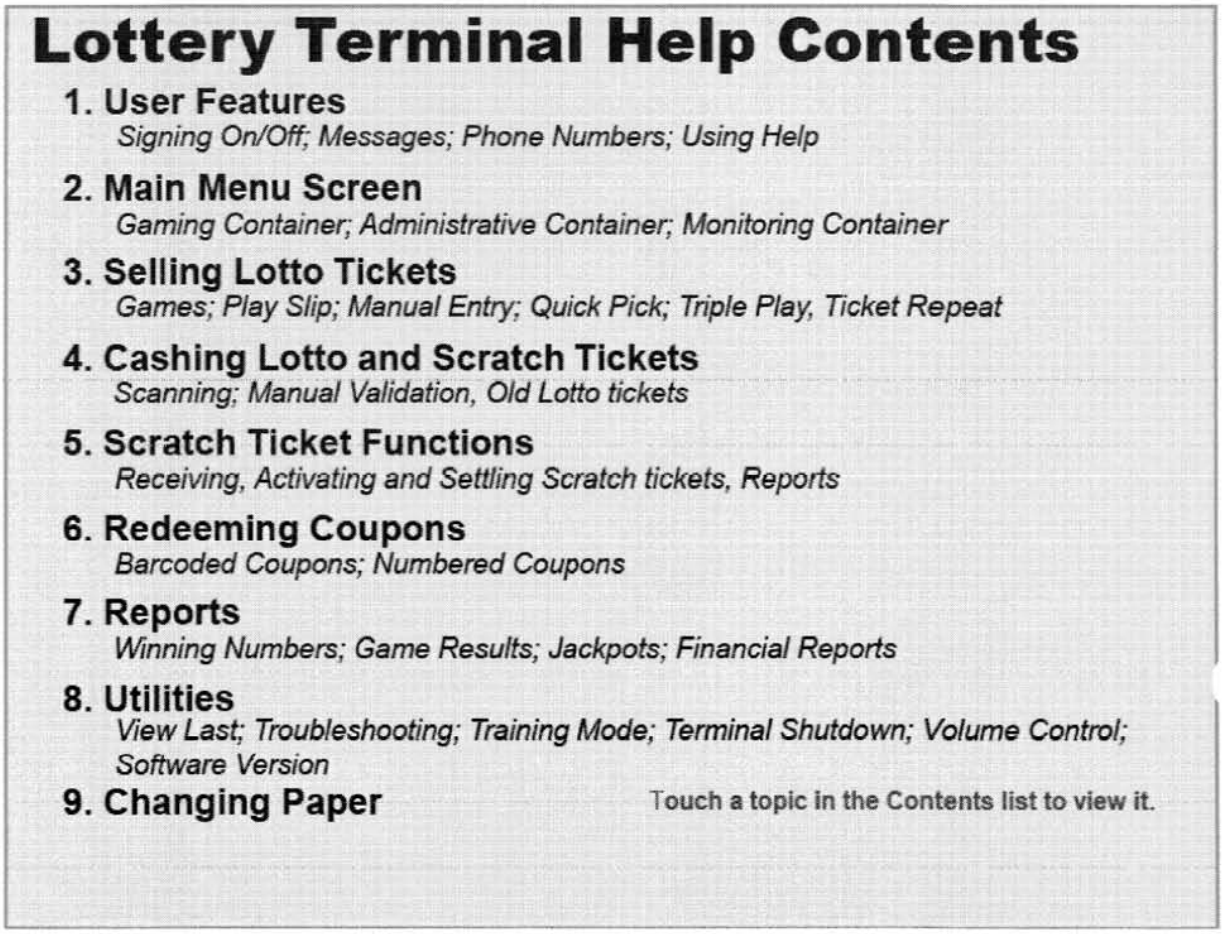

Please reference the above mentioned Terminal Training Manuals and videos on the DVD enclosed in the front of the proposal and to view examples of help screens provided on the Terminal.

The comprehensive Help System contains optional video that helps new retailers and their employees learn at their own place the features and function available on the terminal. The video may be stopped and restarted at various points allowing retailers to resume training where they left off.

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Please reference the Terminal Training DVD located under the MULTI-MEDIA Tab at the beginning of our proposal to view examples of help screens provided on the Terminal.

Quick Reference Guides

In addition to the Retailer Training Manual, retailers will be provided with a Quick Reference Card (QRC). These materials will use visuals to facilitate understanding. The QRC will explain the most commonly used terminal functions and activities, such as using play slips, selling, validating, printing reports, and changing ticket stock. In addition, the QRC will contain contact numbers for Call Center support, TeleMarketing, Claims, Security and/or other numbers that the Lottery requires. Furthermore, the QRC will contain various Frequently Asked Questions and answers that INTRALOT has compiled from the retailer training. All training material will be submitted to the Lottery for approval prior to distribution.

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Examples of INTRALOT's Quick Reference Guides that contain information and instructions on changing ticket stock, how to conduct each type of transaction, obtaining and using the reports, Call Center procedures, use of play slips, claims, and retailer adjustments are reproduced on the following pages.

Nebraska Quick Reference Card

Lotto Terminal Quick Reference Guide

nebraska LOTTERY

Signing On

To start selling and validating Lotto tickets:

1. Touch the [SIGN ON] button.
2. Enter your 6-digit Retailer ID number and touch [OK].
3. Enter your 5-digit password number and touch [OK].

You are now signed on.

AMBER ALERT

If an AMBER ALERT message displays, print it and display it in a predominant location in your store. Additional information will be sent as it becomes available.

Signing Off

To sign-off your Lotto terminal:

1. Return to the **Main Menu** screen.
2. Touch the [SIGN OFF] button.
3. A confirmation message displays.
4. Touch [OK] in the message window to confirm the sign-off.

You are now signed off and the game buttons are disabled.

Messages

Message types are:

- Standard - can be viewed at any time
- Mandatory - must be viewed to unlock terminal functions

1. To view pending messages, touch [MESSAGES] on the **Main Menu** screen. The **Message** screen displays a list of messages. It will store up to one week's worth.
2. Touch the message listed on the left side of the **Message** screen to view it in full on the right side of the screen.
3. Touch [PRINT] to print a copy or [EXIT] to return to the list of messages.

How To Get Reports

Financial Reports

1. From the **Main Menu** screen, touch the [FINANCIAL REPORTS] button. The **Financial Reports Main Menu** screen displays.
   - Summary
   - Sales
   - Validation
   - Commission
   - Coupon
   - Financial Adjustment
   - Previous Weekly Settlement
   - Current Weekly Settlement
2. Touch the button for the report you wish to see.
3. Touch the button for the day of the week for which you wish to view the report. The buttons will be disabled if this option is not available for the type of report you selected.
4. The report displays in a **Preview Panel**. To print the report, touch the [PRINT] button. To return to the **Financial Reports Main Menu**, touch [EXIT].

Winning Numbers and Jackpot Reports

1. From the **Main Menu** screen, touch the [WINNING #'s & JACKPOTS] button. The **Winning Numbers & Jackpot Main Menu** screen displays.
2. Touch the [LAST 4 DRAWS] button to view the winning numbers for the last four draws for the selected Lotto game.
3. Touch the [LAST DRAW-ALL GAMES] button for the results from the last drawing for all three games.
4. Touch the [LAST DRAW] button to view the Game Results for the selected game, including the number of winners and prize levels.
5. Touch the [SEARCH] button for the desired game to view game results for that game by a specific draw date. When the **Enter Draw Date** window displays, select the month, year and date, and then touch [OK].

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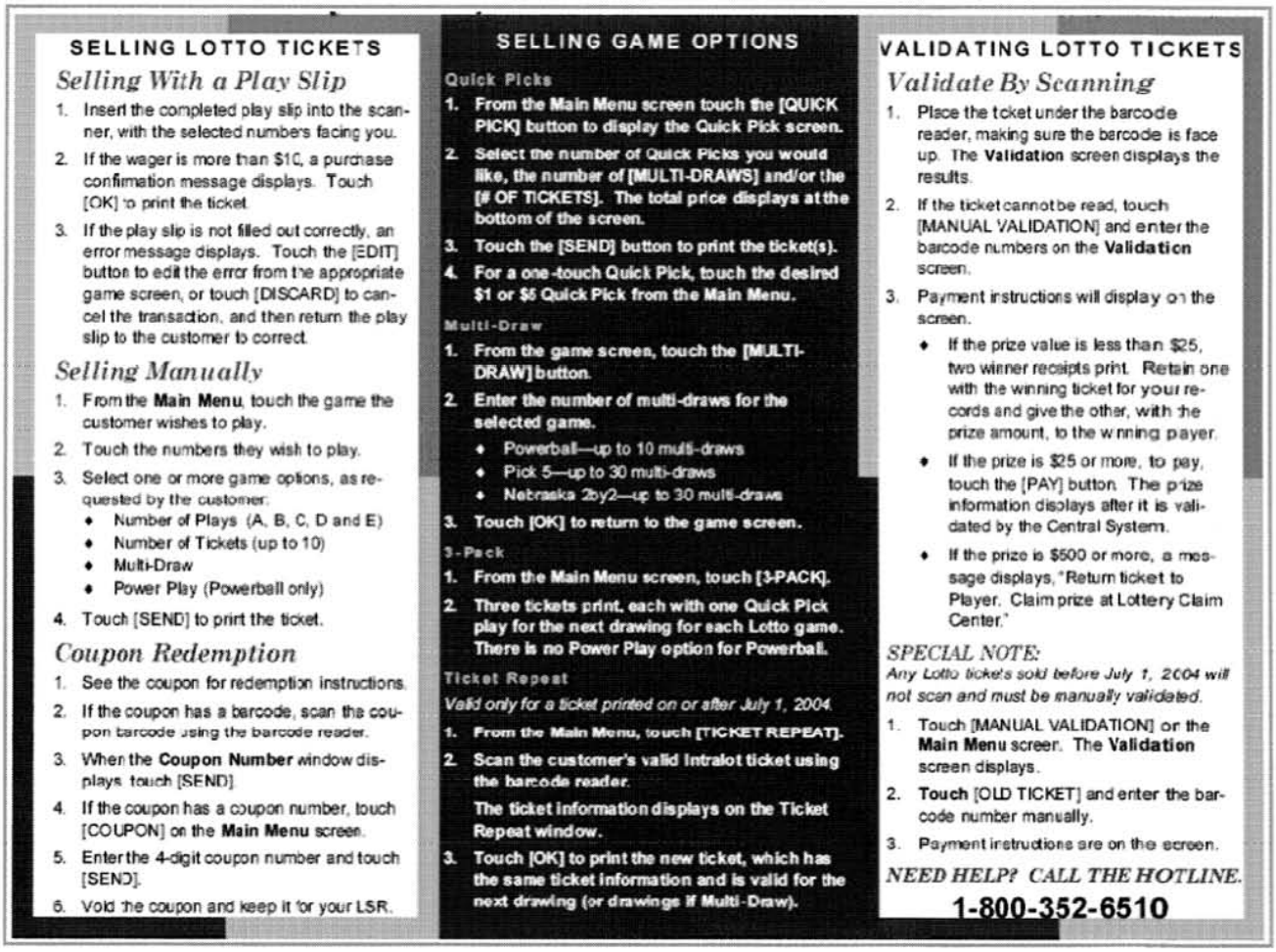
Nebraska Quick Reference Card (Page 2)



SELLING LOTTO TICKETS

Selling With a Play Slip

1. Insert the completed play slip into the scanner, with the selected numbers facing you.
2. If the wager is more than $1C, a purchase confirmation message displays. Touch [OK] to print the ticket.
3. If the play slip is not filled out correctly, an error message displays. Touch the [EDIT] button to edit the error from the appropriate game screen, or touch [DISCARD] to cancel the transaction, and then return the play slip to the customer to correct.

Selling Manually

1. From the **Main Menu**, touch the game the customer wishes to play.
2. Touch the numbers they wish to play.
3. Select one or more game options, as requested by the customer:
   - Number of Plays (A, B, C, D and E)
   - Number of Tickets (up to 10)
   - Multi-Draw
   - Power Play (Powerball only)
4. Touch [SEND] to print the ticket.

Coupon Redemption

1. See the coupon for redemption instructions.
2. If the coupon has a barcode, scan the coupon barcode using the barcode reader.
3. When the **Coupon Number** window displays, touch [SEND].
4. If the coupon has a coupon number, touch [COUPON] on the **Main Menu** screen.
5. Enter the 4-digit coupon number and touch [SEND].
6. Void the coupon and keep it for your LSR.

SELLING GAME OPTIONS

Quick Picks

1. **From the Main Menu screen touch the [QUICK PICK] button to display the Quick Pick screen.**
2. **Select the number of Quick Picks you would like, the number of [MULTI-DRAWS] and/or the [# OF TICKETS]. The total price displays at the bottom of the screen.**
3. **Touch the [SEND] button to print the ticket(s).**
4. **For a one-touch Quick Pick, touch the desired $1 or $5 Quick Pick from the Main Menu.**

Multi-Draw

1. **From the game screen, touch the [MULTI-DRAW] button.**
2. **Enter the number of multi-draws for the selected game.**
   - Powerball—up to 10 multi-draws
   - Pick 5—up to 30 multi-draws
   - Nebraska 2by2—up to 30 multi-draws
3. **Touch [OK] to return to the game screen.**

3-Pack

1. **From the Main Menu screen, touch [3-PACK].**
2. **Three tickets print, each with one Quick Pick play for the next drawing for each Lotto game. There is no Power Play option for Powerball.**

Ticket Repeat

Valid only for a ticket printed on or after July 1, 2004.

1. **From the Main Menu, touch [TICKET REPEAT].**
2. **Scan the customer's valid Intralot ticket using the barcode reader.**

   The ticket information displays on the Ticket Repeat window.
3. **Touch [OK] to print the new ticket, which has the same ticket information and is valid for the next drawing (or drawings if Multi-Draw).**

VALIDATING LOTTO TICKETS

Validate By Scanning

1. Place the ticket under the barcode reader, making sure the barcode is face up. The **Validation** screen displays the results.
2. If the ticket cannot be read, touch [MANUAL VALIDATION] and enter the barcode numbers on the **Validation** screen.
3. Payment instructions will display on the screen.
   - If the prize value is less than $25, two winner receipts print. Retain one with the winning ticket for your records and give the other, with the prize amount, to the winning player.
   - If the prize is $25 or more, to pay, touch the [PAY] button. The prize information displays after it is validated by the Central System.
   - If the prize is $500 or more, a message displays, "Return ticket to Player. Claim prize at Lottery Claim Center."

SPECIAL NOTE:

Any Lotto tickets sold before July 1, 2004 will not scan and must be manually validated.

1. Touch [MANUAL VALIDATION] or the **Main Menu** screen. The **Validation** screen displays.
2. **Touch** [OLD TICKET] and enter the barcode number manually.
3. Payment instructions are on the screen.

NEED HELP? CALL THE HOTLINE.

1-800-352-6510

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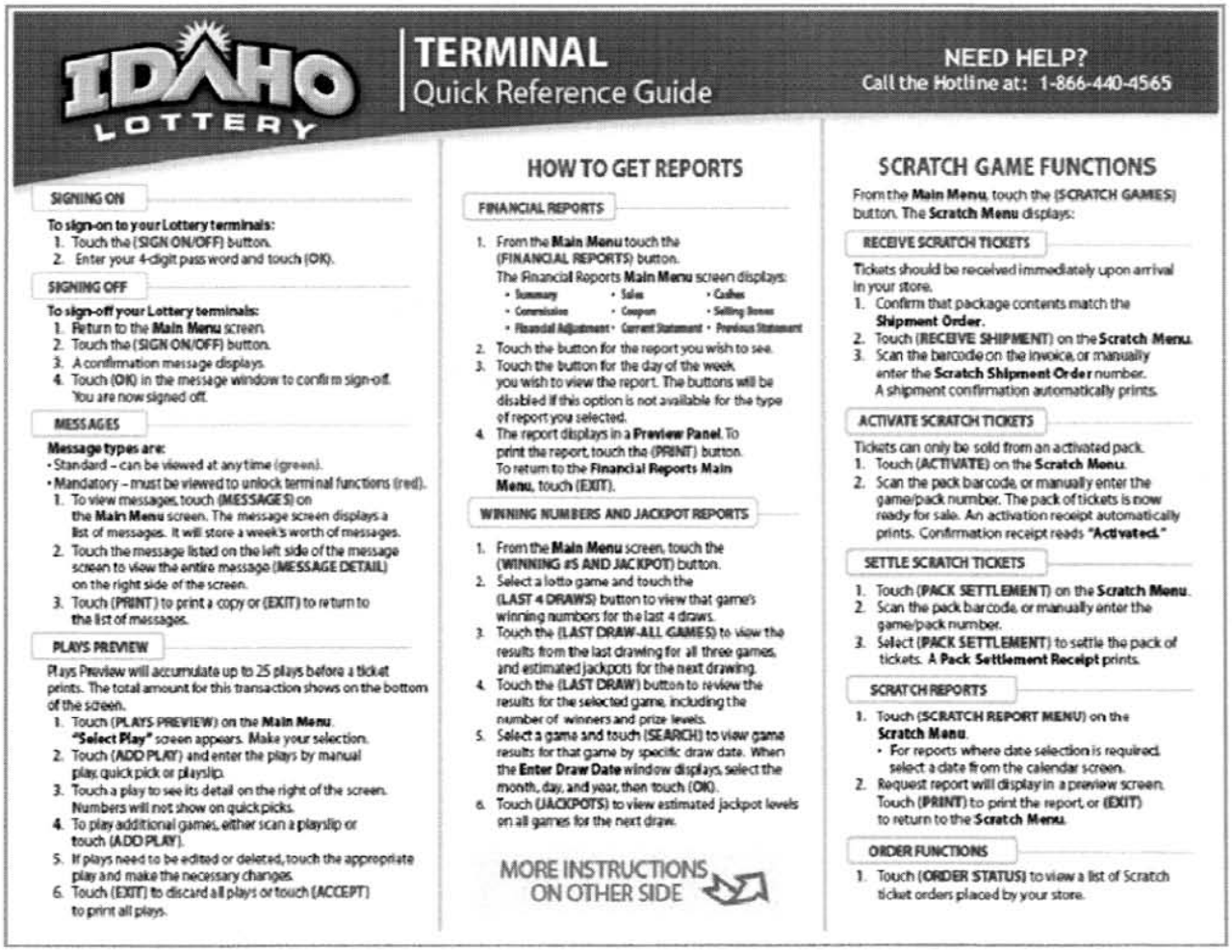
Idaho Quick Reference Card (Page 1)



IDAHO LOTTERY

TERMINAL
Quick Reference Guide

NEED HELP?
Call the Hotline at: 1-866-440-4565

SIGNING ON

To sign-on to your Lottery terminals:
1. Touch the (SIGN ON/OFF) button.
2. Enter your 4-digit pass word and touch (OK).

SIGNING OFF

To sign-off your Lottery terminals:
1. Return to the **Main Menu** screen.
2. Touch the (SIGN ON/OFF) button.
3. A confirmation message displays.
4. Touch (OK) in the message window to confirm sign-off. You are now signed off.

MESSAGES

Message types are:
- Standard – can be viewed at any time (green).
- Mandatory – must be viewed to unlock terminal functions (red).

1. To view messages, touch (MESSAGES) on the **Main Menu** screen. The message screen displays a list of messages. It will store a week's worth of messages.
2. Touch the message listed on the left side of the message screen to view the entire message (MESSAGE DETAIL) on the right side of the screen.
3. Touch (PRINT) to print a copy or (EXIT) to return to the list of messages.

PLAYS PREVIEW

Plays Preview will accumulate up to 25 plays before a ticket prints. The total amount for this transaction shows on the bottom of the screen.

1. Touch (PLAYS PREVIEW) on the **Main Menu**. **"Select Play"** screen appears. Make your selection.
2. Touch (ADD PLAY) and enter the plays by manual play, quick pick or playslip.
3. Touch a play to see its detail on the right of the screen. Numbers will not show on quick picks.
4. To play additional games, either scan a playslip or touch (ADD PLAY).
5. If plays need to be edited or deleted, touch the appropriate play and make the necessary changes.
6. Touch (EXIT) to discard all plays or touch (ACCEPT) to print all plays.

HOW TO GET REPORTS

FINANCIAL REPORTS

1. From the **Main Menu** touch the (FINANCIAL REPORTS) button. The Financial Reports **Main Menu** screen displays:
   - Summary
   - Sales
   - Cashes
   - Commission
   - Coupon
   - Selling Bonus
   - Financial Adjustment
   - Current Statement
   - Previous Statement
2. Touch the button for the report you wish to see.
3. Touch the button for the day of the week you wish to view the report. The buttons will be disabled if this option is not available for the type of report you selected.
4. The report displays in a **Preview Panel**. To print the report, touch the (PRINT) button. To return to the **Financial Reports Main Menu**, touch (EXIT).

WINNING NUMBERS AND JACKPOT REPORTS

1. From the **Main Menu** screen, touch the (WINNING #S AND JACKPOT) button.
2. Select a lotto game and touch the (LAST 4 DRAWS) button to view that game's winning numbers for the last 4 draws.
3. Touch the (LAST DRAW-ALL GAMES) to view the results from the last drawing for all three games, and estimated jackpots for the next drawing.
4. Touch the (LAST DRAW) button to review the results for the selected game, including the number of winners and prize levels.
5. Select a game and touch (SEARCH) to view game results for that game by specific draw date. When the **Enter Draw Date** window displays, select the month, day, and year, then touch (OK).
6. Touch (JACKPOTS) to view estimated jackpot levels on all games for the next draw.

MORE INSTRUCTIONS ON OTHER SIDE

SCRATCH GAME FUNCTIONS

From the **Main Menu**, touch the (SCRATCH GAMES) button. The **Scratch Menu** displays:

RECEIVE SCRATCH TICKETS

Tickets should be received immediately upon arrival in your store.

1. Confirm that package contents match the **Shipment Order**.
2. Touch (RECEIVE SHIPMENT) on the **Scratch Menu**.
3. Scan the barcode on the invoice, or manually enter the **Scratch Shipment Order** number. A shipment confirmation automatically prints.

ACTIVATE SCRATCH TICKETS

Tickets can only be sold from an activated pack.

1. Touch (ACTIVATE) on the **Scratch Menu**.
2. Scan the pack bar code, or manually enter the game/pack number. The pack of tickets is now ready for sale. An activation receipt automatically prints. Confirmation receipt reads **"Activated."**

SETTLE SCRATCH TICKETS

1. Touch (PACK SETTLEMENT) on the **Scratch Menu**.
2. Scan the pack bar code, or manually enter the game/pack number.
3. Select (PACK SETTLEMENT) to settle the pack of tickets. A **Pack Settlement Receipt** prints.

SCRATCH REPORTS

1. Touch (SCRATCH REPORT MENU) on the **Scratch Menu**.
   - For reports where date selection is required, select a date from the calendar screen.
2. Request report will display in a preview screen. Touch (PRINT) to print the report, or (EXIT) to return to the **Scratch Menu**.

ORDER FUNCTIONS

1. Touch (ORDER STATUS) to view a list of Scratch ticket orders placed by your store.

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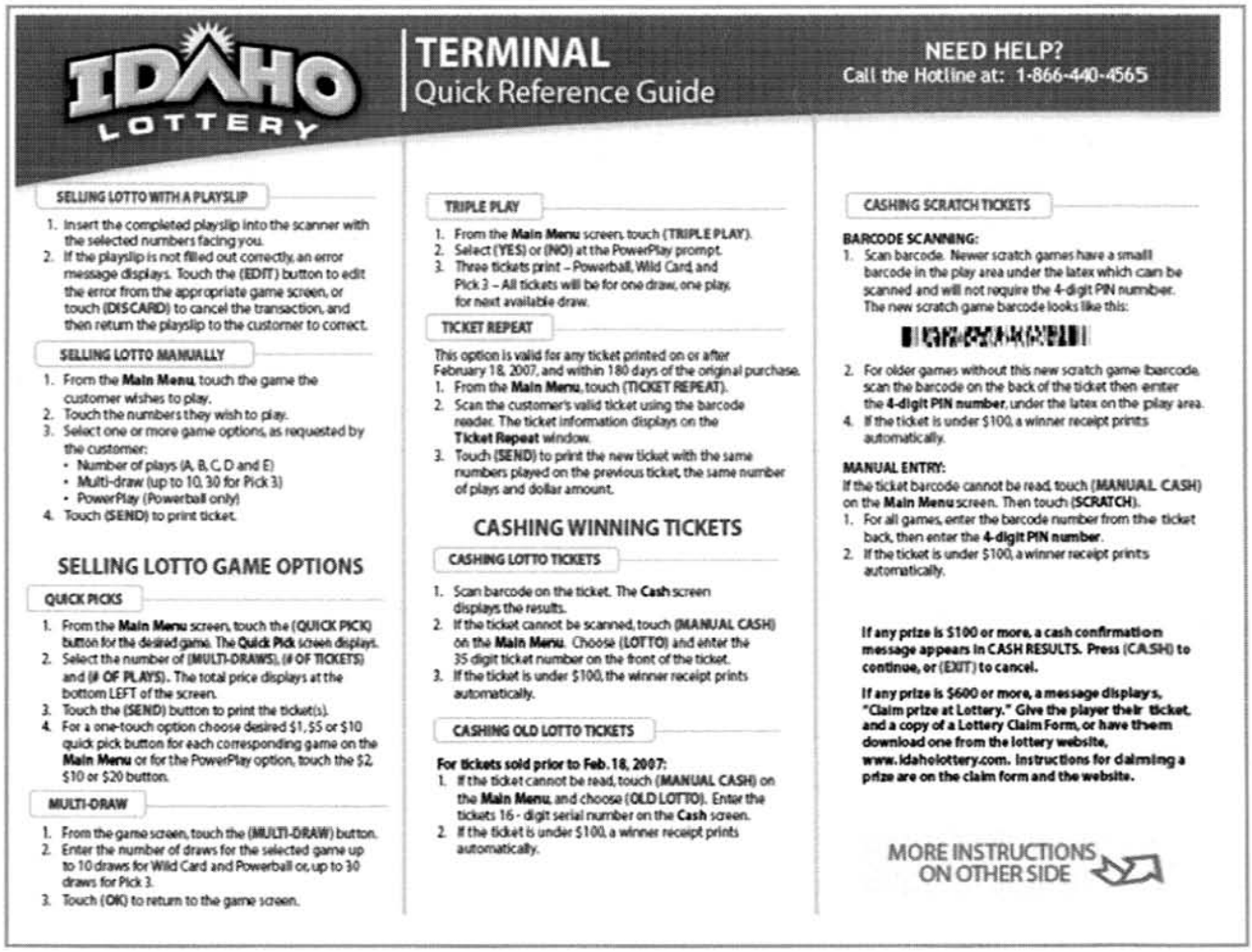
Idaho Quick Reference Cards (Page 2)



IDAHO LOTTERY

TERMINAL Quick Reference Guide

NEED HELP?
Call the Hotline at: 1-866-440-4565

SELLING LOTTO WITH A PLAYSLIP

1. Insert the completed playslip into the scanner with the selected numbers facing you.
2. If the playslip is not filled out correctly, an error message displays. Touch the (**EDIT**) button to edit the error from the appropriate game screen, or touch (**DISCARD**) to cancel the transaction, and then return the playslip to the customer to correct.

SELLING LOTTO MANUALLY

1. From the **Main Menu**, touch the game the customer wishes to play.
2. Touch the numbers they wish to play.
3. Select one or more game options, as requested by the customer:
   - Number of plays (A, B, C, D and E)
   - Multi-draw (up to 10, 30 for Pick 3)
   - PowerPlay (Powerball only)
4. Touch (**SEND**) to print ticket.

SELLING LOTTO GAME OPTIONS

QUICK PICKS

1. From the **Main Menu** screen, touch the (**QUICK PICK**) button for the desired game. The **Quick Pick** screen displays.
2. Select the number of (**MULTI-DRAWS**), (**# OF TICKETS**) and (**# OF PLAYS**). The total price displays at the bottom LEFT of the screen.
3. Touch the (**SEND**) button to print the ticket(s).
4. For a one-touch option choose desired $1, $5 or $10 quick pick button for each corresponding game on the **Main Menu** or for the PowerPlay option, touch the $2, $10 or $20 button.

MULTI-DRAW

1. From the game screen, touch the (**MULTI-DRAW**) button.
2. Enter the number of draws for the selected game up to 10 draws for Wild Card and Powerball or, up to 30 draws for Pick 3.
3. Touch (**OK**) to return to the game screen.

TRIPLE PLAY

1. From the **Main Menu** screen, touch (**TRIPLE PLAY**).
2. Select (**YES**) or (**NO**) at the PowerPlay prompt.
3. Three tickets print – Powerball, Wild Card, and Pick 3 – All tickets will be for one draw, one play, for next available draw.

TICKET REPEAT

This option is valid for any ticket printed on or after February 18, 2007, and within 180 days of the original purchase.

1. From the **Main Menu**, touch (**TICKET REPEAT**).
2. Scan the customer's valid ticket using the barcode reader. The ticket information displays on the **Ticket Repeat** window.
3. Touch (**SEND**) to print the new ticket with the same numbers played on the previous ticket, the same number of plays and dollar amount.

CASHING WINNING TICKETS

CASHING LOTTO TICKETS

1. Scan barcode on the ticket. The **Cash** screen displays the results.
2. If the ticket cannot be scanned, touch (**MANUAL CASH**) on the **Main Menu**. Choose (**LOTTO**) and enter the 35 digit ticket number on the front of the ticket.
3. If the ticket is under $100, the winner receipt prints automatically.

CASHING OLD LOTTO TICKETS

For tickets sold prior to Feb. 18, 2007:

1. If the ticket cannot be read, touch (**MANUAL CASH**) on the **Main Menu**, and choose (**OLD LOTTO**). Enter the tickets 16 - digit serial number on the **Cash** screen.
2. If the ticket is under $100, a winner receipt prints automatically.

CASHING SCRATCH TICKETS

BARCODE SCANNING:

1. Scan barcode. Newer scratch games have a small barcode in the play area under the latex which can be scanned and will not require the 4-digit PIN number. The new scratch game barcode looks like this:

2. For older games without this new scratch game barcode, scan the barcode on the back of the ticket then enter the **4-digit PIN number**, under the latex on the play area.
4. If the ticket is under $100, a winner receipt prints automatically.

MANUAL ENTRY:

If the ticket barcode cannot be read, touch (**MANUAL CASH**) on the **Main Menu** screen. Then touch (**SCRATCH**).

1. For all games, enter the barcode number from the ticket back, then enter the **4-digit PIN number**.
2. If the ticket is under $100, a winner receipt prints automatically.

If any prize is $100 or more, a cash confirmation message appears in CASH RESULTS. Press (CASH) to continue, or (EXIT) to cancel.

If any prize is $600 or more, a message displays, "Claim prize at Lottery." Give the player their ticket, and a copy of a Lottery Claim Form, or have them download one from the lottery website, www.idaholottery.com. Instructions for claiming a prize are on the claim form and the website.

MORE INSTRUCTIONS ON OTHER SIDE

INTRALOT will update training material provided to the retailers as required and approved by the Lottery. We will be responsible for ensuring that materials are distributed to the retailers and the Lottery one week prior to the start date of any new game or game change. Any changes made to user documentation will also be reflected on the retailer website.

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Specified and Invited Options

4. As a specified Option, the Proposer must offer an automated in-counter ticket dispensing unit. The Proposer shall thoroughly describe the design, installation, maintenance and functionality of the unit. If the Texas Lottery exercises this option, the Proposer must install and maintain the units.

This Specified and Invited Options was deleted per Amendment No 20 to the RFP.

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5. As a Specified Option, the Proposer must offer in-lane solutions designed for use in multi-lane stores such as supermarkets. The Proposer shall thoroughly describe the design, installation, maintenance and functionality of the solution. If the Texas Lottery exercises this option, the Proposer must install and maintain the solutions. (Amended per Amendment No. 29)

INTRALOT's In-Lane Solution(s) (Specified Options)

INTRALOT recognizes the growing importance today's time-pressed consumers place on convenience. A multi-lane solution provides players with a convenient one-stop access to lottery products along with their other shopping items – without having to wait at the courtesy desk to buy their lottery products.

INTRALOT's In-Lane Solutions are presented as Specified Options.

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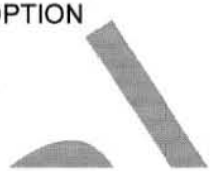

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CORONIS MP – Self Service Online Terminal (Invited option)

INTRALOT has described the benefits and features of its full service ticket vending terminal the WINSTATION in great detail earlier in this proposal. A successful self service strategy needs to enhance the convenience of play to the player and provide retailers with effective and efficient tools to sell the lottery's products.

INTRALOT recognizes that certain venues are not optimal for instant ticket sales. To address this base, INTRALOT has developed the CORONIS MP terminal to provide a self service option to meet this demand. Our CORONIS MP terminal enables these retailers to sell online and monitor games and to validate online, monitor and instant game tickets.

A balanced self service network of WINSTATION and CORONIS MP terminals will complement the core lottery retail base with profitable incremental sales. The MP provides a player friendly self service alternative for the purchase of on-line lottery products and monitor games unattended environments, such as shopping malls, hotel lobbies, and airports. The CORONIS MP is based on INTRALOT's offered terminal technology including the central processing motherboard and 2D barcode scanner.

The CORONIS MP implements an ergonomic modular design where all modules are enclosed in a secure compact sized cabinet. At the same time we use a unique technique for covering and decorating the front terminal surface with printed wraps. This gives the Lottery the freedom to design exterior terminal graphics that meets their requirements. The CORONIS MP terminal can be wall-mounted, table-mounted, or mounted on a base unit.

The CORONIS MP has a flat panel advertising display in addition to the main touch screen flat panel display. The advertising display can display game animations and advertising or other marketing screens specified by the Lottery. The CORONIS MP self service player-interface software enables the player to buy and check on-line lottery games. The CORONIS MP communicates on-line directly with the Central System over the retailer communication network.

The CORONIS MP shares the same software and source code library as the WINSTATION. The only difference between the software running in the CORONIS MP and the software running in

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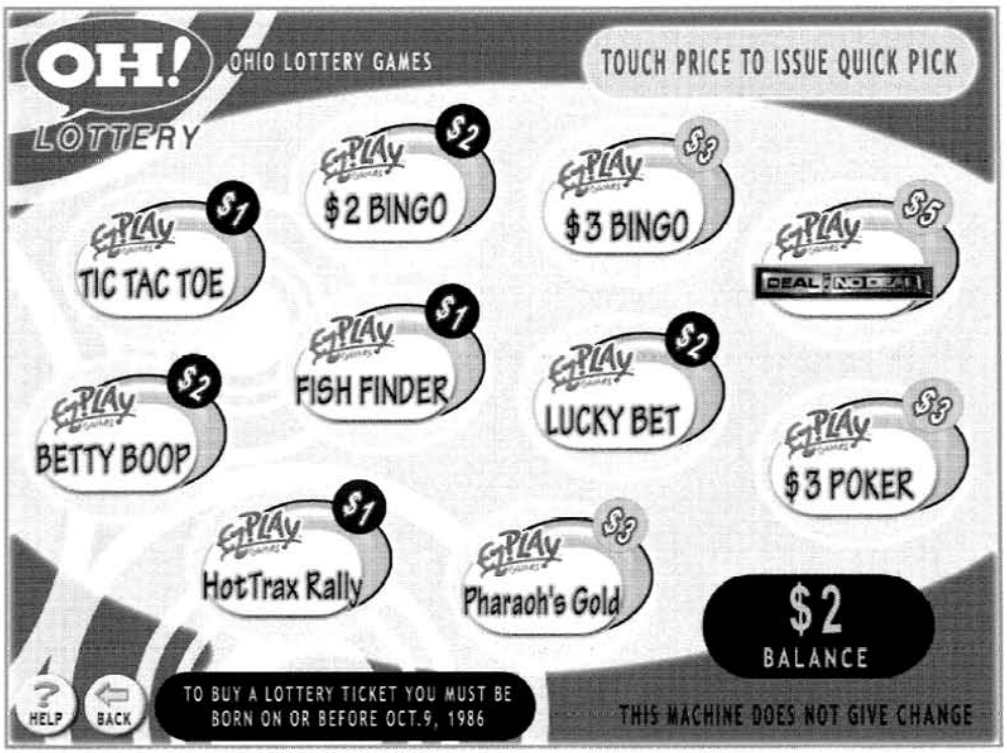
the WINSTATION is that the CORONIS MP does not have the instant ticket functionality, while everything else down to the bill acceptor, thermal printer, internal PC and Operating System are identical.

The CORONIS MP has been deployed throughout Ohio and is a selling successfully especially in bars, restaurants, and other non traditional retail locations. The success of the CORONIS MP has demonstrated that the Lottery can develop new distribution channels to drive highly profitable online game sales. The CORONIS MP creates its own point of sales presence, which stimulates impulse purchases of the online products and serves the players with minimal effort on the part of the retailer.

The functionality, accessibility, and unattended self-service features provided by the CORONIS MP Terminal will help relieve operational congestion at the retailer's counter. This is especially important during peak selling hours and when large jackpot periods drive higher workloads for the retailer.



CORONIS MP terminal screen in Ohio

Player payments are made using the convenient bill acceptor. Players receive a regular online product ticket. The CORONIS MP 2D barcode reader allows players to check their tickets to see if they are winners. When a winning ticket is presented to the CORONIS MP via the 2D barcode

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Coronis **MP**

Key Standard Features:

- Compact, Sleek Design with Minimal Footprint
- Attractive User Interface with Support for Multiple Games
- 17" Player Touch Screen for Auto Pick Online Games
- Bet Card Reader for Selecting Your Numbers on all Online Games
- Additional 17" Player Information Display
- Online Ticket Receipt/High Speed Thermal Printer
- 2D Barcode Reader for Ticket Checking
- Industry Standard Bill Acceptor
- Rich Multimedia Content Including Video and Sound
- Stereo and Subwoofer 2.1 Amplified Sound System

Additional Standard Features:

- Secure Welded Seams
- Medeco Locks and Electronic Security Switches
- Free Standing Model Mounts Securely to Floor
- TCP/IP Full Time Network Communication
- Remote Diagnostics and Management
- Powder Coated Paint on Metal Cabinet Body
- Aluminum Door Posts
- Durable and Changeable External Graphic Labeling

Height: **72.4"** Width: **21.5"** Depth: **20.3"** Weight: approx. **285 lbs.**
Accepts $1, 5, 10, 20, 50 and 100 US Bills
American Disabilities Act (ADA) compliant design
Regulatory compliance with electromagnetic and safety standards (UL,FCC,CE)

Top Screen will be Utilized for Advertising and Promotions

Lower Screen is a Player Activated Touch Screen for all Game Purchasing

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reader the terminal communicates with the Central Systems. For low tier winning tickets the terminal will give the player the option to apply their winning credits in the machine to purchase additional products or to print a ticket voucher that can be taken to the retailer to receive cash payment.

The successful philosophy that INTRALOT has implemented in developing the player interface for the WINSTATION or Instant and On-line Combination Ticket Vending Machine, ***"Push a button...Get a ticket"*** has been carried into the development of the application for the CORONIS MP. The player only needs to touch the dollar amount of the desired game to produce a quick pick ticket. The balance in the CORONIS MP determines which dollar amounts are available for purchase. The player may also play specific numbers or game options by using a play-slip. INTRALOT will work with the Lottery to design a user interface that is specific to Texas games and players.

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Coronis MP

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Monitor Gaming Equipment (invited Options)

INTRALOT recognizes the Lottery may decide to offer monitor games over the life of the contract. INTRALOT offers the following equipment options in the event that the Lottery decides to implement monitor games in the future. INTRALOT is proposing the following LCD monitors from View Sonic, known in the industry for quality and durability.

INTRLAOT will supply all wired or wireless connectivity as well as all mounting and connection hardware. We will install and configure all equipment.

As an invited Option, INTRALOT is proposing the View Sonic 26-inch LCD HDTV.

Model N2635W - 26-inch LCD receiver

LCD Type: 26"color TFT active matrix, wide LCD

Display Area: 22.7" horizontal x 12.7" vertical; 26" diagonal

Native Resolution: 1360x768

Viewing Angles: 160° horizontal, 150° vertical

Brightness: 500 cd/m2 (typ)

Aspect Ratio: 16:9

TV TV/cable: composite (RCA), component YPbPr/YCbCr, S-video

Audio Out: Speakers 2x10-watt Dolby® Digital sound

Compatibility: PC 1360x768 (preferred), 1024x768, 1280x768

Mac®* Power Mac™ G3/G4/G5 up to 1280x1024

Dimensions: Physical with stand 25.9"x 22"x 8.2" (660mm x 559mm x 210mm)

Weight: Net with stand 30.4 lb. (13.8 kg

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As an invited Option, INTRALOT is proposing the following 37-inch high definition LCD receiver from ViewSonic. Below is a photograph and specifications for the 37" LCD Monitor.

Model N3735W Widescreen LCD HDTV

LCD Type: 37" (37.02" viewable) color TFT active matrix, wide LCD

Display Area: 32.2" horizontal x 18.1" vertical; 37" diagonal

Native Resolution: 1366x768

Viewing Angles: 170° horizontal, 170° vertical

Brightness: 500 cd/m2 (typ)

Input: PC RGB analog (75 ohms, 0.7 Vp-p)

TV: TV/cable, composite (RCAx4), component YPbPr/YCbCr, S-video

Audio Output: Speakers 2x5-watt Dolby® Digital sound RCA Left/right

Compatibility: PC 1360x768 (preferred), 1024x768, 1280x768

Mac® Power Mac™ G3/G4/G5 up to 1280x1024

Dimensions Physical with stand 37.0"x 28.6"x 11.6" (941mm x 726mm x 295mm)

Weight: Net with stand 61.7 lb. (28.0 kg)

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Optional Mounting for Monitors (required for wall or ceiling mounting)

- Commercial grade Wall mount Bracket for 26" Monitor
- Commercial grade Ceiling Mounting Bracket for 26" Monitor
- Commercial Grade Wall Mounting Bracket for Large Size 37" - 40" LCD Monitor/tv
- Commercial Grade Ceiling Mounting Bracket for Large Size 37" - 40" LCD Monitor/tv

Horizon Video Controller (HVC)

(Invited Option, one per monitor is required)

The HVC is as a very compact and powerful device used to drive a screen for multimedia content display. The HVC offers optimum picture quality to high quality monitors through RGB, component video or S-video connectors. Additionally, the HVC is capable of connecting to any legacy TV with S-video or RF connectors. Due to its compact size, the HVC can be conveniently attached next to, or to the back of, the monitor.

The Horizon System operates in concert with the MicroLOT+, and PHOTON terminals, to provide a feature and content rich gaming experience.

Monitor games are an integral part of INTRALOT's gaming system. Our Horizon System is the most advanced interactive multimedia on the market today. Usinig the latest advances in interactive multimedia, digital interactive television and data broadcasting technologies, LOTOS™ Horizon provides lottery organizations with powerful information, messaging and promotion mechanisms. Horizon is an integrated state-of-the-art multimedia system which offers a complete solution to lotteries that wish to provide an enhanced and totally distinctive information and entertainment platform for their players. Horizon is responsible for processing commands received from LOTOS™ Horizon Central System and presenting rich multimedia content and messages in one or more displays: dedicated Keno / Monitor Game / Advertisement monitors, Player Advertisement Displays (PADs) and self service terminal displays.

Featuring virtually limitless capabilities in terms of eye-catching multimedia including video, 3-D graphics, still images, animations and multi-channel sound, LOTOS™ Horizon offers the ultimate solution for displaying:

- Keno, Bingo, Monitor games and other frequent draw number game animations.
- Promotional material of the Lottery organization including how-to-play video clips and game rules and commercials.
- Player alerts such as Jackpots, winner-in-this-shop, as well as social alerts such as severe weather warnings and Amber alerts.

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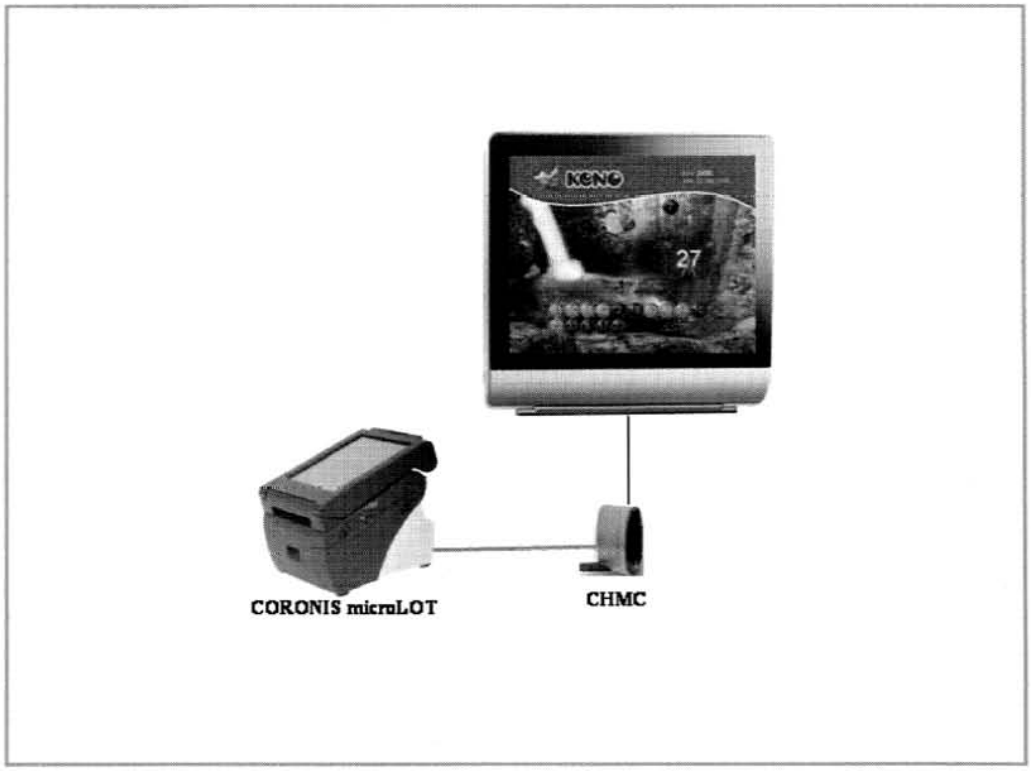
- Player information (programs, odds, results, historical and statistical information).
- Live sports events such as football and horse races, combined with relevant information as well as triggers challenging players to place their bets.
- With this wealth of available displayed content, players have a sense of participation as their gaming experience is visually enhanced.



HVC devices and the terminal connect in a 100Mbits/sec Ethernet Local Area Network (LAN) through a simple and compact switch. Through that connection HVCs can request and receive content stored in the terminal's permanent storage, which, at 80GB is capable to store many hours of DVD quality video. Also, the terminal can transfer to the HVC commands for presentation control or status monitoring. Graphics rendering is done completely by the HVCs themselves without affecting the terminal's processing performance.

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7.12.1 Installation, Relocation and Removal

The Lottery Operator pursues Retailer sales leads across the State; thus, allowing the Texas Lottery's market to increase. The Texas Lottery expects to grow its retail footprint over time in both existing and new trade styles. The Lottery Operator works with the Texas Lottery and Retailers to coordinate the installation, relocation and/or removal of all Lottery equipment.

Table 67 Installation, Relocation and Removal

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 66 and the service level requirements under Table 68.

2. The Proposer must describe how it will meet the equipment installation, relocation and/or removal requirements.

INTRALOT understands that it will be notified by the Texas Lottery of all provisioning activities in writing and that this advisory will start the provisioning clock:

- New Retailers – as soon as possible upon notification by the Lottery that a retailer has been licensed.
- Relocation or remove of the sales terminals and associated equipment within three (3) days of notification by the Lottery, unless advised by the Lottery that a shorter or longer time period for such activity is required.
- Under certain circumstances INTRALOT will store the retailer's terminal and associated equipment until it is required for re-installation.

Under our provisioning services INTRALOT is responsible for providing terminals and associated equipment including communications interface to the WAN at Retailer locations. Along with installing new Retailers ("adds"), INTRALOT will also remove ("de-install") terminals from existing locations, transfer ("move") terminals for an existing retailer to a new physical location, as well as relocate ("inside move") terminals within a retailer's premises. We understand that an inside move may involve a change to the inside wiring (e.g., from the demarcation to the terminal.

INTRALOT understands that an add, move or relocate provisioning requirements shall be considered completed when it:

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- has been installed at the designated location
- is connected by communications services to the LOTOS™ central computer
- is capable of issuing tickets, conducting validations, producing reports and performing all other Terminal functions
- when the retailer has received terminal training.

INTRALOT will provide confirmation of satisfactory completion by an authorized and dated retailer signature on a form to be approved by the Lottery.

7.12.2 Maintenance and Repair

INTRALOT is responsible for maintaining all Lottery equipment to ensure maximum possible uptime. Equipment maintenance activities include the ongoing support, maintenance and repair of all Terminals and related sales equipment to include hardware, software and network connectivity. The following table identifies the requirements for equipment maintenance.

Table 70 Maintenance and Repair

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 69 and the service level requirements under Table 71.

2. The Proposer must describe in detail the proposed plan and procedures for the maintenance and repair of all Terminals and related sales equipment. The plan must include a preventative maintenance schedule.

The term "retailer terminal" refers to all attachments and related peripheral equipment provided, including any network devices at the retailer location or serviced by INTRALOT. INTRALOT recognizes its obligation to obtain and maintain replacement parts and services that are approved, recommended and recognized by the original equipment supplier. Proper maintenance and operations of our remote equipment is achieved in two ways. First INTRALOT monitors the performance of our terminals, printers, peripheral equipment by central collection and analysis of

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various terminal statistics, such as the count of printer faults, printer carriage movement failures, ticket reads per game, terminal resets, printer resets, and paper out occurrences.

The terminals, in conjunction with our Network Management System, provide for the collection of Management Information Base (MIB)-II variables with customized extensions. These are used to determine MTBF and watch for signs of impending failure. The terminal Utilities Menu has functions available will help diagnose problems with the terminal and peripherals and automatically sends a message to the Central System that there is an issue with the selected item or feature.

The terminals are equipped with System software that performs the following basic diagnostic routines, which occurs on program Start-up, after the BIOS has performed the main board self test and the OS has loaded:

- Resets all peripherals
- Queries all peripherals for errors
- Verifies System files
- Software module CRC check

Once the diagnostic routines are complete the results are displayed on an initialization screen and sent to the central system. Once operational, the terminal continuously monitors the peripherals and reports their status to the Monitoring Container on the terminal's Main Menu.

INTRALOT's terminals support an extensive library of diagnostic applications that are available to be remotely monitored by technicians and/or Call Center operators. Remote terminal diagnosis and control procedures are used as first-level maintenance steps.

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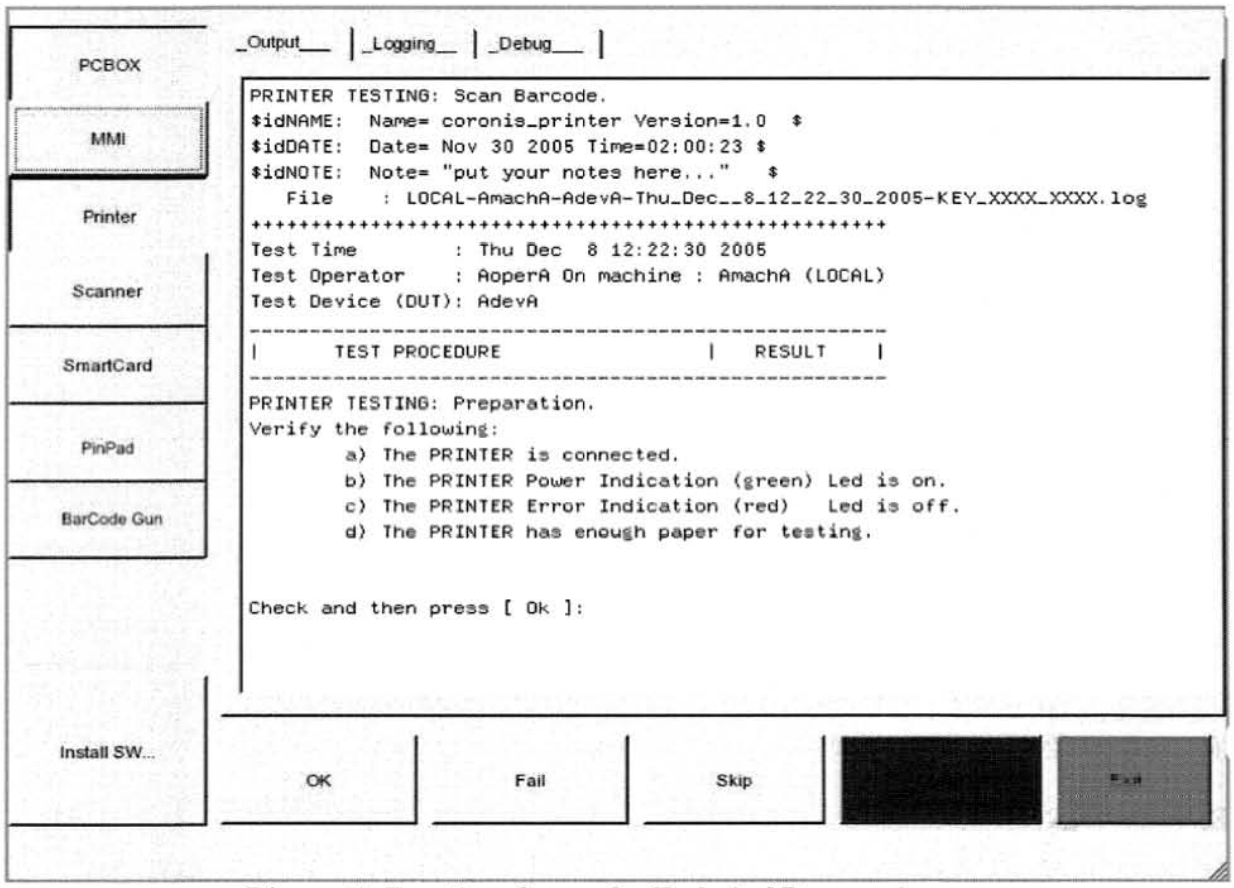

Diagnostic Functions Screen for Technical Personnel

INTRALOT will proactively deploy FSTs to conduct preventive maintenance or replace equipment that our remote diagnostics have indicated is tending toward failure. Equipment that is replaced will be either rehabilitated to like new condition or permanently taken out of deployable inventory.

The second way INTRALOT ensures proper maintenance for all of our equipment is through Preventive Maintenance. Although the equipment can continue to operate under ideal conditions for many years, the life of the equipment will be extended through our preventative maintenance program (PM). INTRALOT's preventive maintenance program for the retailer terminals and associated sales equipment is summarized below:

- The first line of defense against system breakdown is the proper and timely maintenance of equipment. INTRALOT's maintenance plan will provide service to the Texas Lottery retailers seven (7) days a week, three hundred sixty five (365) days a year.

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- During every service call, the Field Service Technicians (FSTs) will check the security, safety, cleanliness and mechanical operation of all INTRALOT equipment installed at retail locations. PMs will be conducted at least once every 120 days.
- All service calls that effect Lottery sales will be resolved within four (4) hours of notification or less provided that there is time to obtain access during the retailers normal hours of business, otherwise the service call will be made at the start of the next business day.
- Non-Sales and/or non-validation service calls will be resolved within three (3) days of notification of the problem.
- During service calls, the FSTs will perform preventative maintenance procedures. This is designed to eliminate future emergency service calls and prevent downtime.
- Should a retailer experience a chronic equipment problem, four (4) or more service calls in a consecutive ninety (90) day period on the same piece of equipment, INTRALOT will replace the equipment.
- All service call and maintenance records will be kept for at least twenty four (24) months and will be readily available to the Texas Lottery.
- LSRs will provide bi-weekly terminal and peripheral inspections, scheduled preventive maintenance and cleaning.

The regular preventative maintenance procedures will include diagnostic tests to better indicate possible future maintenance requirements for the retailer terminal equipment. These tests will include touch screen, hard disk, scanner, barcode reader, printer and all other peripheral diagnostics.

Steps must always be taken to not only resolve a reported problem but to help prevent future problems from occurring. INTRALOT technicians will perform standard PM procedures during any service-related visit. During all service calls, the mechanical security, safety, and general operation of the terminal and peripherals will be checked as part of the PM program. When there are equipment failures, technicians will routinely replace the wide area network communications interface, as well as the terminal and its peripherals. This will allow our technical repair facility to better troubleshoot and track any chronic problems needing detailed analysis. An outline of INTRALOT's PM procedures is provided in the table below.

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STEP	PROCEDURE
# 1	**RETAILER TERMINAL** Clean touch screen. Remove the dust from scanner interior. Clean scanner/barcode reader. Clean exterior. Make sure all required stickers are affixed to Terminal. Replace if needed. Check all cable connections and ensure they are secure.
# 2	**PRINTER** Remove paper dust from interior. Clean thermal print head. Clean printer exterior.
# 3	**PERIPHERALS** Clean Check-a-Ticket lens. Clean Check-a-Ticket exterior. Clean Customer Display Unit. Check and clean the Star-lite. Check and clean the Player Advertising Display (PAD)
# 4	**COMMUNICATIONS DEVICE** Check and clean the RCST/IDU
# 5	**FINISH** Test play slip scanner. Test Terminal barcode reader. Test Check-a-Ticket. Run financial report for the current day and verify that no live tickets were printed during the PM.
# 6	**TICKET STOCK AND PLAYSLIP INVENTORY** Verify consumable supply levels. Verify security of ticket stock. Leave each retailer enough supplies for three months (at least 24 rolls).
#7	Verify all manuals and instruction cards are the latest version and in good condition.

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Terminal Preventive Maintenance Schedule

INTRALOT will work closely with the Lottery to agree on a customized Preventive Maintenance program/schedule that will meet and exceed the Lottery's requirements. INTRALOT's approach to Preventive Maintenance will insure that all terminals receive a PM within 120 days.

At the core enabler of our Preventive Maintenance program is our Siebel Service Request (SR) application. Siebel is a premiere Customer Relationship Management (CRM) application possessing all of the requisite infrastructure and logic required to manage and monitor INTRALOT's PM program. Also foundational to our Preventive Maintenance program is the requirement that each terminal along with each associated peripheral, including network equipment is serviced fully on every FST visit. More often these visits are for less than critical items such as a scheduled supply call, or possibly a non-critical peripheral concern. We capitalize on these opportunities by conducting a full maintenance action to insure that all components are working properly. This combined with our analysis of terminal diagnostics obtained from the central gaming system will ensure Texas Lottery retailers have reliable fully functional equipment.

All Preventive Maintenance activity is recorded in the Siebel database allowing the service request application to constantly look forward in time insuring that no terminal misses its PM cycle. The Siebel baseline parameters are established during the proposal phase, finalized by agreement during project phase and implemented prior to conversion so that we enter into ongoing operations with a solid plan in place that can be managed and monitored as necessary.

Given our program requires that every retailer visit must include a Preventive Maintenance action ultimately means that the highest selling retailers are serviced (PM'd) with greater frequency. It is no surprise that higher selling retailers are visited more often than those selling less than average. For those retailers we do not see as often, our Seibel application is always looking forward in time and will automatically initiate a maintenance action 30 days in advance.

A standard PM visit takes approximately 15 minutes to complete. During that time, great care will be taken by each technician not to obstruct the ongoing business of each retailer. If the retailer is obviously too busy, the PM visit will be rescheduled. INTRALOT will make note in the customer service database specific times when each retailer's PM can be best conducted. This information will be constantly updated.

The regular preventative maintenance procedures will include diagnostic tests to better indicate possible future maintenance to the retailer terminal equipment. These tests will include touch screen, hard disk, scanner, barcode reader, printer and all other peripheral diagnostics.

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Preventative Maintenance – Supply Inventory Management

INTRALOT offsets the need for retailer supply calls through our aggressive Preventative Maintenance (PM) rotation and by using predictive auto reorder methods where the System will calculate usage, compare it to consumable supply inventory levels at the retailer and generate the replenishment of supplies on a retailer by retailer basis according to reorder levels set and maintained in the Central System for each retailer. The replenishment request notifications would be sent to our dispatch queue for immediate attention.

In addition, the PM rotation period helps to keep our supply calls extremely low and precludes the need for shipping or delivering supplies even during peak sales periods. The frequent visits also afford our field customer service staff the opportunity to replenish consumable supplies, as well as interact with the retailers, answer any questions they may have concerning equipment usage, review and update retailer supplied documentation as needed and remind the retailers of the necessary security aspects of secure ticket stock storage. Due to the high attrition rate many retailers have with their personnel, these reminders help to keep new employees informed and can offset future service calls. Should a retailer run low or out-of-stock on any consumable supplied by INTRALOT, we will ensure that replacement stock is delivered in most cases the same day as the reported incident.

Terminal Parts Supply

INTRALOT will maintain a spare supply of all terminal and peripheral equipment for future installations and service replacements as may be required under the contract. INTRALOT keeps an additional 5% or more additional parts on hand, plenty of spare stock for all terminal equipment. A list of vendors for our parts is continually updated and no third-party equipment is ever used without consulting the original equipment providers.

The Customer Service Manager at our Repair Depot is responsible for maintaining the inventory control System and for the distribution of equipment and spare parts to the technicians and the receipt of defective equipment back into the Repair Depot. Each FST will have a minimum mandatory supply on hand in their van. FSTs will have access to additional inventory which will be housed in secure, centralized locations throughout the state.

INTRALOT is responsible for repairs and spare parts necessary for the operation of our equipment. There won't be negative surprises related to equipment support provided by INTRALOT.

All of the retailer terminals from INTRALOT are modular and therefore swapping out parts or the entire terminal quickly and efficiently is the preferred service approach. A malfunctioning printer will simply be swapped out and then trouble shooting and repair will be done at the in the secure warehouse area. Time-consuming repairs will be performed at our Repair Depot and will not be done at retailer locations. It is our policy to get in and out of the retailers way as fast as possible, The warehouse facility will meet Lottery Security requirements and strict INTRALOT

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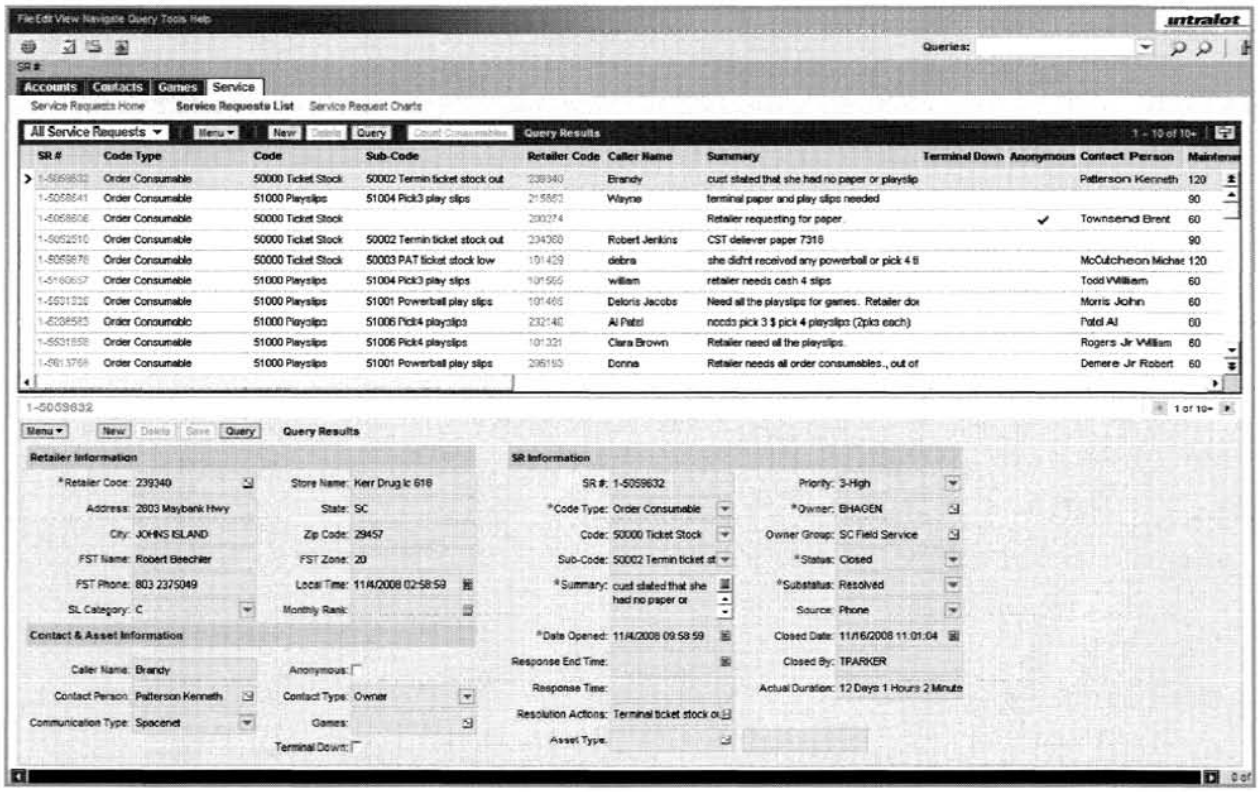
standards. The facility will be completely enclosed, has camera surveillance and only allows authorized entry.

Terminal Repair and Maintenance Reporting

INTRALOT's repair and maintenance activities are managed through the Siebel CRM Service Request application. This platform provides end to end tracking for all field customer service activity from first contact with the Call Center through Field Service repair. The Lottery will have access to the system for full inquiry and reporting purposes.



Interaction with each retailer and the associated maintenance actions are captured in this centralized database which is accessible to INTRALOT and the Lottery. The Lottery will receive reports analyzing retailer dispatch and repairs. Service Level reporting will include r mean time to repair (MTR), number of occurrences of repair taking longer than SLA levels, total time of repair beyond SLA levels and individual occurrences of repairs that didn't meet SLA targets. INTRALOT will provide reports demonstrating call and service statistics as required by the Lottery. Given that all data is stored centrally INTRALOT is able to provide customized reports serving different groups that may have interest in performance and activity. We will

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work closely with the Lottery to partner and shape the reporting requirements that will insure we stay focused on the right areas.

Staffing and Hours

INTRALOT will provide the personnel needed for timely repair to cover the Service Level Agreements (SLA's) agreed with the Texas Lottery. INTRALOT is highly experienced in building field customer service organizations that service large densely populated retailer networks as well as those found in larger more rural states where geography and weather presents different challenges. We are very excited about the tools we have, the capability of our people and our ability to manage world class service programs with aggressive SLA requirements.

Our repair technicians will be on duty to provide for service availability at retailer locations seven days a week, 365 days a year in accordance with the agreed Service Levels

To ensure the highest quality of service and responsiveness from our Field Customer Service staff, INTRALOT uses the Donlen Telematic's GPS System which is installed into ALL Field Service Technician's vehicles.

This tool is very effective, as illustrated below from our Ohio field service operation, and helps INTRALOT manage the entire fleet, identifying the location of any Field Customer Service Technician at any time, sending the Customer Service Technician closest to the retailer and thus ensuring minimal down time. Field Customer Service fleet management assures the Lottery that full and proper attention of all INTRALOT staff is clearly focused on the most urgent problems at hand, keeping retailer uptime to its maximum.

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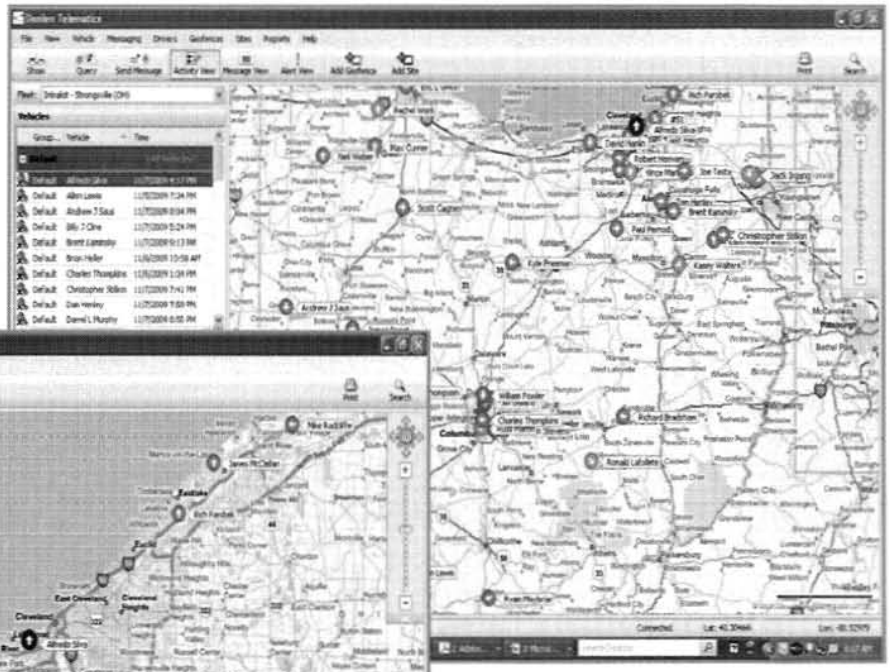
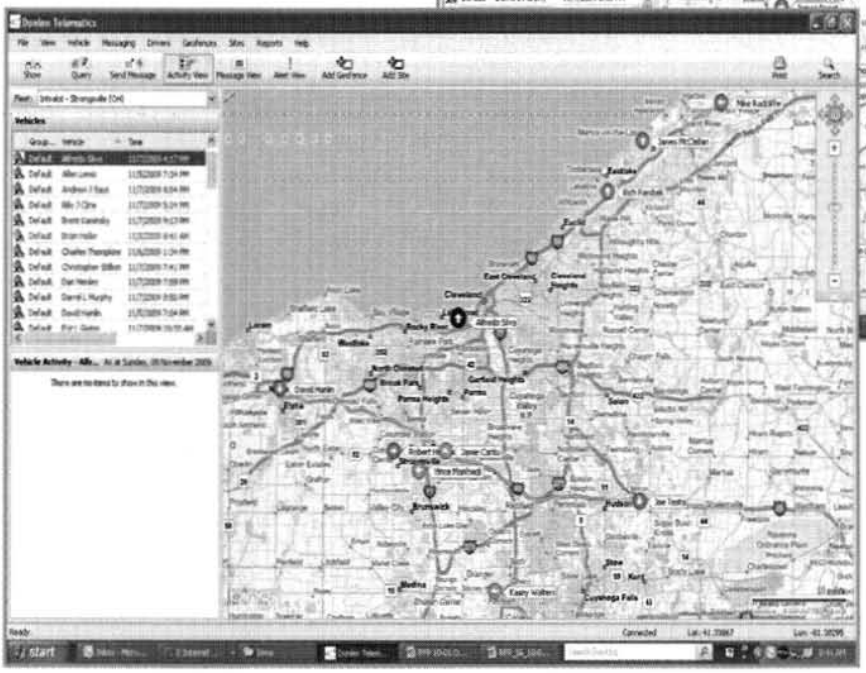
INTRALOT's Ohio Field Service Technicians Fleet Snapshot *(right)*





Cleveland Metro FST Snapshot *(left)*

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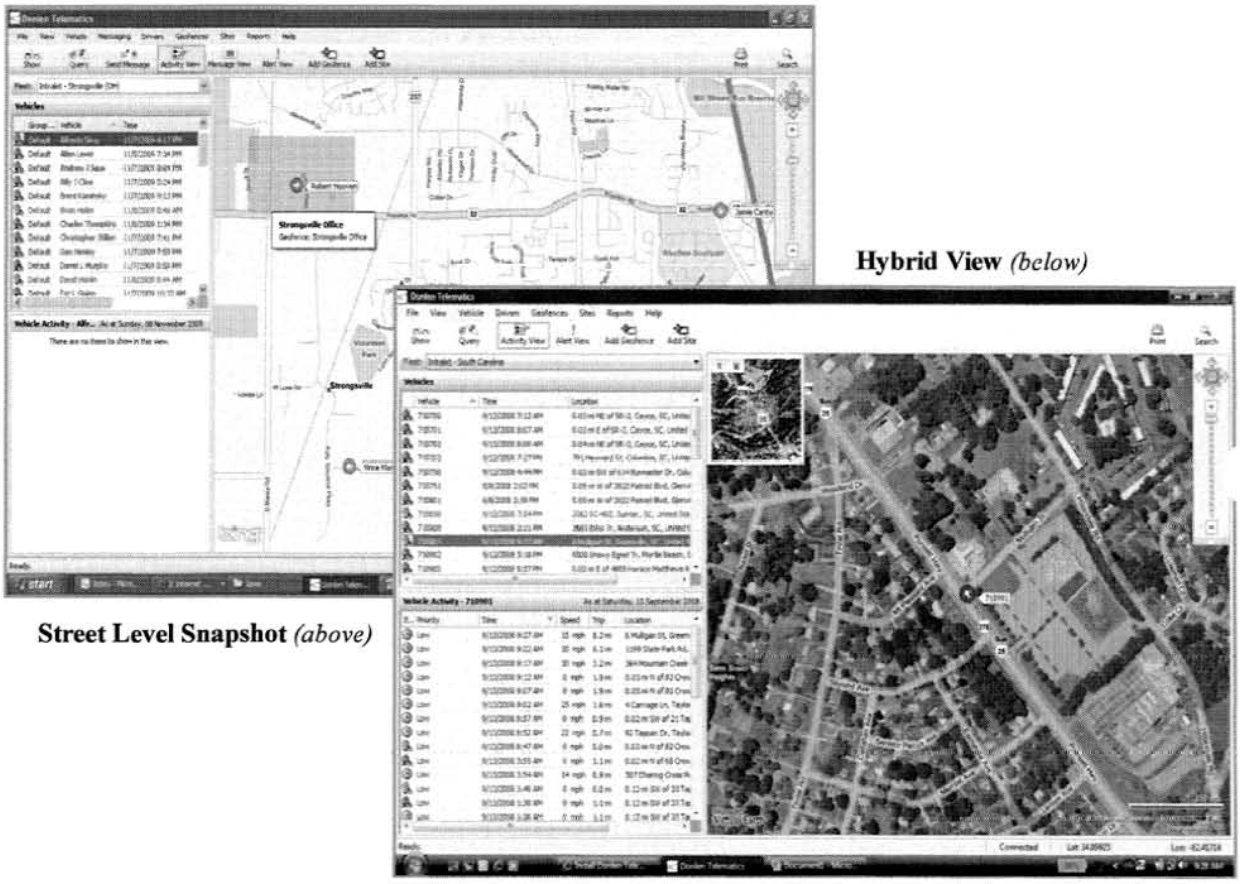
Each vehicle can be identified to locate exactly where they are: We know where our FSTs and LSRs are at all times and we can react quickly to the demands of the day. Note that Mr. Hooven, Ohio FST was at our Strongsville facility at the time of this screen capture.

Hybrid view will show the area and landmarks near the driver: This is helpful if a FST is having difficulty locating a retailer. The FST can call dispatch and get better directions to the retailer.



Hybrid View *(below)*

Street Level Snapshot *(above)*

It is easy to replay a full day of vehicle movement to check their routes. When dealing with a retailer who is down and needs to be visited by one of our FSTs, the dispatcher can quickly find the closest available FST and assign them to the retailer's service call.

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3. The Proposer must indicate its proposed staffing levels to cover repair function and the planned location of staff.

INTRALOT will establish a Service Organization to provide umbrella coverage and total support of the Texas Lottery retailer network. The organization will comprise of approximately 150 to 160 personnel under the direction of the Customer Service Director as identified in the table below:

INTRALOT's TEXAS SERVICE ORGANIZATION	
Position	**Number**
Bench Repair Supervisor	1
Bench Repair Technicians	8 to 10
Field Service Supervisors	8 to 10
Field Service Technicians	110 to 130
Delivery Drivers	3 to 5
Call Center (Help Desk) Supervisor	2
Help Desk Associates	15 to 19

A central Repair Depot will be established in INTRALOT's Austin facility, which will be home for the Bench Repair Supervisor and the Repair Technicians. This facility will repair all terminals and associated equipment returned from the field. The repair function will entail fault analysis, repair, test, cleaning and return to field service inventory.

The Repair Depot will support the Service Centers collocated with our ten district sales offices. A team of courier/drivers will move terminals and associated equipment that need to be repaired to the central repair Depot and deliver new and serviced terminals and associated equipment back to the field.

Service Center Cities	
Abilene	Houston
Amarillo	Laredo
Austin	Lubbock
Beaumont	McAllen
Corpus Christi	Odessa
Dallas	San Antonio
El Paso	Tyler
Fort Worth	Victoria

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4. The Proposer must describe in detail its proposed plan and procedures to address resolution of chronic equipment problems.

INTRALOT understands the frustrations that a retailer may have over a chronic problem with the terminal or the associated peripheral equipment including the communications network equipment. It is equally frustrating to the Lottery and INTRALOT and will be addressed under a formal logical problem management process to determine the root cause.

INTRALOT's terminals, in conjunction with our Network Management System, provide for the collection of Management Information Base (MIB)-II variables with customized extensions. These are used to determine MTBF and watch for signs of impending failure. The terminal Utilities Menu has functions available will help diagnose problems with the terminal and peripherals and automatically sends a message to the Central System that there is an issue with the selected item or feature. This technology and technology monitoring process is designed to prevent chronic failure situations by enabling proactive correction of hardware faults.

If the technology monitoring process described in the previous paragraph fails to prevent chronic technology failures, after three incidents of a retailer reporting issues with the same equipment in a 90 day period, the incidents will be raised to INTRALOT's Problem Management Team to determine the root cause. Because we gather failure data and monitor the performance of our terminals, printers, peripheral equipment by central collection and analysis of various terminal statistics, such as the count of printer faults, printer carriage movement failures, ticket reads per game, terminal resets, printer resets, and paper out occurrences we have the data to determine whether the reported failures are due to hardware issues or issues local to the retailer. The retailer doesn't care which the cause is, they just want their equipment to work correctly all the time. INTRALOT however, wants to permanently fix service issues for the retailer. INTRALOT will continue analyzing chronic equipment problems until a permanent solution is discovered. If a certain piece of equipment is reported to have failed four times in a 90 day period, it will be replaced and refurbished. If the problem follows the hardware after it is replaced and it continues to fail, it will be rebuilt or scrapped. If the problem persists after the suspect hardware is replaced, then INTRALOT will continue with the Problem Management Process until a permanent solution is found. Analysis of the problem may include putting FSTs in the retailer's establishment to observe the way the equipment is used and how the equipment performs until the equipment fails again. If INTRALOT's problem management process is unable to determine a permanent solution to the retailer's problem, INTRALOT will completely reinstall the retailer's equipment with all new equipment and start the process over.

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5. The Proposer must describe its capabilities to remotely monitor all deployed equipment at the system level for proper operational functionality and identification of equipment malfunctions or failure.

INTRALOT offers a comprehensive suite of state of the art tools to remotely monitor all deployed equipment at the system level for proper operational functionality and proactive identification of equipment malfunctions or failure. We utilize GPS enabled dispatch management tools to optimize getting our FSTs to the Lottery's retailers who have equipment or supply issues. We manage our service calls with Siebel's CRM software and capture service level and equipment level data to support service level delivery and reporting.

The terminals, in conjunction with our Network Management System, provide for the collection of Management Information Base (MIB)-II variables with customized extensions. These are used to determine MTBF and watch for signs of impending failure. The terminal Utilities Menu has functions available will help diagnose problems with the terminal and peripherals and automatically sends a message to the Central System that there is an issue with the selected item or feature.

The terminals are equipped with System software that performs the following basic diagnostic routines, which occurs on program Start-up, after the BIOS has performed the main board self test and the OS has loaded:

- Resets all peripherals
- Queries all peripherals for errors
- Verifies System files
- Software module CRC check

Once the diagnostic routines are complete the results are displayed on an initialization screen and sent to the central system. Once operational, the terminal continuously monitors the peripherals and reports their status to the Monitoring Container on the terminal's Main Menu.

INTRALOT's terminals support an extensive library of diagnostic applications that are available to be remotely monitored by technicians and/or Call Center operators. Remote terminal diagnosis and control procedures are used as first-level maintenance steps.

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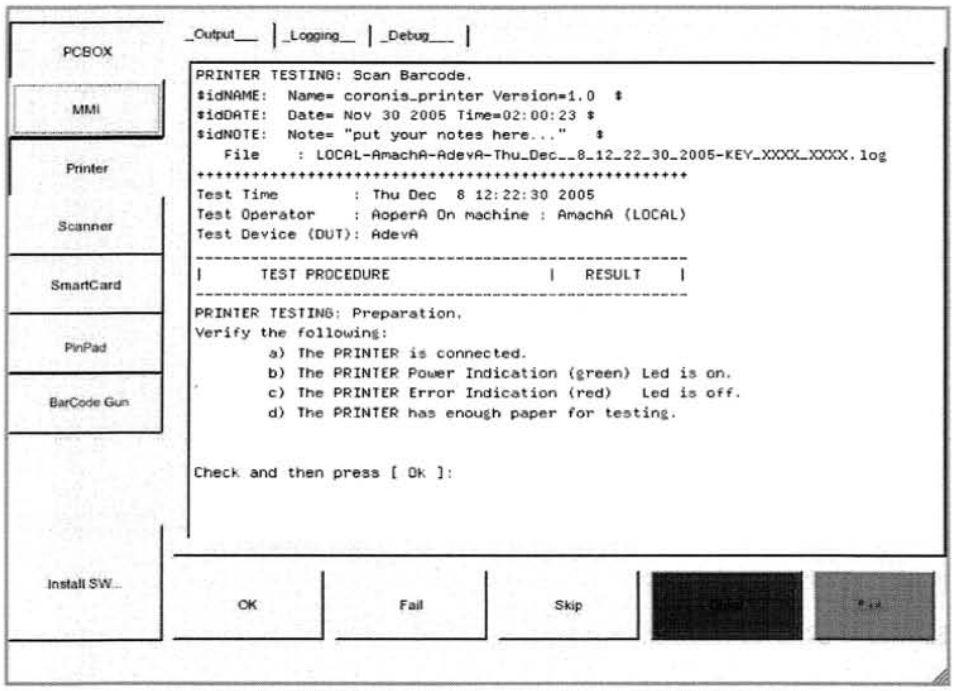

Diagnostic Functions Screen for Technical Personnel

Additional Monitoring Tools

Our communications test and monitoring capabilities will be available at both the Primary and Backup Data Centers. These network monitoring tools will interface and analyze protocols, view transaction data for analysis, and automatically create visual and audible alarms to provide warning of problems at the console and at all other required locations. These tools enable the staff to detect and pinpoint trouble and allow for the determination of whether a failure has occurred at any point in the network including:

- Primary or Backup Data Center
- Local Area Networks
- Wide Area Networks
- Communications Circuits
- Retailer Nodes

INTRALOT uses state of the art monitoring and diagnostic tools. All of the tools have the ability to automatically alert administrators via screen indication, sound, email and Short Message service (SMS) without any human intervention.

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INTRALOT provides an arsenal of network management, fault isolation, and alerting tools:

- Nagios
- Tropos Control and Motorola Mesh Manager
- VSAT NMS
- Etherpeek NX
- T-Berd 310
- Avcom PSA45D Spectrum Analyzer
- Fluke DSP-4000
- Fluke Microscanner Pro

Nagios®

Nagios is a host and service monitor designed to inform INTRALOT of network problems before the retailers do. The monitoring daemon runs intermittent checks on hosts and services we specify using external "plug-ins" that return status information to Nagios. When problems are encountered, the daemon sends notifications out to administrative contacts in a variety of different ways (email, instant message, SMS, etc.). Status information, historical logs, and reports can all be accessed via a web browser. Simple authorization schemes that allows you to restrict what users can see and do from the web interface logs and reports can all be accessed via a web browser Nagios has many features, making it a very powerful monitoring tool. Some of the major features include:

- Monitoring of network services
- Monitoring of host resources (processor load, disk and memory usage, running processes, log files, etc.)
- Monitoring of environmental factors such as temperature
- Simple plug-in design that allows users to easily develop their own host and service checks
- Ability to define network host hierarchy, allowing detection of and distinction between hosts that are down and those that are unreachable
- Contact notifications when service or host problems occur and get resolved (via email, pager, or other user-defined method)
- Optional escalation of host and service notifications to different contact groups
- Ability to define event handlers to be run during service or host events for proactive problem resolution
- Support for implementing redundant and distributed monitoring servers
- External command interface that allows on-the-fly modifications to be made to the monitoring and notification behavior through the use of event handlers, the web interface, and third-party applications
- Retention of host and service status across program restarts
- Scheduled downtime for suppressing host and service notifications during periods of planned outages

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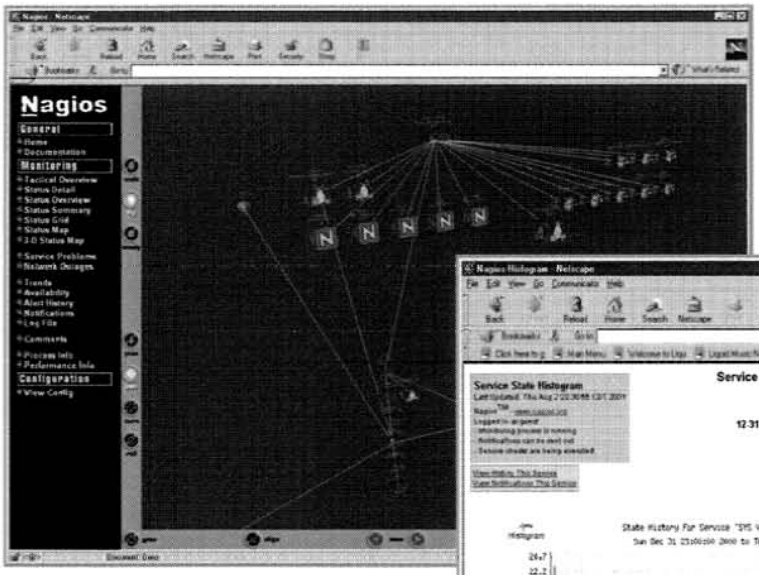
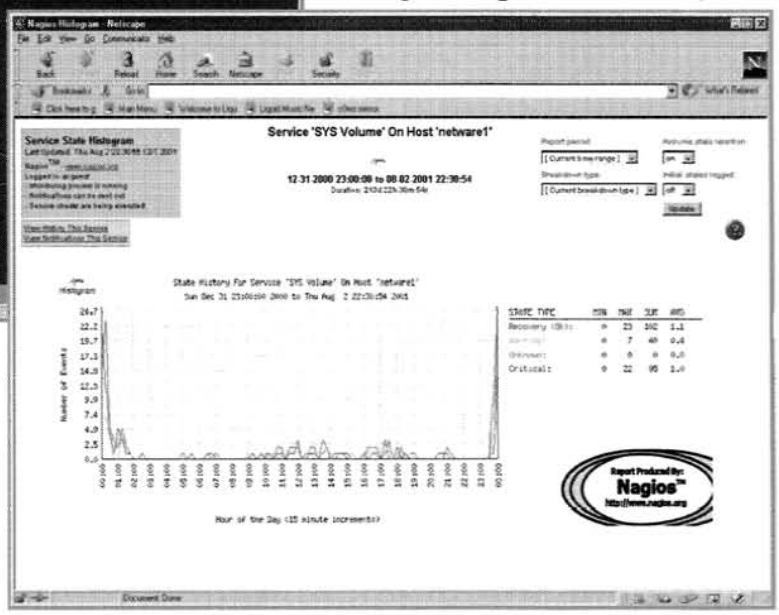
- Ability to acknowledge problems via the web interface
- Web interface for viewing current network status, notification and problem history, log file, etc.



Status World Screen *(above)*

Nagios Histogram Screen *(below)*



VSAT NMS

The VSAT NMS is used to configure and monitor the entire VSAT network. Please see the Communications Diagnostic and Monitoring DVD included under the Multimedia tab for complete details.

The following are some sample screen captures from the NMS showing graphical User Interface.

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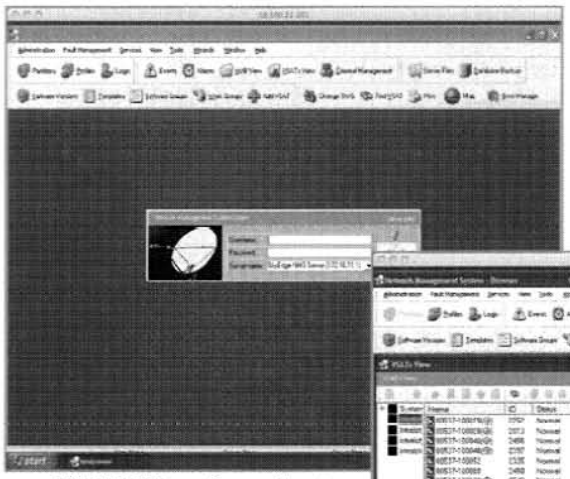
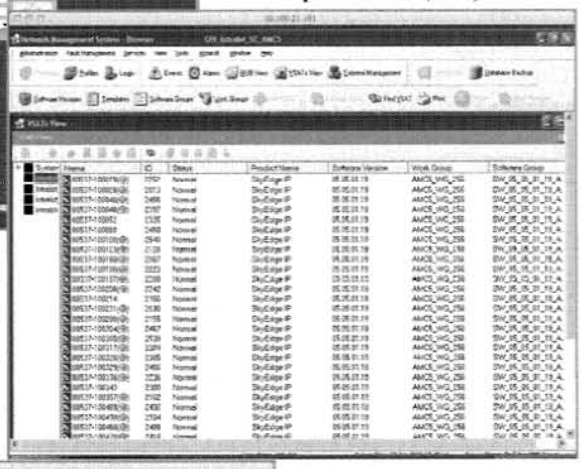
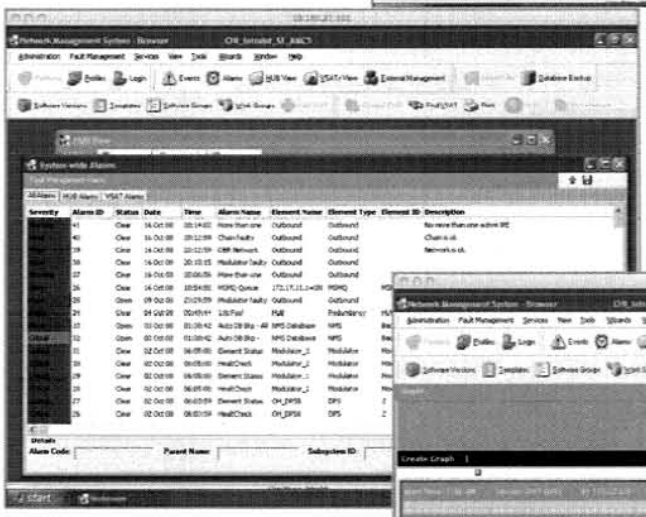


VSAT NMS Logon Screen *(above)*

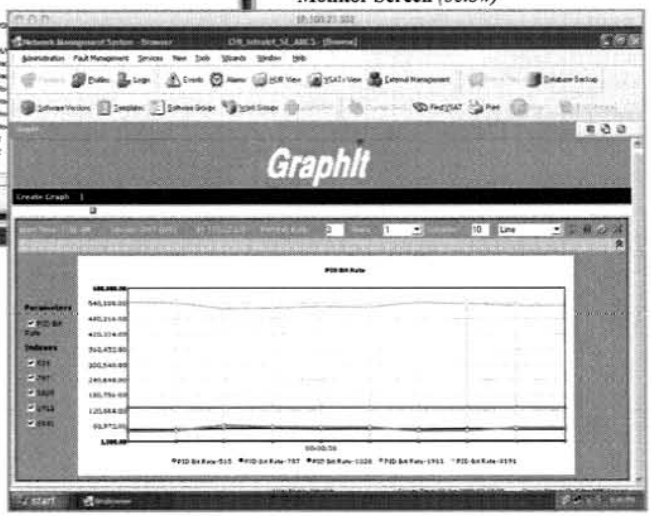
VSAT Population Status *(below)*





VSAT NMS Alarm Screen *(above)*

VSAT Real Time Bandwidth Monitor Screen *(below)*



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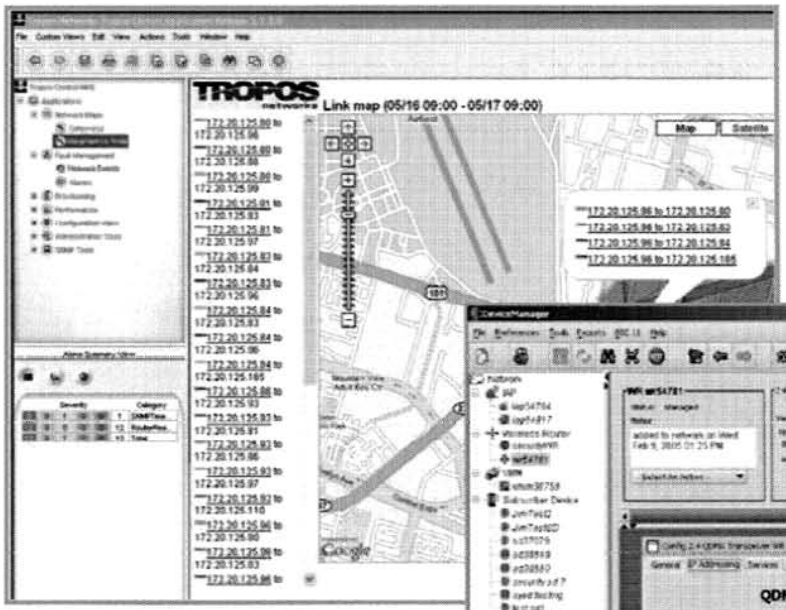
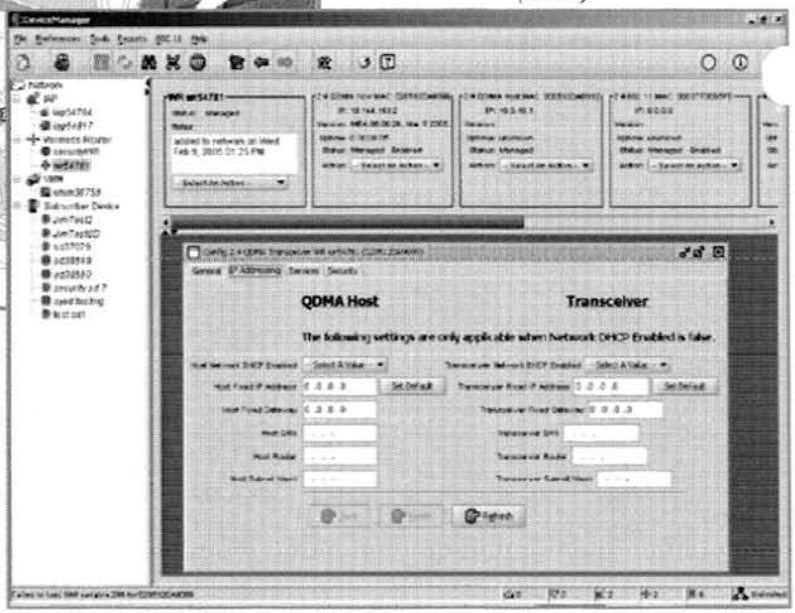
Tropos Control and Motorola Mesh Manager

Tropos Control and Motorola Mesh Manager provide real-time configuration and management control across every WiFi/WiMax in the network. Tropos Control and Motorola Mesh Manager are purpose-built element management systems (EMS). They are two of the operational and optimization tools that can be used to achieve peak network performance and reliability while minimizing network planning, deployment and management costs. Other operational and optimization tools include Insight, an advanced analyzer and optimizer, and SignalMX, a powerful coverage-planning tool from EDX Wireless.



TROPOS Control Screen *(above)*

MOTOROLA Mesh Manager Screen *(below)*



Mesh Manager and Control are both standards-based, purpose built metro-scale EMS designed to provide an intuitive, cost-effective monitoring and management interface for remote management of WiFi/WiMax networks. They can be used stand-alone to manage the wireless network as well as integrated with INTRALOT's other standard SNMP compliant network management tools. Providing the full gamut of network management functions, Control greatly

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reduces the effort required to deploy, optimize and control hundreds or thousands of WiFi/WiMax for secure, high-capacity, ubiquitous coverage.

Both are powerful management tools, enabling over the air configuration and updates of all WiFi/WiMax on the network, whole network performance monitoring and statistical capture — including simple point-and-click graph creation, real-time link state and client connectivity monitoring.

The EMS enables quick and uniform provisioning of large and complex networks. Configuration capabilities include:

- Customizable user groups
- Per user group service level management with QOS and rate limiting options
- Network RF optimization including channel planning, link rate and power control
- Network parameter management
- Custom packet and port filtering
- DHCP and NAT configuration
- Provisioning logs of all changes made in the System

Administrators have quick access to the key fault, performance and statistical WiFi/WiMax network information. The ability to monitor the entire network from a variety of views, including a geographic view of the WiFi/WiMax superimposed over a map of the installation area. They allow users to visualize the health of any WiFi/WiMax in the network, see the actual routing paths and the quality of the path, mouse over any WiFi/WiMax to get more detailed information on the device, or to click through for further investigation. Embedded fault and performance management capabilities can detect, isolate, optimize and repair the network in real-time. Fault and performance management capabilities include:

- Event notification, viewing and management
- Pre-defined and user configurable reports and graphs
- Trend analysis
- The network health tab of Tropos Control provides an innovative and intuitive approach to performance monitoring and optimization. Network health is segregated into five main areas that show a summary view and allow users to click through for more detailed analysis as needed.
- Network Health Dashboard: To quickly determine how the WiFi/WiMax system is operating. The Dashboard provides a view into the total number of WiFi/WiMax and routed clients that are in the network, the upstream and downstream backhaul performance, the mesh performance and link health, as well as the total network traffic and what areas are high priorities for optimization.
- Network Optimization: A performance scorecard that rates the key network, mesh and backhaul characteristics. Configurable thresholds allow the user to determine the levels of performance that are and are not acceptable.

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- Client Optimization: A performance scorecard for client devices that rates the key client statistics including signal, noise, SNR and traffic as detected at the WiFi/WiMax the client is connected through. Configurable thresholds allow the user to determine the levels of performance that are and are not acceptable.

Client Query: Used to view a specific client history when a trouble call is received. The Client Reports page shows detail of the client link and connection history, including signal strength, SNR, noise, client traffic, as well as the nodes they are connected through. Advanced Reports: Links through to Insight for advanced network analysis and optimization.

INTRALOT is confident that through the utilization of our proposed mesh WiFi/WiMax solution the Lottery will realize increased service levels and throughput. Our mesh solution also provides fixed, mobile, and full roaming capability within the service area(s) to your field staff and other personnel once security provisioning is accomplished. The WiFi/WiMax provide multi-VLAN support with full QoS and segmentation so field personnel traffic cannot interfere with transaction traffic on the network.

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YOUR LOCAL PARTNER

INTRALOT
A BRIGHT FUTURE FOR TEXAS

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7.13 Call Center Support

A Retailer can obtain certain types of support by contacting either the Lottery Operator call center (Retailer Hotline) or the Texas Lottery's Retailer call center. Retailers contact the Lottery Operator's call center to resolve technical issues and order Instant Tickets and supplies. Retailers contact the Texas Lottery call center to resolve licensing and accounting issues. The Texas Lottery call center also responds to complaints from Retailers, players or the general public and handles questions on any lottery-related issue of interest or concern. If either the Lottery Operator or the Texas Lottery receives calls related to the other party's responsibilities, the Retailer's call is transferred (warm transfer) to the responsible party. The Texas Lottery's Retailer licensee base includes a significant number of non-native English speaking licensees primarily of Asian, Middle Eastern and Hispanic descent.

The Lottery Operator's call center activities can be generally categorized as follows:

- Incident Resolution and Field Dispatch Services – This includes, but is not limited to, providing first line incident resolution for technical issues for all Terminals and related sales equipment and responding to requests for assistance (e.g., stolen tickets, game instructions, general Retailer support). This also includes dispatching field service technicians and/or Lottery Sales Representatives to a Retailer location to provide assistance, support or maintenance services. All maintenance activities are tracked and documented through the Lottery Operator's call center for audit purposes and SLR reporting.
- Ticket Inventory and Supply Management – This includes, but is not limited to, intake activities for requests for Instant Ticket inventory, On-Line Ticket stock and supplies. This also includes a wide range of telemarketing activities for Instant Ticket inventory which can be customized for particular Retailers.

Table 73 Call Center Response Requirements

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 72 and the service level requirements under Table 74.

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intralot

2. The Proposer must describe its call center system including its capabilities.

Incidents will occur despite INTRALOT's best efforts. Our Service Desk (Call Center) will help us continue delivery superior services by quickly restoring services through incident management and eliminating future incidents through problem management. INTRALOT provides and maintains an automated Service Desk operation based upon Siebel™ software and our Oracle™ database for call management, monitoring, tracking and reporting. Retailers and remote systems users can call our Service Desk toll free number 24X7X365 to report stolen tickets, report technical issues and order instant tickets or supplies.

INTRALOT will provide a dedicated instant ticket inventory management customer service call center Monday through Friday from 7 AM to 6 PM Central Time. The Service Desk and Instant Ticket Desk (also on a toll free line) will receive calls for general assistance, technical issues and orders for instant tickets and consumables. They will warm transfer appropriate calls to the Texas Lottery. The Service Desk will troubleshoot calls by phone typically resolving 85% over the phone. Retailer incidents that cannot be resolved over the phone will be dispatched to our Field Service organization.

INTRALOT will report daily staffing levels and real time report for automated call distribution system (ACD) call overloads, average hold time and the number/length of calls over Service Level Agreement (SLA), number of abandoned calls and steps being taken to meet SLA targets if missed. INTRALOT Service Desk will answer 95% of all calls in forty five (45) seconds or less with less than 1% receiving a busy signal. Our maximum hold time will not exceed two (2) minutes per call and our Service Desk will be available 24X7 without down time. The Lottery may monitor inbound and outbound calls from the Service Desk and Instant Ticket Desk at any time from the Lottery Building.

The Texas Lottery will also have access to our Siebel™ incident tracking system. All inbound and outbound calls from INTRALOT's Service Desk, Instant Ticket Desk, Dispatch, Network Operations Center, and Data Centers will be recorded and maintained for a period of not less than six months. The Texas Lottery may have original or copy recordings upon request.

INTRALOT will staff our Service Desk and Instant Ticket Desk to support English and Spanish communications at a minimum. INTRALOT has established a program where all retailer call and service related history is tracked in a continuous improvement effort to monitor retailer, equipment, and employee performance. We believe this attention to detail is the key to successful management and overall performance as a company and service provider to the lottery community.

The same Siebel™ Retailer Services and Customer Relationship Management (CRM) application is used by our Lottery Sales Representatives (LSRs), Field Service Technicians (FSTs), Control Room Operators, Network Operations Center staff, Instant Ticket Customer Service Representatives (CSRs) and Service Desk Call Center Operators when dealing with retailer issues and inventory. Our Siebel™ Retailer Services system has been highly successful for tracking and reporting retailer terminal, communication-line, network, and other issues whether or not actual problems were found. All retailer calls to the Call Center will have a corresponding Service Request (SR) opened in Siebel. In fact, one of the specific measurements we use in the Call Center is a wrap rate grading to insure that all Call Center Operators are held accountable for SR entry requirement.

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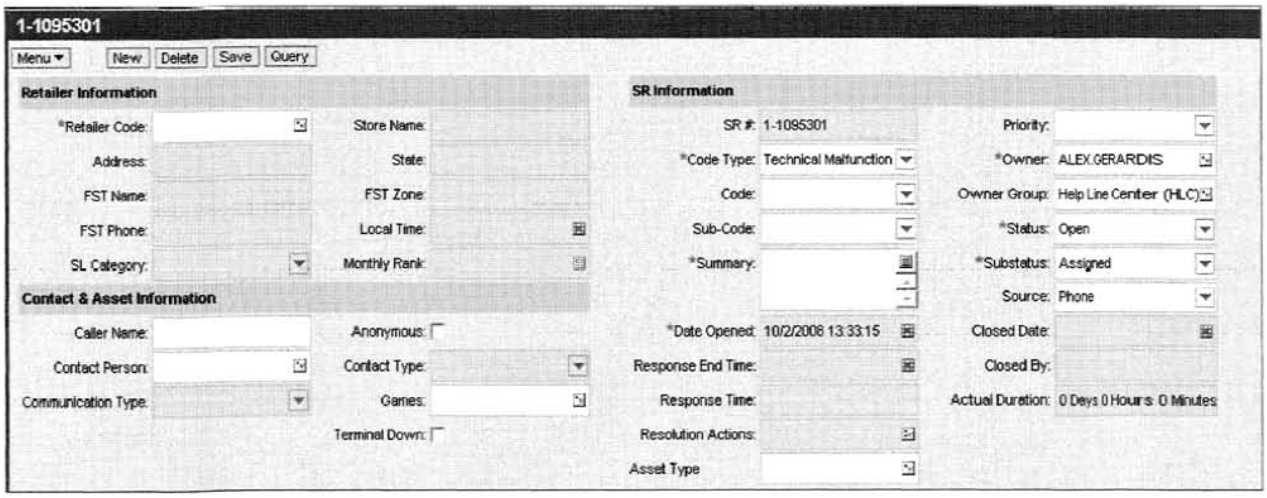
Data and service history will be kept on all retailer terminals and peripherals including those in reserve or returned to a depot for maintenance. The Siebel™ Retailer Services System will assign an incident type and resolution code for each call and generate a variety of reports.

All terminal communications and other issues at each retailer and with each terminal are recorded by Call Center Operators, along with the service and PM visits in the Siebel™ Retailer Services and CRM database. INTRALOT's Field Service team uses the same Siebel™ retailer services and CRM application to track issues with individual terminal components. In this way we are able to troubleshoot based on the retailer's service history and the history of the retailer's problematic equipment. All maintenance information is retained on-line for both the Siebel™ retailer services and the bench maintenance database for the life of the contract.

The following is the New Case screen Siebel™ Retailer Services CRM.



The Call Center call-tracking and problem resolution reports that can be provided include, but are not limited to, the following:

- Open Cases by Duration
- Closed Cases by Duration
- Cases by specific Problem code
- Cases by specific Owner Group
- Cases by specific Time Range
- Cases by specific Retailer – Retailer History
- Cases by specific Resolution
- Monitor Preventive Maintenance Schedule, see how many days are left until a retailer needs to be visited for a PM

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- Monitor Preventive Maintenance Schedule, monitor performance of Field Technicians to see how they adhere to the given PM rotation period
- Specific Assets – Life Cycle of Asset, determine trends
- Specific Location – See all Assets currently at a specific Location

The Service Desk CSR has another tool which can be used to monitor that SLAs are met. The Service Desk's Call Recording System generates the following reports including:

- The Inbound Calls by Answer Time report provides information related to the average amount of time it took to answer incoming calls, within five second increments of an hour, on the selected date. It shows average and total talk and wait times for each five-second increment, as well as totals for the one-hour time frame.
- The Calls by Half Hour and Day report shows the number of incoming and outgoing calls during half-hour increments during the selected date. It shows what percentages of the total day's calls were within each half-hour period, as well as the average talk time and longest wait time.
- The Call Summary by Week report provides information about incoming and outgoing calls during each one-week period for the selected month. It shows the number of calls that were handled each week, as well as a breakdown of how many calls were incoming and outgoing, the percent of the monthly call total within each week, and total and average talk times and wait times.
- The Call Summary by Month report provides information related to the total number of calls for a month or range of months. It shows total incoming and outgoing calls for each month, the percent each month's calls represent within the range and the totals and averages for talk times and wait times.
- The Inbound Calls Abandoned Summary by Half Hour report provides information related to the number of calls that were received and subsequently abandoned within half-hour increments during the selected date. An abandoned call is one in which the caller hung up before it was answered by the Call Center.
- The Service Level Summary report provides information related to the total number of calls for a month or range of months. It shows total incoming and outgoing calls for each month, the time to answer calls (in seconds) to and the percent of answered calls (in seconds).
- The Call Center Requirements by Half-Hour and Day report provides information related to the total number of calls and talk times in each half-hour increment during the selected day. It shows total and average talk and ring times and trunk usage.

The Service Desk's Call Recording System data can be viewed in real time by the Lottery at Lottery Headquarters.

INTRALOT's Mitel 3300 telephone switch utilizes 6110 Contact Center Suite software and Prairie Fyre for the call monitoring and reporting. Our call recording and monitoring solution has proven effective in evaluating and improving employee productivity. Reviewing recorded calls with employees provides managers with a powerful training tool and a concrete, objective measure of employee performance. All these tools will help generate effective business strategies on INTRALOT's part to address individual issues and manage overall service levels.

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INTRALOT's Call System equipment is capable of handling all incoming calls on toll-free circuits. In the unlikely event the Austin Service Desk/Call Center System is not working for any reason, the calls will be routed to the Dallas back-up call center and/or INTRALOT's Call Center in Strongsville, Ohio. There will be a dedicated toll-free circuit assigned to the Lottery Call Center as well as the other INTRALOT Call Centers. It will be equipped with an ISDN-PRI line that will accommodate multiple lines in order to ensure a 99 percent call receipt rate. If all CSRs are on calls, the Interactive Voice Response (IVR) will answer the call and place it in a hold queue for the next available operator. Phone calls will be answered in less than 45 seconds by a Service Desk CSR.

An Interactive Voice Response (IVR) System will provide call status and marketing information to the caller at intervals, including estimates of hold times. If all circuits are busy, a prerecorded message will be played and the call will be queued. The System will also provide an interface to, or delivery of, a service ticket from the Lottery's retailer call management System, so that calls received can be transferred to INTRALOT's call management System or electronically logged to the management System for action. Likewise, the IVR will provide the ability for the caller to route their call to either INTRALOT or designated Lottery numbers either by keypad entry or verbally by way of voice recognition in response to prompts from the System.

The IVR has a queue capacity of approximately 100 calls before the queue becomes full, and the IVR is unable to handle another call. If the IVR suddenly experiences a large number of incoming calls, it usually indicates a grid-wide outage problem. Whenever this occurs, the Call Center manager will put a message on the IVR explaining the problem and will ask the caller to leave a message. A Call Center operator will follow up with a return call once the problem is resolved. All messages will be returned within an hour from the time the message was recorded. INTRALOT understands that the Lottery must approve any pre-recorded messages.

INTRALOT ensures that, should any service request be unfulfilled within ninety (90) minutes of response time, a follow-up call will be made to the retailer to provide them with service call-time updates. Follow-up calls will continue daily until the service request is fulfilled. During a follow-up call, the Call Center operator will talk the retailer through additional troubleshooting procedures and advise the retailer of the technician's current location, the reason for the delay, and anticipated arrival time.

Should the Service Desk/Call Center become inoperable, all Call Center calls will immediately be rerouted either to Dallas or the Ohio facility. Call Center operators at all of our sites are cross-trained on all of the equipment used at the other sites and terminals and associated equipment are installed and contain the latest software versions for each site.

INTRALOT will utilize CISCO's CallRex application for the call monitoring and recording, CISCO CRS Historical Reports for reports and the CISCO Desktop Manager to monitor employee performance. Call recording and monitoring solution has proven effective in evaluating and improving employee productivity. Reviewing recorded calls with employees provides managers with a powerful training tool and a concrete, objective measure of employee performance. All these tools will help generate effective business strategies on INTRALOT's part to address individual issues and manage overall service levels.

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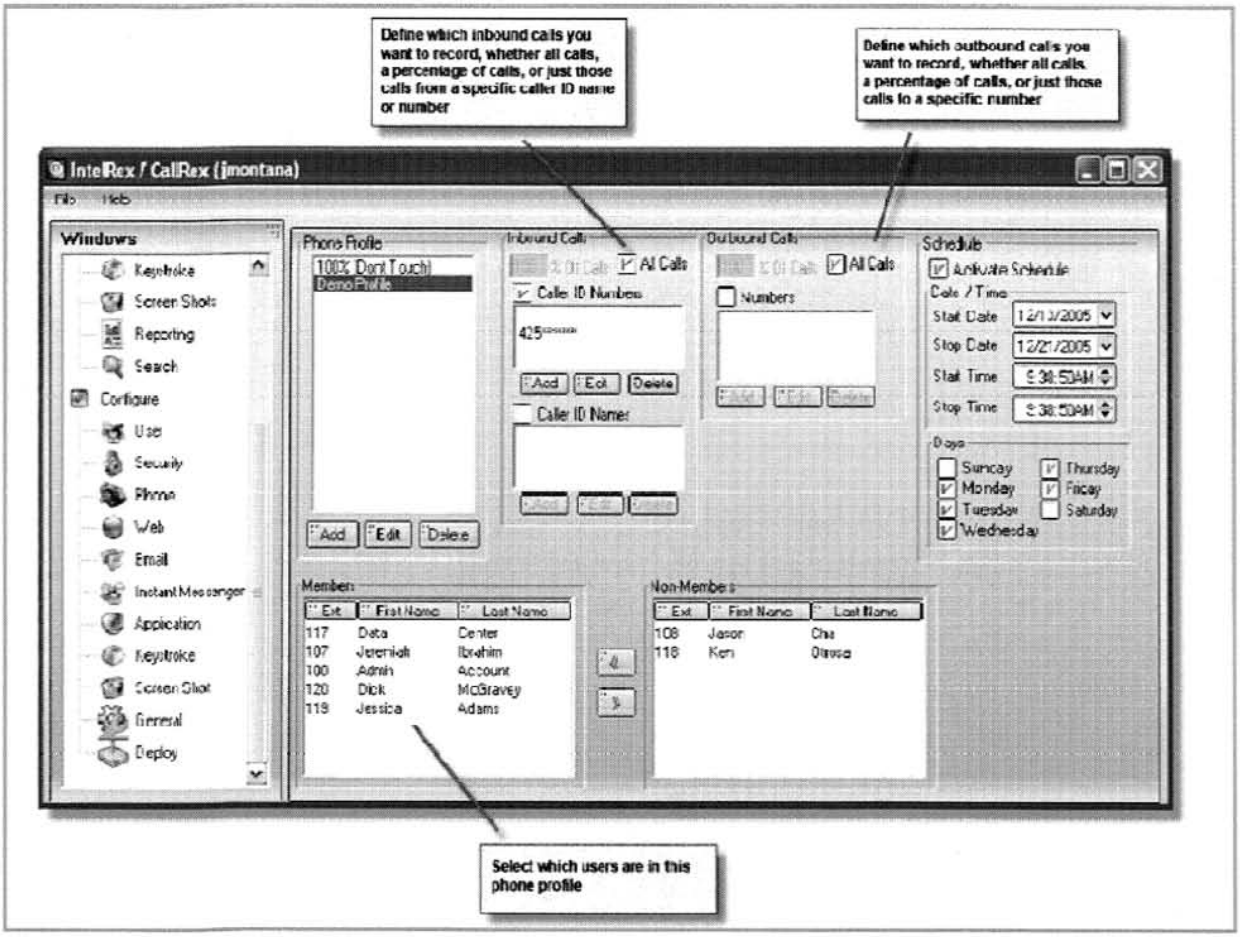
Call Rex will be available at the Lottery's work stations from where the Lottery will be able to monitor the calls received on INTRALOT's toll free retailer hotline, including current date/time, calls received today, calls holding, average answer time, total hold time. Through the call management the Lottery will be able to get periodic statistical summary reports.

Call Monitoring and Recording

Through unlimited access for search, playback and shared functions, authorized users can view all recordings or a restricted selection based on criteria factors such as inbound numbers dialed by specific retailers in a region. CallRex gives authorized users secure access to encrypted recordings anywhere, anytime they are needed, through a user friendly Web browser interface.

Here is an example from CallRex:



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CallRex software provides many advantages, including:

- Offers a powerful yet flexible set of Recording Triggers and Overrides that, in combination with Computer Telephony Integration (CTI), can be used target and record only those conversations that are relevant to the business Training and Activity reporting.
- Includes Call Monitoring, which allows management to selectively listen to calls as they happen and even "silently" coach an employee using CallRex Chat.
- Uses a secure, user-friendly, "point & click" interface, CallRex, to quickly search for and play recordings from the recording database.
- Provides the ability to attach flags or comments to call records which in turn can be used as the search criteria to locate specific calls, such as all the calls that "Need Follow-up".
- Includes a digital watermark that, when managed with CallRex, can be used to verify if the recording has been modified or not – this is especially important if the recording is to be used in any legal proceeding.
- Allows call recordings for a short period of time or indefinitely; easily purge recordings after their usefulness has ended or archive them on long lasting media for quick search and playback.
- Can automatically perform after-call actions like email alerts with a copy of the recording.
- Can integrate with other applications to streamline business processes such as validating an order or Microsoft Outlook.
- Can be used to implement a fair and consistent retailer evaluation process and track the results.

With a variety of configurations to meet the varied and unique needs of INTRALOT's business partners, the CallRex System will store up to 50,000 hours of recordings and automatically archive them according to Lottery business needs. INTRALOT has the ability to archive to a DVD or across the LAN segment to its IBM SAN (Storage Area Network) solution, and another feature is e-mail alerts for designated events.

INTRALOT will provide access to the CallRex Call System from its management workstations in order for the Lottery to monitor the calls received by our Service Desk, including, at a minimum, the following data:

- Current date/time,
- Calls received today,
- Calls holding, average answer time,
- Number of calls waiting, and average and total hold time, and
- Number of calls abandoned and their average abandon time.

The Call Management System will provide periodic summary reports either in printed or digital format to INTRALOT and the Lottery.

During slower periods, the Service Desk CSRs will utilize data in certain reports, such as "Inbound Calls by Response Time" and will call retailers to get feedback on their opinion of the quality of service they received from both the Service Desk and their Field Service Technician. This information will be made available to the Lottery as each survey is completed. Customized surveys

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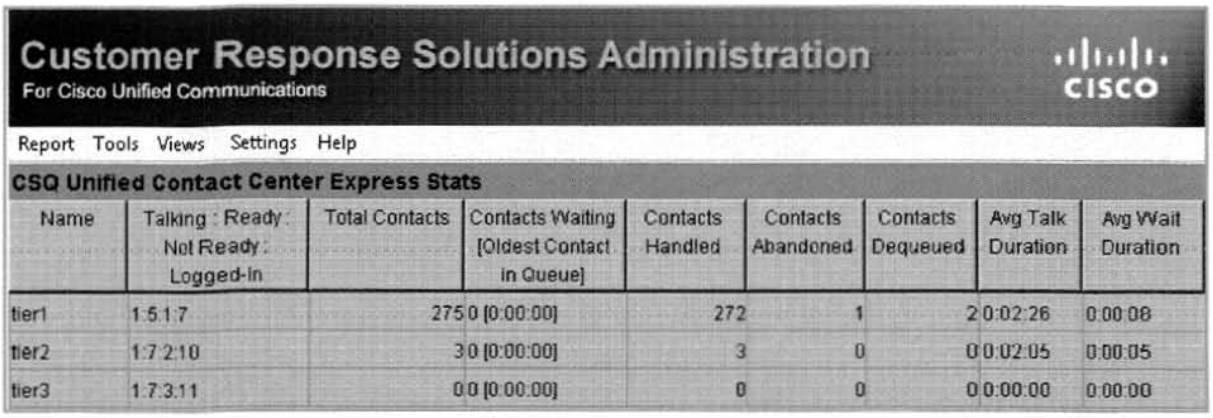
may also be requested and designed by the Lottery from which the Call Center staff can poll retailers.

The following graphic provides further details on real-time call monitoring.

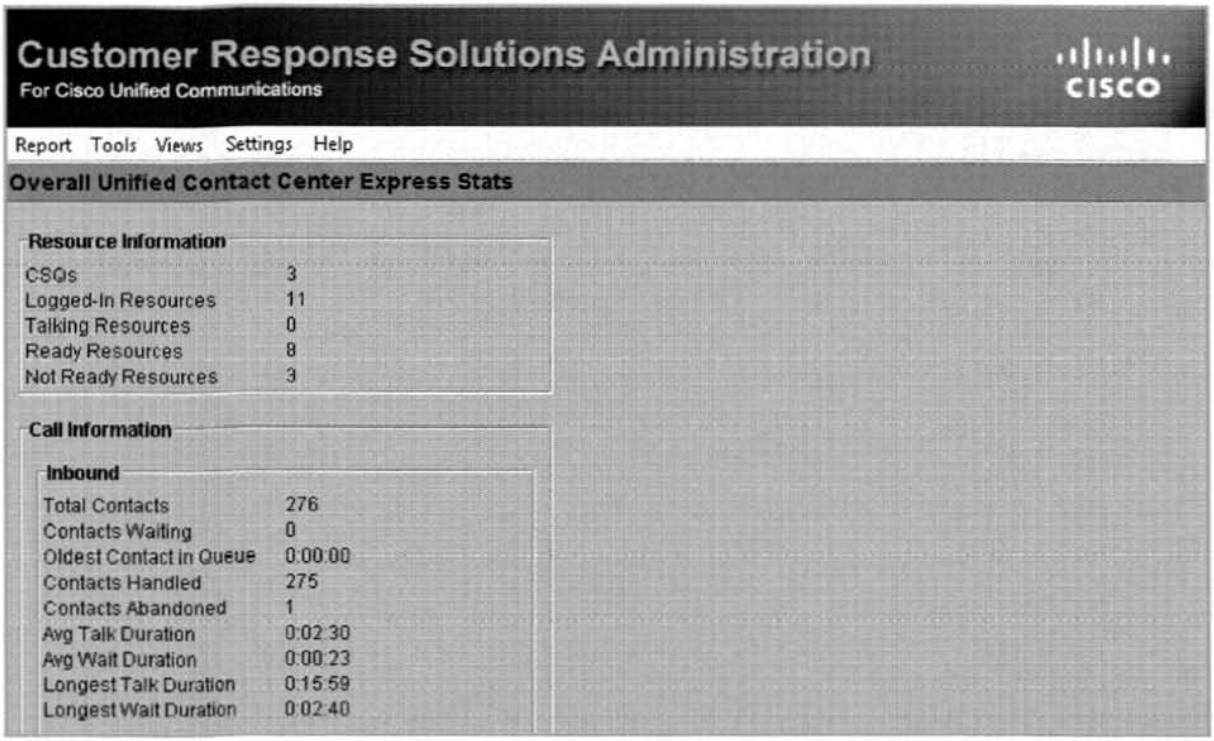


Customer Response Solutions Administration
For Cisco Unified Communications
cisco

Report Tools Views Settings Help

CSQ Unified Contact Center Express Stats

Name	Talking : Ready : Not Ready : Logged-In	Total Contacts	Contacts Waiting [Oldest Contact in Queue]	Contacts Handled	Contacts Abandoned	Contacts Dequeued	Avg Talk Duration	Avg Wait Duration
tier1	1:5:1:7	275	0 [0:00:00]	272	1	2	0:02:26	0:00:08
tier2	1:7:2:10	3	0 [0:00:00]	3	0	0	0:02:05	0:00:05
tier3	1:7:3:11	0	0 [0:00:00]	0	0	0	0:00:00	0:00:00



Customer Response Solutions Administration
For Cisco Unified Communications
cisco

Report Tools Views Settings Help

Overall Unified Contact Center Express Stats

Resource Information

CSQs	3
Logged-In Resources	11
Talking Resources	0
Ready Resources	8
Not Ready Resources	3

Call Information

Inbound

Total Contacts	276
Contacts Waiting	0
Oldest Contact in Queue	0:00:00
Contacts Handled	275
Contacts Abandoned	1
Avg Talk Duration	0:02:30
Avg Wait Duration	0:00:23
Longest Talk Duration	0:15:59
Longest Wait Duration	0:02:40

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In addition to the reports mentioned previously, the list of reports below provides additional examples.

- The Inbound Calls by Answer Time report provides average and total talk and wait times for five-second increments, and hourly totals.
- The Calls by Half Hour and Day report shows the number of incoming and outgoing calls during half-hour increments during the selected date, percentages of the total day's calls within each half-hour period, average talk time and longest wait time.
- The Call Summary by Week report provides information about incoming and outgoing calls during each week, the number of calls that were handled, breakdown of how many calls were incoming and outgoing, the percent of the monthly call total within each week, and total and average talk times and wait times.
- The Call Summary by Month report provides the total number of calls for a month or range of months, total incoming and outgoing calls for each month, the percent each month's calls represent within the range and the totals and averages for talk times and wait times.
- The Inbound Calls Abandoned Summary by Half Hour report provides the number of calls that were received and abandoned within half-hour increments during the selected date. An abandoned call is one in which the caller hung up before it was answered by the Service Desk.
- The Service Level Summary report provides the total number of calls for a month or range of months. It shows total incoming and outgoing calls for each month, the time to answer calls (in seconds) to and the percent of answered calls (in seconds).
- The Call Center Requirements by Half-Hour and Day report provides the total number of calls and talk times in each half-hour increment during the selected day. It shows total and average talk and ring times and trunk usage.

In many cases report information can be defined through sort and selection criteria (i.e., problems by category, retailer type, or specific period of time). The information provided includes:

- Terminal Serial Number
- Retailer Number
- Time and Date of Reported Problem
- Description of the Problem Reported (categories to be determined by the Lottery)
- Problem Resolution
- Problem Resolution Category (resolution categories to be determined by the Lottery)
- Problem Resolution Date and Time
- Elapsed Time from Notification to Completed Repair (i.e., downtime)
- Chronic Retailer Report (Retailers that have called the Call Center more than five (5) times in one month)

Multiple problem descriptions can be used in the System. These address issues ranging from simple retailer questions to technical issues that relate to communications and operational problems. There is no limit to the maximum number of codes and categories that can be associated with each call.

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Problem categories include:

- Terminal Main Unit
- Man Machine Interface (MMI)
- Touch screen
- Scanner
- Barcode Reader
- Brander
- Printer
- Customer Display Unit(s)
- Player Awareness Unit
- Specialty Terminal(s)
- TVMs
- Exterior Sign
- Cash Drawer
- Questions
- Inventory Level of Consumables
- Security
- Special Action

Additional categories contain descriptions of technician-related issues, such as communications, electrical components, and software. There is also a significant parts list identified in the System that can be used to further distinguish the type of problem to be resolved and to support the eventual reporting and tracking of the type of repairs that were performed.

On a monthly basis, INTRALOT will report detailed information regarding Terminal repair calls to the Lottery. The System also has the ability to produce an electronic file formatted in ASCII, Excel or Word, which may be used to interface to Lottery Systems for normal and ad-hoc informational reporting or the Lottery can simply and securely login remotely via INTRALOT's CISCO web interface for its customized reporting.

INTRALOT uses the logger technology provided by CallRex, which is a CTI-enabled digital call logger that records, stores, organizes, and plays back Call Center recorded telephone conversations. Recording of telephone conversations will adhere to all applicable Federal, State, and local laws. INTRALOT will provide the recording equipment and maintain recorded conversations for at least 365 days exceeding the Lottery's requirement for a minimum of six (6) months. CallRex has the capacity to hold two thousand and eighty three (2,083) days of conversations before required archiving. Conversation files will be transferable and available for Lottery review upon request.

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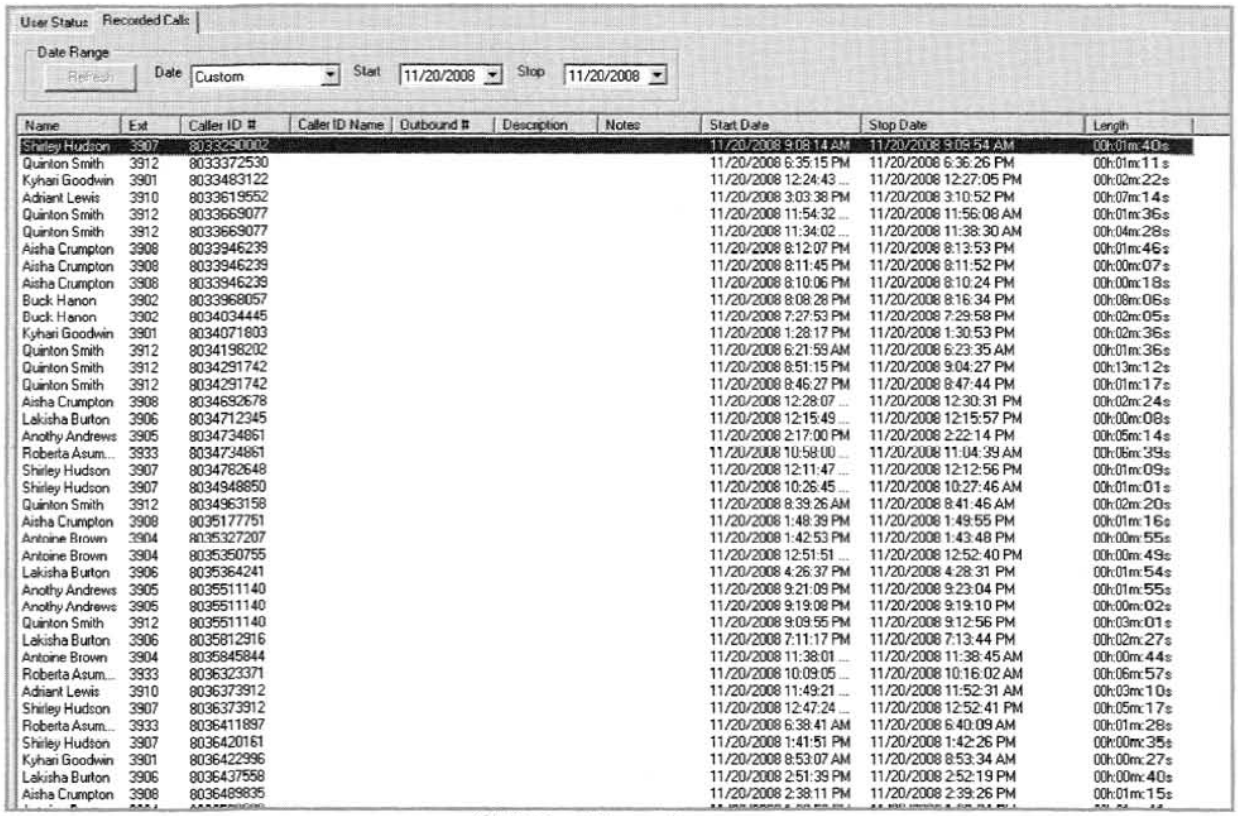

Call Rex Recorder

CallRex attaches directly to analog, digital (T-1 and PRI) telephone lines and VoIP (Voice over Internet Protocol). Calls are recorded from start to finish, which means that a call can be monitored even when the caller is on hold or leaving voicemail.

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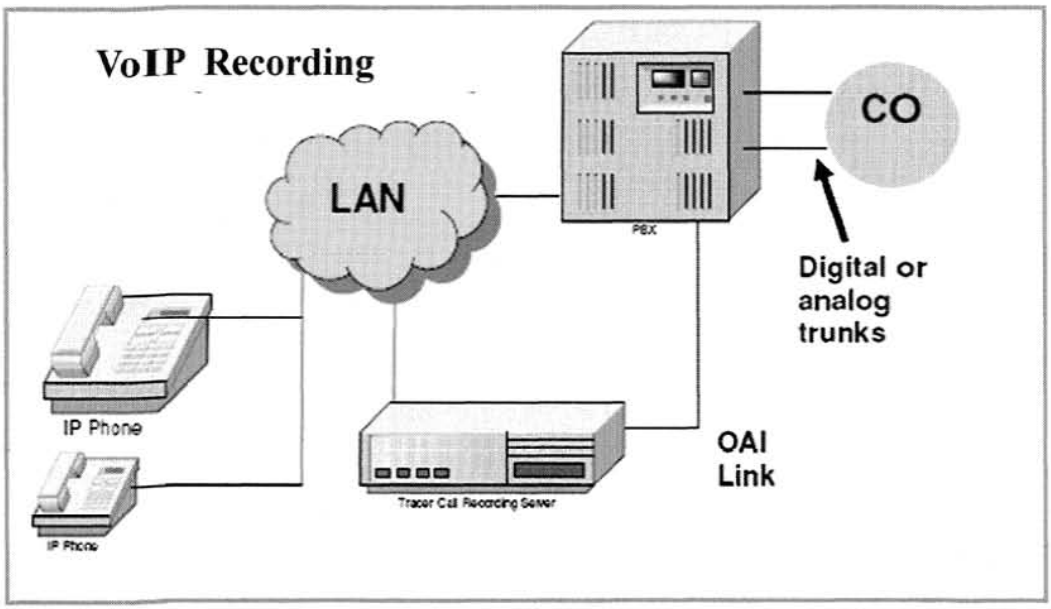

CallRex offers digital water marking thereby ensuring that all recordings are not altered. The security features offered include:

- Users access only authorized calls
- Users access only authorized documents
- Authorization down to a segment level
- Playback is encrypted

INTRALOT's Interactive Voice Response (IVR) captures caller-entered information while CSRs are working other calls.

Through CallRex, calls can be retrieved and played back through a user-friendly interface. It streams the audio from wherever the recordings are stored and allows searching by any criteria of information collected. The Lottery's authorized personnel will have access to this product and the associated management tools that are available. This provides real-time monitoring, as well as easy search, playback, and archiving capabilities.

The Lottery will be able to monitor live Call Center calls in order to evaluate the service INTRALOT is providing and ensure it complies with the Lottery's expectations, policies, and procedures. INTRALOT will make recorded calls available to the Lottery upon request.

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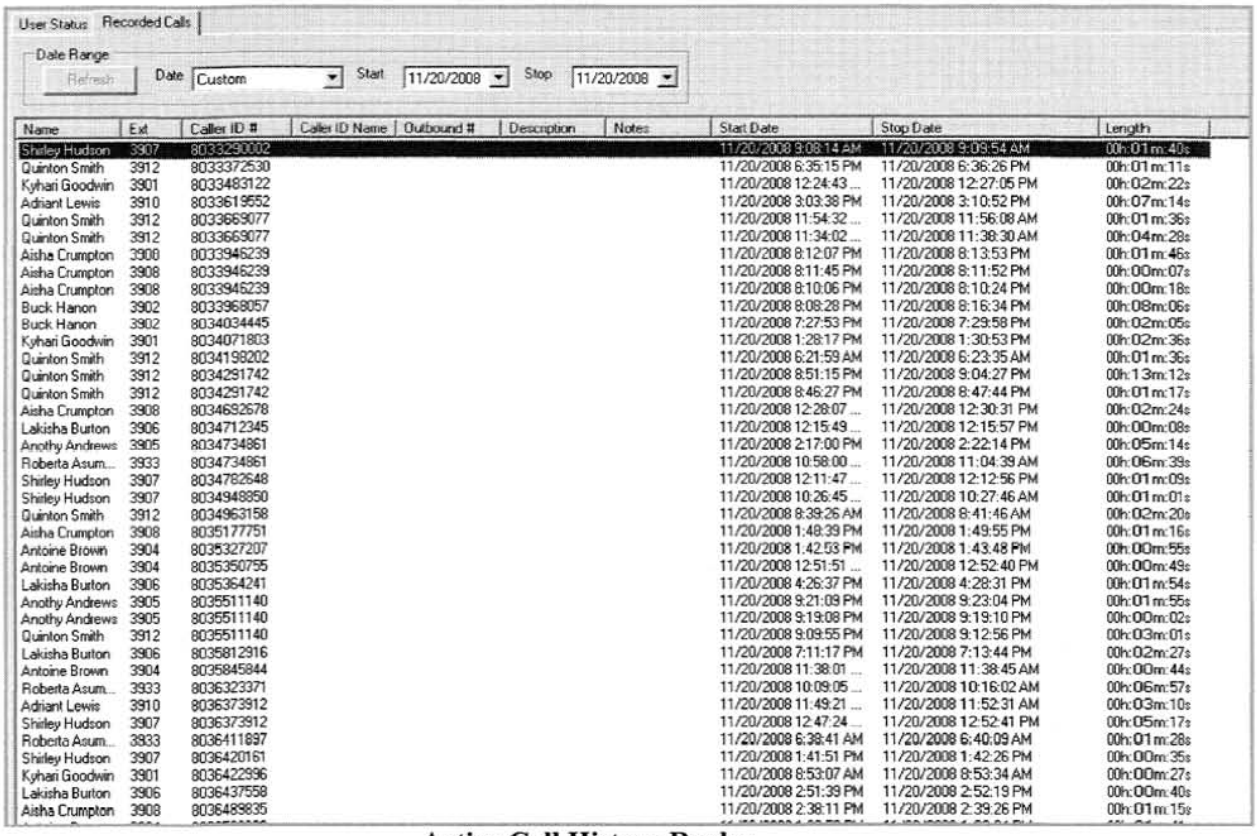

Name	Ext	Caller ID #	Caller ID Name	Outbound #	Description	Notes	Start Date	Stop Date	Length
Shirley Hudson	3907	8033290002					11/20/2008 9:08:14 AM	11/20/2008 9:09:54 AM	00h:01m:40s
Quinton Smith	3912	8033372530					11/20/2008 6:35:15 PM	11/20/2008 6:36:26 PM	00h:01m:11s
Kyhari Goodwin	3901	8033483122					11/20/2008 12:24:43 ...	11/20/2008 12:27:05 PM	00h:02m:22s
Adriant Lewis	3910	8033619552					11/20/2008 3:03:38 PM	11/20/2008 3:10:52 PM	00h:07m:14s
Quinton Smith	3912	8033669077					11/20/2008 11:54:32 ...	11/20/2008 11:56:08 AM	00h:01m:36s
Quinton Smith	3912	8033669077					11/20/2008 11:34:02 ...	11/20/2008 11:38:30 AM	00h:04m:28s
Aisha Crumpton	3908	8033946239					11/20/2008 8:12:07 PM	11/20/2008 8:13:53 PM	00h:01m:46s
Aisha Crumpton	3908	8033946239					11/20/2008 8:11:45 PM	11/20/2008 8:11:52 PM	00h:00m:07s
Aisha Crumpton	3908	8033946239					11/20/2008 8:10:06 PM	11/20/2008 8:10:24 PM	00h:00m:18s
Buck Hanon	3902	8033968057					11/20/2008 8:08:28 PM	11/20/2008 8:16:34 PM	00h:08m:06s
Buck Hanon	3902	8034034445					11/20/2008 7:27:53 PM	11/20/2008 7:29:58 PM	00h:02m:05s
Kyhari Goodwin	3901	8034071803					11/20/2008 1:28:17 PM	11/20/2008 1:30:53 PM	00h:02m:36s
Quinton Smith	3912	8034198202					11/20/2008 6:21:59 AM	11/20/2008 6:23:35 AM	00h:01m:36s
Quinton Smith	3912	8034291742					11/20/2008 8:51:15 PM	11/20/2008 9:04:27 PM	00h:13m:12s
Quinton Smith	3912	8034291742					11/20/2008 8:46:27 PM	11/20/2008 8:47:44 PM	00h:01m:17s
Aisha Crumpton	3908	8034692678					11/20/2008 12:28:07 ...	11/20/2008 12:30:31 PM	00h:02m:24s
Lakisha Burton	3906	8034712345					11/20/2008 12:15:49 ...	11/20/2008 12:15:57 PM	00h:00m:08s
Anothy Andrews	3905	8034734861					11/20/2008 2:17:00 PM	11/20/2008 2:22:14 PM	00h:05m:14s
Roberta Asum...	3933	8034734861					11/20/2008 10:58:00 ...	11/20/2008 11:04:39 AM	00h:06m:39s
Shirley Hudson	3907	8034782648					11/20/2008 12:11:47 ...	11/20/2008 12:12:56 PM	00h:01m:09s
Shirley Hudson	3907	8034948850					11/20/2008 10:26:45 ...	11/20/2008 10:27:46 AM	00h:01m:01s
Quinton Smith	3912	8034963158					11/20/2008 8:39:26 AM	11/20/2008 8:41:46 AM	00h:02m:20s
Aisha Crumpton	3908	8035177751					11/20/2008 1:48:39 PM	11/20/2008 1:49:55 PM	00h:01m:16s
Antoine Brown	3904	8035327207					11/20/2008 1:42:53 PM	11/20/2008 1:43:48 PM	00h:00m:55s
Antoine Brown	3904	8035350755					11/20/2008 12:51:51 ...	11/20/2008 12:52:40 PM	00h:00m:49s
Lakisha Burton	3906	8035364241					11/20/2008 4:26:37 PM	11/20/2008 4:28:31 PM	00h:01m:54s
Anothy Andrews	3905	8035511140					11/20/2008 9:21:08 PM	11/20/2008 9:23:04 PM	00h:01m:55s
Anothy Andrews	3905	8035511140					11/20/2008 9:19:08 PM	11/20/2008 9:19:10 PM	00h:00m:02s
Quinton Smith	3912	8035511140					11/20/2008 9:09:55 PM	11/20/2008 9:12:56 PM	00h:03m:01s
Lakisha Burton	3906	8035812916					11/20/2008 7:11:17 PM	11/20/2008 7:13:44 PM	00h:02m:27s
Antoine Brown	3904	8035845844					11/20/2008 11:38:01 ...	11/20/2008 11:38:45 AM	00h:00m:44s
Roberta Asum...	3933	8036323371					11/20/2008 10:09:05 ...	11/20/2008 10:16:02 AM	00h:06m:57s
Adriant Lewis	3910	8036373912					11/20/2008 11:49:21 ...	11/20/2008 11:52:31 AM	00h:03m:10s
Shirley Hudson	3907	8036373912					11/20/2008 12:47:24 ...	11/20/2008 12:52:41 PM	00h:05m:17s
Roberta Asum...	3933	8036411897					11/20/2008 6:38:41 AM	11/20/2008 6:40:09 AM	00h:01m:28s
Shirley Hudson	3907	8036420161					11/20/2008 1:41:51 PM	11/20/2008 1:42:26 PM	00h:00m:35s
Kyhari Goodwin	3901	8036422996					11/20/2008 8:53:07 AM	11/20/2008 8:53:34 AM	00h:00m:27s
Lakisha Burton	3906	8036437558					11/20/2008 2:51:39 PM	11/20/2008 2:52:19 PM	00h:00m:40s
Aisha Crumpton	3908	8036489835					11/20/2008 2:38:11 PM	11/20/2008 2:39:26 PM	00h:01m:15s

Active Call History Replay

Incoming calls to the Service Desk are tracked and reported whether or not an actual problem was found. Incoming calls may originate from retailers, Field technicians, network monitors, or Lottery personnel. The tracking and reporting of all such calls provides a sorting and accounting of their origin and final disposition.

Call Rex provides an extensive alarm System and a real-time view of all ports. The alarm System is capable of logging events, sending email and issuing commands to external software applications using Dynamic Data Exchange (DDE). The alarm System is threshold-based, allowing for up to eight (8) thresholds to be defined with corresponding actions. This means that less severe alarms might result in updating a log file while a more severe alarm results in an email to the administrator or a command to the external Cisco Chat software application to deliver a broadcast instant message. Administrators can also view the status of all ports to see which are: Operating, busy or in an error state.

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Ohio Call Center ---- Week 47

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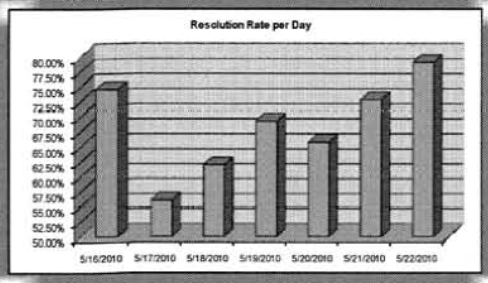
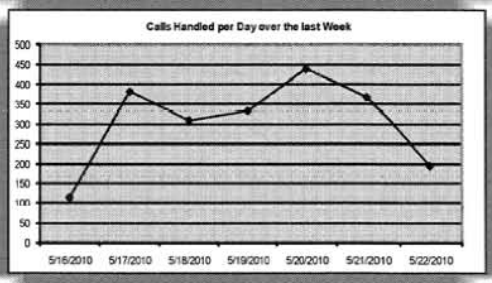
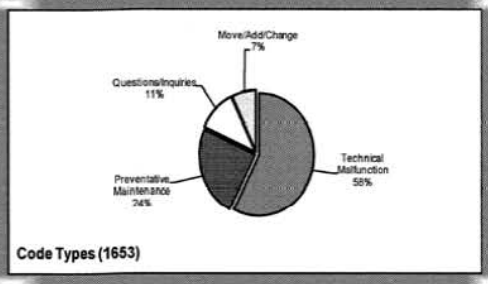
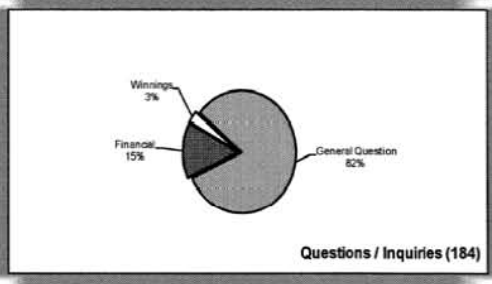
Date	Activity period	Total Call Volume	Ohio Resident Inbound	Ohio LSR VP Phone Line	Transferred to Ohio Lottery	Transferred to TeleTech	Call Center Outbound Calls	Software Outbound Calls	Average speed of answer (hh:mm:ss)	Average delay to Abandon (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Answer%	Service level%	Resolution Rate	Dispatch Rate
16-May	Sunday	114	83	0	8	8	15	0	0:00:24	0:04:30	0:04:18	98.8	94.0	74.66%	26.35%
17-May	Monday	382	214	2	17	105	44	0	0:00:06	0:03:50	0:04:05	99.5	99.5	56.16%	43.85%
18-May	Tuesday	310	161	9	14	101	25	0	0:00:10	0:00:00	0:04:46	100.0	99.4	62.07%	37.93%
19-May	Wednesday	334	177	1	12	108	36	0	0:00:09	0:00:00	0:03:46	100.0	100.0	69.33%	30.67%
20-May	Thursday	439	201	2	15	100	48	73	0:00:09	0:00:00	0:04:37	100.0	99.5	68.76%	34.24%
21-May	Friday	368	223	2	22	82	39	0	0:00:14	0:00:00	0:04:53	100.0	98.2	72.91%	27.09%
22-May	Saturday	195	148	0	16	14	17	0	0:00:13	0:07:01	0:03:43	99.3	98.6	79.14%	20.86%
	Total	2142	1207	16	104	518	224	73	0:00:11	0:05:07	0:04:20	99.8	98.6	67.77%	32.23%



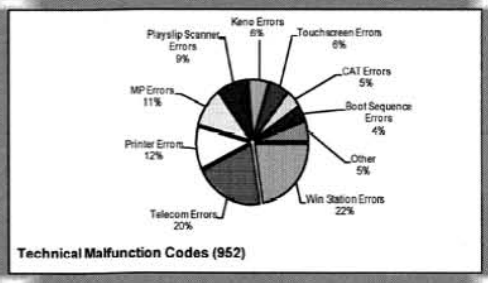




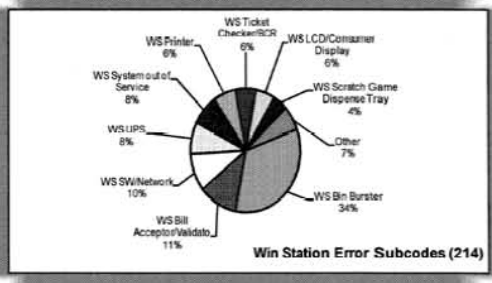
Code Types (1653)



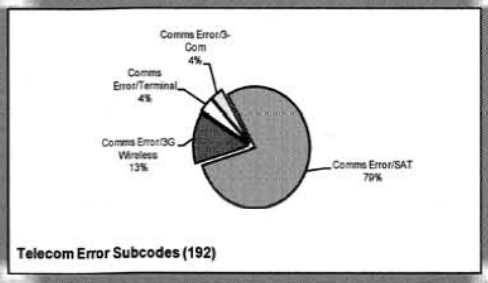
Questions / Inquiries (184)



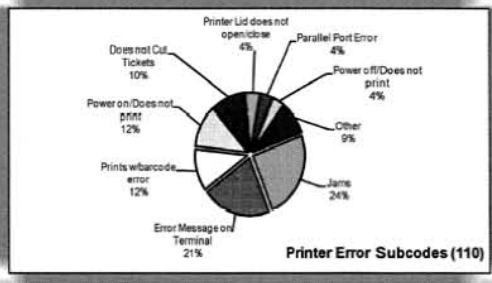
Technical Malfunction Codes (952)



Win Station Error Subcodes (214)



Telecom Error Subcodes (192)



Printer Error Subcodes (110)

Ohio Call Center Notes

- The call center operators contacted retailers to confirm the status of their Communications and Keno Programming.
- The call center started an outbound call campaign to verify the firmware versions of Ticket Checkers, 13 service requests were setup.
- Total Service Requests Setup: Call Center 1113, Dispatch 409, Ohio Lottery 98, Siebel Admin 29 and Operations 4.
- There were 214 Win Station calls, 85 (40%) of those calls were resolved by the call center and 129 (60%) were setup for dispatch.
- There were 72 win station burster service requests, 22 (30.5%) of those calls were resolved by the call center and 50 (69.5%) were setup for dispatch.

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3. The Proposer must describe how the call center will be staffed and managed to ensure timely, professional, courteous and accurate response to all calls.

INTRALOT's call center serves as the link to the retailer network for two vitally important operational activities:

1. Provide technical assistance and support, to report and resolve problems with equipment that may impede lottery sales.
2. Maintain retailer inventory levels of tickets and consumable supplies, which are essential to maximize sales.

Accordingly the Call Center is organized and staffed in two distinct groups as shown in the table below:

CALL CENTER STAFFING			
Service Desk		**Instant Ticket Desk**	
Position	Number	Position	Number
Retailer Support Manager	1	Telemarketing Manager	1
H-D Supervisors	2	T-M Supervisors	2
H-D Associates (CSR's)	15-19	T-M Customer Sales Reps (CSRs)	18-28

Service Desk CSRs

INTRALOT believes the staffing offered will allow INTRALOT to exceed the Lottery's expectations. We will continue to manage staffing levels to ensure our SLA targets are met.

INTRALOT ensures that quality performance standards are adhered to by our Service Desk staff. In addition to the emphasis on the training of the Call Center personnel as discussed later in this section, INTRALOT continually focuses on task assessment objectives, such as problem resolution performance and customer satisfaction. Some of the specific metrics used to measure individual performance include:

- Average handle time – insures timely service
- Resolution rate – insures retailer issues are resolved appropriate
- Wrap rate – insures all retailer calls are entered into Siebel

To ensure superior performance, Service Desk CSRs performance are monitored and evaluated on a regular basis. Random call monitoring is performed daily and quality issues are dealt with immediately to rectify performance. The Lottery may participate in these call monitoring sessions. INTRALOT uses Call Center supervisor software with which calls can be monitored or intercepted.

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Under no circumstances will any Call Center personnel have access to the Gaming System environment. Problem resolution that requires ccess to the Gaming System is limited to authorized operations department users. In addition, because our Data Center operations department is staffed around-the-clock seven days a week, qualified personnel are always available for more technical expertise on troubleshooting issues.

In addition to passing drug screening, background and reference checks, INTRALOT Service Desk CSRs are required to complete an extensive in-house training program. This allows them to gain intimate knowledge of all of the terminal equipment, including software and hardware, and provides them with the opportunity to be involved in retailer training and to begin developing relationships with the retailers who will be calling them for assistance and information.

To ensure a timely, professional, courteous and accurate response to all calls our staff will be receive extensive training. The training curriculum covers and ensures that the call center staff is proficient in the following areas:

- Lottery law
- Lottery rules and regulations
- Equipment identification
- Terminal setup
- Terminal operations
- Terminal troubleshooting
- Terminal diagnostics and resolution
- Communications diagnostics and resolution
- Telephone etiquette
- Communication skills
- Customer Service Policies
- Field Marketing Procedures
- Field Technician Procedures
- Entering Ticket Stock data
- Report preparation and distribution
- Report data analysis
- Call handling, tracking, and termination

Call Center problem resolution training includes:

- Receiving and recording incoming calls
- Evaluating problems
- Resolving problems
- Escalating problems
- Generating reports
- Generating Terminal preventive maintenance cases in conjunction with the Field Customer Service Technician
- Tracking service requests
- Ensuring that database information is complete, accurate, and available for review

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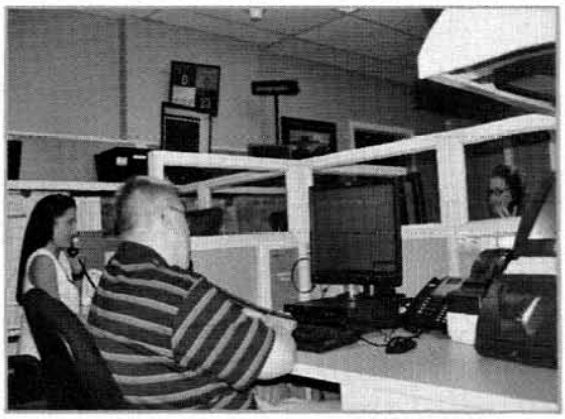
INTRALOT Call Center multi-lingual staff will be fully trained. This comprehensive training program provides the Service Desk CSRs with considerable insight into the types of problems that retailers experience and the appropriate resolution techniques. All Service Desk staff members are trained to be thoroughly familiar with the analysis and diagnosis of communications and terminal problems. In most situations the issues can be resolved by trouble shooting over the phone. If trouble shooting cannot resolve the issue, a technician can be dispatched for a repair visit (in certain situations, they are able to verbally resolve problem scenarios, avoiding the need to dispatch a technician.)

Call Center Operator Work Stations



Idaho Call Center

The Service Desk staff receives training on any new Lottery programs, promotions, equipment and/or software changes, game implementations, and other Lottery issues.

INTRALOT management will review the performance of Service Desk CSRs and their interactions with retailers. This is done to audit staff for performance evaluations, QA and to use for training and activity reporting.

The following is an example reference guide that is regularly maintained by our Ohio Call Center and used not only as part of our training plan but also for ongoing operations.

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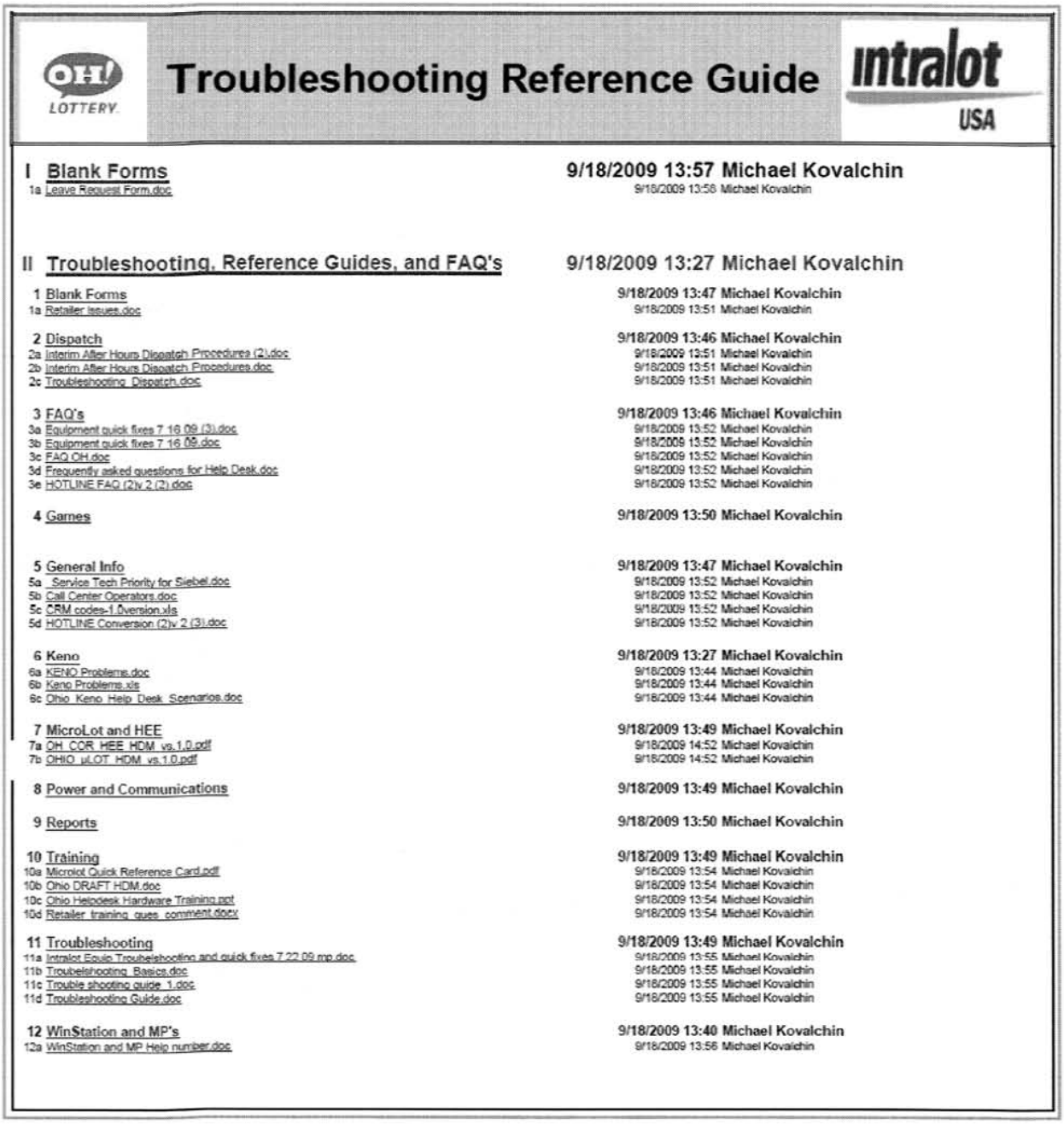

Troubleshooting Reference Guide

I Blank Forms — 9/18/2009 13:57 Michael Kovalchin
1a Leave Request Form.doc — 9/18/2009 13:56 Michael Kovalchin

II Troubleshooting, Reference Guides, and FAQ's — 9/18/2009 13:27 Michael Kovalchin

1 Blank Forms — 9/18/2009 13:47 Michael Kovalchin
1a Retailer Issues.doc — 9/18/2009 13:51 Michael Kovalchin

2 Dispatch — 9/18/2009 13:46 Michael Kovalchin
2a Interim After Hours Dispatch Procedures (2).doc — 9/18/2009 13:51 Michael Kovalchin
2b Interim After Hours Dispatch Procedures.doc — 9/18/2009 13:51 Michael Kovalchin
2c Troubleshooting_Dispatch.doc — 9/18/2009 13:51 Michael Kovalchin

3 FAQ's — 9/18/2009 13:46 Michael Kovalchin
3a Equipment quick fixes 7 16 09 (3).doc — 9/18/2009 13:52 Michael Kovalchin
3b Equipment quick fixes 7 16 09.doc — 9/18/2009 13:52 Michael Kovalchin
3c FAQ OH.doc — 9/18/2009 13:52 Michael Kovalchin
3d Frequently asked questions for Help Desk.doc — 9/18/2009 13:52 Michael Kovalchin
3e HOTLINE FAQ (2)v 2 (2).doc — 9/18/2009 13:52 Michael Kovalchin

4 Games — 9/18/2009 13:50 Michael Kovalchin

5 General Info — 9/18/2009 13:47 Michael Kovalchin
5a _Service Tech Priority for Siebel.doc — 9/18/2009 13:52 Michael Kovalchin
5b Call Center Operators.doc — 9/18/2009 13:52 Michael Kovalchin
5c CRM codes-1.0version.xls — 9/18/2009 13:52 Michael Kovalchin
5d HOTLINE Conversion (2)v 2 (3).doc — 9/18/2009 13:52 Michael Kovalchin

6 Keno — 9/18/2009 13:27 Michael Kovalchin
6a KENO Problems.doc — 9/18/2009 13:44 Michael Kovalchin
6b Keno Problems.xls — 9/18/2009 13:44 Michael Kovalchin
6c Ohio_Keno_Help_Desk_Scenarios.doc — 9/18/2009 13:44 Michael Kovalchin

7 MicroLot and HEE — 9/18/2009 13:49 Michael Kovalchin
7a OH_COR_HEE_HDM_vs.1.0.pdf — 9/18/2009 14:52 Michael Kovalchin
7b OHIO_µLOT_HDM_vs.1.0.pdf — 9/18/2009 14:52 Michael Kovalchin

8 Power and Communications — 9/18/2009 13:49 Michael Kovalchin

9 Reports — 9/18/2009 13:50 Michael Kovalchin

10 Training — 9/18/2009 13:49 Michael Kovalchin
10a Microlot Quick Reference Card.pdf — 9/18/2009 13:54 Michael Kovalchin
10b Ohio DRAFT HDM.doc — 9/18/2009 13:54 Michael Kovalchin
10c Ohio Helpdesk Hardware Training.ppt — 9/18/2009 13:54 Michael Kovalchin
10d Retailer_training_ques_comment.docx — 9/18/2009 13:54 Michael Kovalchin

11 Troubleshooting — 9/18/2009 13:49 Michael Kovalchin
11a Intralot Equip Troubelshooting and quick fixes 7 22 09 mp.doc — 9/18/2009 13:55 Michael Kovalchin
11b Troubelshooting_Basics.doc — 9/18/2009 13:55 Michael Kovalchin
11c Trouble shooting guide_1.doc — 9/18/2009 13:55 Michael Kovalchin
11d Troubleshooting Guide.doc — 9/18/2009 13:55 Michael Kovalchin

12 WinStation and MP's — 9/18/2009 13:40 Michael Kovalchin
12a WinStation and MP Help number.doc — 9/18/2009 13:56 Michael Kovalchin

INTRALOT's Service Desk CSRs will develop close working relationships with the LSRs. When it is determined that a reported issue to the Service Desk is an in-store issue rather than a technical malfunction, e.g., the retailer ran out of a particular Instant Game, the Call Center Operator will contact the respective LSR for quick remedy.

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In addition to continued LSR training on terminal features and functions, INTRALOT will conduct regular meetings with its entire field staff in order to provide advice regarding methods for increasing sales and developing promotions. In addition, our Training and Events Coordinator will assist LSRs in the field with retailer-specific promotions or events, such as store openings.

Instant Desk CSRs

INTRALOT's staff of thirty (30) Instant Desk CSRs will provide a variety of resources in support of instant product development, marketing and promotion efforts, as well as retail network development efforts. This will include staff involved in research and reporting on sales data, trend analysis and implementation of new products, promotions and events in response to the Texas Lottery's sales data.

Facilitated instant ticket order management on average out sells retailer managed instant ticket inventory by eight (8) percent. The reasons for this are numerous, but the biggest reason is that facilitated instant ticket inventory management uses sophisticated computer based tools that analyze broad characteristics of instant sales demographics and applies that information to decision support regarding individual retailer sales history. INTRALOT has discovered in other accounts that new games are often out of stock at a large percentage of retailers within the first week of sales for new instant games. INTRALOT's Lottery Sales Representatives (LSRs) and Instant Ticket Desk Customer Service Representatives (CSRs) will work together to manage instant ticket sales growth for each Texas Lottery Retailer. Instant ticket growth is enabled by making sure that each retailer has the optimum game mix and inventory of games so that the retailer never runs out of the best games for them to sell.

Retailers with low to moderate instant sales need fewer games and lower inventory compared to the top retailers who display and sell all the games they can get. INTRALOT LSRs and CSRs will work together to determine each retailer's optimal game mix and inventory of each price point and game style in quantities that ensure that the retailer has just the right inventory to maximize sales between reorders.

INTRALOT LSRs will visit each retailer on a bi-weekly basis. In between LSR visits also on a bi-weekly basis, the Instant Desk CSRs will review each retailer's inventory and help the retailer place instant ticket orders. In this way, INTRALOT will touch each retailer each week and the LSR will evaluate the orders placed by the Retailers and INTRALOT's CSRs. Our LSRs will work with the retailer and our CSRs on an ongoing basis to keep the retailer's game mix and instant ticket inventory just right. LSRs will take back games that are overstocked and partial games that aren't selling well that can be replaced by a new game with high sales expectations. INTRALOT LSRs, CSRs and FSTs all will help maintain the optimum play slip and online ticket stock inventories. INTRALOT's LSRs and CSR both use Siebel™ Customer Relationship Management (CRM) tool to manage instant ticket and consumable inventories. The LSRs and CSRs both will educate retailers on new online and instant games that are due to go on sale in the near future. INTRALOT's LOTOS™ O/S gaming system and terminal family also enable ordering of instant tickets and consumables on the terminal.

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4. The Proposer must describe how the staffing and management of the call center will support the Texas Lottery's diverse Retailer licensee base.

INTRALOT will develop Service Level Targets for retailer support. Targets will be set for the seven areas of retailer service:

- Information
- Merchandising
- Marketing and promotions
- Training
- Hardware support
- Instant ticket inventory management
- Consumable inventory management

Information Service Level Targets will be developed for providing, "What, When, Who, How Much, Why and How". INTRALOT Instant Desk CSRs and LSRs will tell retailers "What" is coming, what new instant games are coming in the next initial distribution, what promotions are coming, and will educate the retailers on new online games and online game changes. Retailers will be told "When" and for "Whom" promotions and events will occur to support their sales objectives. "How Much" generally will relate to instant ticket and consumable quantities. "Why and How" will often relate to helping each retailer garner ever increasing commissions through improved sales. Measurement of our Retailer Service Level Targets will be accomplished by retailer surveys and from empirical analysis of LOTOS™ data.

Our Instant Desk CSRs and LSRs will work with each retailer to properly merchandise new instant games, promotions and introduction of new online games. The will support Marketing and Promotional initiatives whether these initiatives are chain based, regional or for all Texas Retailers.

Although after initial conversion retailer training responsibility will primarily fall on the shoulders of the LSRs, our Instant Ticket CSRs, FSTs, and Service Desk CSRs are all able to help train retailer staffs in terminal operation, game sales, merchandising, and how to play upcoming games. All retailers and LSRs will be provided with retailer manuals and Quick Reference Guide both in hard copy and via the retailer web site. Any materials, either printed or electronic, that are provided will be thoroughly reviewed and approved by the Lottery before they are distributed. In addition, user manuals will be available as a PDF on the Retailer web site for quick and easy access. All retailer manuals and Quick Reference Guides will be available in English and Spanish.

INTRALOT's Service Desk CSRs and FST staff provides support for the retailer's lottery equipment. Service Targets in this area will include how often the retailer needs this help and how efficiently it is provided.

Our Instant Desk CSRs and LSR force are responsible for managing optimum instant ticket inventory at the retailer establishment.

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Our Service Desk CSR, Instant Desk CSR, LSRs and FSTs all help manage retailer consumable inventories at optimum levels.

Our team of marketing staff will provide LSR's with sales performance updates on a monthly, quarterly, fiscal and ad hoc basis; and we will create and provide informational materials such as retailer manuals, quick reference cards, and other retailer support and training items as retailers require them.

INTRALOT strongly believes that the reliability of its equipment and Systems and the associated features and functions delivered by the equipment and Systems provide significant added value to the retailers, which creates strong relationships with the Lottery and INTRALOT.

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5. The Proposer must indicate how it will achieve the required performance levels for the call center.

In the table below we provide a summary response to the call center performance level requirements:

CALL CENTER PERFORMANCE LEVELs	
Requirement	**INTRALOT Response**
Provides a toll-free call center number and twenty-four by seven (24 hours a Day, 7 Days a week) support for Retailers to report stolen tickets and technical problems with the Lottery Gaming System	On a twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) Days a year basis, INTRALOT's Service Desk will provide assistance to retailers by documenting, troubleshooting and elevation of technical problems to FSTs, dispatch or to the organization best suited to resolve the retailer's technical issue. Service Desk staff will also manage stolen or damaged ticket processes for the retailer.
Provide dedicated ticket inventory management personnel Monday through Friday from 7AM to 6PM, Central Time, at a minimum, to receive and process Retailer ticket orders	INTRALOT's Instant Ticket Desk and LSRs are dedicated ticket inventory management personnel. The Instant Ticket Service desk will operate Monday through Friday from 7AM to 10PM, and Saturday 7AM to 6PM, Central Time to process Retailer instant ticket orders. In the event that call volumes do not warrant such coverage then INTRALOT will review the coverage hours and revise them with the Lottery.
Answer a minimum of 95% of all calls (answered and abandoned) in forty-five (45) seconds or less.	Service Desk staff will answer 98% of all calls (answered and abandoned) in forty-five (45) seconds or less.
Support a minimum of 99% of all calls without a busy signal.	The call center staff will answer a minimum of 99% of all calls without a busy signal.
Maintain a call abandonment rate less than or equal to 5%.	INTRALOT will maintain a call abandonment rate of less than 5%.
Maintain a maximum hold time that does not exceed two (2) minutes per call.	INTRALOT will maintain a maximum hold time of two (2) minutes or less per call.
Maintain call center availability so there is no more than fifteen (15) minutes of downtime in a seven-day period.	INTRALOT will maintain call center availability of no more than fifteen (15) minutes of downtime in a seven-day period.
Maintain each call recording for a minimum of six (6) months from the Day the call is received.	INTRALOT will provide the recording equipment and maintain recorded conversations for at least 365 days.

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6. The Proposer must document how chronic problems will be handled.

INTRALOT technicians will perform standard PM procedures during any service-related visit. During all service calls, the mechanical security, safety, and general operation of the terminal and peripherals will be checked as part of the PM program. Should a retailer experience a chronic equipment problem, four (4) or more service calls in a consecutive ninety (90) day period on the same piece of equipment, INTRALOT will replace the equipment. Technicians will routinely replace the wide area network communications interface, as well as the terminal and its peripherals. This will allow our technical repair facility to better troubleshoot and track any chronic problems needing detailed analysis.

INTRALOT understands the frustrations that retailers have over chronic issues with their lottery equipment. This is equally frustrating to the Lottery and INTRALOT and will be addressed under a formal problem management process to determine the root cause. INTRALOT's terminals, in conjunction with our Network Management System, provide for the collection of Management Information Base (MIB)-II variables with customized extensions. These are used to determine MTBF and watch for signs of impending failure. The terminal Utilities Menu has functions available will help diagnose problems with the terminal and peripherals and automatically sends a message to the Central System that there is an issue with the selected item or feature. This technology and technology monitoring process is designed to prevent chronic failure situations by enabling proactive correction of hardware faults.

If the technology monitoring process described in the previous paragraph fails to prevent chronic technology failures, after three incidents of a retailer reporting issues with the same equipment in a 90 day period, our Service Desk CSRs will escalate the incidents to INTRALOT's Problem Management Team to determine the root cause. Because we gather failure data and monitor the performance of our terminals, printers, peripheral equipment by central collection and analysis of various terminal statistics, such as the count of printer faults, printer carriage movement failures, ticket reads per game, terminal resets, printer resets, and paper out occurrences we have the data to determine whether the reported failures are due to hardware issues or issues local to the retailer. The retailer doesn't care which the cause is, they just want their equipment to work correctly all the time. INTRALOT however, wants to permanently fix service issues for the retailer. INTRALOT will continue analyzing chronic equipment problems until a permanent solution is discovered. If a certain piece of equipment is reported to have failed four times in a 90 day period, it will be replaced and refurbished. If the problem follows the hardware after it is replaced and it continues to fail, it will be rebuilt or scrapped. If the problem persists after the suspect hardware is replaced, then INTRALOT will continue with the Problem Management Process until a permanent solution is found. Analysis of the problem may include putting FSTs in the retailer's establishment to observe the way the equipment is used and how the equipment performs until the equipment fails again. If INTRALOT's problem management process is unable to determine a permanent solution to the retailer's problem, INTRALOT will completely reinstall the retailer's equipment with all new equipment and start the process over.

INTRALOT's Chronic Equipment Failure Resolution Procedure addresses these issues as follows:

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- From the service call records the system identifies potential chronic problems before they become chronic.
- Once identified as a potential chronic equipment issue, the equipment history is analyzed by our Field Service staff to determine whether the circumstances surrounding the equipment issue may be contributing to the failure, i.e., calls were reported on Monday mornings. If such circumstances are prevalent, the field service supervisor schedules a field service technician (FST) visit the retailer at the same time of the reported failures.
- In the event that no obvious problem is observed the call center initiates a monitoring program whereby the retailer's equipment will be monitored remotely.

In the event that the problem fails four (4) times in a nine (90) day period the equipment will be replaced. When there are chronic equipment failures, technicians will routinely replace the wide area network communications interface, as well as the terminal and its peripherals. This together with the service call log and notes will allow our technical repair facility to better troubleshoot and understand the cause of the problems.

Ticket Inventory and Supply Management

7. The Proposer must describe any innovative solutions it proposes to enhance inventory order and distribution beyond the noted requirements of this section.

INTRALOT has developed several innovative solutions to enhance inventory order and distribution methods to ensure that retailers are full serviced and supplied to increase sale.

Facilitated Instant Ticket Ordering

Facilitated instant ticket inventory management uses sophisticated computer based tools that analyze broad characteristics of instant sales demographics and applies that information to decision support regarding individual retailer sales history. INTRALOT has discovered in other accounts that new games are often out of stock at a large percentage of retailers within the first week of sales for new instant games. INTRALOT's Lottery Sales Representatives (LSRs) and Instant Ticket Desk Customer Service Representatives (CSRs) will work together to manage optimal instant ticket initial distribution quantities and daily orders by price point for each Texas Lottery Retailer. Instant ticket growth is enabled by making sure that each retailer has the optimum game mix and inventory of games so that the retailer never runs out of the best games for them to sell.

Auto Reorder of Consumables

LOTOS™ O/S has efficient and effect auto reorder capabilities for consumables. Our System tracks sales and reporting transactions which occur at the terminals and will calculate the volume of play slips and thermal paper being used. The System will forecast the demand by retailer based on historical sales and reorder points set by the LSRs for each retailer. The System will then issue

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terminal consumable auto orders to the warehouse packaging and shipping Systems. This type of predictive auto reorder feature has virtually eliminated out of stock conditions for our retailers.

LSR Vehicles – Mini-Warehouses

INTRALOT's LSR carry a significant amount of "trunk stock" in the form of instant tickets and consumable, effectively making them mini-ware-houses. They are in effect treated as locations within our Warehouse and Distribution System. This trunk stock can be used to immediately address low or out of stock situations.

Accessing LOTOS™ O/S GMS (Games Management System) via their IPT portable terminal enables our LSRs access to management terminal functionality to efficiently and effectively manage each retailer's instant ticket and consumable needs. The LSR can manage and record instant ticket activity including setting inventory limits, ordering and taking custody of full and partial books of instant tickets. Real time retailer information is available in several formats such as: promotional data, date of delivery, game sales, etc. Receipt and/or credits are created for each transaction, precluding manual form processing.

The retailer terminals also provide the Lottery's LSRs with full functionality for instant ticket and related transactions, inventory management, and reporting. Transactions can be entered via the terminal and are completed in real time. This includes full and partial pack transfer transactions and pack status change transactions required by the Lottery or the LSRs. Receipts are created for each transaction, precluding manual form processing. LSRs are also able to maintain on-going, by retailer, point-of-sale supplies and other commodities inventory and provide a mechanism whereby retailers and the LSRs may place orders for POS and other commodities.

Our Information and Report Management (IRM) Data Warehouse contains data that can be analyzed over multiple years of historical data. INTRALOT determine the database views The Texas Lottery requires to compare historical sales and inventory information with current sales and inventory information. We will extract, transform and load historical data from the current vendor into our LOTOS™ O/S Gaming System.

INTRALOT's Innovative IntraSell System and Automatic Ticket Order Sorting

Managing, fulfilling and storing Instant ticket orders is a highly automated process using INTRALOT'S LOTOS™ IGMS IntraSell which is our instant ticket telemarketing application. IntraSell has functions for auto order, auto reorder, and telemarketing predictive order all interfaced with our automatic order sorting machinery. Orders for instant tickets received before close of business will be filled and shipped the same day for ground service delivery the following day, from the INTRALOT'S central warehouse. INTRALOT's commitment for retailer service and order processing exceeds the requirements of the lottery. INTRALOT will use Lone Star Overnight, headquartered in Austin and a TEXAS company serving every zip code in TEXAS as our distribution courier. We are not only raising the bar of order processing and service delivery

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accuracy and efficiency, but we are also maximizing Jobs for Texans and Revenue for Texas companies.

IntraSell Automatic Ticket Order Sorting - Ohio

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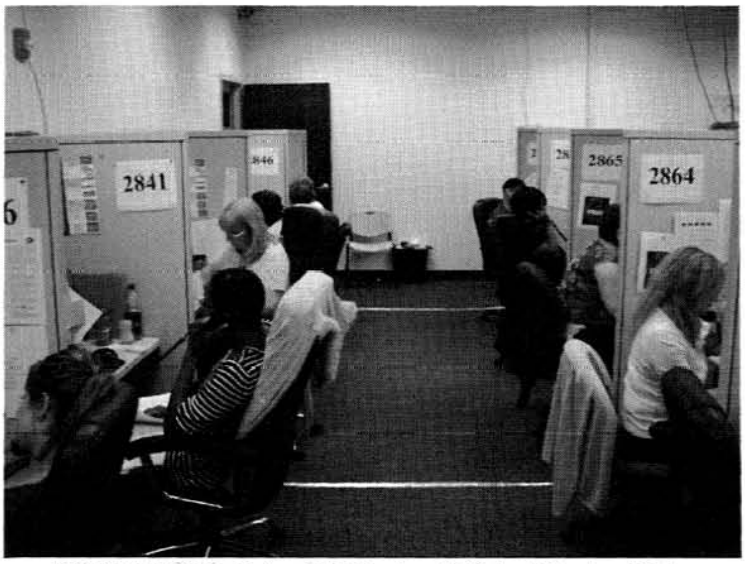
INTRALOT's primary method for placing instant ticket orders is a robust, well trained staff of Austin based Instant Ticket Desk Customer Service Representatives (CSR's) and remote Lottery Sales Representatives (LSRs) that visit all retailers on a bi-weekly basis to ensure optimum instant ticket sales at each retailer establishment. Our CSR's in concert with our highly skilled LSRs will help your retailers place and shape their orders to ensure they have just enough instant games to sustain maximum instant ticket sales without running out of any games between order shipments. Through this process, the CSRs and LSRs utilize the predictive ordering feature and order shaping tools in IntraSell while considering unique retailer attributes captured in call history notes. CSR's and LSRs will have an array of tools at their fingertips to include instant and on-line two week sales average, predictive ordering algorithms, average weekly packs sold, inventory on hand, inventory in-transit, inventory returned and much more.

Each retailer has the benefit of INTRALOT's state-of-the-art automation coupled with the professional expertise of the highly trained CSRs packaged in a bi-weekly scheduled call (alternates weeks with retailer's LSR visit) that averages 3 minutes. Optimum staffing is provided for this service in our plan. Normal CSR call hours are 7 AM to 5 PM CST, Monday- Friday and Saturday 7AM to 6PM. A recent INTRALOT study of Ohio Lottery retailers showed that retailers serviced in this manner consistently out sell retailers that place their own orders.



INTRALOT's IntraSell Instant Ticket Desk - Ohio

The Service Desk CSRs can also process orders originating from inbound calls from retailers, and voicemail input by using our Order Create application. LOTOS™ IGMS is also capable of accepting retailer Terminal requested orders and operating in an instant ticket auto reorder mode.

After each order is placed, it is assigned an order number by the IGMS and immediately moves via secure Internet Protocol to the warehouse application for fulfillment. Each retailer's instant ticket order is normally "picked" by an auto sorter that permits service levels of 100% order accuracy.

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After, the order is assembled, a manifest and shipping label with a courier tracking number is automatically generated. The packed envelope or box is loaded onto our courier's truck for shipment and delivery to the retailer. The retailer signs for and verifies receipt of the package upon delivery. Orders placed between 7 AM and 4:30 PM CST will be packaged and shipped the same day to arrive the following day. Orders placed Friday will be delivered the following Monday.

8. The Proposer must describe how the staffing and management of the ticket inventory and supply management functions will support the Texas Lottery's diverse Retailer license base.

INTRALOT will recruit bi-lingual staff for our Instant Ticket Desk and LSR operations. We will also recruit staff to cover other major languages representative of the retailer community. Together with extensive training, supervision and monitoring INTRALOT will provide the Texas Lottery with superior service and support for the retailer community. As a result sales will be driven to new height which we intend to sustain throughout the duration of our partnership with the Lottery.

All of the supplies and consumables for the INTRALOT terminals can be ordered on-line from the multi-lingual retailer terminal, or the retailer can place a call to the multi-lingual Service or Instant Ticket Desks. If a supply order is placed on-line with the terminal, the retailer can indicate the level of urgency for receiving the supplies. Instant tickets can also be ordered via the retailer's terminal if this functionality is authorized by the Lottery.

LOTOS™ and Siebel™ CRM provides real time retailer sales information and reports. INTRALOT marketing staff will provide LSR's with chain, region and state wide sales performance updates on a monthly, quarterly, fiscal and ad hoc basis.

All retailers will be provided with Retailer Manuals and Quick Reference Guides. These manuals and guides will also be available on our Retailer Web Site. Any materials, either printed or electronic, that are provided will be approved of by the Lottery before distribution. All documentation will be produced in English, Spanish and other languages that may be significant in the retailer community.

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9. The Proposer must describe what procedures are included to process special, out of cycle, express, expedited, or emergency orders from Retailers.

When the Service Desk receives a retailer's call for emergency supplies or instant tickets two things happen. First a ticket is created in Siebel™ Retailer Services and Customer Relationship Management (CRM). Should the retailer require Instant Ticket inventory during Instant Ticket Desk normal working hours they will be transferred to an Instant Desk CSR, who will assist the retailer. If the retailer is requesting inventory for a game that has reached or is nearing end of distribution, the CSR will offer newer game(s) to accommodate the retailer's request.

The expedited delivery method will depend on the time of day and circumstance of the retailer's inventory issue. If the retailer is just low on consumables or instant tickets and the time of the request is such that our normal expedited service can deliver the order early the next day then the order is placed for expedited overnight delivery. Instant ticket orders will normally be processed for next business day courier delivery, but if LSRs are available, emergency orders will be delivered for high volume retailers.

If it is too late in the day for over-night delivery and the retailer is out of ticket stock preventing online sales, an emergency order for the requested material is sent to Dispatch and Dispatch schedules an LSR or FST delivery. LSRs carry trunk stock of consumables and instant tickets and FSTs carry trunk stock of consumables. Secondly the LSR for that retailer is sent a message to evaluate why the retailer ran out of the requested consumables or instant tickets. Often the explanation is that the retailer had a theft of their instant tickets and the emergency order is associated with a stolen ticket report. Consumables may have been damaged by water or inadvertently discarded. Regardless, the LSR for that retailer will evaluate and potentially reset the levels set for instant ticket inventories and consumables.

To ensure the highest quality of service and responsiveness to the retailers, INTRALOT uses the Donlen Telematic GPS System. The GPS System is installed in our entire fleet of vehicles, which includes those driven by our LSRs and FSTs. The GPS System is a very effective tool that helps manage the entire fleet, identifying the location of any LSR or FST at any time. In combination LOTOS™ Inventory Management System enables effective and efficient delivery for retailer emergency orders. The Inventory Management System allows the Service Desk CSR to identify the truck stock of instant tickets and consumables of the nearest LSR's and FST vehicles. Dispatch assigns the delivery to the LSR or FST.

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10. The Proposer must describe its range of automated systems to allow Retailers to order at anytime, rather than only ordering in response to a telemarketing call. Additionally, the Proposer must describe its ability to manage and place proper controls on this ordering process.

INTRALOT will operate four (4) automated approaches that allow retailers to order at anytime rather than only ordering in response to an Instant Ticket Desk CSR using IntraSell's predictive order recommendations during the bi-weekly telemarketing call:

- Initial Order
- Auto Reorder,
- Retailer Web-site,
- Retailer Terminal.

Managing, fulfilling and storing instant ticket orders is a highly automated process using INTRALOT'S LOTOS™ IGMS IntraSell which is our instant ticket telemarketing application. IntraSell automates auto order, auto reorder, and telemarketing predictive ordering and passes orders to our automatic order sorting machinery. All orders for instant tickets received before close of business are filled and shipped the same day for ground service delivery the following day.

Initial Order

During conversion INTRALOT's LSRs and Instant Desk CSRs will review and input the initial order levels by price point the Texas Lottery retailers had in the previous vendor's system. From that point on they will work together to optimize the price points and game quantities for each retailer to ensure that those retailers don't run out of new games between order cycles. INTRALOT's LOTOS™ IGMS places initial orders of new instant games during order fulfillment based upon the initial order levels set by the Instant Desk CSRs and LSRs.

Auto Reorder

INTRALOT's LOTOS™ IGMS has a predictive instant ticket reorder function that is normally evaluated by the Instant Desk CSR to place optimum instant ticket reorders while discussing inventory management with the retailer. This function can be set to auto order those predicted quantities for each retailer. INTRALOT prefers the facilitated telemarketing call by the Instant Desk CSR because the Auto Reorder function does not take into account instant ticket sales anomalies such as unusually high sales associated with a high tier winner occurring at the retailer.

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Retailer Web-Site and Retailer Terminal Orders

Orders placed via the Retailer Web-site or via the retailer's terminal will interact with the LOTOS™ IGMS to control the order taking process. After gaining access through the input of authenticated user id and pass words the System will intuitively guide the retailer through the order process, allowing the retailer to order within the constraints of the retailer's inventory management configuration parameters. Terminal and web site orders will be highlighted for the retailers Instant Ticket CSR and LSR so they can review the ad hoc order.

Orders received during normal business hours Monday through Thursday will be ship overnight for delivery the next morning. Orders placed on Friday will be delivered Monday morning.

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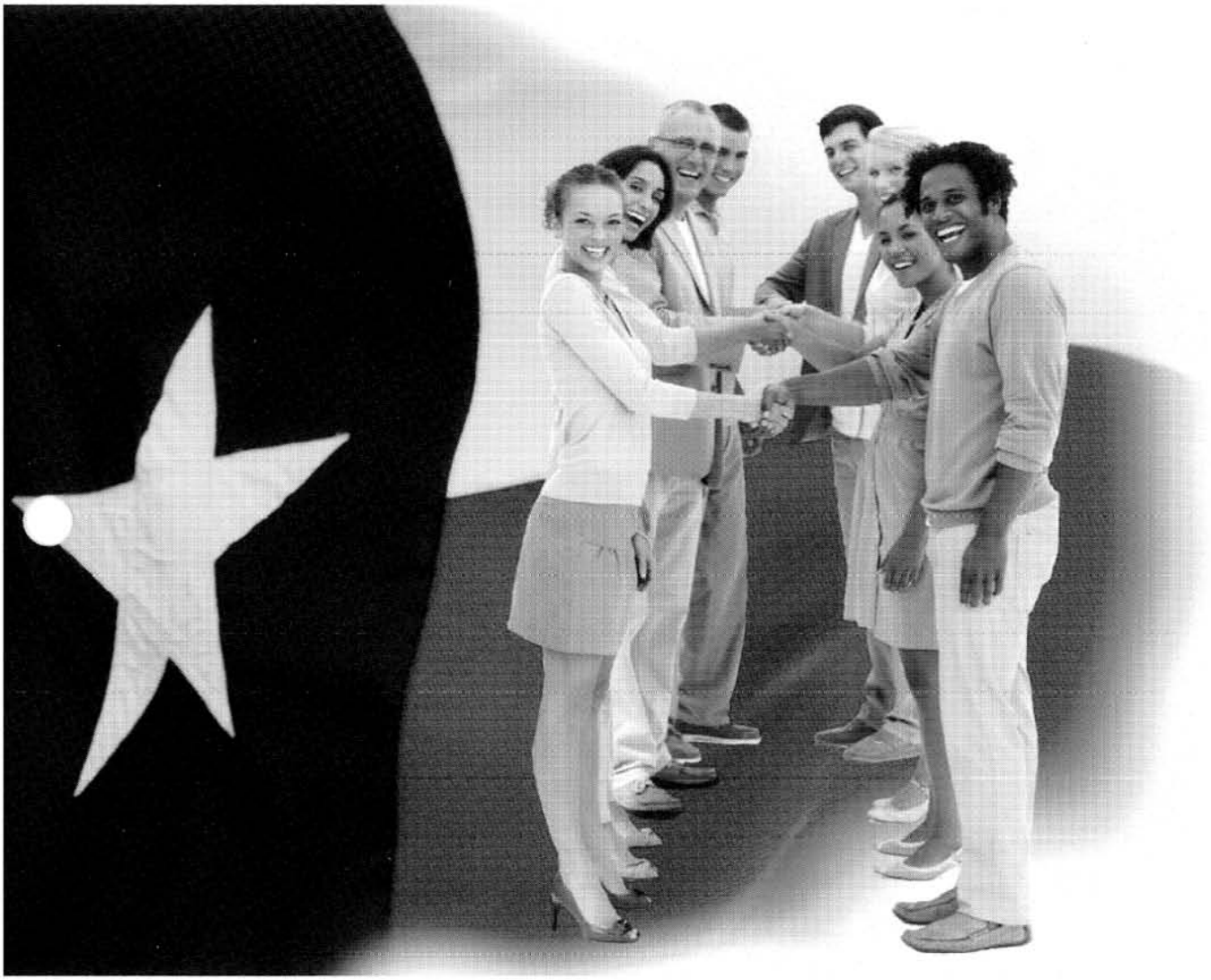

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7.14 Communications Network

The communications network is a satellite, radio, and land-based system that links all computer sites, including Primary and Backup Data Centers, the Texas Lottery headquarters and backup site, all warehouses, other Lottery Operator offices, Texas Lottery claim centers and Retailers. The following table identifies the requirements for the Communications Network.

Table 76. Communications Network

Response Requirements
1. The Proposer must acknowledge and accept the roles and responsibilities and detail requirements indicated in this section.

INTRALOT acknowledges, accepts and will deliver the roles and responsibilities and detail requirements indicated in this section of the RFP under Table 75 and the service level requirements under Table 77.

2. The Proposer shall provide detailed information and communications network diagrams to address the performance capabilities of the communications network based on the Proposer's System requirements and the Texas Lottery's system requirements.

INTRALOT is committed to helping the Texas Lottery grow its top line sales and bottom line contribution to the Foundation School Fund. INTRALOT is bringing unprecedented technology, process and staffing to The Texas Lottery. INTRALOT's world class facilities will provide superior security, office and warehouse space that is optimized for efficient workflow. INTRALOT's technical and facilities solutions are the most secure of any in the Lottery Industry. **Our LOTOS™ securities have never been breached. Our VSAT network with four satellites is the most diverse in the Lottery industry.** Each INTRALOT system, process and procedure is specifically designed to enable tremendous lottery growth with easy to use interfaces while minimizing risk.

INTRALOT will dramatically beat the Texas Lottery's network and communications service level expectations. INTRALOT is staffing Texas with our most experienced leaders in all areas of Lottery services. We are heavily investing in technology, information, structured process and the right people to make Texas the most successful lottery in America. INTRALOT is totally committed to driving tremendous annual growth in lottery sales.

INTRALOT started out as a communications company that deploys and manages networks around the globe. INTRALOT's network performance is second to none worldwide, and our experience in adverse conditions in many countries has given us the hands-on expertise to design, deploy, and operate secure reliable and resilient high speed networks regardless of the local topography and climatic challenges.

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To specifically serve the needs of the Texas Lottery, INTRALOT has designed a comprehensive telecommunications network solution. INTRALOT understands that we will be responsible for seeing that the network is designed, implemented, and operated in compliance with the agreed-upon specifications, including the responsibility for both network monitoring and management. In fact, in many cases INTRALOT will exceed the Lottery's requirements and expectations. INTRALOT will be totally responsible for the design, implementation, operation, and management of the communications network over the life of the contract including any extensions.

INTRALOT has been deploying data communication networks for Gaming Systems since 1988 when the company began servicing the National Lottery in Greece, which today is the 6th largest Gaming System in the world, larger than all US Gaming System networks according to published information. Today INTRALOT operates gaming systems and communication networks in over 50 countries around the world. Four of our largest operating networks are: Greece with more than 12,000 POS locations, Taiwan with more than 8,000, South Africa with over 9,000 gaming locations and Ohio with 12,500 gaming locations connected to the Lottery Gaming System – please see confidential table below:

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INTRALOT looks forward to implementing its proposed solution for the Texas Lottery. The network will be installed in parallel to that of the existing network, as will be the Central Systems and terminals, thereby minimizing any impact or conversion risks to the Texas Lottery's day-to-day operations. Since the new network will be installed in tandem to the existing network, it will be fully tested and proven prior to conversion.

INTRALOT has more recent experience in successfully converting from SGI and GTECH networks and Systems than any other vendor in the world. INTRALOT has won ten clients from GTECH and four clients from Scientific Games in the last three years from May 2006 through November 2009 for a total of more than 65,000 Retailers in various contracts as shown in the following table:

Lottery	Award Date	Previous Vendor	NEW Vendor	Retailers
Morocco	March 2010	GTECH	INTRALOT	4,000
District of Columbia	November 2009	GTECH	INTRALOT	625
Arkansas	September 2009	New State	INTRALOT	2,500
Vermont	May 2009	SGI	INTRALOT	750
New Hampshire	May 2009	SGI	INTRALOT	1,450
Louisiana Lottery	April 2009	GTECH	INTRALOT	2,800
Ohio Lottery	May 2008	GTECH	INTRALOT	12,500
Netherlands	April 2008	GTECH	INTRALOT	5,500
South Carolina	January 2008	SGI	INTRALOT	3,800
South Africa	October 2006	GTECH	INTRALOT	9,000
New Mexico	July 2007	GTECH	INTRALOT	1,425
South Korea	July 2007	SGI	INTRALOT	9,000
Malaysia	July 2006	GTECH	INTRALOT	2,200
Lottery West	August 2006	GTECH	INTRALOT	1,000
Idaho Lottery	May 2006	GTECH	INTRALOT	1,250
Taiwan	May 2006	GTECH	INTRALOT	8,000
TOTAL				**65,800**

INTRALOT understands and agrees that it will be responsible for any network costs, network monitoring and management functions. INTRALOT is ready and fully capable to exceed your expectations. INTRALTO will provide network connectivity from our systems to all Retailer and Texas Lottery locations. We will provide a 24X7X365 network that is supported by a state of the art Network Operations Center (NOC) staffed by certified network experts and a fully trained Field Service staff that ensures rapid installations and repairs. INTRALOT will provide our detailed network design and equipment configuration documentation for Lottery approval. Our NOC network management facility is fully capable of monitoring and diagnosing issues with all of our communications equipment. INTRALOT will provide detailed procedures for troubleshooting network issues, including trouble reporting levels and escalation procedures. We will prepare

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documentation describing how provisioning, monitoring and repair will be coordinated with our satellite carriers, network providers and contractors who are involved in installation, operation and maintenance of our networks. INTRALOT will provide Lottery Communications Network diagrams that identify the data routing and redundant communications paths, proposed locations of remote nodes and the level of equipment intelligence at those nodes. INTRALOT's Lottery Communication Network has no single point of failure.

Incidents and problems associated with network operations will be communicated in accordance with our Service Desk Incident and Problem Management reporting procedures. All level 1 and level 2 (Critical and Severe) incidents will be immediately reported to the INTALOT General Manager and the Texas Lottery. Routine changes to the network (add, changes and deletes) will be communicated in regular operational meetings with the Texas Lottery. All changes that would impact retailers and/or sales will be presented to the Texas Lottery for approval. INTRALOT's network personnel will not only be qualified to address incidents and problems associated with the Lottery Network, they will also be certified in the equipment they work on.

INTRALOT's internal and Lottery Gaming Network allows unlimited flexibility, growth, throughput, stability and availability in a cost effective environment. Our Lottery Network fully supports software downloads and video streaming to retailer terminal in background so that network throughput and terminal transaction performance is not affected. All network connectivity and infrastructure at the primary data center (PDC) is exactly duplicated at the backup data center (BDC). INTRALOT will provide network connectivity with adequate bandwidth to and between all Texas Lottery facilities to support normal networking, video security monitoring and video teleconferencing. INTRALOT will procure and fund an independent third party vendor to perform traffic studies and provide recommendations regarding the Lottery Communications Network performance.

INTRALOT will obtain federal, state and local licenses and approvals and pay all special tariffs associated with the installation, operation and expansion of the Lottery communications network. We will comply with all applicable laws regarding communication network standards, availability, costs and licenses. INTRALOT will include a clause in all contracts related to the communications network requiring vendors to permit assignment of those agreements by INTRALOT to the Texas Lottery or any entity designated by the Texas Lottery, upon request by the Texas Lottery.

INTRALOT's Lottery Communications Network Management and Service Desk systems provide real time and historical reports and graphs showing the status, incidents, historical trends etc. for the entire communications network including line, drop, node and backbone status down to the retailer level. Incidents related to INTRALOT's Lottery Communications Network are tracked by our Service Desk incident and problem management processes. The Service Desk has responsibility of tracking issues with all equipment, processes and sites from the time the incident is reported through resolution. When issues are elevated to the problem management process, the Service Desk continues tracking the incident until the problem resolution is applied and the incident record is closed out. Our Network Management and Service Desk systems and processes have the ability to identify, segregate and provide reporting to retailers who are down due to terminal or communication malfunctions versus other anomalies not associated with failure of the Lottery Network system performance.

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Network Design and Implementation

The INTRALOT designed network for the Texas Lottery will provide superior monitoring, redundancy, diversity, security features, and the elimination of concentration points. In this proposal we have fully described the links to retail terminals, the central data processing sites (PDC and BDC), Lottery's LAN/WAN and other connections relevant to the network's topology. Our design has also accounted for LAN/WAN elements serving the System components and communications services for hotline and dispatch.

While we have proposed the use of multiple technologies as the only way to ensure service for all retailer locations, INTRALOT intends to utilize VSAT, DSL and then 3G communications, The exact quantity and distribution of technologies across the retailer population that are to be installed can only be accurately determined once site surveys have been completed and our recommendations presented to the Lottery for review and approval.

Based on preliminary qualification work completed at INTRALOT's request by the local service company in Texas, it appears that approximately 90% of the network will be VSAT. This leaves 10% of the network to be provisioned with 3G Cellular and/or DSL, with MPLS leased lines to be installed for any remaining retailers that cannot be serviced by any of the aforementioned communications solution. This estimate may change slightly after physical site surveys are conducted to determine the final distribution. Once awarded the contract, INTRALOT will conduct site surveys at every retailer and make our recommendations of the best technology for each retailer on a retailer by retailer basis to the Lottery for mutual agreement and written approvals.

INTRALOT will implement industry standard network security measures that meet or exceed MUSL Rule 2 specifications. We will also conform to any security rules put forth by any multi-jurisdictional group that the Lottery may belong to or join in the future. As far as our network security is concerned, INTRALOT takes this matter very seriously.

The INTRALOT proposed network design is the optimal solution because it eliminates single points of failure and bottlenecks that can affect multiple retailer locations. All inter-site links between the required service locations are deployed in a redundant fashion for ultimate survivability, and this design extends into the core retailer wide area network (WAN) as well. INTRALOT has also identified, by manufacturer and model number, all items provided and not within the carrier "cloud". All communication equipment is included as part of our Systems equipment configuration provided at the end of Section 7.6 and labeled Component Level Bill of Materials.

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intralot	Drawn By Feliberto Cruz	Revised May 14, 2010	Drawing Title TEXAS NETWORK DIAGRAM	Description – Proprietary & Confidential TEXAS NETWORK DIAGRAM OVERVIEW

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INTRALOT offers wireless 3G wireless cellular connectivity in all areas where available. 3G wireless provides faster speeds, greater security and improved reliability. 3G wireless stresses ubiquitous coverage and continuous mobility offering the re-allocation to transfer use of spectrum to most efficient use for dynamic optimization. 3G Systems offer 100kb to 1.5Mb rates over the serving area of the provider, which is quite extensive as depicted in the maps of Texas provide by the major cellular providers, AT&T, Sprint and Verizon below:

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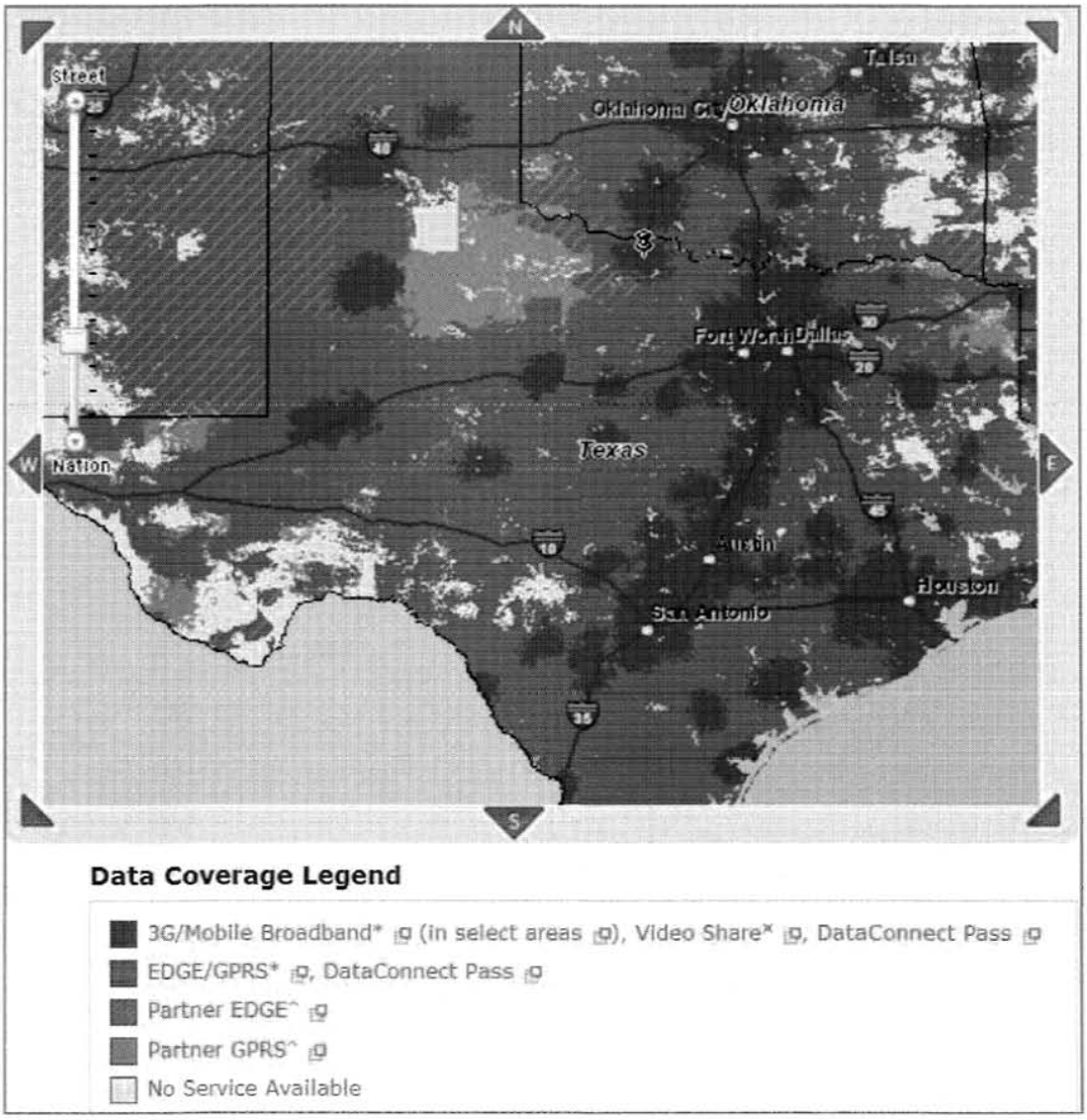

AT & T coverage area for 3G

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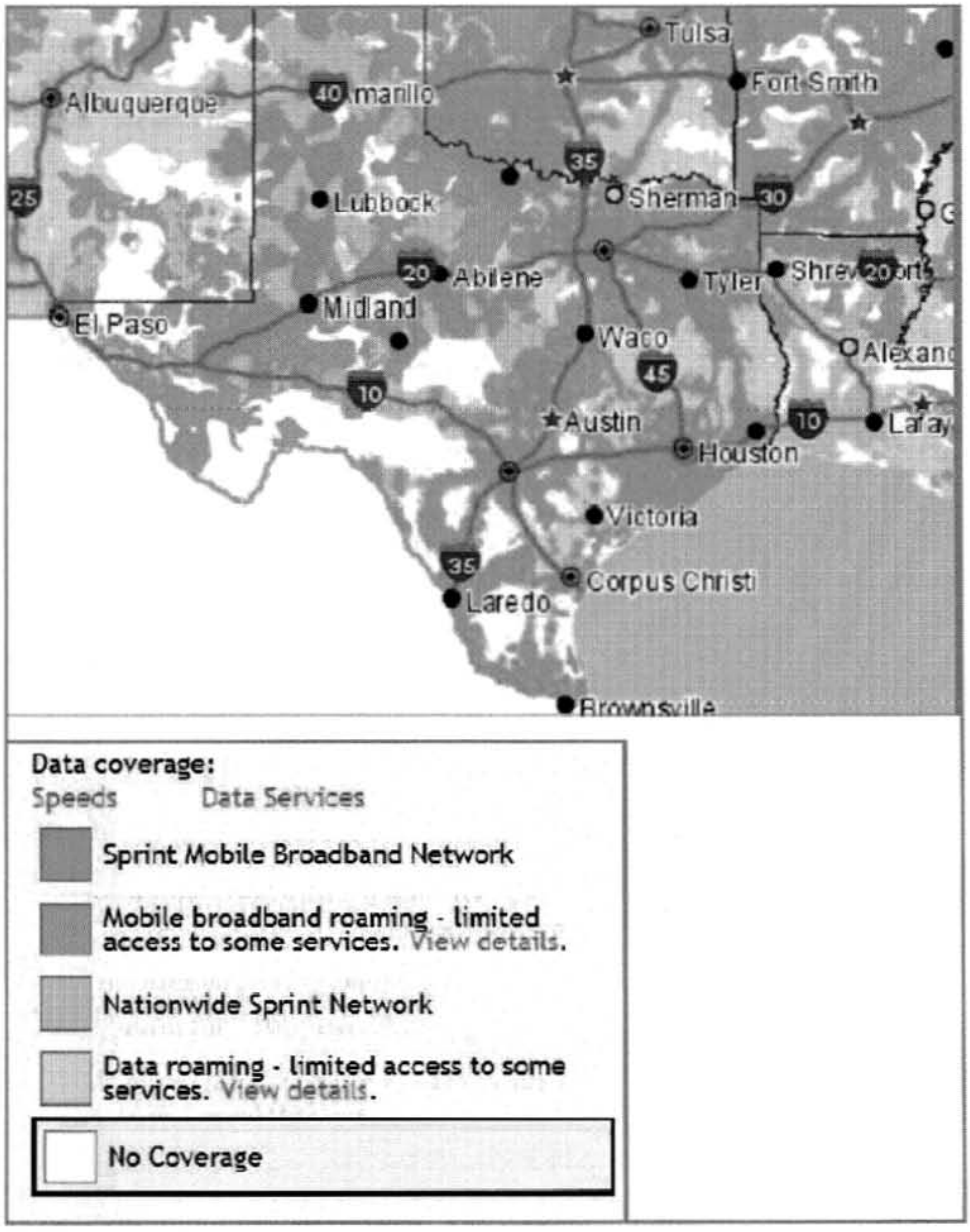

SPRINT coverage area for 3G

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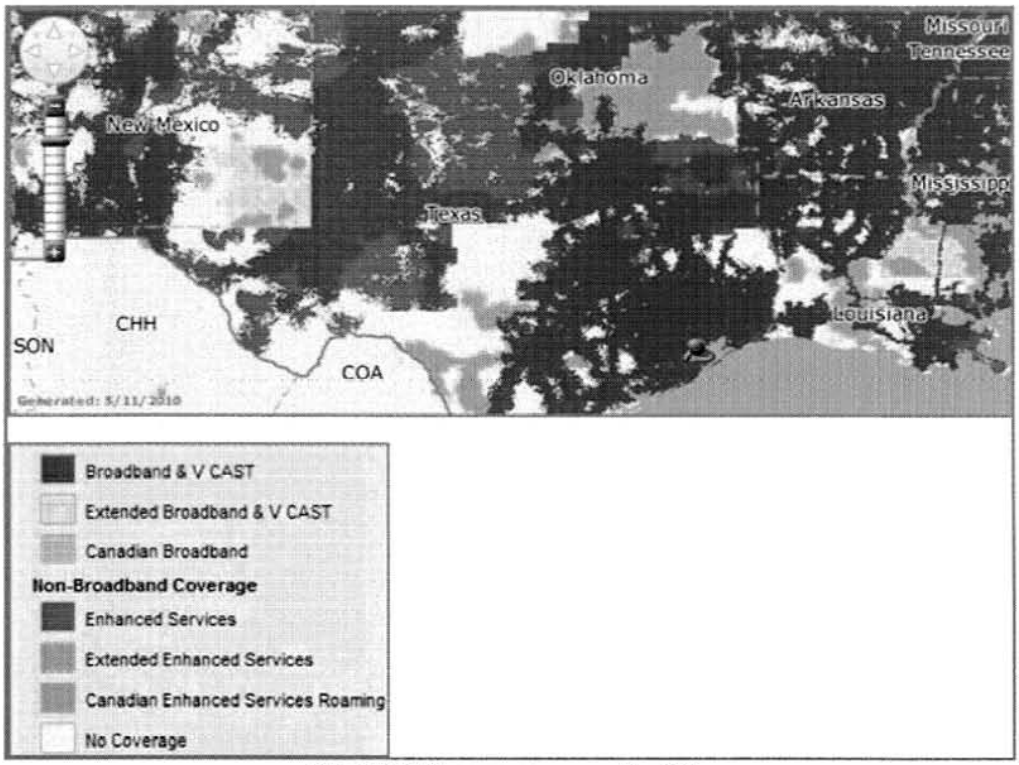

VERIZON coverage area for 3G

INTRALOT has installed cellular Lottery retailer terminal networks in many countries in Europe and South America where we operate today because it is the best and most available means of reliable communication in those regions. Cellular is utilized within our U.S. operations. INTRALOT's current utilization of Cellular is in OHIO, where 580 3G wireless have been deployed, South Carolina has 26 3G wireless deployed, Vermont has 550 deployed, Arkansas has 300 deployed and New Hampshire 130 3G wireless deployed. INTRALOT can also use cellular for temporary redundant installations in order to meet our agreed upon installation time frames and, along with VSAT, for temporary sites such as fairs and promotions. 3G wireless network latency typically falls in the 100 to 300ms ranges with an additional 50 to 70ms-backhaul latency.

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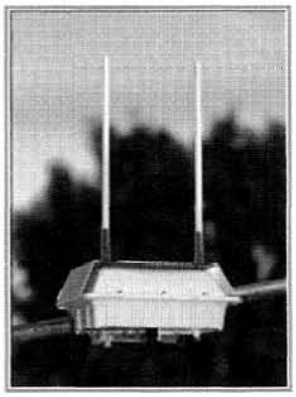
Other Communication Solution Types

Multi-Protocol Label Switching (MPLS)



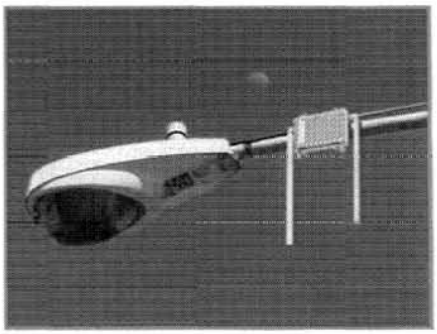
In rare instances where INTRALOT's DSL, VSAT or 3G solutions cannot be utilized, MPLS circuits may be used to provide permanent communications to retailer locations.

MPLS is a robust communications solution that provides full IP service at a wide selection of data rates. This service, provided by INTRALOT, is a private network that utilizes the provider's transport network. MPLS is the latest technology for gaming networks and is utilized by INTRALOT within its own corporate network. Connectivity to both data centers is provided to ensure continued transaction processing. Typical MPLS latency is in the order of 50ms.

MESH and WIMAX/WiFi

INTRALOT is leading the way with new technology and is now implementing a MESH and WIMAX/WiFi network for the District of Columbia during 2010.

Radio networks are not new to gaming networks. However, radio technology has evolved significantly over the past few the years. INTRALOT also has the ability to use Mesh WiFi and WiMax technology. This technology is not to be confused with traditional point-to-point or point-to-multipoint radio utilized for years both inside and outside the gaming industry. Our mesh WiFi solution creates a grid of service where every WiFi device on the network can communicate with any other WiFi device within its propagation range.



This operational property is what pushes mesh WiFi far ahead of previous radio capabilities. As such, every WiFi is engineered and placed so that it can communicate with at least two other WiFi devices on the network. Each WiFi device contains an IP router with full Quality of Service (QOS) and Virtual Local Area Network (VLAN) segmentation for total traffic control.

Should a WiFi device fail, adjacent WiFi devices will always have a route around the failure as shown in the following diagram.

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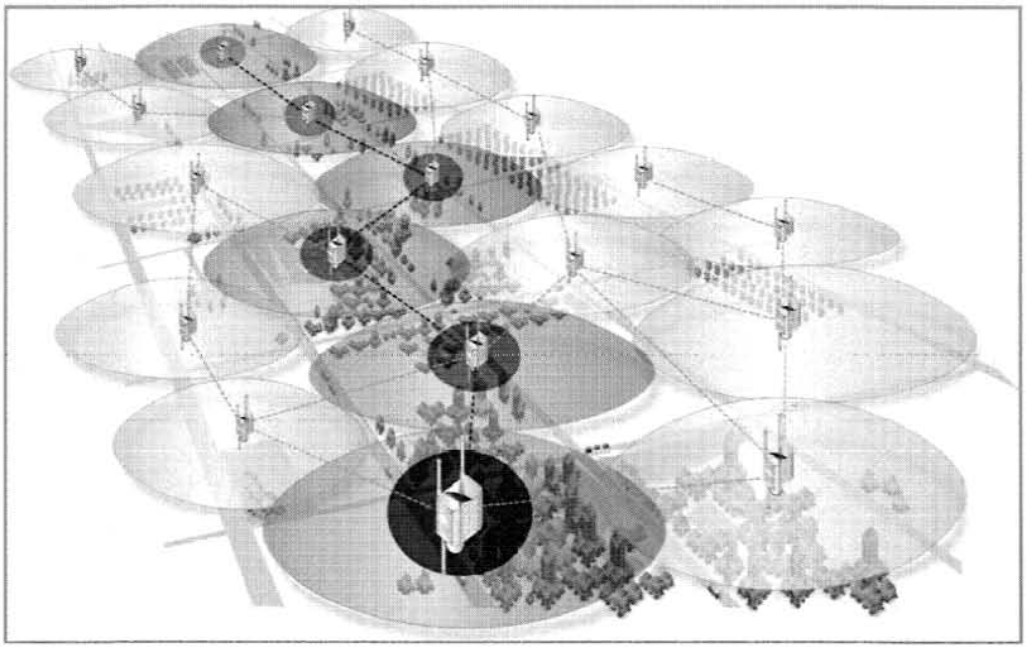

Wireless Routing Protocol (PWRP) determines the most direct path providing better throughput to the wired gateway thereby routing around any interference.

Multiple high capacity backhaul circuits are utilized for redundancy and they can be WiFi-based as well, such as WiMAX. The redundant backhaul circuits are mirrored to each data center so that every WiFi device in the network has alternate routing regardless of any WiFi device, backhaul, or data center failure. Mesh WiFi is engineered such that the installation area is blanketed with WiFi devices permitting almost seamless coverage. INTRALOT's mesh WiFi solution is the same one utilized by over five hundred municipalities to provide high-speed wireless access to consumers, fire, police, and other emergency personnel.

The mesh WiFi solution utilized by INTRALOT ensures that NO network-related bottlenecks will be experienced over the term of the contract. The WiFi products we utilize fully support WiMAX mobility integration via software updates over the network.

INTRALOT will leverage its decades of experience in deploying and utilizing wireless networks worldwide to ensure the success of the project. Tropos and Motorola are the leading suppliers of metro-scale wireless IP solutions in the world. Their networks are installed and proven in over 500 U.S. cities and entrusted for fire, police, emergency services, IP video surveillance, and even chosen by NASA.

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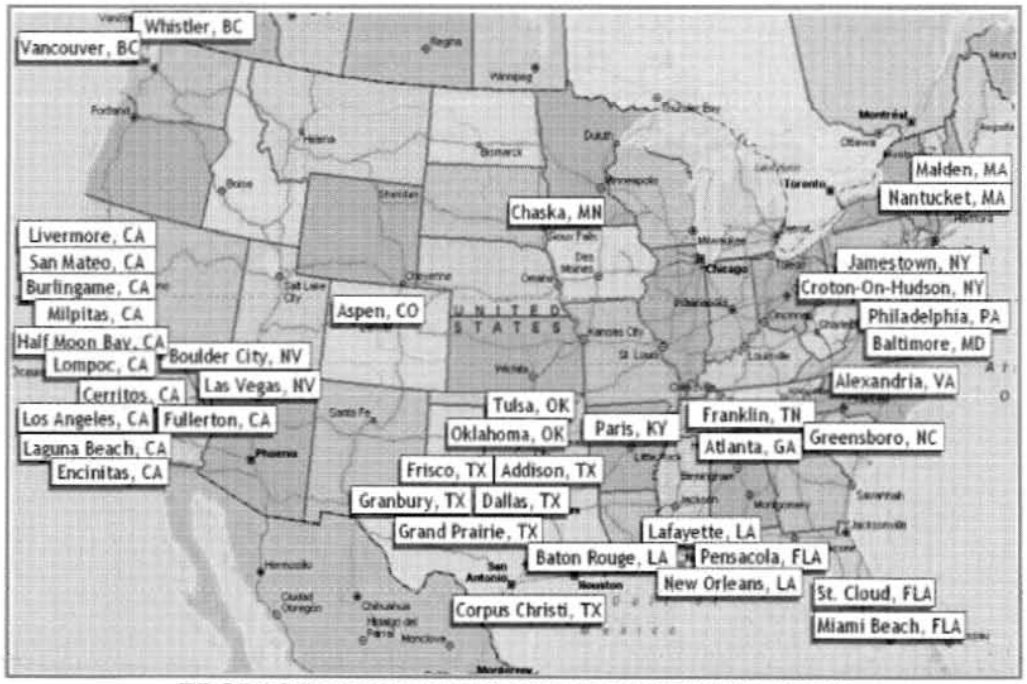
The following map shows cities where large-scale deployments of Tropos technology have been implemented.



TROPOS DEPLOYED MAJOR METRO NETWORKS

Network Design Features

INTRALOT designs high availability enhanced networks (redundant point of presence) for servicing our customers gaming systems in order to maximize performance, monitoring capability, redundancy, diversity, and security features. Scalability and resiliency are built into the network, providing room to grow. **INTRALOT has been the only lottery vendor to receive a perfect security audit score by MUSL.**

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Network Connectivity Selection and Performance

INTRALOT's Lottery Gaming System natively operates with any IP-based data communications network. INTRALOT will work with the Texas Lottery to develop, test, and implement those IP-based technologies that are available or mature over the course of the contract and are jointly deemed acceptable and desirable to enhance network efficiency.

Again, our network will primarily deploy VSAT, 3G cellular and DSL where possible providing the most effective and efficient network solution. In the event that these technologies do not provide the best solution or cannot be utilized, or the Texas Lottery desires otherwise, we will deploy other suitable communication technologies that meet the highest standards of service we have committed to deliver.

Our Field Service personnel are extensively trained to perform communications equipment installations and repair. This allows INTRALOT to effectively and efficiently restore service to the retailer whether it is a communications or POS equipment related issue. A single visit to the site resolves the issue with minimal impact to the retailer, and no finger pointing to the communications provider; INTRALOT takes full responsibility to correct the problem.

To ensure higher levels of availability, reliability and a continued operation of all communications and network services, INTRALOT uses an extensive array of pro-active network management and monitoring tools.

We understand the unique circumstances to be encountered in Texas and envision 2% or less of the network requiring a technology other than VSAT, Cellular or DSL. The right mix and the best solution for some retailers may not be one of the primary technologies and we are committed to installing other types of communications necessary on a location by location basis that can best serve the retailer and their communications needs with the approval of the Texas Lottery.

Regardless of the technology utilized, fully redundant communications circuits will be installed to each data center from all points of aggregation to ensure continuous non-stop processing of transactions. The all-IP design of our solution provides complete transparency of operation, faster response times, and automatic network failover when any communication link inevitably fails. All of these solutions are fully and pro-actively monitored with our network management tool-set as detailed in our proposal.

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INTRALOT's network design provides end–to-end on-line connectivity for every retailer terminal and network location to both Primary and Remote Backup data centers at all times. Please note that INTRALOT's design uses dedicated communication links ("always on" communications) and does not employ dial-up technology of any kind. Diverse links are placed at each data center to assure proper connectivity to all locations even under a primary link failure scenario. INTRALOT's network design ensures that all locations will be able to communicate with the PDC and BDC for continued transaction processing.

As previously stated INTRALOT understands the unique circumstances that may be encountered in Texas and will work with the Lottery to determine a location-by-location solution after performing individual site surveys at each location; site surveys that will not only consider static situations like topography but also those conditions that are subject to changes like the weather.

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Other Attributes of INTRALOT's Network Design

Inter-Site Connections

INTRALOT will deliver a fully redundant and diverse IP-based Wide Area Network (WAN) backbone that will automatically reroute traffic and recover from any communications link failure within the backbone itself. The connections between the Primary Data Center, Back-up Data Center, Lottery locations, and retailer network consist of redundant and diverse inter-site links. These redundant links ensure that transactions are logged at both data centers on a real-time basis and provide for game control and data flow to ensure synchronization.

We propose to use enhanced Multi-Protocol Label Switching (MPLS) communications for the retailer cloud network. MPLS has been implemented in all of our recent projects capitalizing on the numerous benefits it provides. INTRALOT has evaluated the communications market and the rapid evolution that is taking place within it. All major carriers have made the move to MPLS on their networking core as well as service to their edge networks within the last three years. This is a major shift away from the legacy Asynchronous Transfer Mode (ATM) core networks of yesterday that some lottery vendors may still be using.

ATM was a very viable technology when conceived and implemented up until only recently. ATM provided a good solution to transparently transport different types of user data across a common core network while providing a means to control the quality of service previously unavailable. However, the Internet has driven the worldwide conversion to a universal open communications method – the Internet Protocol (IP). With all modern communications currently IP-based, the multi-protocol capability that was ATM's forte has actually resulted in hastening its departure from the mainstream.

ATM works by chopping all data into small chunks and then wrapping them in a common envelope for transport across the network. In the process, these envelopes add a lot of overhead and thereby waste available bandwidth on top of adding unneeded complexity. The following two well-rooted and published statements validate our own research and the shift to MPLS technology:

"ATM is a system built on intelligence in switches and networks. In contrast, IP-based products are built on intelligence in the core and intelligence distributed to the edges of networks, primarily in customer edge computers that summon or send data at their master's will. In fact, it is the burst, variable, free-roaming data characteristics of IP that effectively cripple the efficiency of ATM for IP data transport. From a global network perspective, the ascendancy of IP traffic has served ATM notice. According to IDC, worldwide sales of ATM switches were down 21 percent in 2002, another 12 percent in 2003, and nearly 6 percent through 2004. Further, IDC forecasts the ATM switch market to decline at roughly 8 percent per year during the 2006 to 2009 timeframe. MPLS has momentum as a unifying, common core network, as it more easily consolidates separate purpose-built networks for voice, Frame Relay, ATM, IP, and Ethernet than any methodology that has come before. In doing so, it portends significant cost savings in both provider capital expenditures (CapEx) and operational expenditures (OpEx)." - A Network Administrator's View of Multiservice Networks by Robert S. Wood – Cisco Press "ATM switch sales down 34% 1Q06 to 1Q07, down 2% from 4Q06" - Infonetics Research 25 November 2007

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"Supporting MPLS at the edge and in the core will let AT&T offer guaranteed classes of service, which is still difficult to support today." – Hossein Eslambolchi, AT&T CTO and president of AT&T Labs.

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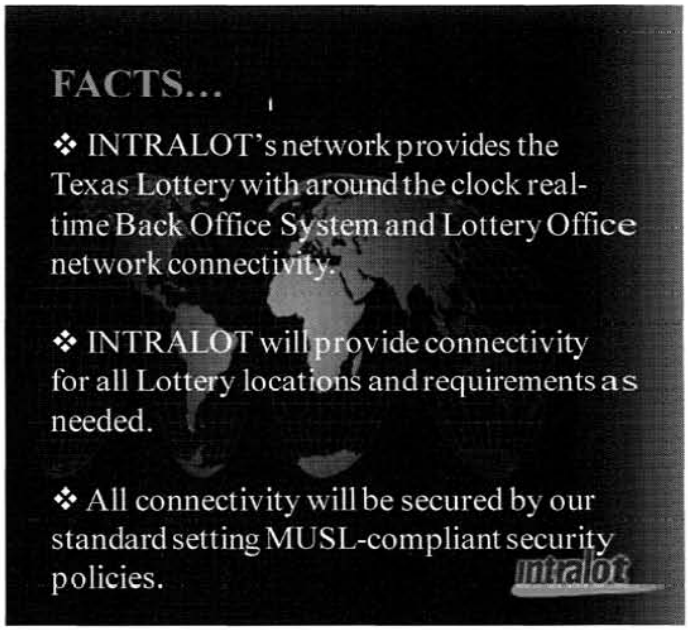
Games Management Network

INTRALOT's design fully accommodates other connections for games administration by the Lottery and our Operations staff. Redundant connections from the Primary and Backup Data Centers include all locations required by the RFP such as:

- Testing Locations
- Lottery Headquarters
- Other Agencies
- ICS Systems
- Lottery Regional Offices
- Warehouses
- Ticket-By-Ticket Participant Locations
- Accounting Service Bureaus



As shown in our "Texas Lottery Communications Overview" diagram presented earlier in this section, these links are terminated at each data center by physically redundant Cisco routers and security appliances to ensure non-stop fault tolerance connectivity. Management Terminal access to the network and systems is tightly controlled by routing and firewall rule sets and our hierarchal authentication scheme. This will ensure that only fully authorized users can access the System and only from permitted workstations. All communications are encrypted using AES encryption.

INTRALOT will provide diverse interfaces for all of the Lottery's locations including the instant ticket warehouse and the telemarketing control center. The connections within the Primary Data Center, Back-up Data Center, Lottery locations, and retailer network consist of redundant and diverse links including multiple LAN connections. These links will ensure that all connectivity to the Data centers will remain in case of a link failure. In the event of a circuit failure the redundant diverse circuit will seamlessly take over and self heal. At this point a notification will be triggered and proper action to get the failed circuit back online will take place.

INTRALOT will provide network access to a retailer website for the Lottery. INTRALOT will provide all required network access to a website that supports a second chance drawing opportunity for players for the Lottery.

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Network Installation

INTRALOT will be responsible for providing and maintaining the inside wiring or other mechanisms to reach the terminals and peripherals from the on-line network service carrier demarcation point regardless of the retailer-prescribed placement within the premises. INTRALOT will also ensure that this connection is maintained even if the retailer modifies or otherwise changes their in-store design. Installation-related activities will be coordinated with both the Lottery and the retailer and INTRALOT will also work with your retailers to assist them in any way possible with in-store moves.

INTRALOT will provide all wiring required for all stores for all terminals and peripherals according to the TIA/EIA-568-B cabling standard. TIA/EIA-568-B defines standards that enable the design and implementation of structured cabling systems for commercial buildings, and between buildings in campus environments. These standards define cabling types, distances, connectors, cable system architectures, cable termination standards and performance characteristics, cable installation requirements and methods of testing installed cable. The main standard, TIA/EIA-568-B.1 defines general requirements, while -568-B.2 focuses on components of balanced twisted-pair cable systems and -568-B.3 addresses components of fiber optic cable systems.

By following these standards INTRALOT provides recommended practices for the design and installation of cabling systems that will support a wide variety of existing and future services. By adhering to these standards INTRALOT will provide a lifespan for commercial cabling systems in excess of the anticipated contract plus extensions with the Lottery i.e. more than 10 years at each retailer location.

Mitigation of Design Limitations

INTRALOT has taken advantage of its communication expertise and developed scenarios to mitigate any long SLA provided by any provider.

In the case of VSAT INTRALOT has designed a redundant network deployed out of multiple locations in order to avoid weather fade. As we know nature is unpredictable and this can happen when least expected, but INTRALOT's solution allows switching between hubs at any time when desired or in case of an emergency (rain fade, power outage, major snow storm, etc.)

In the case of 3G wireless the design has been implemented to provide frequency redundancy and with the capacity of multiple carriers giving us the advantage to switch between carriers in case of an outage in any specific area, while all backhaul circuits to bring this traffic back to the data centers are built fully redundant to avoid any single point of failure.

For our DSL solution, we provide an enterprise-class design that circumvents any use of the Internet and is aggregated wholly within the provider network. This removes any latency, throughput, and security issues of an Internet-based solution. The redundancy and diversity built into the solution will provide the Lottery the level of service required to maximize sales.

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In the case of WiFi deployments these deployments are engineered with overlapping cells to avoid losing connectivity through a single WiFi cell. As the infrastructure as well as the rest of our backhauls is fully redundant the substitution of a retailer WiFi for a 3G connection can be done until the WiFi is back online. Retailer communication will be ensured trough the use of fully redundant and resilient technology to minimize any downtime and maintain uptime.

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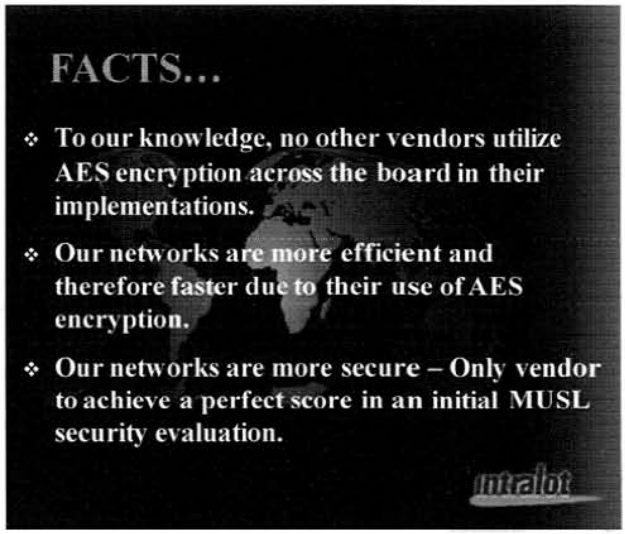
Secure External Transmissions

INTRALOT will handle all data communications external to secured facilities through encryption from the point of transmission to the point of receipt, including any data transmitted directly between or from the central systems, to the warehouse, other service centers, and any other remote locations. Protected information includes:

- Validations
- Plays
- Security Codes
- Reports
- Software downloads



INTRALOT encrypts the Lottery Network Communication traffic with AES. AES encryption uses the Rijndael algorithm which was adopted as the new encryption standard to replace DES by the National Institute of Standards and has also been adopted by Cisco Systems as its standard encryption schema.

Besides being much more secure than both DES and 3DES, the computational power required to encrypt and decrypt data using AES is lower than that of 3DES. By avoiding the use of 3DES, INTRALOT is able to maximize security while increasing throughput efficiency across the network.

The entire network is addressed using private network addressing with Network Address Translation (NAT) as necessary. Because private IP addresses have no global meaning, routing information over private networks cannot be propagated on links outside the secure Gaming System network and packets with private source or destination addresses cannot be forwarded across outside links. INTRALOT also understands and accepts that any encryption method and scheme must be approved by the Lottery.

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Incomplete Transaction Protocol

INTRALOT has designed LOTOS™ O/S, the communications network, and our retailer terminals to operate as a single homogenous entity. Checks and balances built into the overall Lottery Gaming System ensure that incomplete or unresolved transactions between the host systems and the retailer terminals provide a full status of every occurrence and mechanisms for reporting and reconciliation.

The Lottery Gaming System and terminal will automatically retry in the event a transaction does not complete successfully. Since INTRALOT's Gaming System and network architecture eliminates all legacy protocols such as polling, each terminal has a one-to-one relationship with the System. Due to this design, there are no points of contention and a failing terminal has absolutely no effect on the remainder of the network or Gaming System itself. The Gaming System will continue to retry communications with the affected terminal until the transaction is successful or it times out.

In the event the transaction times out, both the Gaming System and terminal log this information for reporting. Error messages are displayed to the retailer as well as on the Gaming System and Network Management System (NMS) for Operations and Lottery personnel. The terminal will continuously retry in an effort to contact the Gaming System until communications is successful. This process requires no intervention by the retailer, system operators, or Lottery personnel.

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Non-Responding Retailer Terminals

As stated previously under Incomplete Transaction Protocol, the Gaming System and terminal automatically retry communications in the event a transaction does not complete successfully. If the failing terminal does not respond within a set number of retries or within a reasonable time window, the System will proactively log the terminal as non-responding and make allowance for servicing all other terminals on the network between retries until the problem is resolved. INTRALOT will work with the Lottery to establish criteria for both the number of retries and the time window allotted before a terminal is flagged as failing. An error message will be displayed and logged on the NMS for the non-responding/failing terminal and a notification will be sent to the designed INTRALOT and Lottery personnel over email.

Commercially Available Communications Protocols

INTRALOT uses *only* the Internet (IP) suite of protocols throughout the gaming host Systems, network communications, and retailer terminals. The Internet protocols are the world's most widely used and commercially available open-system (not vendor-proprietary) protocol suite. This is because they can be used to communicate across any set of interconnected networks and is equally well suited for LAN and WAN communications. The Internet protocols consist of a suite of communication protocols, of which the two best known are the Transmission Control Protocol (TCP) and the Internet Protocol (IP).

The Internet Protocol (IP) is a network-layer (Layer 3) protocol that contains addressing information and some control information that enables packets to be routed. Along with the Transmission Control Protocol (TCP), IP represents the heart of networking protocols. IP has two primary responsibilities: providing connectionless delivery of data packets through a network; and providing fragmentation and reassembly of data packets.

INTRALOT's use of standard protocols extends to that of our network management suite of tools. INTRALOT utilizes Simple Network Management Protocol (SNMP) for its NMS tools. This policy ensures that new equipment can be integrated into and monitored by the existing NMS through the use of standardized Management Information Base (MIB) data.

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Connection to Systems and Networks Not Dedicated/Private

In INTRALOT's network design, any connection made between the systems that process game transactions and any other systems or networks are affected through devices that detect and block or filter out unnecessary and unauthorized traffic. This improves security by limiting access support to only authorized nodes. These include but are not limited to:

- Non-private networks
- Networks not dedicated to Texas game transaction processing
- Software transfers and downloads
- Lottery administrative systems
- INTRALOT's administrative support systems/networks
- INTRALOT's development and quality assurance systems/networks

The design of the network for the Texas Lottery will ensure that traffic is supported only from authorized nodes with all connections subject to approval by the Lottery prior to implementation. Strict access lists will be maintained in all routing equipment. Firewall protection will be used to further secure network edge elements. Physical and logical separation will exist making the production, test, and administrative LAN/WAN independent of each other. All software transfers between any systems on the connected networks will also be secured. Intrusion detection and prevention appliances will be deployed to prevent any unauthorized access or any attempt to try to penetrate the network.

Our security implementation will prevent unauthorized access, viruses, malware, worms, denial of service attacks, and similar security threats. Please refer to the following sections of our proposal for additional information on our approach to and execution of security related controls that recently achieved the first 100% perfect score in the MUSL security certification audit.

Approval for Installation

INTRALOT agrees that if any design component requires installations that must be approved by or negotiated with any third party, it will undertake any such negotiations to gain such approvals. This information will be made available to the Lottery for approval as soon as possible and prior to any such agreements being legally finalized. INTRALOT uses a standardized Retailer Communications Authorization letter to gain approval to install communications devices at retailer locations. Many chains provide a blanket authorization letter for all their stores. This letter also provides a means for gaining authorization via the building owner or lease-holder. Our installers are bonded and insured and INTRALOT can provide a Certificate of Liability letter from the insurer naming the retailer, chain, building owner, or Lesser as covered.

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Network Administration Services

INTRALOT will be responsible for network monitoring, network management, and network administrative services as may be required by the Texas Lottery.

Provisioning

INTRALOT fully understands that the Lottery will identify new locations along with any moves or removals. Furthermore, INTRALOT will perform and supervise all further monitoring and install/de-install actions related to provisioning. INTRALOT will return a signed form to the Lottery, as well as using an automated reporting process, upon completion of each action. We agree to meet or exceed your requirements for the provisioning (adds/moves/changes) of drops. INTRALOT is committed to be a true partner with the Texas Lottery and knows that the retailers are the driving force behind sales.

Configuration Management

Configuration change and asset records will be maintained in our Configuration Management Data Base (CMDB) and INTRALOT will perform this function over the entire length of the contract. Accurate configuration information will be maintained and be available for review at all times providing full accounting for all major assets and configurations. This CMDB includes an on-line inventory of the Lottery Gaming System and Network resources and their operating procedures and parameters. Our design includes change management control procedures and tools such as security management software that provides drill down monitoring of the Lottery Gaming System and attached devices for any changes in configuration. All devices and their operating parameters, including network resources, are housed within an on-line database allowing full inventory, change, and configuration file management.

Network component configurations are stored and archived on centralized severs using the Trivial File Transfer Protocol (TFTP) and configuration change management via SNMP. This will ensure that a proper running configuration is available should a unit fail and need to be initialized or to fall back to a known good configuration after changes are applied to a device. INTRALOT enacts change management and inventory control procedures as part of our normal operations plan.

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Carrier Interface

INTRALOT will be responsible for interfacing with communications carriers, the retailers, and the Lottery to maximize uptime and provide information upon which decisions and actions can be based. INTRALOT will be responsible for working communications incidents to resolution through the common carriers and/or external suppliers.

In the event of unsatisfactory response from any of our carriers or in the event of a second failure of any kind during the resolution of the first failure, INTRALOT's senior communications management will immediately become involved. The only latency for this escalation is the amount of time required to contact the individual senior managers. We will apply the full force of our management, staff and expertise to expeditiously solve the problem. If not already informed, INTRALOT's executive staff is notified at this point.

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By utilizing all of the monitoring and diagnostic tools described above, Communication incidents and/or issues can be discovered and resolved in the minimum amount of time possible so that normal operations are not adversely affected.

Network Event Recording

INTRALOT's communications test and monitor equipment provides logging, recording, and recall/reporting capability for all devices on the network including the Central Gaming Systems and terminals. Please refer to the Section earlier on the Network Monitoring System for additional information on these tools. INTRALOT understands that the standards for the types of events recorded and the period of retention will be developed jointly with the Lottery.

Network Monitoring Protocols

The network monitoring and diagnostic tools, as well as the network devices proposed by INTRALOT are currently in use supporting the Nebraska, Montana, Idaho, New Mexico, South Carolina, Ohio, and Arkansas Lotteries as well other INTRALOT customers worldwide. These tools support and implement industry-standard Simple Network Management Protocol (SNMP) monitoring of the host System processors, front-end processors, retailer networks, retailer terminals, and all other devices along the communications path. All networked devices provided by INTRALOT are fully compatible with and employ SNMP.

The SNMP-based tools employed by INTRALOT utilize standard Management Information Base (MIB) techniques that inform the NMS about a device and all its manageable criteria. This feature seamlessly allows for the capability of the NMS to be extended to new network devices should they be introduced. With the total INTRALOT communications network solution, the Lottery can rest assured that they will possess a future-proof network management system.

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