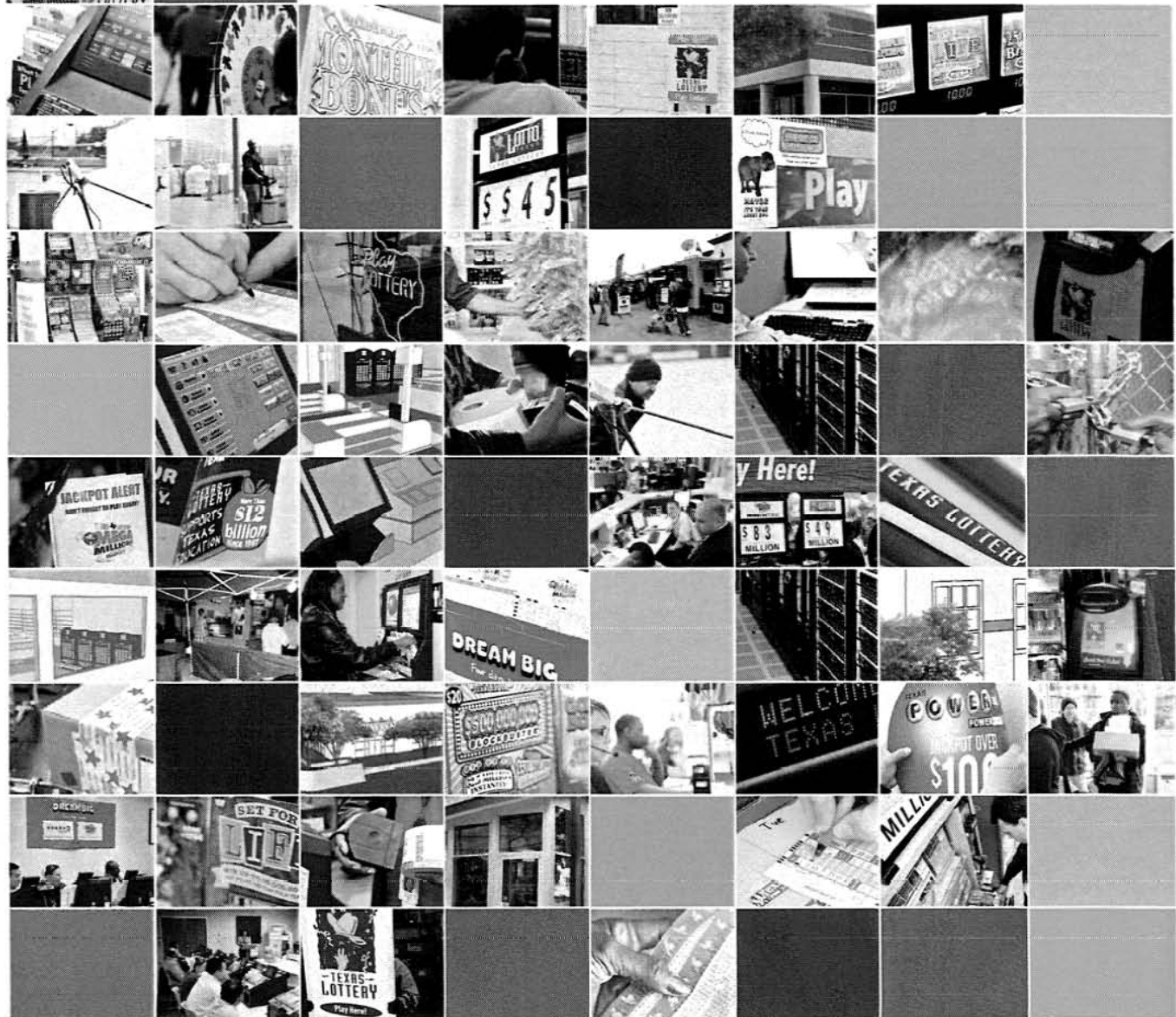




Response to the Texas Lottery Commission
Request for Proposals for Lottery Operations and Services
RFP No. 362-10-0001



The enclosed proposal contains trade secrets and other confidential information of GTECH Corporation ("GTECH"), as defined by Texas state law. Such information is exempt from public disclosure pursuant to the Texas Public Information Act and Texas State Lottery Act, specifically the Texas Government Code, [Title 5 (Open Government; Ethics), Subtitle A (Open Government), Chapter 552 (Public Information), Subchapter C (Information Excepted from Public Disclosure), in particular, §§ 552.101 (Exception: Confidential Information), 552.102 (Exception: Personnel Information), 552.104 (Exception: Information Related to Competition or Bidding), 552.110 (Exception: Trade Secrets; Certain Commercial or Financial Information)]; and the Texas Administrative Code [Title 16 (Economic Regulation), Part 9 (Texas Lottery Commission), Chapter 401 (Administration of State Lottery Act), Subchapter G, § 401.501 (Lottery Security)]; as well as applicable Texas common law.

Pursuant to RFP Section 1.9, Proposals Subject to Texas Public Information Act, GTECH has clearly marked each instance of confidential information by placing the word "CONFIDENTIAL," on each such page in its proposal, including exhibits and inserts where applicable. In addition, where only part of the information on a page is considered confidential, GTECH has identified the information that is exempt from public disclosure with the following marking: "Confidential material begins here" and "Confidential material ends here." In each instance where confidential information appears in the enclosed proposal, GTECH has included a reference to the statutory exemption(s), which protect(s) this information from public disclosure.

As further required by RFP Section 1.9, a catalog of confidential information (in table format) within GTECH's proposal is included immediately after the Transmittal Letter. The catalog provides a reference to the page and section number within the proposal where the confidential information is located, the statutory exemption(s) that applies, and the specific details as to why each instance of confidential information is exempt from public disclosure, including relevant facts as to how disclosure would cause substantial competitive harm to GTECH.

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Exhibit 1

Resumes

SENIOR BUSINESS SYSTEMS ANALYST

Lucy Altenhofen

CURRENT ROLE

Senior Business Systems Analyst

RESPONSIBILITIES

Lucy will serve as a Business Analyst during preparation for the Texas conversion. She has extensively documented Texas business processes currently in use, focusing on the interactions among different departments as well as those between GTECH and the Lottery. She has provided analysis of the Retailer Management and Claims and Payments products with special consideration of the Texas-specific functionality implemented over the last decade in Texas.

EXPERIENCE

Lucy has served as the Business Analyst for the B2B communications products for the last 18 months. She recently developed an extensive suite of business process diagrams for the TLC. She has also helped accumulate requirements for and for the Texas team's RFP work. Lucy is currently working as the Business Analyst for the project. In this role, she is defining requirements for an intercompany integration project to develop a player portal and player lottery associated debit card to be used with subscriptions, favorite wagering, and autopayment of prizes.

In addition to the lottery industry, Lucy has worked in the technical fields of telecommunications, aerospace, and in private sectors as a software engineer during the last two decades. Joining GTECH 11 years ago, she was a software engineer for such projects as the Texas conversion to ProSys, Louisiana conversion, and Swedish lottery projects. She served as a subject matter expert and Business Analyst for the development and for the California, Wisconsin, and Finland conversions to She also served as a lead Business Analyst for the Camelot conversion in the U.K.

1998 – Present **GTECH Corporation**
Senior Business Analyst
Software Engineer Senior
Software Engineer II

EDUCATION & TRAINING

B.S., computer science, University of Lacrosse, Wisconsin.

Sun-Certified Programmer for the Java 2 platform.

Certified Business Analyst through the ESI Business Analysis Certification program.

Numerous business analysis and software-based training classes throughout the last 24 years.

**DIRECTOR, PRODUCTION SUPPORT SERVICES/
OPERATIONS SUPPORT PROJECT MANAGER**

John D. Anderson

CURRENT ROLE

Director, Production Support Services

RESPONSIBILITIES

John will be responsible for ensuring that the Data Center of the Americas (DCA) Operations Team is prepared to support the TLC's Primary Data Center (PDC), Backup Data Center (BDC), and the that will be housed there. Specifically, he will ensure that all business-process procedures and best practices are agreed upon, implemented, and maintained in support of the TLC.

During the conversion, John will manage the technical training and services support resources from contract award through final delivery. He will provide guidance to meet the technical training and operational support deadlines and to resolve issues quickly.

EXPERIENCE

As Director of Production Support Services, John oversees second-tier support operations of the services GTECH provides to lotteries across the U.S. He is also responsible for managing the various groups in System Administration, Automation, and Business Continuity. As a GTECH employee since 1990, John has worked on more than 35 conversion and start-up projects, serving in site, Quality Assurance (QA), operations support, and infrastructure functions.

1990 – Present

GTECH Corporation

Director of Production Support Services

Director of Operations, Data Center of the Americas

Technology Manager, Infrastructure/Operations Support

Principal Systems Engineer

Regional Operations Support Manager

Senior QA Analyst

Control Room Coordinator

Control Room Operator I, II, III

EDUCATION & TRAINING

Information Technology Infrastructure Library (ITIL) standards.

IT Service Management.

ITIL Foundation Certified.

Anthony M. Andrade

CURRENT ROLE

Manager, System Applications Training

RESPONSIBILITIES

Anthony will be responsible for managing the day-to-day responsibilities of TLC staff training and will oversee all training deliverables for TLC staff. He will direct the team that will design, develop, validate, and produce training materials; and interact with the Lottery to determine and scope training needs, success criteria, and performance objectives.

EXPERIENCE

Anthony has 20 years of training experience and 11 years of lottery gaming experience. He has extensive experience with GTECH retailer hardware devices and systems application software. In his current position, he leads a team of TLC staff trainers and oversees the development of TLC staff training programs created through the Training Needs Analysis.

Anthony's previous positions at GTECH include Senior Client Applications Trainer and Supervisor of Client Applications Training.

1999 – Present **GTECH Corporation**
Manager, Client Applications Training
Supervisor, Client Applications Training
Senior Client Applications Trainer

1996 – 1999 **Fleet Mortgage Group**
Training Specialist
Lead Training Specialist

1992 – 1996 **International Business Machines**
Product Training Specialist

EDUCATION & TRAINING

B.S., business administration, University of Rhode Island, Kingston, Rhode Island.

M.B.A., University of Rhode Island.

Langevin Training Services, certified as Training Manager/Director, Master Trainer, Instructional Designer, Instructor/Facilitator.

Project Management Boot Camp Training, Bryant College, Smithfield, Rhode Island.

ITIL Foundation Certified.

FACILITIES SUPERVISOR

Mike Banks

CURRENT ROLE

Facilities Supervisor

RESPONSIBILITIES

Mike will be responsible for keeping all critical equipment maintenance levels up and equipment functioning correctly. He will oversee day-to-day operation regarding critical equipment, custodial services, furniture needs, and building functionality. Mike will be on call 24/7 for emergency response.

EXPERIENCE

Mike has gained knowledge of Uninterruptible Power Supply (UPS) systems, generators, switchgear, transfer gear, and Heating, Ventilating and Air Conditioning (HVAC). He is responsible for gathering information for Multi-State Lottery Association (MUSL) compliance for Powerball from a facilities perspective. Recently, Mike oversaw a large power expansion at the Data Center of the Americas (DCA), where he worked through challenges and obstacles both technical and mechanical in nature.

Mike also oversaw the UPS installation at the Irving Backup Data Center (BDC). He supervised cage buildouts for Kansas, New York, New Jersey, Maryland, and Wisconsin. He performs SAS 70 audits for Texas, California, and Washington.

2008 – Present	GTECH Corporation <i>Facilities Supervisor</i> <i>Facilities Coordinator</i>
2007 – 2008	Capital City Janitorial <i>Facilities Consultant</i>
2005 – 2005	C & A Flooring <i>Manager</i>

EDUCATION & TRAINING

Eaton First Responders Training Course

Facilities Management Professional (FMP) – International Facility Management Association (IFMA), currently enrolled

Data Center University

SENIOR SERVICE SUPPORT MANAGER – DATA CENTER OF THE AMERICAS (DCA)

Rodney Barber

CURRENT ROLE

Senior Service Support Manager, DCA

RESPONSIBILITIES

Rodney will be responsible for overseeing the integration, go-live, and staffing needed to operate the Lottery's system from the DCA in Austin, Texas.

EXPERIENCE

Rodney has worked for GTECH since 2003. He started as a Computer Operator working with the Texas Lottery and then later with the California Lottery. Other projects Rodney has worked on include the integration and go-live of a licensing application for the Idaho Department of Fish and Game and the integration and installation of an online, scratch-off game for the Kansas Lottery. After seven months, he was promoted to Operations Supervisor where he supervised the daily activities needed to run multiple lotteries in a consolidated data center. After nearly one year as Operations Supervisor, he was promoted to DCA Operations Manager. As the DCA Operations Manager, Rodney oversees all activities and personnel involved in daily/nightly operations of lotteries out of the GTECH DCA.

Before joining GTECH, Rodney was one of the founding members of Coremetrics. He participated in all activities necessary to take award-winning, business-intelligence software from concept to production. This work included system architecture definition, design, prototyping, detailed test plans debug validation, and project support.

2003 – Present **GTECH Corporation**
DCA Operations Manager

1998 – 2003 **Coremetrics**
Engineering Operations Manager

EDUCATION & TRAINING

B.S., mechanical engineering, University of Texas.

MANAGER, SERVICE SUPPORT

Domingo H. Barron, Jr.

CURRENT ROLE

Senior Service Support Manager, Data Center of the Americas

RESPONSIBILITIES

Mingo will oversee the day-to-day operations for the Data Center of the Americas (DCA), which includes six Primary Data Centers (PDCs), 11 Backup Data Centers (BDCs), and 32 operations employees. While Mingo is dedicated to two other PDC accounts, he will be a key resource for the Texas operation, an account with which he has been engaged for eight years.

During the conversion, Mingo will help to ensure that daily operations continue at or above expectations and meet all Service Level Agreement (SLA) requirements. He will also be a primary resource for operations staff, sharing his knowledge of the new platform.

EXPERIENCE

During his eight years at GTECH, Mingo has worked both day and night shifts, learning all aspects of daily operations. He began in the Security Department at the DCA and was promoted to the Texas operations team in a year. His technical as well as his interpersonal skills contributed to his swift promotion. Mingo supported the PDC's transition from Washington to the DCA, North Carolina's BDC transition, and, recently, the startup of the South Dakota Lottery, whose PDC is also located at the DCA.

Mingo brings experience and lessons learned from his time working with the TLC and also from working on the conversions and implementations of data centers into the DCA.

2003- Present	GTECH Corporation <i>Security Officer</i> <i>Data Center Operator</i>
1999 – 2000	GTECH Corporation <i>Data Center Operator</i> <i>Lead Operator</i> <i>Service Support Manager</i> <i>Senior Service Support Manager</i>

EDUCATION & TRAINING

B.S., criminal justice, Sam Houston State University.

KEY ACCOUNT REPRESENTATIVE

Edward Barron

CURRENT ROLE

Key Account Representative

RESPONSIBILITIES

Edward will be responsible for increasing sales of Texas Lottery products in assigned Key Accounts and Chain Accounts throughout Texas. He will oversee more than 1,500 selling locations. Among Edward's many functions, he will support weekly sales report summaries and annual sales reviews; facilitate new store openings; coordinate training requirements; organize promotions such as Ask for the Sale, Lone Star Spin, selling events, and Co/Op opportunities; plans sales strategies; and oversee TLC retailer and player promotions. He will ensure that TLC planning and sales strategies are implemented, which will include monitoring each account's instant ticket inventory penetration, coordinating and submitting self-serve equipment requests, assisting in TLC-sponsored trade shows and promotions, developing instant ticket and POS placement for individual accounts, and numerous other responsibilities.

EXPERIENCE

Edward's strength lies in creating effective strategies to facilitate corporate accounts to maximize their sales of Texas Lottery products. He has been responsible for several of the largest-volume corporate accounts and has worked on many innovative special projects to drive Texas Lottery product sales. Several of his most successful initiatives include HEB ePOS project, Valero XML project, and exclusive co-op promotion development. Edward's experience as a Senior Lottery Sales Representative (LSR) and Instant Ticket Specialist helped build his skills and knowledge base.

Edward has participated in the following projects: Texas ISYS® conversion, Nebraska Tell Sell conversion, Georgia Altura® Terminal Conversion, and North Carolina start-up.

2000 – Present	GTECH Corporation <i>Key Account Representative</i> <i>Senior Lottery Sales Representative</i> <i>Instant Ticket Specialist</i>
1999 – 2000	US Foods <i>Food Sales Representative</i>
1997 – 1999	TX DPS <i>Driver Improvement Specialist</i>

EDUCATION & TRAINING

Air Force Community College.

Austin Community College.

DISTRICT SALES MANAGER

Pam Batten

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Pam will continue in her role as District Sales Manager (DSM) for the El Paso district, working with her team to increase both online and instant sales. She will also continue to work with the El Paso District Lottery Sales Representatives (LSRs) and staff to plan and meet projections. Pam will work with both corporate and independent retailers.

EXPERIENCE

Pam joined GTECH in 1998 as a sales representative. She worked with 140 assigned retailers to increase sales, place Point of Sale (POS), conduct promotions, and maximize sales. She earned several awards for percent increase and dollar increase in her territory.

In 2002, Pam accepted the position as the Swing Representative for the El Paso district, promoting the Texas Lottery at events such as the Downtown Street Festival, The Taste of El Paso BBQ, Fiesta de las Flores, and Casi Terlingue Cook-Off in Study Butte. She created a program to track sales at these events allowing the Texas Lottery and the selling retailer to measure the success of individual events. Pam earned a Commitment to Excellence award for 2002 – 2003 from the El Paso District Sales Manager.

In 2003, Pam was promoted to El Paso District Sales Manager. In this position, she conducted the district's bi-weekly meetings, visited retailers, oversaw the El Paso LSRs, and assisted with recruitment to increase the retailer base. Pam participated in Lone Star Spins, Customer Appreciation Days, and Selling Events for the district. She is able to train both retailers and players on all GTECH equipment, online games, and instant games.

1998 – Present	GTECH Corporation <i>District Sales Manager</i> <i>Swing Sales Representative</i> <i>Sales Representative</i>
1998	In & Out Convenience Store (Exxon) <i>Store Manager</i> <i>Night Store Manager</i>

Information Redacted
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EDUCATION & TRAINING

Training classes:

Manager Training, LPR Manager Training, Supervisory Communication and Management Skills 1, Team Building, Building Excellence - GTECH Employee Recognition Program, Address Performance Problems, Code of Conduct Training, and Ethics Training.

SENIOR MARKETING RESEARCH MANAGER

Todd Bauman

CURRENT ROLE

Senior Marketing Research Manager

RESPONSIBILITIES

Todd will be responsible for strategic marketing planning and research services for GTECH Printing Corporation's (GPC's) global instant ticket lottery clients. He will provide analysis and guidance for quantitative and qualitative research initiatives as well as strategic game and marketing recommendations and will be available to participate in key meetings and presentations as requested by the Texas Lottery.

EXPERIENCE

Since his arrival at GTECH, Todd has led the creation of a comprehensive client instant game sales and marketing database that includes automated data capture from numerous internal and client-provided sales reports and a Game Performance and Tracking report portal. In addition, he has worked on a new instant ticket marketing research methodology that will allow GTECH to assess the relative impact of various instant ticket attributes on player appeal and motivation to purchase. This new methodology will be fielded on behalf of a GPC client in May 2010.

As Senior Market Intelligence Consultant at BMC Software, Todd provided global business-to-business research services and analytics and managed custom primary research activities such as end-to-end in-house Web-based survey projects, focus groups, and contracted research projects. As Marketing Research Director at Oberthur Gaming Technologies, he performed strategic marketing planning and research services for lotteries around the world. As Director of Research and Development at Washington's Lottery, Todd led strategic product development and management initiatives.

2008 – Present	GTECH Corporation <i>Senior Manager, Market Research</i>
2007 – 2008	BMC Software <i>Senior Market Intelligence Consultant</i>
2004 – 2007	Oberthur Gaming Technologies <i>Marketing Research Director</i>
2002 – 2004	Washington's Lottery <i>Director, Research and Development</i>
2001 – 2002	The Principal Financial Group <i>Market Research Manager</i>

EDUCATION & TRAINING

B.A., *magna cum laude*, psychology, Case Western Reserve University. Mather Alumni Award for Excellence in Psychology.

M.A., industrial and organizational psychology, Bowling Green State University.

DISTRICT SALES MANAGER

Allen Beaty

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

As District Sales Manager, Allen will oversee all functions of the district and the staff, including sales, retailer recruitment, and maximizing equipment functionality. Allen will mentor Lottery Sales Representatives (LSRs) and conduct bi-monthly sales meetings to help LSRs reach their full potential and maximize revenue for their retailers and the TLC.

Allen's role in the conversion will involve the installation of updated equipment, as well as participation in retailer and Lottery staff training. His 15-member staff will all participate in the conversion.

EXPERIENCE

Allen's initial contact with the Texas Lottery was as a retailer at start-up in 1992, when the Lottery first came to Texas. With experience and insights gained from the retail side, he joined the GTECH sales force in 1999 as an LSR.

Promoted to Senior Sales Representative for the Abilene District in 2002, Allen worked on numerous start-up projects and ambassador projects across the state. He also used his talents to participate in the conversion to Altura® and software upgrade in Virginia, giving him further implementation experience.

Allen now manages the Abilene and Lubbock Districts. His current focus is working with sales representatives to recruit new retailers, and his team has increased the retail base by more than 50 accounts. Allen also brings an extensive background in data management to his role as District Sales Manager.

1999 – Present	GTECH Corporation
	<i>District Sales Manager</i>
	<i>Senior Sales Representative</i>
	<i>Lottery Sales Representative</i>

1999	Beaty Grocery
	<i>Owner</i>
	<i>Manager</i>

EDUCATION & TRAINING

Associate's degree, accounting, Midwestern State University, Wichita Falls, Texas.

Advanced training levels in Excel and Access.

INTERNAL AUDITS MANAGER

Jeremy Bingham

CURRENT ROLE

Senior Security and Audit Analyst

Information Redacted

§552.101/466.022/552.139

RESPONSIBILITIES

Jeremy will be responsible for analyzing and reporting on data used to monitor suspicious activity that may indicate fraud or theft. He will also support TLC Security and Enforcement endeavors and investigations. Additionally, he will coordinate quarterly and yearly efforts concerning contract compliance, security, and SAS70 audits. Jeremy will support the Texas site in the creation and implementation of new processes used to support the TLC.

During the conversion, Jeremy's role will be to ensure timely response to audit findings as well as continued coordination with the Texas Lottery's security and enforcement efforts. He will also continue to work with the various departments to create processes and synergies to best support the TLC.

EXPERIENCE

Aside from GTECH, Jeremy's experience includes 10 years in process analysis and design. His various support positions at GTECH, including at the NRC Call Center and IT Support, familiarized him with the workings at all GTECH-Texas sites. This interdepartmental knowledge is crucial in data gathering and process design.

Jeremy has designed various analysis models used to review data based on retailer-specific patterns as well as to provide innovative ways to see the bigger picture within the data. He has supported such initiatives as the pilot test of the devices used to manage Lottery Sales Representative (LSR) routes and field performance.

2007 – Present	GTECH Corporation <i>Senior Security and Audit Analyst</i> <i>IT Specialist</i> <i>NRC Quality Analyst</i>
2006 – 2007	DELL, Inc. <i>Learning Consultant/Talent Management</i>
2000 – 2003	Trapper Trails Council, BSA <i>District Executive</i>

EDUCATION & TRAINING

M.B.A., organizational behavior/human resources emphasis, Brigham Young University.

B.A., Asian studies, Japanese and Mandarin Chinese minor, Utah State University.

Global Management Certificate – Brigham Young University.

International Relations Certificate – Utah State University.

MANAGER, HUMAN RESOURCES

Daisy Bolivar

CURRENT ROLE

Manager, Human Resources

RESPONSIBILITIES

Daisy will manage all human resource (HR) functions for the state of Texas, which includes more than 500 employees. Her main responsibilities will include employment/recruiting/staffing activities, compensation/performance management, Building Excellence program execution and administration, benefits consultation and administration, training and employee development, and employee relations/employment law. During the conversion, Daisy will serve as the Texas-based Human Resources Lead and will receive supplemental support from the Corporate-based Human Resources Lead to ensure all HR needs are being met.

EXPERIENCE

In her two years at GTECH, Daisy has developed close strategic partnerships/relationships with management and employees that have allowed her to influence decisions and manage change. In addition to Texas, Daisy has also supported six other states where she has leveraged best practices. Moving forward, Daisy will focus only on Texas and be the main point of contact for all inquiries and HR-related issues. She works closely with the Texas team not only to provide HR services but also to oversee publications and the Sales Representative Employee-based committee. In addition, she provides the Texas monthly audit report to the Lottery. Daisy is a strong bilingual HR generalist with more than 10 years of experience in consumer, oil, technology, and pharmaceutical industries.

2008 – Present	GTECH Corporation <i>Human Resources Manager</i>
2006 – 2008	Dell Financial Services <i>Human Resources Generalist</i>
2004 – 2005	Wyeth Inc <i>Human Resources Generalist</i>
2002 – 2004	Exxon Mobil <i>Human Resources Generalist</i>
1998 – 2001	Unilever/Bestfoods <i>Human Resources Associate, Organization and Management Development</i>

EDUCATION & TRAINING

Master's degree, human resource management, Rutgers University School of Management and Labor Relations, New Brunswick, New Jersey.

B.A., industrial organizational psychology, The College of New Jersey, Ewing, New Jersey.

Senior Professional HR Certification, Human Resource Management Certification, and Qualified to Conduct Myers Briggs Type Indicator.

**SENIOR VICE PRESIDENT (SVP) AND CHIEF FINANCIAL
OFFICER (CFO), LOTTOMATICA GROUP**

Stefano Bortoli

CURRENT ROLE

Senior Vice President and Chief Financial Officer of Lottomatica

RESPONSIBILITIES

As SVP and CFO of Lottomatica S.p.A., Mr. Bortoli is responsible for managing the financial strategy for Lottomatica and its operating businesses. In addition, he works closely with the Executive Committee and Board of Directors of Lottomatica and sits on the boards of various subsidiaries within Lottomatica Group. He also oversees the Company's Internal Audit and Compliance organizations, and sits on the Global Compliance and Governance Committee.

EXPERIENCE

Before joining Lottomatica, Mr. Bortoli gained extensive experience in the aerospace industry, serving as the CFO at Alenia Aeronautica S.p.A. He also served as Co-Director General for Strategies, Business Development, International, and Military Sales at Alenia. Mr. Bortoli is a Chartered Public Accountant and Chartered Public Auditor. He served as Professor of International Economics and Professor of Management and Control at Loyola University of Chicago and LUMSA University in Rome, respectively.

2006 – Present	Lottomatica S.p.A. <i>Senior Vice President and Chief Financial Officer – Lottomatica Group</i> <i>CFO, Italian Operations – Lottomatica Group</i>
1998 – 2006	Alenia Aeronautica S.p.A. <i>Joint General Manager</i> <i>Chief Financial Officer</i>
1994 – 1998	Finmeccanica S.p.A. <i>CFO – Alenia Aeronautica Division</i> <i>Sr. Manager for Accounting Operations – Alenia Aeronautica Division</i>

EDUCATION & TRAINING

Università degli Studi di Roma "La Sapienza," Italy – Economics, *cum laude*.

Certified Public Accountant, Italy.

National Registry of Auditors (No. 6420).

Official Journal of the Italian Republic (No. 46815).

DISTRICT SALES MANAGER

Brenda Sue Wright Boucher

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Brenda will work closely with TLC personnel and retailers to maximize sales through merchandising, training and enhancing promotional skills. She will be responsible for organizing district operations, including inventory and staff. Her primary focus will be to develop and implement tactics to enhance sales and revenue with the current retailer base. Brenda's responsibilities will continue during the conversion to ensure a smooth transition and continued sales growth.

EXPERIENCE

Brenda was instrumental in developing a new client base for the Texas Gulf Coast region, creating and implementing a successful pilot program for recruiting those new businesses. Her leadership and organizational skills have generated substantial new business for the Texas Lottery during her seven years in the GTECH sales force, first as a Lottery Sales Representative and later as a District Sales Manager.

Brenda has participated in Retailer Optimization, assisted in the area of restructuring Corporate Accounts and generated ideas for long-range promotional planning of instant and online products.

During her GTECH career, Brenda has had key roles in training projects in Massachusetts and Wisconsin. Before joining GTECH, she was a television news director/producer and on-air anchor in two Texas markets.

1992 – Present **GTECH Corporation**
District Sales Manager
Texas Lottery Sales Representative

1984 – 1991 **KVCT TV/KRIS TV**
KRIS - News Producer
KVCT - News Producer/Director/Anchor/Advertising/Commercial Production

EDUCATION & TRAINING

Numerous management, leadership, and sales courses.

Information Redacted
§552.101/466.022/552.139

Broadcast-related seminars on public performance, relationship building, and connecting with an audience.

SOFTWARE DEVELOPMENT MANAGER

Jim Brannon

CURRENT ROLE

Program Manager

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RESPONSIBILITIES

Jim will be responsible for the definition of the objectives, planning, staffing, and execution of software projects and maintenance throughout the solution life cycle. He will effectively control risk and manage quality and cost for software-related activities for the Texas Lottery. He will work with the software support group to meet GTECH and Texas Lottery objectives.

During the conversion, Jim will serve the Texas-based Software Project Manager. He will work with the corporate-based Software Project Manager to design, develop, and ensure the timely and complete delivery of the solution.

EXPERIENCE

Jim takes great pride in being able to underpin business goals with solid solutions that are built to ensure continuity and adapt to organizational vision. Throughout his professional career, he has developed the experience, knowledge, and skills to effectively control risk, manage quality and cost, and deliver to a high degree of customer satisfaction. His accomplishments include:

- Highly successful new systems and software rollouts to Chile, New Jersey, Jamaica, Massachusetts, Oregon, and Missouri.
- Highly successful to Washington, Missouri, Illinois, Minnesota, and New Jersey.
- Development of systems with robust life cycle planning.
- Long history with quality assurance and service organizations.

1999 – Present

GTECH Corporation

Program Manager

Project Manager

Quality Assurance Engineer

Computer Operator

1991 – 1999

Devlin Designing Boat Builders

Project Manager/Lead Carpenter

EDUCATION & TRAINING

B.F.A., drawing, Central Washington University.

Project Management Professional certified in good standing.

Information Services, Systems Engineering, Information Architecture, South Puget Sound College.

Jim Breindel

CURRENT ROLE

Senior Manager, Retail Strategy

RESPONSIBILITIES

A member of GTECH's Corporate Retail Marketing Group, Jim will assist in preparing the corporate target list and corporate action plans and in developing the long-range strategy. He will also participate in reviews of existing TLC programs.

EXPERIENCE

Jim began his lottery career at GTECH in 1985. He has held a variety of positions in the lottery and gaming industries over the last 25 years, participating in many product development, marketing, operations, and domestic and international business development functions. In 2004, he became the Senior Manager of Retail Strategy of GTECH's newly formed Retail Marketing Group.

Jim has been very involved with the retail industry for more than 10 years. He is a supplier-member of the National Association of Convenience Stores (NACS) and has participated in the NACS Annual Conference and NACStech, and serves on the PCATS Device Integration Committee. He has also developed numerous retail business relationships by participating in the Food Marketing Institute's annual conferences; the grocery industry's annual technical conference, MARKETECHNICS; the annual National Retail Federation (NRF) conference; and National Association of Chain Drug Stores (NACDS) events. Jim attended the last three KioskCom conferences, the self-service industry's annual conference; he is a charter member of the KioskCom Professional Society.

Jim led development projects and pilot test programs with a number of large corporate chains including 7-Eleven, Circle K, and Albertsons.

1998 – Present	GTECH Corporation <i>Senior Manager, Retail Strategy</i> <i>Product Marketing Manager</i>
1996 – 1998	Sodak Gaming Inc. <i>Director of Operations Marketing</i>
1994 – 1996	WMS Gaming, Inc. <i>Director of Marketing</i> <i>Director of Video Gaming Operations</i>

EDUCATION & TRAINING

Master's degree, marketing, The University of New Haven.

B.S., business management, Post College.

RETAILER SUPPORT SUPERVISOR

Barbara L. Broadus

CURRENT ROLE

Call Center Supervisor

RESPONSIBILITIES

Barbara is will coordinate the daily activities of the NRC Call Center Operations personnel to ensure overall efficiency, excellent customer service, data integrity, and system performance. This includes training, supervising, evaluating, and counseling the Call Center staff responsible for hotline and dispatch functions.

In addition, Barbara will interface with the Texas Lottery staff consistently via email or phone, meeting monthly to discuss performance, upcoming promotions and downloads, and to address any Lottery concerns.

EXPERIENCE

Barbara has a comprehensive knowledge of, and deep experience with, multiple roles within GTECH.

She has had the opportunity to experience first-hand the day-to-day operation of the retailers and the retail environment. Her understanding of their environment was instrumental in establishing and maintaining effective working relationships with Texas Lottery retailers and maximizing sales through merchandising, training, and promotional techniques.

Previously, Barbara served as an Instant Ticket Specialist. This role allowed her to manage the inventory of instant tickets by analyzing individual retailer sales history and monitoring the overall instant ticket field inventories to maximize the products' sales potential. As a result, quarterly goals were met consistently.

2001 – Present **GTECH Corporation**
Call Center Supervisor
Lottery Sales Representative
Instant Ticket Specialist
Workforce Associate

EDUCATION & TRAINING

Certificate of Training for Business Writing.

GTECH's Building Excellence Silver Award.

Gerhard Burda

CURRENT ROLE

Senior Vice President (SVP), Gaming Solutions

RESPONSIBILITIES

As Senior Vice President of Gaming Solutions, Gerhard is responsible for managing and overseeing the long-term strategic direction of the Lottomatica Group's Gaming Solutions segment, consisting of Lottomatica subsidiaries Spielo Manufacturing ULC, SPIELO USA Incorporated, and the ATRONIC group of companies.

Providing operational leadership for the global business unit, Gerhard guides Lottomatica Group's investment in future technology and content development to achieve market leadership in the government-sponsored and commercial gaming industries, as well as the identification of new market opportunities. In addition, Gerhard leads global market requirements process and product development and product positioning. He also provides sales and marketing leadership for the domestic and international government-sponsored and commercial gaming markets.

EXPERIENCE

Gerhard has more than 20 years of gaming industry experience. Prior to joining GTECH in January 2008, he served as Chief Executive Officer of the ATRONIC Group of companies consisting of ATRONIC International, ATRONIC Americas, and ATRONIC Systems. He is also a founding member of ATRONIC. Earlier in his career, Gerhard held several managerial positions in the European telecommunications industry.

2007 – Present	GTECH Corporation <i>Senior Vice President (SVP), Gaming Solutions</i>
1993 – Present	ATRONIC Group <i>Chief Executive Officer</i> <i>Managing Director</i> <i>Director of Marketing and Sales</i> <i>Product Manager</i>

EDUCATION & TRAINING

B.A., industrial electronics, BFI Engineering School, Graz, Austria.

Fluent in four languages.

DATA CENTER SUPERVISOR

Jim Burdick

CURRENT ROLE

Operations Support Analyst III

Information Redacted

\$552.101/466.022/552.139

RESPONSIBILITIES

Jim will support and guide the TLC operations staff in their day-to-day job performance. He will identify and document best practices for the delivery of superior customer service. Jim will challenge operations staff to reduce errors towards zero. His team will perform root-cause analysis for system-related issues, with the goal of anticipating and fixing potential problems before they occur. He will facilitate an open channel of communication between TLC employees and GTECH's software engineers. As customer advocate, Jim will ensure that outcomes are aligned with the TLC's expectations.

Jim will play a key role in the conversion of data from the , performing T-topping of data, testing, documenting, and training. He will help ensure that ongoing operations processes run smoothly and seamlessly during the conversion.

EXPERIENCE

Jim supports the operations staff with real-time delivery of solutions, guidance, and training. He also sets up all promotions, ensuring that procedures are well-documented, and assists with SAS 70 audit requirements.

Jim assisted with the terminal emulation phase of the in Mexico in 2007. He was responsible for the rollout of the Guatemala Lottery systems at the Data Center of Americas (DCA) in 2008. His main focus over the past two years has been the Texas Lottery systems and operations.

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|-----------------------|---|
| 2001 – Present | GTECH Corporation
<i>Operations Support Analyst III</i>
<i>Operations Supervisor</i>
<i>Senior Operator</i> |
| 2000 – 2001 | Pacific Scientific Instruments
<i>Software Quality Engineer</i> |
| 1995 – 2000 | Texas Lottery Commission
<i>Senior Software Quality Assurance Analyst.</i> |

EDUCATION & TRAINING

M.B.A., business administration, University of Houston.

B.B.A., business administration, University of Texas, Austin.

DB2 Database Administration, V8/ES Systems Administration, Contol M Automation Administration, and Leadership Development training.

REGIONAL MARKETING MANAGER

Kasia Cahill

CURRENT ROLE

Regional Marketing Manager

RESPONSIBILITIES

Kasia will support the TLC's efforts in developing strategic business and marketing plans. She will also serve as a liaison to the Lottery and the local GTECH team to provide support from all of GTECH's Corporate Marketing disciplines: market research, data analytics, retail marketing, game design, promotion planning, and product marketing.

EXPERIENCE

Kasia has assisted with the design, development, coordination, and implementation of marketing plans, while providing a wide range of consulting services to customers on marketing plans, sales plans, retailer network development, retailer relations, promotions and incentives, advertising, and other marketing functions. Her strong project management background in the lottery industry has brought a disciplined, goal-oriented, and productive approach into her current role as Regional Marketing Manager.

2002 – Present **GTECH Corporation**
Regional Marketing Manager
Proposal Manager
Project Manager – GTECH Eastern Europe

EDUCATION & TRAINING

Associate's degree, University of Warsaw, Faculty of Psychology.

VICE PRESIDENT, MARKETING AND GAME PORTFOLIO

Michelle Carney

CURRENT ROLE

Vice President, Marketing and Game Portfolio

RESPONSIBILITIES

Michelle will work to develop marketing strategies including content and product enhancements that can be incorporated into the TLC's marketing and business plans. Her role will be to assist the Texas Lottery in identifying future growth opportunities that can be integrated into its strategic business plans with the goal of generating incremental revenue.

EXPERIENCE

Since joining GTECH in May 2000, Michelle has been directly involved in the development and implementation of marketing objectives for multiple GTECH clients. As Senior Director, Field Marketing, she directed a team of regional marketing directors in the delivery of marketing services to lotteries worldwide. These services included game and portfolio management, lottery game design, retailer selection and optimization, promotion planning, and player and retailer analysis. Michelle has developed marketing plans for many GTECH customers in support of new game launches, retailer performance programs, promotions, and consumer education.

2000 – Present	GTECH Corporation <i>Vice President, Marketing and Game Portfolio</i> <i>Senior Director, Field Marketing</i> <i>Regional Marketing Director</i> <i>Marketing Consultant</i> <i>Senior Market Research Analyst</i>
1998 – 2000	Fleet Financial Group <i>Financial Risk Analyst I</i> <i>MIS Analyst</i>
1997 – 1998	The Vanguard Group <i>Institutional Sales and Marketing Associate</i>
1995 – 1997	First Union Complex Arenas <i>Premium Services Manager</i> <i>Premium Services Associate</i>

EDUCATION & TRAINING

M.B.A., marketing, University of Rhode Island.

B.A., economics and business administration, Ursinus College.

SENIOR DIRECTOR, MARKET RESEARCH

Gerard Caro

CURRENT ROLE

Senior Director, Market Research

RESPONSIBILITIES

Gerard will provide corporate support to all marketing-related research efforts throughout the duration of the TLC contract.

EXPERIENCE

Since joining GTECH in 1995, Gerard has held various positions within the Field Marketing, New Game Development, and Strategic Marketing departments. For the past six years, he has directed all market research efforts at GTECH. By managing internal resources and a portfolio of independent market research firms, Gerard is able to leverage their experience to execute research on game content, technology, point-of-access terminals, customer opinions, industry trends, and much more. Whenever possible, Gerard strives to use local firms.

Gerard also shares lottery research best practices, garnered from managing research projects for lottery customers worldwide, with GTECH customers. Employing multiple methodologies that range from traditional focus groups and one-on-one interviews to multimedia Internet studies, Gerard has kept customers and GTECH on the cutting edge of market research techniques.

In the fall of 2009, under Gerard's direction, GTECH hosted the Market Research Exchange, the first-ever market research forum in the lottery industry. Designed to share insights and ideas on how to improve research methodologies, the event drew 18 market researchers representing lotteries and GTECH business units from around the world.

1995 – Present	GTECH Corporation
	<i>Senior Director, Market Research</i>
	<i>Director, Market Research</i>
	<i>Senior Marketing Manager</i>
	<i>Senior Game Manager</i>
	<i>Senior Marketing Manager</i>
	<i>Marketing Program Manager</i>

EDUCATION & TRAINING

M.B.A., marketing, Rochester Institute of Technology.

B.A., management and organization, University of Miami.

International Marketing Development Program , Stanford Graduate School of Business.

Leadership Effectiveness Training Program , Alexander/Hancock Associates.

Cornell Johnson School Marketing Program.

DISTRICT SALES MANAGER

Jesse Carrasco

CURRENT ROLE

District Sales Manager

Information Redacted

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RESPONSIBILITIES

Continuing in her current role as District Sales Manager, Jesse will be responsible for site operations in the Houston-East district during the conversion. She will ensure that all duties, responsibilities, and requirements with TLC retailers are performed without interruption. She will interface with the Texas Lottery to continue the established initiatives and sales strategies developed to promote ongoing success for the Texas Foundation School Fund.

EXPERIENCE

Jesse is responsible for the development and management of the Houston-East district, including the sales and marketing for more than 1,600 retailers. She oversees the management, training, and effectiveness of the district staff, including three office personnel, eleven Lottery Sales Representatives and five Senior Lottery Sales Representatives.

Jesse has had key roles in setting management standards that have successfully driven sales in Texas, making it one of the leading lotteries in the U.S. She has been responsible for developing retailer customization plans, implementing the successful inventory Plan-o-gram that is still used today for instant tickets, creating and enhancing growth potential through targeting multi-dollar games, and organizing Education and Winner Awareness programs. In addition, she has acquired new corporate accounts, formulated strategies to target and enhance promotions with independents as well as corporate accounts, and developed and organized "homegrown" Point of Sale (POS) initiatives that have proven successful in driving sales.

Jesse played a key role in the successful training of thousands of retailers throughout Texas at the start-up of the Texas Lottery in 1992. Additionally, her project experience includes assisting with the start-up of the Georgia Lottery, in which her knowledge and expertise as a Texas District Manager helped ensure a smooth and flawless Georgia Lottery start-up.

1992 – Present

GTECH Corporation

District Sales Manager

Marketing Coordinator

EDUCATION & TRAINING

B.A., English, University of Texas at El Paso.

Carrier Track (Continuing Education) classes and seminars in Leadership Training, Fundamentals in Professional Selling, Managing Emotions under Pressure, Business Writing, Selling for Success, Supervisory Communications, Resolving Conflict, and Compensation Training.

CORPORATE/CHAIN ACCOUNT MANAGER

Mandy Carter

CURRENT ROLE

Senior Business Development Manager

RESPONSIBILITIES

Through Mandy's management and development of the GTECH Corporate Accounts Team, all of the TLC's and GTECH's goals will be met. She will be responsible for assisting the team in cultivating relationships and influencing all levels of cooperation within the corporate accounts. Mandy's goal will be to drive substantial incremental sales growth by devising innovative, tailored marketing and promotional strategies in concert with the account leadership and the TLC. She will also contribute to the development and implementation of GTECH leadership and TLC projects and policies.

EXPERIENCE

Mandy oversees the development of exclusive, destination-buy co-op promotions with the TLC corporate accounts. She developed and implemented the first-of-its-kind exclusive, chain co-op promotion in April 2009 at H-E-B Grocery Company. This promotion realized a 31-percent increase in \$5 or more Mega Millions (on one ticket) transactions at H-E-B, generated during the two-week promotion versus the same two-week time frame in 2008. She expanded on this success with a second co-op promotion in Brookshire Brothers Grocery, producing a 38-percent increase in total online sales during their two-week promotion versus the prior two weeks. Mandy also obtained licensing of corporate account subordinates, successfully licensing 74 Murphy USA locations in Texas.

Before joining GTECH, Mandy worked with H-E-B for more than six years as an associate with their marketing company, Daymon Worldwide, and directly as the sales manager for the in-store selling department, Showtime. She worked with internal and external customers/manufacturers to design the most tactical in-store marketing plans for new and existing consumer products.

- | | |
|-----------------------|--|
| 2008 – Present | GTECH Corporation
<i>Manager, Business Development</i> |
| 2002 – 2008 | H-E-B Grocery Company
<i>Showtime Sales Manager</i>
<i>Operations Manager-Daymon Worldwide supporting H-E-B</i> |
| 2001 - 2002 | Financial Corporation of America
<i>Off-Site Coordinator</i> |

EDUCATION & TRAINING

B.A, anthropology, University of Texas.

TEXAS QUALITY ASSURANCE PROJECT MANAGER

Raymond Castillo Jr.

CURRENT ROLE

Software Quality Assurance (SQA) Engineer

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RESPONSIBILITIES

Raymond will be responsible for developing an overall Quality Plan, test plans, and test scripts for the project. In addition, he will be responsible for ensuring the complete SQA process and execution of all testing and test reporting. Raymond will report to and advise SQA management and the Project Manager of the overall status of the software, from an SQA perspective, regarding quality and the ability to meet projected time frames. Raymond will be engaged from contract award through the entire conversion.

EXPERIENCE

Since joining GTECH in 1994, Raymond has held several positions of increasing responsibility in the field of SQA. He engineered the integration and system test phases for GTECH's for the Virginia Lottery Georgia Lottery service projects, Washington's Lottery service projects, Wisconsin Lottery service project, South Africa Lottery startup project, and Israel Lottery start-up project. Most recently, he was the Lead SQA Engineer for the Texas Game-Point terminal installation, the , and the Texas Powerball installation.

These efforts required that Raymond develop and execute test cases and test scripts and oversee and participate in the coordination and integration of system test efforts. He also provided support and assistance with Customer Acceptance Testing and the management of software releases.

1994 – 2010 **GTECH Corporation**
Texas Quality Assurance Manager
SQA Engineer II
SQA Analyst
Senior System Manager
Operation Coordinator
Computer Operator

EDUCATION & TRAINING

Management Information Systems, Austin Community College, Texas.

Themis Inc., New Jersey: Software certification for DB2 UDB Administration, SQL Administration, IBM WebSphere Application Server V5.02 and V5.1 Administration, Information Systems Project Management.

Fabio Celadon

CURRENT ROLE

Senior Vice President of Strategic Planning

RESPONSIBILITIES

Fabio is responsible for leading four primary areas of the company – strategic planning, mergers and acquisitions, asset optimization, and business evaluation. He is also responsible for developing GTECH's overall corporate growth strategy, identifying and evaluating strategic initiatives, managing and executing mergers and acquisitions, and evaluating and pricing business opportunities.

EXPERIENCE

Fabio joined GTECH in 2006 as the Vice President of New Market Development. Before joining GTECH, he was Finance Director of Lottomatica from 2004 – 2006, after having served as Chief Financial Officer (CFO) from 2002 – 2004.

Prior to this, he was a partner with Atlantis Capital Partners, a private equity start-up. Fabio also worked for Morgan Stanley in London in the mergers and acquisitions department, and served as Finance Director of Pavo, a private Italian company.

2006 – Present	GTECH Corporation <i>Senior Vice President (SVP), Strategic Planning</i> <i>Vice President, New Market Development</i>
2002 – 2006	Lottomatica S.p.A. <i>Finance Director</i> <i>Chief Financial Officer (CFO)</i>
2002 – 2002	Atlantis Capital Partners <i>Partner</i>
2000 – 2001	Morgan Stanley <i>Associate – Mergers, Acquisitions and Restructuring</i>

EDUCATION & TRAINING

Law Degree, LUISS University, Rome, Italy.

M.B.A., Columbia Business School, New York, New York.

FACILITIES PROJECT MANAGER

Quentin Chafee

CURRENT ROLE

Senior Manager of Real Estate and Facilities

RESPONSIBILITIES

Quentin will manage the selection, leasing, and tenant improvements required at all facilities. This process includes incorporating all the needs of the entire account team from offices, data centers, warehousing, and repair depots. Quentin will execute this effort by teaming with landlords, engineers, and general contractors to deliver the facility requirements on time and within budget.

EXPERIENCE

Quentin brings his 24 years of construction and development experience to GTECH. His diverse resume includes the construction of pharmaceutical laboratories, Class 10 cleanrooms, data centers, corporate offices, computer labs, secondary school and college facilities, multi-tenanted retail complexes, historic mill restoration, and parking garages. Quentin's hands-on approach drives the coordination efforts of internal and third-party teams, from concept through completion.

Quentin recently completed the electrical and cooling expansion project at GTECH's Data Center of the Americas (DCA) in Austin, Texas. This critical project allows this facility to continue to grow and respond to lottery customers' demands for "100 percent up-time" excellence. The project was completed flawlessly, on time, on budget within a 24-hour facility and without any interruption of service.

Quentin also recently completed the consolidation of two of GTECH's major Rhode Island manufacturing facilities into a single, harmonized manufacturing location. He managed the budgeting, design, and project construction without interruption to GTECH's ongoing manufacturing operations.

Quentin also led the final phase of the construction of GTECH's 100,000 square foot, state-of-the-art instant ticket printing facility in Lakeland, Florida, for GTECH Printing Corporation. This facility now houses the industry's most advanced instant ticket printing press, capable of producing 11 billion instant tickets per year.

2008 – Present	GTECH Corporation <i>Senior Manager of Real Estate and Facilities</i>
2004 - 2008	Struever Brothers Eccles & Rouse, Inc. <i>Director of Development</i>
2000 - 2004	Starwood Wasserman Real Estate Capital <i>Senior Project Manager</i>

EDUCATION & TRAINING

B.S., University of Vermont.

Ethan Colaiace

CURRENT ROLE

Director of Real Estate and Facilities

RESPONSIBILITIES

Ethan will oversee all real estate-related aspects of the Texas Lottery project including property selection and acquisition. He will manage the design, engineering, construction, and equipment procurement for all required facilities.

Ethan will also lead the site selection, cost estimating, and project management for all facilities-related initiatives. He and his team will work with GTECH staff at facilities throughout Texas to optimize performance of existing facilities, work with architects and engineers to upgrade office and warehouse space, and deliver facility projects on time and on budget. He will be engaged on-site as needed during conversion/implementation.

EXPERIENCE

Ethan oversees all real estate and facilities programs for GTECH, including acquisitions, dispositions, leasing, and project implementations worldwide. GTECH owns and leases more than 2.2 million square feet of office, warehouse, depot, and production space worldwide.

Ethan managed the development of a 100,000 square foot, state-of-the-art instant ticket printing facility in Lakeland, Florida, for GTECH Printing Corporation. This \$45 million printing facility houses the industry's most advanced instant ticket printing press, with the capability of printing more than 11 billion instant tickets annually.

2008 – Present	GTECH Corporation <i>Director of Real Estate and Facilities</i>
2003 – 2008	Struever Brothers. Eccles & Rouse, Inc. <i>Development Director</i> <i>Deputy Development Director</i>

EDUCATION & TRAINING

M.A.S. in urban planning and Latin American studies , University of Texas at Austin.

B.A., Beloit College, Beloit, Wisconsin.

Urban Land Institute and CoreNet Global.

Vachon Colvin

CURRENT ROLE

Call Center Supervisor

RESPONSIBILITIES

Vachon will provide leadership support and act as a comprehensive resource for all Call Center associates. This includes assisting with staffing, quality audits, customer satisfaction, problem identification, and reporting.

Vachon will play an active role in ensuring associates' goals are being met or exceeded.

EXPERIENCE

Vachon joined GTECH in 2004. As Call Center Supervisor, she practices Servant Leadership, in which leaders focus on meeting the needs of their employees. She provides daily coaching for personal and professional growth and works to foster a supportive and positive environment to bring out the best in Call Center associates. The Call Center has a lower than industry-standard attrition rate, thereby retaining seasoned associates who can provide greater value to GTECH's customers.

2004 – Present	GTECH Corporation
	<i>Call Center Supervisor</i>
	<i>Team Lead</i>
	<i>Workforce Associate.</i>
1994 – 2004	Dell Computer
	<i>Internet Sales Representative</i>
	<i>Client Advocate.</i>

EDUCATION & TRAINING

Associate's degree, business management, Austin Community College.

**HUMAN RESOURCES DIRECTOR / HUMAN RESOURCES
LEAD**

Dorothy Costa

CURRENT ROLE

Director, Human Resources, GTECH Americas – Eastern Region, Printed Products & Licensed Content, Learning Services and Human Resources Service Center

RESPONSIBILITIES

Dorothy partners with senior leaders to provide direct strategic and operational Human Resources (HR) support to the GTECH Americas – Eastern Region team with backup to the Western Region. She provides guidance and direction to management on issues relating to compensation, organizational planning, performance management, recruitment and staffing, employee relations, safety, and training and development. Dorothy manages and develops a diverse team to continually provide exceptional customer service to employees worldwide.

EXPERIENCE

Dorothy is a proactive professional with more than 17 years of progressive experience in all aspects of human resources. She has developed and implemented a worldwide employee engagement survey that resulted in the company implementing several actions/programs to improve overall employee engagement levels.

Dorothy's previous job duties include providing strategic and operational support to all corporate functions including Marketing, Finance, Legal, Strategic Planning, Government Relations, and Corporate Communications. In her subsequent role, she had direct HR responsibility for the Client Services organization that included field services, Call Center, and data center operations for all U.S. jurisdictions.

1998 – Present

GTECH Corporation

Director, Human Resources- GTECH Americas – Eastern Region, Printed Products & Licensed Content, Learning Services and Human Resources Service Center

Director, Human Resources- Corporate Groups

Senior Human Resources Manager, Client Services

Benefits Analyst/HR Projects Specialist

1993 – 1998

Citizens Bank

Benefits Analyst

Payroll/Human Resources Coordinator

EDUCATION & TRAINING

M.B.A., organizational leadership (anticipated graduation in 2011), Johnson & Wales University, Providence, Rhode Island.

B.S., business management, concentration in human resources management, Rhode Island College, Providence, Rhode Island.

Chris Costanza

CURRENT ROLE

Senior Director of Field Services

RESPONSIBILITIES

Chris will direct field services for the implementation and conversion. Specifically, he will oversee the daily activities of the field service staff and repair depot to ensure an efficient operation. He will also review all proposed procedures and training programs and be on-site as needed.

EXPERIENCE

Chris has served GTECH for 26 years. He currently oversees day-to-day field services for all GTECH customers in the U.S., ensuring that quality standards and best practices are in place. He manages a staff of 650 field service technicians and 22 field service managers. During his early years with the company, Chris served as the project manager on a number of projects, so he understands the demands of implementing/converting to new technology. Previously, he worked for American Totalisator (Amtote), where he acquired an extensive range of knowledge in sales, marketing design, and customer satisfaction.

1984 – Present	GTECH Corporation <i>Senior Director, Field Services</i> <i>Regional Field Service Manager</i>
1978 – 1984	American Totalisator <i>Field Service/Marketing Director</i>

EDUCATION & TRAINING

Jersey City State College.

R.E.T.S Institute.

ITIL Foundation Certification.

**SENIOR VICE PRESIDENT (SVP), PRINTED PRODUCTS
AND LICENSED CONTENT; PRESIDENT, GTECH
PRINTING CORPORATION**

Ross Dalton

CURRENT ROLE

Senior Vice President of Printed Products and Licensed Content

RESPONSIBILITIES

Ross will ensure the ongoing delivery of all contracted GTECH Licensed Products to the Lottery, and ensure a high level of customer satisfaction and appropriate coordination of corporate resources.

EXPERIENCE

Ross has more than 15 years of lottery experience in the areas of sales, marketing, and communications management. In prior senior-level positions at GTECH, he directed the activities of account teams in numerous states, driving customer success through the efficient implementation of account plans and strategies. He also served as the customer's primary resource for product information and corporate capabilities, and was responsible for all government relations activities.

As GTECH's Director of Marketing Services, Ross managed a staff of 30 and executed worldwide marketing and communications programs for all products and services. As GTECH's Director of Business Proposals, he was responsible for the overall direction of the company's procurement and proposal efforts. Prior to that, he served as Director of Site Operations in Wisconsin. As a Marketing Manager for GTECH, Ross led customer efforts in game design, marketing research, and retailer programs in the Midwest.

2007 – Present	GTECH Printing Corporation <i>President</i>
1990 – 2007	GTECH Corporation <i>Senior Vice President (SVP), Printed Products and Licensed Content Markets (present)</i> <i>Regional Vice President, Western United States</i> <i>Account Manager, Government Relations/Sales</i> <i>Director, Marketing Services</i> <i>Director, Business Proposals</i> <i>Director, Site Operations, GTECH Wisconsin</i> <i>Marketing Manager, GTECH Kansas</i>
1988 – 1990	Kansas Lottery <i>Communications Manager</i> <i>Draw Manager, TV Producer</i>

EDUCATION & TRAINING

B.S., broadcast journalism, University of Kansas.

DIRECTOR OF TECHNOLOGY TRAINING AND SUPPORT SERVICES

David DeAngelis

CURRENT ROLE

Director of Technology Training and Support Services

RESPONSIBILITIES

David will be responsible for the successful delivery of all training and user documentation deliverables for the Lottery, including operations, communications, system and database administration, call center, lottery, retailer, field service technician, and bench technician training, as well as the development of project documentation.

EXPERIENCE

Having joined GTECH in 1988, David brings a solid 20 years of experience supporting lottery systems and operations to this project. David was the architect of GTECH's first programs and sets of tools for managing and delivering formalized training programs and grew them into today's highly competitive and proven learning solutions. He created GTECH's Call Center training programs; built and managed GTECH's current training teams that support field service, hotline, lottery end-users, and retailer training; and managed computer operations and communications training teams. David has successfully managed many large-scale projects. He has logged more than 11,000 project hours since 2000, working directly with GTECH project teams and GTECH customers (customer-facing) in support of site operations during projects.

1988 – Present

GTECH Corporation

Director, Technology Training and Support Services

Manager, Training Integration and Delivery

Manager, Training Solutions Delivery

Manager, Point of Sale Systems Education, Field Engineering

Supervisor of Technical Education, Field Engineering

Senior Technical Writer, Engineering

EDUCATION & TRAINING

B.S., electronic computer engineering with a minor in English, University of Rhode Island.

AMA Management, Managing People in Multiple Locations.

Langevin Learning Services – Training Needs Analysis, Instructional Design, Advanced Instructional Design, Project Management for Trainers, and Training Management.

Bryant College Executive Development Center, Project Management Certification Program.

Northeastern University, Technical Writing Certificate Program.

ITIL Foundation Certified.

**TEXAS LOTTERY LIAISON/ OPERATIONS SUPPORT
MANAGER**

Eric M. DeFazio

CURRENT ROLE

Senior Service Support Manager

RESPONSIBILITIES

Eric will continue to be responsible for site operations during the conversion and through the life of the contract, ensuring that daily operations are performed without interruption. He will also play a key role in the overall management team on the project delivery. He will have direct responsibility for computer operations, communications, and logical security in Texas.

During the conversion, Eric will serve as the Texas-based Operations Support Project Manager, working with the corporate-based Operations Support Project Manager to meet all operational objectives.

EXPERIENCE

Eric has direct responsibility for computer operations, communications, and SAS70 audits in Texas. He has represented GTECH on three continents and his experience in Texas spans the entire state.

Eric had key roles in multiple state and foreign lottery conversions. As an experienced member of the management team, he was responsible for all aspects of the operation including computer operations, sales, communications, incident management, change management, and release management.

His project experience includes performing as GTECH's Software Quality Assurance Lead for the Israel, U.K., Sweden, New South Wales, France, Mexico, California, and Washington Lottery conversions. In 2005, he accepted a management role for GTECH as part of the Data Center of the Americas (DCA) located in Austin, Texas. The DCA serves as primary operations for six state lotteries and back-up operations for 12 state lotteries.

1998– Present	GTECH Corporation
	<i>Senior Service Support Manager</i>
	<i>Service Support Manager</i>
	<i>Senior Quality Engineer</i>
	<i>Quality Engineer</i>

EDUCATION & TRAINING

B.A., business management/computer information systems and statistics, Western New England College, Springfield, Massachusetts.

REQUIREMENTS LEAD

Doreen DeLuca

CURRENT ROLE

Business Analyst (BA) Manager, Americas Technology Solutions

RESPONSIBILITIES

Doreen manages the Product Development BA group as well as all Systems Delivery and Services/Support Delivery BAs in the Americas Technology Solutions department. She oversees the resources who wrote the requirements for the baseline GTECH products, and she will oversee those who will write the Texas Lottery requirements, and those who will write batch requirements for ongoing operations in Texas under the new contract. Doreen is responsible for determining and enforcing processes for all three BA groups. In addition, she is responsible for the development and professional BA certification of all staff members.

EXPERIENCE

From lessons learned in her Business Analyst role and in managing all GTECH BAs globally, Doreen revised, documented, and implemented the current process for eliciting, documenting, and verifying requirements on systems deliveries. This process has been used by BAs on all projects for the last two years. BA teams under Doreen's management documented requirements for large systems conversions, as well as multiple smaller project deliveries over the past four and a half years. The large systems conversions include the U.K., Oregon, New York, New Jersey, West Virginia, Michigan, South Dakota, Chile, Saxony, Beijing, Taiwan Sports Betting, North Carolina, and Kansas.

2005 – Present	GTECH Corporation <i>BA Manager, Americas Technology Solutions</i> <i>BA Manager, Global</i>
2004-2005	Blue Cross Blue Shield of Rhode Island <i>Project Manager</i>
1996 –2004	GTECH Corporation <i>Business Analyst</i> <i>Lead Editor, Business Proposals</i> <i>Editor, Business Proposals</i>

EDUCATION & TRAINING

M.A., English, Rhode Island College.

B.A., English, Rhode Island College.

Professional Certificate in Business Analysis from George Washington University School of Business.

Use Case Modeling, Process Modeling, Logical Process and Data Modeling, How to Gather and Document User Requirements.

TEXAS REQUIREMENTS LEAD

Homer Diaz

CURRENT ROLE

Business Systems Analyst II

RESPONSIBILITIES

As the Texas-based Requirements Lead, Homer will be responsible for requirements management throughout the life of the project. He will work as point of contact between the project managers, engineers, and customer teams. Homer will review and edit requirements, specifications, business processes, and recommendations related to proposed solutions. He will also be responsible for creating and monitoring business analyst teams and schedules to ensure proper coverage throughout the project. Homer will track requirements through design, development, and testing to ensure software deliveries are consistent with documentation.

EXPERIENCE

Homer works directly with functional team members to facilitate communication and manage project requirements and resources, milestones, and schedules. He facilitates process modeling for clients to help identify areas for efficiency improvement.

Homer has worked on a variety of project deliveries and performed many roles within the GTECH organization. He has supported domestic and international projects such as California, Oregon, Wisconsin, Florida, and the United Kingdom. His varied roles – from Control Room operations and Quality Assurance to serving as a Business Analyst – has provided Homer with direct knowledge and extensive experience in GTECH systems and software.

1996 – Present

GTECH Corporation

Business Systems Analyst II

Business Analyst I

Quality Assurance Engineer II

Quality Assurance Engineer I

Control Room Coordinator

Operations Analyst II

Operations Analyst I

EDUCATION & TRAINING

B.B.A., Management, Texas State University, San Marcos, Texas.

Certified Business Analyst, George Washington University, Washington, D.C.

Associate's Degree of Applied Science, computer science, Texas State Technical College, Harlingen, Texas.

SENIOR LOTTERY SALES REPRESENTATIVE

Martin Diaz

CURRENT ROLE

Senior Lottery Sales Representative

Information Redacted

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RESPONSIBILITIES

Martin will be responsible for finding and scheduling events where the Texas games can be promoted in the El Paso District. His responsibilities will include setup and break-down of promotional trailers and contacting and recruiting successful retailers to sell Lottery at the event. Martin will oversee shift schedules for GTECH staff and provide sales reports at the end of events. He will also provide monthly inventory reports for allocated merchandise.

During the conversion, Martin will employ his bilingual skills to target the Hispanic population, with the goal of increasing Lottery awareness among Hispanics. He will work as a team member with Lottery staff to hold events.

EXPERIENCE

Martin is a prime candidate for the new Promotions and Training Representative position. He has more than 17 years of experience with GTECH, beginning his career as a Field Service Technician (FST), then moving up to Lottery Sales Representative (LSR) and to Senior LSR. Martin was part of the Texas Startup and the conversion from GTECH to . He was involved in California's conversion to Self-Service Terminals (SSTs) as well as an ambassador and trainer for the SSTs in Texas. Martin will bring his extensive experience and expertise to benefit the Texas Lottery for years to come.

Martin is involved in the GTECH . He is President of the Golden Glove Committee with 13 members under his supervision. He provides Instant Sales Graphs to more than 120 sales representatives, 10 districts, and management on a biweekly basis. He has provided GTECH with technical feedback for improvements on Instant Ticket Vending Machines (ITVMs).

2004 – Present **GTECH Corporation**
Senior Lottery Sales Representative
Lottery Sales Representative
Field Service Technician

1987-1992 **Cherry Displays**
Lab Technician, Tool Maker

EDUCATION & TRAINING

Associate's degree, science and technology, El Paso Community College.

iSpeak training: Selling4Success.

Nominated for GTECH's Building Excellence Gold Award in 2006.

RESEARCH ASSOCIATE

Gina Dill

CURRENT ROLE

Marketing Research Manager

RESPONSIBILITIES

Gina is responsible for managing all research activities. This includes analyzing and interpreting data, formulating reports, and making recommendations based upon the findings. She oversees analysis of both internal databases and external market data in order to guide and improve marketing initiatives and promotional program performance.

During the conversion, Gina's role will be to continue all reporting and analysis for management decision making in a seamless manner while preparing all databases for conversion.

EXPERIENCE

Gina has more than 15 years of experience with GTECH. She works closely with the Lottery marketing staff in all aspects of their day-to-day decision-making. Regina is the primary analyst for all incentive programs. Most recently, she was instrumental in the success of the first Texas Lottery Cash Retailer Incentive Program.

Regina's previous experience was classroom teaching and instruction in public, private, and university settings.

1995 – Present	GTECH Corporation <i>Marketing Research Manager</i> <i>Senior Marketing Research Analyst</i>
1986-1995	Various Public and Private Universities <i>Classroom teaching and instruction</i>

EDUCATION & TRAINING

M.A., applied statistics , Baylor University, Waco, Texas.

B.S., education , Baylor University, Waco, Texas. Teaching fields include mathematics and business.

Nielsen Claritas Market and Site Analysis Training.

Texas Lifetime Teaching Certificate.

DISTRICT SALES MANAGER

Alan Dore

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Alan will continue in his current responsibilities of managing and overseeing the day-to-day operations of the Tyler Sales District. The Tyler District has 11 employees servicing approximately 1,150 Lottery retailers. Alan's team works with retailers to increase sales. He is also responsible for implementing and overseeing GTECH and Texas Lottery rules, regulations, and procedures.

EXPERIENCE

Alan joined GTECH in 1996 as a Lottery Sales Representative in the Irving District. Over the past 14 years, he has served in many different capacities with GTECH and the Texas sales organization, including sales supervisor in Irving, and District Sales Manager in El Paso and Houston. Most recently, Alan served as Account Development Manager in Louisiana, where he was responsible for the day-to-day operations of the Louisiana site in Baton Rouge. Alan took over the Louisiana site right after Hurricane Katrina and, for the next two years, assisted the Louisiana Lottery in its recovery efforts. He returned to Texas in April 2008 to his current role as Tyler District Sales Manager.

Alan has managed a number of lottery districts of varying sizes and volumes, which has given him a unique and valuable skill set. He brings these skills to the table to help increase Lottery sales for the state and for the Texas Foundation School Fund.

1996 – Present	GTECH Corporation
	<i>District Sales Manager</i>
	<i>ADM GTECH Louisiana</i>
	<i>Senior Site Director</i>
	<i>District Sales Representative</i>

EDUCATION & TRAINING

GTECH Learning courses: Lottery Self Service-ITVM, GTECH Sales Development Training, Confidential Presentations, Business Writing, Communications LAN/WAN, Lottery Systems Overview, Supervisory Communication and Management Skills, Team Building, Leadership and Strategy, Positive Employee Relations, and Ethics Training.

iSpeak training: Selling4Success, Managing4Success.

HUMAN RESOURCES DIRECTOR – GTECH AMERICAS

Julie Doti

CURRENT ROLE

Director, Human Resources, GTECH Americas – Latin American and Western Regions, Client Services

RESPONSIBILITIES

Julie partners with senior leaders to provide direct strategic and operational Human Resources (HR) support to the GTECH Americas Latin American Region, Western Region, and Client Services teams, with backup to the Eastern Region. She directs the development, implementation, and administration of HR programs and activities, including staffing, succession planning, safety, training and development, organizational planning, employee relations, management coaching, compensation, and safety. Julie will also direct the work of the HR managers for assigned teams, including the work of the HR manager assigned to Texas.

EXPERIENCE

Julie has six years of experience partnering with management at all levels within GTECH on strategic HR initiatives both within Texas and on a national level. She has more than 20 years of experience as an HR generalist. She has led major staffing forecasting and hiring efforts as well as succession planning initiatives.

As Senior Human Resources Manager of Client Services, Julie collaborated with the Vice President of Client Services on strategic HR initiatives for the Client Services functions, which included the National Response Centers, the Data Center of the Americas, Jurisdictional Data Centers, and Field Services for GTECH Americas. She directed the development, implementation, and administration of human resources activities and programs for the Client Services team.

2004 – Present	GTECH Corporation <i>Director of Human Resources – GTECH Americas – Latin American and Western Regions, Client Services</i> <i>Senior Human Resources Manager, Client Services</i> <i>Human Resources Manager – Texas Client Services and National Response Centers</i>
2000 - 2004	Starwood Hotels and Resorts <i>Human Resources Manager</i>
1989-2000	H-E-B Grocery Company <i>Senior Human Resources Manager</i> <i>Human Resources Manager</i> <i>Instructional Designer</i> <i>Training Specialist/College Coordinator</i>

EDUCATION & TRAINING

M.B.A., concentration in human resources, University of Texas Graduate School of Business, Austin, Texas.

RETAILER TRAINING PROJECT MANAGER

Jonathan Dumont

CURRENT ROLE

Training Project Manager

RESPONSIBILITIES

As Training Lead on the Texas Implementation Team, Jonathan will manage all training-related initiatives for the full life cycle of the project. Specifically, he will be the central point of contact for all training deliverables and will create and manage the timeline for training activities and documentation.

EXPERIENCE

Jonathan has extensive experience training retailers and lottery operations staff worldwide and has served in various technical training positions within GTECH since 1999. Since 2004, he has held the position of Training Project Manager. Part of his role is to ensure that Technology Training and Support Services (TTSS) identifies the full scope of training and documentation and then puts together a plan and schedule to ensure everything scoped is delivered on time, on budget, and according to quality standards. In this role, Jonathan also produces budget forecasts for project costing and product management, reviews budgets, and tracks forecasted versus actual costs to ensure that spending remains within budget on a project-by-project or product-by-product basis. Finally, he creates and monitors a risk register and monitors and controls the execution of all training deliverables.

Jonathan has worked on the following lottery projects: Virginia; Rhode Island; Pennsylvania; North Carolina; California; Oregon; Ohio; Michigan; Kansas; Texas; Saxony; Belgium; France; Denmark; Manitoba, Canada; Western Canada; Guatemala; South Africa; Israel; Spain; Sri Lanka; Taiwan; Italy; Jamaica; New Zealand; Germany; and Luxembourg.

1999 – Present **GTECH Corporation**
Training Project Manager
Senior Applications Trainer
Applications Trainer
Project Coordinator

EDUCATION & TRAINING

B.A., secondary education (English), Rhode Island College, Providence, Rhode Island.

Training and Development diploma from Langevin Learning Services.

Project Management Certificate, Bryant University, Smithfield, Rhode Island.

ITIL Foundation Certified.

KEY ACCOUNT REPRESENTATIVE

Gina Easley

CURRENT ROLE

Key Account Representative

RESPONSIBILITIES

Gina will establish and cultivate relationships with assigned corporate accounts. She will organize and present sales strategies on new products and promotions to increase Texas Lottery product sales. Gina will work to identify and remedy strategic account issues and concerns. In addition, she will monitor and provide ongoing sales reporting to define optimal product mix and account progress. She will also coordinate new store Lottery terminal installation between the Texas Lottery Commission, GTECH personnel, and the corporate account.

EXPERIENCE

Gina is an expert at analyzing customer needs and devising targeted product branding and business development strategies. She joined GTECH in 2009 and has fueled sales growth with an exclusive online promotion with Brookshire Brothers Grocery and Tobacco Barns that generated a 38-percent increase in online sales compared to sales two weeks prior to the promotion. She developed a Retailer Strategy Catalog that includes top-, mid- and low-performing locations and demonstrates the current success factors and recommendations for the retailer. Gina is also currently working with other corporate accounts to increase lottery product awareness and drive sales.

Before joining GTECH, Gina worked in sales at Seiko Instruments USA, where she led all aspects of program sales and account management for Walmart. She interfaced with buyers and planners to understand and fulfill business needs and analyzed demographic reports to increase watch sales in each region. She further collaborated with product development teams to plan and introduce new product extensions. Gina managed promotional campaigns and advertising solutions, and her initiative resulted in double-digit sales increases.

2009 – Present **GTECH Corporation**
Key Account Representative

2001 – 2008 **SEIKO INSTRUMENTS USA**
Sales Director – Walmart Account
International Sales Manager – Canada, Latin America, Asia Pacific
Sales and Merchandising Manager – Walmart and Sam's Club
Sales Analyst – Target

2000– 2001 **URS Corporation**
Marketing Coordinator

EDUCATION & TRAINING

B.S., retail merchandising with a minor in business administration, University of Texas, Austin, Texas.

SENIOR VICE PRESIDENT (SVP), GTECH AMERICAS

Alan Eland

CURRENT ROLE

Senior Vice President of GTECH Americas

RESPONSIBILITIES

Alan will lead GTECH's efforts to provide technology and service solutions and operational-management support to the Texas Lottery throughout the course of the contract. He will serve as GTECH's Senior Management contact for the Lottery, reporting directly to President/CEO Jaymin Patel. Alan will also provide senior management supervision in collaboration with the GTECH-Texas Account Team to continually direct GTECH resources towards the support of the Lottery's overall strategic objectives.

EXPERIENCE

As Senior Vice President, GTECH Americas, Alan is responsible for overseeing all lottery operations in the U.S., Canada, Latin America, and South America. He leads the Company's growth efforts in terms of providing technology and service solutions and operational-management support to clients throughout the Americas.

Alan has more than 20 years of experience in the lottery industry and is a business leader with diverse operations and sales-management experience. He began his career at GTECH in 1985 and, since that time, has held various roles of increasing responsibility. Most recently, he served as Vice President and General Manager for GTECH's Gaming Solutions Department, where he was responsible for managing Spielo and leading the acquisition of Europe's largest slot machine manufacturer, Atronic. As Regional Vice President, Eastern U.S. and Canada, he was responsible for overseeing operations in 12 U.S. states and Canada.

1985 – Present

GTECH Corporation

Senior Vice President, GTECH Americas

Vice President & General Manager, Gaming Solutions

Regional Vice President, Eastern United States & Canada

General Manager, GTECH Texas

Assistant General Manager, GTECH Texas

Project Manager

System Coordinator

Marketing Supervisor

Lead Trainer

EDUCATION & TRAINING

B.S., marketing education, Ohio State University.

DISTRICT SALES MANAGER

Felipe Elizondo

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Felipe will continue in his role as District Sales Manager of the McAllen District, which includes managing the Stripes Convenience Store chain account. He will be responsible for ensuring seamless ongoing operations in his area during the conversion.

EXPERIENCE

Felipe directs and oversees all functions within the McAllen Sales District. He is directly responsible for the sales of approximately 650 retailers and has successfully increased instant ticket sales in his district year-over-year for the past five years. Because of the efforts of Felipe's team, the McAllen District has shown a steady growth of online products as well.

Felipe has recently started working with corporate accounts and is responsible for the Stripes Convenience Store chain. This chain has approximately 480 stores and continues to grow. Felipe successfully negotiated second in-counter dispensers at all Town & Country (Stripes Subsidiary) locations where they had none in the past. This increase of 1,680 slots is expected to increase Town & Country's sales dramatically as they will now sell from their primary registers.

1992– Present **GTECH Corporation**
District Sales Manager

EDUCATION & TRAINING

B.B.A., marketing, Pan American University, Edinburg, Texas .

GTECH training courses.

iSpeak training: Selling4Success, Managing4Success.

DISTRICT SALES MANAGER

Bari Ellington

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Bari is the District Sales Manager for the Fort Worth district in North Texas. He manages 10 Lottery Sales Representatives and 4 Senior Sales Representatives. His team is charged with producing \$5.5 million in total weekly sales. In conjunction with producing sales, Bari works closely with his sales representatives in the field to maximize sales with specifically targeted retailers and to assist in recruiting new Lottery retailers to enhance the revenue stream and increase contributions to the Texas Foundation School Fund.

EXPERIENCE

Bari joined GTECH in December 1992 as a Lottery Sales Representative. In this capacity, he worked in several different territories with an average of 140 retail locations to provide training and motivation for the retailers to maximize sales. In February 2000, he was promoted to Sales Supervisor, responsible for the direct supervision of 14 Lottery Sales Representatives and 2 Senior Sales Representatives. Territories under Bari's supervision contained approximately 2,000 retailer locations producing sales of \$8 million weekly. In 2008, Bari was promoted to District Sales Manager for the Fort Worth district.

Bari also coordinates employee scheduling for major promotional events including two- to four-day NASCAR races, a one- to four-day IRL race, and three weeks at the State Fair of Texas. The State Fair of Texas event has steadily increased sales each year, with 2008 producing a record \$667,500.

1992 – Present **GTECH Corporation**
District Sales Manager
Sales Supervisor
Lottery Sales Representative

EDUCATION & TRAINING

B.A., economics and business administration, Methodist University, Fayetteville, North Carolina.

Relevant Training Courses: Business Writing, Supervisory Communication and Management Skills, Managing Performance, Ethics Training, and Positive Employee Training.

iSpeak training: Selling4Success, Managing4Success.

Education in real estate and management, including an American Institute of Real Estate Appraisers (AIREA) Appraisal Course, Real Estate Broker's Course, Real Estate Law, Real Estate Finance, and an International Council of Shopping Centers Management I course.

Licensed Texas Real Estate Salesman.

DISTRICT SALES MANAGER

Rob Engels

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Rob will be responsible for coaching and supporting the sales force in the Dallas South district. He guides the sales and marketing opportunities for more than 1,000 retailers. He manages special events at which the Lottery has a presence, such as NASCAR events, Indy Racing League events, and the Texas State Fair. At the State Fair, Rob manages the operations of the Texas Lottery selling trailer for the entire three-week event.

EXPERIENCE

Rob joined GTECH in November 2007 and has quickly learned the nuances of the Lottery business, including how to interact directly with retailers to drive sales. Rob brings more than 20 years of territory and district management experience to his role at GTECH serving the Texas Lottery. Under the current contract, Rob oversees the operations of the Irving warehouse, the largest warehouse in the GTECH Texas system.

2007 – Present	GTECH Corporation <i>District Sales Manager</i>
2007 – 2007	LOOMIS Armored <i>Market Development Manager</i>
1987 – 2007	National Car Rental System, Inc. <i>District Director of Sales</i> <i>Director of National Accounts</i> <i>Account Executive</i>

EDUCATION & TRAINING

B.A., political science, Randolph-Macon College, Ashland, Virginia.

Miller Heiman Training: Strategic Selling Skills.

iSpeak training: Selling4Success, Management4Success.

Wayne Esteve

CURRENT ROLE

Manager of Global Security

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RESPONSIBILITIES

Wayne will serve as the Security Manager for the Texas Lottery's instant ticket printing project. In addition to managing GTECH , Wayne supervises its secured manufacturing processes. He ensures that the physical controls manufactured into the finished products are evident, as part of the security quality process, in the form of Quality Assurance (QA) security testing. Wayne is responsible for physical and logical security, ticket reconstruction activities, and the security of Lottery shipments. This area of responsibility includes interfacing with Lottery management and members of their security staff. Wayne ensures conformance to individual Lottery security policies and oversees a team of security officers who maintain control of the facility.

EXPERIENCE

Wayne has been with GPC since its relocation to Florida, first as an employee of Burns Security Services and then as a full-time GPC employee. During his more than 20 years in security, he has worked in both the commercial and industrial areas of the loss-prevention field.

2006 – Present	GTECH Printing Corporation <i>Security Manager</i>
2003 – 2006	Creative Games International, Inc. <i>Quality Control Lead</i> <i>Senior Security Officer</i>
1996 – 2003	Burns International Security Services <i>Security Officer/Client Service Supervisor</i>
1994 – 1996	PSI Security Services <i>Security Officer/Service Supervisor</i>
1986 – 1993	Scotty's Corp, Winter Haven, Florida <i>Security Officer/Supervisor/Loss Prevention Investigator</i>
1984 – 1986	Discount Auto Parts <i>Security Officer/Retail Investigator Assistant</i>

EDUCATION & TRAINING

Academic certificate , Distribution Technology and Industrial-Vehicle Safety and Operation, Ridge Vocational Center, Winter Haven, Florida.

Class D Florida security certification.

ISO 9001:2000 RAB-accredited lead-auditor training.

DISTRIBUTION MANAGER

Chuck Faulkner

CURRENT ROLE

Instant Ticket Specialist Manager

RESPONSIBILITIES

Chuck supervises a group of 13 Instant Ticket Specialists who review and replenish instant ticket inventories for 16,000 retailers statewide. He measures indexing and trends of each instant game and monitors market penetration. He works with the Texas Lottery Instant Ticket Product Coordinator on game mix and launch schedule. Chuck also coordinates new game launch parameters.

EXPERIENCE

As Instant Ticket Specialist (ITS) Manager, Chuck assembles and submits instant ticket game plans to the Texas Lottery for their fiscal year. He makes recommendations to the Instant Ticket Coordinator on prize structures and play styles. He works with the TLC liaison to ensure proper tracking for all instant ticket exceptions such as damaged, lost, and defective.

Before becoming ITS manager, Chuck spent more than 10 years in the field as a Lottery Sales Representative (LSR) and District Sales Manager (DSM). As an LSR, he was responsible for achieving quarterly sales goals through promotions, merchandising, and instant ticket inventory customization for an assigned sales territory. As DSM, he used his experience and knowledge to assist 12 LSRs in meeting and exceeding each of their sales goals. Chuck was responsible for new retailer recruitment both as an LSR and DSM.

1995 – Present **GTECH Corporation**
Instant Ticket Specialist Manager
District Sales Manager
Lottery Sales Representative

EDUCATION & TRAINING

B.B.A., management, Southwest Texas State University.

SALES MANAGER

Brian Finnigan

CURRENT ROLE

Regional Sales Manager

RESPONSIBILITIES

As the Regional Sales Manager for South Texas, Brian manages a staff composed of district managers, sales representatives, instant ticket specialists, and the operation of the distribution facility in Austin. His responsibilities include increasing sales and all marketing and merchandising activities for nearly 9,000 retailers. Brian ensures the sales staff represents the Lottery with integrity and is compliant with all rules and objectives.

EXPERIENCE

Brian's 18-year career at GTECH has been highlighted by a series of promotions and increasing responsibilities in an area critical to the Texas Lottery. He joined GTECH-Texas in 1992 as a sales representative managing a sales territory of 130 retailers in the Fort Worth area. Rapidly promoted to Distribution Manager in Austin, he managed the distribution of instant tickets to more than 16,000 retailers. In 1996, Brian was recruited to manage the Austin Sales District, where he worked with corporate sales managers to develop sales strategies and programs for key accounts.

In 2000, Brian was promoted to Instant Ticket Product Manager, managing 13 instant ticket specialists and the distribution facility. He developed the instant ticket game plan, introducing nearly 100 games annually. He also managed inventory and distribution for 16,500 retailers. He developed strategies for proper inventory allocation for each new game, conducted research and analysis used in developing instant ticket strategies, customized instant ticket plans in conjunction with sales managers, and advised the TLC on game life-cycle decisions. During his tenure in this position, instant sales increased from \$1.6 billion to \$2.3 billion.

In 2007 Brian was promoted to Regional Sales Manager.

1992 – Present	GTECH Corporation
	<i>Regional Sales Manager</i>
	<i>Instant Ticket Product Manager</i>
	<i>Austin District Manager</i>
	<i>Distribution Manager – Austin</i>
	<i>Lottery Sales Representative</i>

EDUCATION & TRAINING

B.A., William Paterson College, Wayne, New Jersey.

iSpeak training – Selling4Success, Managing4Success.

GTECH Learning Services classes – Effective Business Writing, Presentation Skills.

TEXAS SECURITY SUPERVISOR

Robert Fleener

CURRENT ROLE

Texas Security Supervisor

RESPONSIBILITIES

Located in Austin, Texas, at the Data Center of the Americas (DCA), Robert will be responsible for the physical security at all facilities in Texas. He will work with the local team in each facility to ensure all security-related needs are met and compliant with the contract. Robert will assist with the design and implementation of new security devices at existing and future sites.

EXPERIENCE

Having been with GTECH just one year, Robert has made himself very familiar with the auditing process as well as the needs of the Texas Lottery. He assisted with the installation of the new Digital Video Recorders (DVRs) at the Austin warehouse and other Texas distribution sites, ensuring MUSL compliance for the Powerball-Mega Millions cross-sell upgrade.

In the security industry for 27 years, Robert also has a background in Building Codes and Construction. He is experienced in all facets of this industry from door hardware to electronic security.

2009 – Present	GTECH Corporation <i>Texas Security Supervisor</i>
2007-2009	TriStar Commercial LLC <i>Senior Operations Manager</i> <i>Operations Manager</i>
1984-2007	Cothrone Inc. <i>Senior Technician/Project Manager</i> <i>Locksmith Level III</i>

EDUCATION & TRAINING

Certified in all security products that GTECH uses for Access, Closed-Circuit Television (CCTV), and Intrusion.

Trained and certified in most equipment in the industry with the goal of planning for future Lottery requirements.

CALL CENTER MANAGER

Sam Franco

CURRENT ROLE

Senior Call Center Manager

RESPONSIBILITIES

As a Senior Call Center Manager, Sam manages and directs ongoing operations, while ensuring that Call Center service levels and performance standards are met in the most efficient manner. Sam acts as a liaison between the Call Center and GTECH customers to maintain excellent customer relations. He works closely with other GTECH managers to ensure contractual obligations as well as industry-wide performance standards are met.

EXPERIENCE

Sam's 21 years in a leadership role have allowed him to observe many leadership styles. This extensive experience fostered his Servant Leadership management philosophy, an approach that promotes a positive and customer-friendly environment.

Sam's experience in Call Center service level management is heavily supported with the latest Call Center software and tools to accurately forecast call volume and perform real-time queue management. Strong interdependencies and communication among GTECH departments has expanded Sam's knowledge about GTECH products, translating into better support for customers.

As a member of GTECH leadership, Sam has participated in a number of projects, including major promotions and game rollouts such as Powerball; implementation of new Lottery sites; restructuring of the Call Center training program; and development of new procedures to better support customers.

2007 – Present	GTECH Corporation <i>Senior Call Center Manager</i> <i>Call Center Manager</i>
2000 – 2007	Affiliated Computer Services <i>Call Center Operations Manager</i> <i>Call Center Supervisor</i>
1997 – 2000	Seton Hospital <i>Admissions Supervisor</i>

EDUCATION & TRAINING

Business management, Del Mar College, Corpus Christi, Texas.

International Customer Management Institute (ICMI) courses and seminars: Call Center Management and Operations certification, People Management course certification, and Essential Training for Experienced Contact Center Professionals.

University of Texas Continuing Education: Crucial Communications Strategies, Conflict Management, and Creating and Managing a Successful Budget.

SENIOR SALES MANAGER

Walter Gaddy

CURRENT ROLE

Senior Sales Manager

RESPONSIBILITIES

Walter will be heavily involved with game design, prize structure development, portfolio management, and sales analysis, and managing production and delivery schedules for new Instant Games. He will also develop the Texas Lottery's Instant Game plan and future game concepts.

EXPERIENCE

Walter has more than 16 years of lottery experience in the areas of product development, marketing, and sales. He joined GTECH in May 2007 after spending 14 years at the Florida Lottery, where he was the Instant Product Manager for 12 years. In this position, Walter was responsible for product development, game planning, production schedules, retailer and player promotions, contract management, research, and sales analysis. During his tenure at the Florida Lottery, Walter helped increase instant sales by more than 400 percent.

2007 – Present	GTECH Printing Corporation <i>Senior Account Executive</i>
1993 – 2007	Florida Lottery <i>Instant Product Manager</i> <i>Product & Research Analyst</i> <i>Telemarketing Manager</i>

EDUCATION & TRAINING

B.S., marketing, Auburn University.

FIELD SERVICE SUPERVISOR

Robert Gouner

CURRENT ROLE

Field Service Supervisor

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RESPONSIBILITIES

Robert provides direct supervision of field service technicians throughout the Houston, Austin, San Antonio, Victoria, and McAllen districts. He determines scheduling and coordinates with the National Response Center and sales team to service more than 9,000 retail locations throughout South Texas. Robert works closely with the TLC on the installation, movement, and reporting of self-service equipment statewide. He will continue this role during the conversion and into the new contract to ensure the same reliable field services that retailers have come to expect.

EXPERIENCE

Robert joined GTECH in 1996 as a field service technician. He was involved in the ISYS® deployment project in Massachusetts. In 2001, he became the field service supervisor for South Texas.

Robert has been involved in multiple projects throughout his GTECH career. He participated in the Altura® deployment in Ohio, and conducted interviews to assist in staffing the North Carolina start-up. In Texas, he played a supervisory role throughout the ISYS conversion project, Instant Ticket Vending Machine (ITVM) deployment, ITVM upgrade, initial Self-Service Terminal (SST) deployment, Hurricane Ike Recovery, and

. Robert's conversion and deployment experience in a variety of areas bring valuable versatility to the GTECH Texas team.

Before joining GTECH, Robert was a supervisor at a plastics packaging facility where he ran the shipping department, supervised the warehouse staff, and ensured international shipments of plastics were on time and correct.

1986 – Present **GTECH Corporation**
Field Service Supervisor
Field Service Technician

EDUCATION & TRAINING

Associate's degree, criminal justice, corrections, Lee College, Baytown, Texas.

Associate's degree, criminal justice, juvenile and social welfare services, Lee College.

DISTRICT SALES MANAGER

Deborah Graves

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Deborah will serve as District Sales Manager for the Fort Worth district. She will be responsible for ensuring all Lottery Sales Representatives (LSRs) conduct their daily routes in a professional manner as well as perform all required tasks at each retailer. She will coach the LSRs to drive sales and increase revenue of each retailer. Deborah will also verify that all Point Of Sale (POS) is in place and all new games are ordered and placed in the dispensers at each retailer. Deborah will continue to ride with each LSR on an ongoing basis to ensure best practices are implemented at each retailer visit in order to maximize revenue for the Texas Foundation School Fund.

EXPERIENCE

Deborah's particular area of expertise is in working with the retailers to encourage growth, increase sales, and maximize revenues. She and members of her team work closely with retailers to add dispensers or relocate dispensers for better visibility. Using a back-to-basics approach, Deborah's team focuses on POS and adequate inventory at each retailer location. Employing industry best standards, Deborah is currently working closely with her LSRs to increase sales and maximize revenues in an underperforming area.

Deborah has also encouraged her team to focus on recruiting new retailers. She has helped create an incentive program for LSRs, including both a one-day and month-long recruiting contest. Deborah's team succeeded in recruiting 18 new retailers, making them the contest winners.

2009 – Present	GTECH Corporation <i>District Sales Manager</i>
2003 – 2008	Shell Oil <i>Director of Operations</i>
1989 –2003	7-Eleven <i>Market Manager</i>

EDUCATION & TRAINING

Numerous courses in a variety of disciplines: Customer service and business management training and courses including Building a Winning Team and human resource topics.

iSpeak training: Selling4Success, Managing4Success.

**SVP, GLOBAL GOVERNMENT RELATIONS AND U.S.
BUSINESS DEVELOPMENT**

Scott Gunn

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CURRENT ROLE

Senior Vice President of Global Government Relations and U.S. Business Development

RESPONSIBILITIES

As Senior Vice President of Global Government Relations and U.S. Business Development, Scott is responsible for worldwide government relations leadership and strategy for GTECH. He guides GTECH's global network of government relations consultants to maintain appropriate government relationships and work to develop the Company's lines of business.

Scott also leads GTECH's U.S. Business Development organization to ensure that GTECH is aligned with, and positioned to support, the objectives of the Company's customers, and to pursue the most significant domestic business opportunities for the Company.

EXPERIENCE

Scott has worked for GTECH since 1994 in various positions in Sales, Business Development, Public Affairs, and Global Operations. As an Account Executive, he supported several customers including the Tri-States – Maine, Vermont, and New Hampshire – as well as Rhode Island, Florida, and Virginia. He represented GTECH during the legislative session that created the New Mexico Lottery and during the successful privatization of the Connecticut Lottery. As former General Manager for GTECH California, Scott was responsible for the lottery's conversion to the successful launch of Mega Millions, and an increase to the retail network of 1,000 new locations. During his tenure as Vice President, Western Region Operations, Scott has overseen system conversions for lotteries in Washington, Oregon, and Arizona.

1994 – Present	GTECH Corporation <i>SVP, Global Government Relations and U.S. Business Development</i> <i>Vice President, Western Region Operations</i> <i>General Manager, GTECH California</i> <i>Vice President, Government Relations and Business Development</i> <i>Account Executive</i>
1991 – 1994	William D. Harris and Associates, Washington, D.C. <i>Associate</i>
1989 – 1991	Black, Manafort, Stone and Kelley, Virginia <i>Research Associate</i>

EDUCATION & TRAINING

B.A., Political Economics, Tulane University, New Orleans, Louisiana.

REGIONAL SOFTWARE LEAD

Andy Haley

CURRENT ROLE

Regional Technology Lead

RESPONSIBILITIES

Andy will oversee all aspects of the technology implementation for the Texas Lottery's central system. He will oversee multiple project managers and other staff during planning and report to the TLC regarding the progress of installation of all terminals, software, and communications equipment.

EXPERIENCE

Andy has extensive knowledge of the lottery industry and GTECH systems. He has worked with more than 15 domestic lottery jurisdictions and has had a management role in multiple major system deliveries. Most recently, Andy was responsible for system conversions and deliveries in Kansas and Oregon, and is responsible for delivery of major system changes for the California Lottery.

1994 – Present	GTECH Corporation
	<i>Regional Technology Lead</i>
	<i>Western Region Technology Director</i>
	<i>Regional Delivery Lead</i>
	<i>Delivery Team Leader</i>
	<i>Senior Software Engineer</i>
	<i>Software Engineer II</i>

EDUCATION & TRAINING

B.S., computer science, California State University, Sacramento.

SENIOR DIRECTOR OF OPERATIONS (DCA)

Thomas E. Hall

CURRENT ROLE

Senior Director of Operations, Data Center of the Americas (DCA)

RESPONSIBILITIES

Tom will be responsible for the day-to-day oversight of the various activities at GTECH's DCA. He will ensure that the needs of the Texas Lottery are met regarding data center operations.

EXPERIENCE

In his current position, Tom oversees all facets of GTECH's DCA operations. His oversight responsibilities include computer operations and systems administration, communications, Call Center, Local Area Network/Wide Area Network (LAN/WAN), client applications, and technology transfer. Tom has 28 years of experience in the supervision and training of lottery control room staff. Since 1990, he has directed technical training and end-user documentation development for GTECH's product sales installations worldwide.

In his prior capacity as Director, Computer Operations Service and Control, Tom was responsible for managing control room development; defining procedures; maintaining standards; developing, evaluating, and implementing cost-saving measures; directing maintenance; and conducting site audit reviews.

1982 – Present

GTECH Corporation

Senior Director of Operations (DCA)

Director, Learning Technology Services

Director, Computer Operations Service and Control

Manager, Computer Operations

Assistant Manager, Computer Operations

Senior Operator

Computer Operator

EDUCATION & TRAINING

Diploma, Computer Operations & Data Processing, Computer Processing Institute.

Certified Training Manager/Director.

Courses in the business administration program at Middlesex Community College.

**SENIOR VICE PRESIDENT (SVP), GTECH
INTERNATIONAL**

Declan Harkin

CURRENT ROLE

Senior Vice President (SVP) of GTECH International

RESPONSIBILITIES

As Senior Vice President, GTECH International, Declan is responsible for the company's lottery operations in Europe, the Middle East, Africa, and the Asia-Pacific region. He will provide senior management support, as required, for the Texas Lottery project.

EXPERIENCE

Declan leads the company's provision of technology services, business solutions, and operational management support for GTECH's international lottery clients.

Previously, as Account General Manager, Declan led GTECH Ireland to achieve the ISO 9001 TickIT certification and has expanded the group to provide additional support functions outside of Ireland. The Ireland site now supplies software engineering delivery and point-of-sale device repair to lotteries across Europe and Africa.

Before joining GTECH, Declan spent 11 years with Electronic Data Systems (EDS), progressing through increasing levels of responsibility in technical, project management, business development, customer account management, and general management positions. He was the Operations Manager for EDS' Systems Engineering Development center in Dublin, overseeing more than 300 software engineers working on multiple complex projects for EDS customers around the world.

1997 – Present

GTECH Corporation

Senior Vice President – GTECH International

Regional Operations Director – Western Europe, Middle East & Africa

Regional Account Director – Northern Europe

Account General Manager – Ireland

1986 – 1997

Electronic Data Systems International (EDS)

EDS Ireland Operations Manager

EDS Ireland Systems Development Manager

Project Manager, GM Accounts, EDS Australia

EDUCATION & TRAINING

Honors Electronic and Information Engineering degree, Queens University, Belfast, Ireland.

Post-graduate programs, Massachusetts Institute of Technology and University of Illinois.

**SPECIAL PROJECTS MANAGER / RETAILER TRAINING
PROJECT MANAGER**

Charles M. Howard

CURRENT ROLE

Special Projects Manager

RESPONSIBILITIES

Charles assists with corporate retailer recruitment, equipment deployment, location setup, retailer staff training, and ongoing Texas sales force training. He also works closely with new and existing accounts in developing modifications to their internal standard operating procedural training materials. In his former role as Training Coordinator, Charles was an active participant in the previous conversion and will be an active participant in the current contract proposal response.

EXPERIENCE

Charles began his career with GTECH as a Field Marketing Representative in the Austin District in 1992. During his 18 years with GTECH, he has become familiar with all regions in Texas and has serviced retailers within every sales district. His sales and training skills have also been put to use in other GTECH jurisdictions including Idaho, Nebraska, and Kentucky. Charles earned numerous sales accolades and awards including a Building Excellence Gold Award in 2005 from Self-Service Equipment projects, and the Building Excellence President's Award in 2006.

In the past several years, Charles participated in numerous special projects, especially those involving self-service equipment, including the Instant Ticket Vending Machine (ITVM) upgrade, connectivity enhancements, and the Gamepoint pilot rollout. Within the last six months, Charles has made several trips to the Caribbean to lead sales force training and recruitment assistance for the sales representatives of the Leeward Islands Lottery Holding Company (LILHCO).

Charles brings the lessons learned from projects in other jurisdictions back home to Texas. He has assisted with retailer training whenever and wherever he is needed, and is happy to work with any Texas team statewide to help better service the Texas Lottery, retailer, and customer base.

1992 – Present

GTECH Corporation

Special Projects Manager

Key Accounts Manager

Training Coordinator / Sr. Sales Representative /Business Development

Senior Lottery Sales Representative

Lottery Sales Representative

EDUCATION & TRAINING

B.S., engineering technology and electronics, Texas A&M University, College Station, Texas.

Training: Supervisory Communication and Management Skills, Presentation Skills.

KEY ACCOUNT REPRESENTATIVE

James R. Hudman

CURRENT ROLE

Key Account Representative

RESPONSIBILITIES

As a Key Account Representative, James is responsible for coordinating and implementing Lottery policies within his assigned corporate accounts in the individual districts and stores affected. James ensures that the policies of the Texas Lottery are understood and adhered to at the corporate level for all Texas Lottery accounts. He also promotes the sale of Lottery tickets from the corporate level and presents and assists with implementing devised sales strategies to the individual stores. As with all others in the sales arena, James will continue to perform his job duties with the goal of maximizing revenues for the Texas Foundation School Fund.

EXPERIENCE

James began his career with GTECH in 1994 as a District Sales Representative, earning Sales Representative of the Year award three separate times. James was offered and accepted the Swing Representative position, again receiving an award in 2007 for State Sales Representative of the Year. In his role as a Key Account Representative, James was instrumental during the rollout of the United Supermarket chain in May and June of 2009. James oversees and coordinates the selling of Lottery tickets for 32 major corporate accounts.

1994 – Present	GTECH Corporation <i>Key Account Representative</i> <i>Swing Representative</i> <i>District Sales Representative</i>
1975 – 1994	Mitchell Distributing Co. <i>Manager</i>

EDUCATION & TRAINING

B.A., education with a minor in science, University of Wyoming.

GTECH Building Excellence Gold Award and Silver Awards.

Certificate of Training in Presentation Skills.

iSpeak training: Selling4Success.

Cindy Hutchens

CURRENT ROLE

Financial Analyst II

RESPONSIBILITIES

Cindy is responsible for all accounting operations performed at the local level. These include accounts receivable, accounts payable, general ledger close, and purchasing. She also handles all Historically Under-utilized Business (HUB) vendor relationships as well as HUB spending reports. In addition, she is responsible for the fleet operations in Texas.

During the conversion, Cindy will be responsible for placing orders for goods and services necessary to complete the conversion. She will ensure that these purchases comply with the business-subcontracting plan and all HUB requirements proposed with the RFP.

EXPERIENCE

Cindy has been with GTECH Texas since start-up in 1992. During that time, she has become efficient in all aspects of managing the Texas accounting operations as well as the current fleet of more than 250 vehicles.

1992 – Present	GTECH Corporation <i>Financial Analyst II</i>
1988 – 1992	Texas Special Olympics <i>General Ledger Accountant</i>
1978 – 1988	Hutchens Construction Company <i>Co-Owner</i>

EDUCATION & TRAINING

Accounting , Austin Community College.

SAP Asset Management Training.

Advanced Microsoft Office Suite Training.

SENIOR DIRECTOR, CALL CENTER

Ian C. Hyatt

CURRENT ROLE

Senior Director, Call Center

RESPONSIBILITIES

Ian will be responsible for ensuring that current National Response Center (NRC) associates receive appropriate training to support the Texas Lottery through full conversion to the Altura® GT1200 terminal platform and Internet Protocol (IP) network. He will manage staffing and support to achieve new service-level targets during and after conversion into steady state operations.

EXPERIENCE

Ian is responsible for call center management for six locations servicing 25 production lotteries nationwide. His management tasks include day-to-day operations as well as all direct support functions, including Quality Assurance (QA), training, software engineering, and Call Center networks. The NRC operates as the single point of contact for more than 110,000 lottery retailers for field service support and support of terminals, peripherals, and communications.

Ian's previous responsibilities included new network design, retrofit, redesign, and tier 3 support responsibility for production lottery networks utilizing point-to-point circuits, digital multi-drop, frame relay, Asynchronous Transfer Mode (ATM), Very Small Aperture Terminal (VSAT), and other wireless technologies. Over the past two years, Ian directed the network communications infrastructure deliveries and IP network conversions for Ohio Keno, the Kansas Lottery, Virginia Lottery, Oregon Lottery, Rhode Island Lottery, Missouri Lottery, the New York Data Center Asynchronous Transfer Mode (ATM) and VSAT upgrade, and Lottery Inside pilot.

2003 – Present

GTECH Corporation

Senior Director, Call Center

Technology Director, Network Design and Global Telecom Provisioning

Technology Manager II, Research, Plan & Design Engineering

EDUCATION & TRAINING

A.S., information systems.

A.A.S., electronic switching systems.

Lockheed Technical Operations certification.

SOFTWARE PROJECT MANAGER

Joyce Johns

CURRENT ROLE

Project Manager II

RESPONSIBILITIES

As Software Project Manager, Joyce will facilitate all software design and development for the TLC. She will also participate in software implementation and acceptance. She will ensure that the delivered solution is within specification, on time, on budget, and completed according to the Lottery's satisfaction.

EXPERIENCE

Joyce has 12 years of experience in the area of project delivery, including five years in project management and software project management for GTECH's online lottery systems.

As Project Manager and Software Project Manager, Joyce led a staff of 20 to 30 multidisciplinary engineers and analysts who provided technology development, testing, training, and support for more than seven of GTECH's project deliveries. She oversaw all aspects of delivery for projects, including compliance with the software processes and standards followed by each of the delivery teams.

Previously, as a Senior Systems Engineer, Joyce was responsible for the deployment and integration of the infrastructure for project deliveries, including design, integration, verification, and testing for many GTECH project deliveries. As a Systems Engineer, she was responsible for the successful installation of brand new online systems in more than 10 domestic and international jurisdictions.

1996 – Present

GTECH Corporation

Project Manager

Software Project Manager

Senior Systems Engineer

Systems Engineer

1985 – 1996

Naval Underwater Systems Center (NUSC)

Computer Systems Operations Manager

EDUCATION & TRAINING

Associate's degree, computer science, Community College of Rhode Island.

Project Management Professional (PMP) certification, Project Management Institute (PMI).

CMM, AIX Unix, HP UNIX, VMS, C, Fortran, Cobol, RUP, J2EE, MS Project, MS Excel, SAP, and MS Word.

DIRECTOR, CALL CENTER

Steven Kay

CURRENT ROLE

Director of Call Center

Information Redacted
§552.101/466.022/552.139

RESPONSIBILITIES

Steve is responsible for the day-to-day operations of the Providence National Response Center (NRC). He ensures that the Call Center has the proper resources and the correct allocation of those resources in order to meet or exceed the established service level targets for each jurisdiction. His duties include the proper selection, training, and development of staff.

EXPERIENCE

Since joining GTECH over a year ago, Steve has focused on increasing our associates' combined average skill count from 6.9 skills per associate to more than 11 skills per associate. As a result, the NRC has been able to concentrate its resources on issues affecting specific jurisdictions in order to maximize the level of service it provides to GTECH customers. In addition, Steve assembled a team of subject matter experts to completely review, revise, and reformat the on-line knowledge base, GTECH

allows GTECH associates to provide customers with quick and accurate information, enabling retailers to spend less time on the phone and more time accepting wagers.

Before coming to GTECH, Steve worked in the financial services industry for more than 20 years. He held various management positions, with the last eight years spent in Call Center management.

2008 – Present	GTECH Corporation <i>Senior Call Center Manager</i>
2000 – 2008	Citizens Financial Group <i>Call Center Group Leader</i> <i>Call Center Team Manager</i>
1998 – 2000	MetroWest Bankcorp <i>Loan Servicing Supervisor</i>

EDUCATION & TRAINING

B.A., philosophy, Boston University, Boston, Massachusetts.

Project Management Program, Bryant University, Rhode Island.

Lean Six Sigma methodology.

DISTRICT SALES MANAGER

Terry Kearns

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Terry will serve as District Sales Manager for the Houston Southwest district, where he is responsible for meeting and exceeding online and instant sales goals as well as increasing the retailer base. Terry's role also includes management, training, and overseeing the effectiveness of all district staff. He is instrumental in developing and implementing sales strategies.

EXPERIENCE

Terry was one of the original GTECH-Texas employees who assisted in the launch of the Texas Lottery in 1992. He started his career as a Lottery Sales Representative (LSR) and received the LSR of the Year – Houston District award in 1993. He was subsequently promoted to District Sales Supervisor, and then to District Sales Manager.

Terry now oversees the development and implementation of sales strategies and programs to meet assigned district sales goals. He is responsible for the submission and implementation of Texas Lottery promotions and selling events. In addition, he works with the key accounts division to develop and enhance working relationships with corporate accounts.

Terry helped develop LSR procedures regarding ticket transfers for the state sales force. He was also instrumental in a targeted program to develop strategies for increasing sales and awareness of Mega Millions within Texas.

Terry's talents have also been put to use in other GTECH jurisdictions. He trained claim center employees during the launch of the North Carolina Lottery in 2005.

1992 – Present	GTECH Corporation
	<i>District Sales Manager</i>
	<i>District Sales Supervisor</i>
	<i>Lottery Sales Representative</i>

EDUCATION & TRAINING

B.S., business administration with focus in marketing, University of Houston.

Relevant training courses: 1st Time Managers Training, Supervisory Communication, Problem Solving, Managing Performance.

iSpeak training: Selling4Success, Managing4Success.

VICE PRESIDENT, STRATEGIC SALES

Larry King

CURRENT ROLE

Vice President of Strategic Sales

RESPONSIBILITIES

Larry will work with the Texas Lottery to increase the number of TLC retail locations by recruiting national retail chains. His primary focus will be on developing, piloting, and expanding a successful business model that is profitable for all parties involved.

EXPERIENCE

Larry has 17 years of experience in the lottery industry. He began his lottery career in 1992 as GTECH's Sales and Marketing Manager in Texas, responsible for the daily activities of 10 district sales offices staffed by more than 200 marketing professionals. Larry was promoted to Director of Sales and Marketing for GTECH Texas, and then to Regional Account Director for the Midwest Region. In 1998, Larry returned to Texas to become the Account General Manager. A few years later, he led GTECH's successful re-bid effort for a new nine-year contract with the Texas Lottery. Following that achievement, Larry guided the Company in its successful effort to win the Florida Lottery contract. He was later promoted to Regional Vice President of Global Services and then to his current position.

1992 – Present	GTECH Corporation
	<i>Vice President, Strategic Sales</i>
	<i>Regional Vice President, Global Services</i>
	<i>Regional Account Director</i>
	<i>Account General Manager, Texas</i>
	<i>Regional Account Director/Midwest Region</i>
1982 – 1992	Louisville Redbirds Baseball Club
	<i>General Manager</i>

EDUCATION & TRAINING

B.S., business administration, University of Louisville Business School.

Civil Engineering degree, University of Louisville's Speed Scientific School (now the Speed School).

SENIOR LOTTERY SALES REPRESENTATIVE AND DISTRICT PROMOTION COORDINATOR

Pamela Knebel

CURRENT ROLE

Senior Lottery Sales Representative/District Promotion Coordinator

RESPONSIBILITIES

Pamela is responsible for managing all Texas Lottery promotions on a district level. Her responsibilities include Customer Appreciation Days (CADs), Spin the Wheel, 2nd Chance Drawings, Ask for the Sale, and Selling Events. She is also responsible and accountable for monthly audits for all promotion merchandise and equipment, including the maintenance and care of the Texas Lottery trailer and all promotional equipment. Pam is also responsible for meeting paper audit and report deadlines for each of these promotions.

EXPERIENCE

Pam is an excellent candidate for the new Promotions and Training Representative position. She has 18 years of experience with GTECH Texas and was instrumental in the Texas start-up. Pam began her career as a GTECH Lottery Sales Representative (LSR) in 1992. Three years later, she was given additional responsibilities as the assistant to the District Senior LSR/District Promotion Director. In March 2007, she was promoted to Senior LSR/District Promotion Director. Pam has received much praise from the Texas Lottery concerning her performance with promotional audits and reports, and for her success with Selling Events. Pam also assisted with the GTECH-Houston district ambassador programs for self-service equipment.

Pam played an important role in developing the new "Route Management" for ALCO Corporation. She is also an original and current member of the GTECH-Texas Golden Glove Committee.

For 12 years before joining GTECH-Texas, Pam was sole owner/operator of a Sears Catalog and Appliance Store in Cuero, Texas.

1992 – Present	GTECH Corporation <i>Senior Lottery Sales Representative/District Promotion Director</i> <i>Lottery Sales Representative</i>
1980 – 1992	Sear's Catalog and Appliance Store <i>Owner/Operator</i> <i>Banking and Insurance Sales</i>

EDUCATION & TRAINING

Banking and business courses, Victoria College.

Licensed Insurance Agent for National Life.

iSpeak training: Selling4Success.

SENIOR MANAGER, PORTFOLIO DEVELOPMENT

Aaron Koll

CURRENT ROLE

Senior Manager, Portfolio Development

RESPONSIBILITIES

A member of GTECH's Corporate Marketing team, Aaron serves as the subject matter expert for mathematical principles underlying sound game design. He assists GTECH customers in the development and evaluation of new games or existing game modifications. Aaron stays informed of the latest industry developments to help GTECH customers identify the trends, innovations, and best practices applicable to their environment.

EXPERIENCE

Aaron joined GTECH's Corporate Marketing team this year as Senior Manager, Portfolio Development. He is responsible for sales forecasting, customer segmentation analysis, game design, and sales reporting system management. In this role, Aaron works with the Game Development Team to create new games by adding game mechanics and prize structures to the initial creative concepts. He then helps refine a game's attributes through rigorous qualitative and quantitative consumer research. Aaron also provides advice on optimizing game portfolios by adding and modifying games and by leveraging industry data to identify best practices. Aaron has worked on other business challenges requiring analytical expertise, including retailer prospect identification, forecasting, and game design.

2007 – Present **GTECH Corporation**
Senior Manager, Portfolio Development
Business Analysis Manager
Senior Business Analyst

EDUCATION & FIELD-RELATED TRAINING

B.A., applied mathematics, University of California, Berkeley.

M.A., mathematics, University of California, Los Angeles.

GENERAL MANAGER

Joe Lapinski

CURRENT ROLE

Deputy Account Development Manager

RESPONSIBILITIES

Joe will be completely dedicated to the TLC contract, serving as a corporate representative to the Lottery. Working with his colleagues on the management team, he will provide support to each member of the transition and service teams and ensure full corporate commitment to satisfy the Lottery's goals. Joe will work directly with the Lottery and the Assistant General Manager to guarantee efficient site and Lottery operations.

EXPERIENCE

As GTECH Texas' Assistant General Manager, Joe led the successful and on-time conversion for the current Texas contract in 2002. Since then, he has served as the primary point of contact for Texas Lottery staff and been responsible for day-to-day activities supporting more than 16,000 Texas Lottery retailers. He has also served interim roles for GTECH in other jurisdictions. In 2003, Joe led the successful state lottery system conversion in Georgia and, more recently, served as GTECH's Account Development Manager (ADM) in Louisiana. As a Regional Finance Director, Joe served as the corporate financial liaison for Regional Management and 10 Account General Managers.

2000 – Present	GTECH Corporation <i>Account Development Manager</i> <i>Deputy Account General Manager</i> <i>Finance Director</i>
1998 – 2000	Windsport, Inc. <i>Controller</i>
1996 – 1998	Waste Management, Inc. <i>Division Controller</i>
1995-1996	Lancer Corp. <i>Cost Accounting Manager</i>
1989 – 1995	Fairchild Aircraft, Inc. <i>Controller – Subsidiary Companies</i>
1987 – 1988	West Texas Sales, Inc. <i>Finance Manager</i>

EDUCATION & TRAINING

B.B.A., accounting, Texas State University.

NETWORK ROLLOUT MANAGER

Dustin Larson

CURRENT ROLE

Infrastructure Project Manager

RESPONSIBILITIES

As the Network Rollout Manager for the Texas Lottery project, Dustin will lead the daily installations of the communications network and point-of-sale equipment in all retail locations. He will also work with the local GTECH field service staff in charge of conversion warehousing and logistic channels to ensure that all GTECH equipment is tracked and allocated properly. Dustin will be engaged during the terminal deployment.

EXPERIENCE

Since 2003, Dustin has worked with the GTECH Network Rollout Office and with the GTECH Minnesota office overseeing communications network installations. His regional conversion-rollout experience includes lotteries in the following U.S. jurisdictions: Florida, Minnesota, Missouri, North Carolina, Oregon, Virginia, Washington State, and Wisconsin; as well as lotteries in these North American or Central American countries: St. Croix, St. Thomas, St. Johns, Antigua, Anguilla, St. Kitts, St. Martin, Nevis, Barbados, Guatemala, and Trinidad and Tobago. Internationally, Dustin provided his conversion-rollout expertise for projects in Mexico and Germany.

2003 – Present	GTECH Corporation <i>Network Rollout Manager</i> <i>Field Service Supervisor</i>
1998 – 2003	North Central Satellite <i>Telecommunications Project Manager</i>

EDUCATION & TRAINING

Very Small Aperture Terminal (VSAT)/radio industry certifications: Hughes Network Services, Spacenet/Gilat, and MDS Radio.

CORPORATE INVESTIGATOR

Jean R. Larson

CURRENT ROLE

Corporate Investigator

RESPONSIBILITIES

Jean conducts all prospective employee background investigations, as well as domestic and international government relation backgrounds. He also conducts internal investigations relating to possible misconduct of GTECH employees.

EXPERIENCE

Since his employment with GTECH, Jean has conducted numerous background investigations and interviewed many references provided by prospective employees and government relation consultants.

Jean has extensive law enforcement experience – in patrol as an Environmental Police Officer and as a Criminal Investigator. He has presented complex criminal cases to state and federal grand juries, and has testified in both state and federal courts.

1996 – Present	GTECH Corporation <i>Corporate Investigator</i>
1983 – 1995	State of Rhode island, Department of Environmental Management Office of Criminal Investigation <i>Deputy Chief</i> <i>Principal Criminal Investigator</i>
1974 – 1983	State of Rhode Island, Department of Environmental Management Division of Law Enforcement <i>Environmental Police Officer</i>

EDUCATION & TRAINING

B.S., administration of justice, Roger Williams University.

Graduate of the Rhode Island Police Academy.

Graduate of the FBI National Academy, Quantico, Virginia.

SENIOR VICE PRESIDENT (SVP) AND CHIEF MARKETING OFFICER

Connie Lavery O'Connor

CURRENT ROLE

Senior Vice President and Chief Marketing Officer

RESPONSIBILITIES

Connie will provide strategic marketing advice on new game development, retail expansion and optimization, and promotions design and development. She will also provide leadership with regard to corporate business development (big box chains) and oversee the provision of GTECH market research and R&D updates. She is committed to participating in biannual strategic marketing meetings that will benefit the Texas Lottery.

EXPERIENCE

With more than 36 years of experience in the lottery industry, Connie brings to GTECH and its customers a knowledge base that is difficult to match, having overseen and directed almost all aspects of lottery operations. As Senior Vice President and Chief Marketing Officer, Connie is injecting new energy into GTECH's marketing services, helping to bring worldwide lottery best practices to GTECH customers, using, among other tools, a brand-new, worldwide lottery sales and marketing database. She is also leading the effort to identify market trends and long-range market opportunities for retail expansion, as well as overseeing online and instant game development, content development, promotions, and other marketing activities. Before coming to GTECH, Connie served as Chief Operating Officer for the Georgia Lottery Corporation and, prior to that, as Director of Marketing and Sales for the New York Lottery, where she increased annual sales from \$2.6 billion to more than \$6.2 billion. She spent 30 years with the New York Lottery.

2006 – Present	GTECH Corporation <i>Senior Vice President and Chief Marketing Officer</i>
2005 – 2006	Georgia Lottery Corporation <i>Chief Operating Officer</i>
1974 – 2005	New York Lottery <i>Director of Marketing, Sales, Advertising, & Product Development</i> <i>Deputy Director of Operations</i> <i>Various other positions</i>

EDUCATION & TRAINING

M.A., English and psychology, State University of New York, Albany.

B.A., English and psychology, Empire State College, Albany, New York.

SENIOR MARKETING ANALYST

Kathy Lavigne

CURRENT ROLE

Senior Marketing Analyst

RESPONSIBILITIES

Kathy will conduct retail optimization, developing demographics for retailers and helping to build predictive sales models. She will also create case studies that will help the Texas Lottery make accurate sales forecasts.

EXPERIENCE

Kathy has been with GTECH since 1995. During her time at GTECH, she has been responsible for marketing and research functions that support sales, strategic and marketing planning, product development, and customer needs. These functions include historical market and game analyses and recommendations, retailer analyses, sales forecasting and analyses, promotional analyses, market segmentation, marketing planning, customer consultation, and support of primary research for new products and games. Kathy has performed a wide range of duties in support of these objectives including development of software tools, use of segmentation and other secondary databases and research, information development with other marketing professionals including site personnel, creation of presentations, support of survey and research project design and implementation, and other functions as assigned.

1995 – Present	GTECH Corporation
	<i>Senior Marketing Analyst</i>
	<i>Marketing Analyst</i>
	<i>Senior Analyst</i>
	<i>Project Coordinator</i>
1992 – 1995	Rhode Island Container Products
	<i>Office Manager</i>

EDUCATION & FIELD-RELATED TRAINING

B.S., marketing, Rhode Island College.

DIRECTOR, DATA CENTER OPERATIONS

Steven E. March

CURRENT ROLE

Director, Data Center Operations

RESPONSIBILITIES

Steven ensures that the Data Center of the Americas (DCA) is fully prepared to support Texas Lottery operations. He provides day-to-day management of operations personnel, ensuring they employ best practices as well as encouraging an environment of innovation. Steven fosters strong client relationships by making sure their needs are met and that issues are resolved. He will also serve as a central point of contact for the TLC with the Data Center of the Americas.

EXPERIENCE

Steven is responsible for a data center that processes approximately \$36 billion in revenues per year. The DCA maintains 99.98-percent system availability up time. He preserves strong client relationships by understanding, addressing, and focusing on their expectations and prioritizing responsibilities. He provides day-to-day management of operations personnel.

Steven has participated in numerous start-ups, conversions, and implementations, including Florida, Ohio, Michigan, and Indiana.

He has created and implemented current procedures for systems operations and disaster recovery. Many of his process and procedure implementations are now part of operational best practices for Client Services. He has also developed and implemented Continuity of Operations Plans (COOP) as well as disaster recovery plans. In addition, he has performed physical audits and prepared reports for various sites throughout the U.S.

1985 – Present

GTECH Corporation

Director of Operations, Data Center of the Americas

Senior Service Support Manager

Deputy Director of Operations

Technology Section Manager

Control Room Manager

EDUCATION & TRAINING

B.S., business and computer science, DeVry Institute of Technology, Columbus, Ohio.

LEAD SECURITY OFFICER

Michael Lawrence Martell

CURRENT ROLE

Lead Security Officer

RESPONSIBILITIES

Mike oversees the daily operations of GTECH Texas security officers based out of Austin and reports back to the Security Supervisor and Senior Manager, Security. He ensures daily checks are performed to verify that security systems at all sites are functioning properly. Mike reviews and approves all alarm and incident reports generated by security officers. He also creates and maintains Computer-Aided Design (CAD) diagrams for security systems across the nation.

EXPERIENCE

At GTECH, Mike has gained experience with multiple access control systems and new Closed Circuit TV (CCTV) systems. He has also developed technical knowledge of all the components involved with these systems. In addition, he has increased his CAD skills through working on multiple security diagrams.

Mike has been involved in upgrading security systems as well as assisting with establishing security systems at new sites nationwide.

As a Site Supervisor with Allied Barton, Mike oversaw a daily operation of more than 3,000 contract security hours with 60 officers, managing schedules, payroll, daily logs, reports, and operations. As a Field Supervisor, he managed a 20-member team of flex and patrol officers to fill open posts throughout Austin and surrounding areas.

2009 – Present	GTECH Corporation <i>Lead Security Officer</i>
2006 – 2009	Allied Barton Security Services <i>Field Supervisor</i> <i>Site Supervisor</i>
2002 –2006	United States Navy <i>Naval Security Officer/Dispatcher</i> <i>Aviation Fuels Technician</i>

EDUCATION & TRAINING

CAD Certification – Clearfield County Career and Technology Center.

NETWORK OPERATIONS MANAGER

Bruce Martin

CURRENT ROLE

Network Operations Manager

RESPONSIBILITIES

Bruce is responsible for vendor management, including Hughes Network Systems, Spacenet, Qwest, AT&T, and Verizon. He ensures that all networks remain operational at all times. Bruce manages the Data Center of the Americas (DCA) service desk personnel who interact with and support field service technicians.

EXPERIENCE

Bruce has more than five years of experience with GTECH, beginning as a Satellite Hub Technician. He has assisted in the start-ups and conversions of 13 jurisdictions, including New York and Michigan. Bruce assisted with the conversion of the New York Lottery from Spacenet Gilat terminals to Hughes Network Systems Very Small Aperture Terminals (VSATs). He brings his experience with large-volume customers to support the Texas Lottery.

- | | |
|-----------------------|--|
| 2004 – Present | GTECH Corporation
<i>Network Operations Manager</i>
<i>Service Desk Manager</i>
<i>Senior Satellite Hub Technician</i> |
| 1995 – 2002 | Alternative Resources Company
<i>Network Administrator</i> |
| 1975 – 1995 | United States Air Force |

EDUCATION & TRAINING

U.S. Air Force Leadership and Advanced Supervisor training.

MARKET RESEARCH ANALYST

Robert McGovern

CURRENT ROLE

Market Research Analyst

RESPONSIBILITIES

Robert will be responsible for providing the Texas Lottery and GTECH-Texas with relevant data and sales reports. This data includes fulfilling all open records requests received by the Lottery. Robert will also analyze Lottery promotions and provide reports that help the Lottery make decisions about instant ticket inventory.

EXPERIENCE

Robert has more than 17 years of experience with GTECH and the Texas Lottery. He worked on the Texas start-up training new retailers and has worked on projects in Kentucky, Rhode Island, and California. In addition to working in the research department, Robert also gets out into the field to visit retailers. He brings all the lessons learned from other jurisdictions and his experience in Texas to benefit the Texas Lottery.

1992 – Present

GTECH Corporation

Market Research Analyst, GTECH-Texas

Lottery Sales Representative, GTECH-Texas

Trainer, GTECH-Texas

EDUCATION & TRAINING

B.A., marketing, University of Rhode Island, Kingston, Rhode Island.

Nielsen Claritas, PrimeLocation 2009.

SENIOR MANAGER, CRITICAL FACILITIES

Gary McIlroy

CURRENT ROLE

Senior Manager of Critical Facilities

RESPONSIBILITIES

As Senior Manager, Critical Facilities, Gary will assist Quentin Chafee, Senior Manager of Real-estate and Facilities, in site selection, cost estimating, and project management of all Texas Lottery facilities. He will also manage, design, engineer, construct, and procure equipment for all required facilities.

EXPERIENCE

Gary managed the GTECH Data Center of the Americas (DCA) power upgrade and building expansion project, which enables GTECH to offer additional facilities redundancies and infrastructure to both existing and future clients. In addition, GTECH now uses more efficient technology and equipment, providing a greener approach to its services. GTECH's approach to infrastructure maintenance helps ensure the highest availability for its systems.

Gary is engaged in technical oversight and leadership of critical facilities including data centers and their associated critical systems infrastructure. He oversaw the Backup Data Center (BDC) infrastructure and build-outs for Wisconsin, New York, and New Jersey. He has planned and coordinated space and property acquisition including design and construction projects and has directed the maintenance, operation, and leasing of multiple buildings.

2009 – Present	GTECH Corporation <i>Senior Manager of Critical Facilities</i>
2000 – 2009	FundsXpress Financial Network, Inc./First Data Corporation <i>Director of Facilities Management</i>
2000 – 2000	Garden.com <i>Director of Facilities</i>
1992 – 2000	Texas Property and Casualty Insurance Guaranty Association <i>Facilities, Purchasing and Planning Coordinator</i>

EDUCATION & TRAINING

Business administration, Texas Tech University.

MARKETING RESEARCH ANALYST

Christopher McVay

CURRENT ROLE

Marketing Research Analyst

RESPONSIBILITIES

Chris is primarily responsible for developing sales forecasts for existing and potential lottery business opportunities. He is responsible for regular sales reporting, as well as conducting market research and analysis in support of sales, strategic and marketing planning, product development, and customer needs. Chris is also instrumental in the continued administration and development of the Lottery Marketing Database (LMDB).

EXPERIENCE

In his current position as a marketing research analyst, Chris interacts with regional marketing directors, account development managers, and site personnel to help produce and present findings and recommendations based on research and analysis. As a result of these interactions, he has gained valuable industry experience allowing him to generate case studies and use those case studies to make educated recommendations to customers worldwide and to forecast sales impacts of new games, game changes, and other company initiatives.

He has also assisted in developing and conducting training seminars for fellow marketing professionals from GTECH sites worldwide on the use of internal databases, developing case studies, and preparing other commonly requested reports.

2008 – Present **GTECH Corporation**
Marketing Research Analyst

EDUCATION & TRAINING

B.S., finance, minor in economics, University of Connecticut, Storrs, Connecticut

TERMINALS PROJECT MANAGER

David Modelane

CURRENT ROLE

Director of Production and Inventory Control

RESPONSIBILITIES

David directs all production and inventory planning, warehousing and distribution, logistics, and order management operations for GTECH Manufacturing, including for all sales terminals. He will work directly with the Texas Terminals Project Manager to ensure that terminal production and delivery stay on schedule.

EXPERIENCE

David oversees deliveries of all terminal products at GTECH, from order management and planning through shipping and delivery to our customers. During the past year, David's projects have included the New York, New Jersey, Michigan, Spain, Chile, Dominican Republic, West Virginia, Argentina, and Rhode Island lotteries. In addition to his work for GTECH, he has 20 years of experience in order management, production and inventory planning, master scheduling, forecasting, warehousing and distribution, and worldwide logistics.

2000 – Present

GTECH Corporation

Director of Production and Inventory Control

EDUCATION & TRAINING

B.S., industrial technology, Rhode Island College.

Advancing Productivity, Innovation, and Competitive Success (APICS).

SAP Enterprise Resource Planning (ERP), System Production Planning, Sales, and Distribution.

DISTRICT SALES MANAGER

Camille G. Moore

CURRENT ROLE

District Sales Manager

Information Redacted
\$552.101/466.022/552.139

RESPONSIBILITIES

Camille will continue in her role as District Sales Manager. She is responsible for the development, management, and penetration of assigned accounts with the goal of increasing Lottery profits by improving sales of existing retailers and recruiting new retailers. Camille manages relationships between Lottery personnel and Lottery retailers with targeted sales goals. She will be responsible for the management, training, and effectiveness of district staff. Under her leadership, the Austin district has maintained sales levels of approximately \$99 million dollars per quarter. Camille currently manages a staff of 13 Lottery Sales Representatives (LSRs) and one sales administrator, servicing more than 1,700 retail locations in Central Texas.

EXPERIENCE

Camille has been promoted consistently throughout her career at GTECH, where she started as a Warehouse Clerk in 1988. In her marketing roles, she developed and provided training to retailers, Lottery officials, and company staff on the operation of company equipment and games and sales techniques. She also held the position of Hotline Supervisor, coordinating the daily activities of the Call Center operations personnel to ensure overall efficiency, excellent customer service, data integrity, and system performance.

In her temporary role of Instant Ticket Manager, she was responsible for managing inventory of Instant Tickets by analyzing individual retailer sales histories as well as monitoring overall Instant Ticket field inventories to maximize the sales potential. Later, as a Key Account Manager, she was responsible for marketing activities, market research, developing and implementing marketing promotions, and product training pertaining to key accounts.

1988 – Present

GTECH Corporation

District Sales Manager

Key Account Manager

Instant Ticket Manager

District Sales Manager/Swing Representative

Hotline Supervisor

Marketing Coordinator

Site Administrator

Warehouse Clerk

EDUCATION & TRAINING

Interior design, Wayne County Community College.

COMMUNICATIONS MANAGER

Patrick Moore

CURRENT ROLE

Communications Analyst III

RESPONSIBILITIES

Patrick will be the jurisdiction's primary contact for the design and installation of a wireless communication network for the Texas retailer base. He will recruit, oversee, and maintain the group of local satellite installation contractors statewide.

During the conversion, Patrick will work in tandem with the corporate-based Communications Project Manager to ensure the coordinated and successful installation of the communications network.

EXPERIENCE

Patrick joined GTECH in 1988 in Pontiac, Michigan, as a Material Handler and was given the responsibility of establishing and maintaining the first consumable distribution site. The process was built around a then new GTECH software product named GSTOCK, and Patrick directly participated in the creation and debugging of the product. After a successful Michigan conversion, he was recruited to assist in the implementation of the Lottery in Texas.

During the various phases of the Texas project, Patrick was responsible for the primary purchasing of approximately \$12 million of warehouse, sales, and field service equipment and consumables. He then was given the task of warehousing and shipping the initial consumable and Point-Of-Sale (POS) products for the new statewide retailer base. During the past 16 years, Patrick has facilitated numerous Texas projects. These include establishing satellite communications for the first Texas Amber Alert transmitted and printed through the Texas Lottery/GTECH system; installing a 4.5-meter satellite earth station; participating in the Texas Lone Star project; and expanding the Texas wireless retailer locations from 232 to 5,300 sites. Patrick is currently working to identify and reduce the lead time it takes for retailers to receive their terminal communications for Texas. He also monitors and initiates steps to reduce and stabilize GTECH Texas' field communications recurring costs.

1988 – Present **GTECH Corporation**
Communications Analyst III
Warehouse Coordinator
Material Handler

EDUCATION & TRAINING

B.S., business administration (current), Eastern Michigan University.

Associate's degree, management, Indiana Institute of Technology.

Licensed as a Low Voltage Telecommunication Contractor #LVT305271 in the state of Georgia and a Limited Energy System Specialist Contractor #ES12000371 in the state of Florida.

SENIOR MARKET RESEARCH ANALYST

Dan Morales

CURRENT ROLE

Senior Market Research Analyst

RESPONSIBILITIES

Dan is responsible for conducting market research to support worldwide strategic marketing, product development, and new business development. This research includes secondary studies that provide management of the necessary information to make business decisions. Studies will support industry (including government) and market analysis, lottery game development, new marketing concepts, and any senior management-directed ad hoc requests. Dan performs a wide range of duties in support of these objectives, including identifying new reference sources, conducting data analysis, and making presentations to management regarding research findings.

EXPERIENCE

Dan has worked with GTECH for almost 13 years. During that time, he has developed close strategic partnerships/relationships with management and employees that have allowed him to effectively participate in and manage projects.

Dan worked closely with the Texas team not only to provide analysis and information but to participate and manage various special projects. These include the Retail Expansion Project, for which he developed a new method for sales representatives to recruit retailers; the Automated Instant Ticket Ordering System, for which he enhanced the Procall System; and the EPOS Pilot with HEB, for which he developed a plan for GTECH to place seven flat screen monitors, advertising the Lottery games, in high traffic locations. Dan also developed a system to track sales productivity and managed the pilot program for GTECH's new handheld device. Participating in the Product Training program, Dan is the first to volunteer when other states need to learn product specifics and, this past year, provided training on the Instant Ticket ordering system for Nebraska, Virginia, Michigan, and North Carolina.

1997 – Present	GTECH Corporation
	<i>Senior Market Research Analyst</i>
	<i>Market Research Analyst</i>
	<i>Instant Ticket Supervisor</i>
	<i>Instant Ticket Specialist</i>
	<i>Hotline Operator</i>

EDUCATION & TRAINING

B.S., geography, University of Texas, Austin.

DATABASE ADMINISTRATOR

Hai H. Nguyen

CURRENT ROLE

Database Administrator

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RESPONSIBILITIES

Hai is responsible for maintenance and support of test, development, and production databases as well as physical and logical database design and implementation. He assists in the development of new applications utilizing . He also works with development teams to resolve database and software problems. Among numerous other responsibilities, he develops, tests, and implements backup and recovery strategies and does performance tuning (), SQL tuning, snapshot monitoring, and event monitoring. Hai assists developers in application design, database design, and in writing SQLs.

EXPERIENCE

Hai's more than 19 years in the lottery industry includes more than five years of experience as Sybase Database Administrator (DBA), two years of experience as , more than four years of experience as SQL and more than eight years of experience in system analysis, design, application development, and testing. Hai has been involved in installing, configuring maintenance databases, backups, administering user accounts, managing file systems, shell scripting, application and database tuning, system performance, and troubleshooting. He brings a strong customer focus, excellent communication skills, and a strong sense of teamwork. Hai has been involved in the Washington and Oregon conversions.

1996 – Present	GTECH Corporation <i>Database Administrator</i> <i>Software Engineer</i> <i>Operator</i>
1990 – 1996	Automated Wagering International <i>Operator</i>

EDUCATION & TRAINING

B.S., mechanical engineering, Washington State University.
Associate's degree in Science, Centralia Community College .
AIX, DB2 UDB.

**SENIOR LOTTERY SALES REPRESENTATIVE AND
DISTRICT PROMOTIONS COORDINATOR**

Robert Nieto

CURRENT ROLE

Senior Lottery Sales Representative and District Promotions Coordinator

RESPONSIBILITIES

Robert coordinates and manages all Texas Lottery promotions for the San Antonio District. His many responsibilities include accounting for monthly audits of promotional items and equipment, inputting all promotional events into Oracle, and pulling all promotional items for the Lottery Sales Representatives' (LSRs') individual events. He is also responsible for maintaining both Texas Lottery trailers housed within the district. Throughout his GTECH service, Robert has handled more than 125 events, both large and small. Along with all of his promotional responsibilities, he maintains the warehouse space, organizes all Point-Of-Sale (POS) inventory, and runs route coverage.

EXPERIENCE

Robert's credentials make him an excellent candidate for the new Promotions and Training Representative position. With GTECH for 18 years, he started as a Field Service Technician (FST) in 1992. Becoming an LSR in 1995, he boasted the highest territorial sales volume, and continued to build solid business relationships with many of these original retailers. In 1999, he was promoted to Senior Sales Representative. During his GTECH service, Robert has worked on Keno startup projects in Massachusetts and assisted with sales strategies in New Mexico. His experience, product knowledge, and commitment to teamwork make him a vital part of the sales organization.

1992 – Present

GTECH Corporation

Senior Lottery Sales Representative and District Promotions Coordinator

Lottery Sales Representative

EDUCATION & TRAINING

Associate's degree, computer science, National Education Center.

DIRECTOR, INTERNAL AUDITS

Danielle Nordstrom

CURRENT POSITION

Director of Internal Audits

RESPONSIBILITIES

Danielle provides independent, objective assurance services designed to add value and improve GTECH's operation. She assists the organization in accomplishing its objectives by bringing a systematic, disciplined, risk-based approach to the evaluation and continual improvement of the risk management systems, control environment, and governance processes. Danielle reports directly to the Chairman of the Board of Directors via the Audit Committee. She is responsible for the day-to-day execution of the company's Internal Audit Plan, including end-to-end project management of all internal control over financial reporting, operational, compliance, information technology, fraud investigation, and follow-up audit activities.

EXPERIENCE

Danielle is an audit professional with over 20 years of diverse, progressive experience in the public and private sectors. She is an expert in internal controls; deficiency identification and improvement resolution; and has considerable experience with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework, Sarbanes Oxley, and risk and fraud assessment.

Prior to her current position as Director of Internal Audits, Danielle served as Manager of Internal Audits. In this position, she evaluated processes and controls to determine levels of effectiveness and exposure in order to successfully minimize business risks to GTECH. She also supervised the overall performance of audit procedures, including identifying and defining issues, developing criteria, reviewing and analyzing evidence, and documenting client processes and procedures.

2004 – Present	GTECH Corporation <i>Internal Audit Director</i> <i>Manager of Internal Audit</i>
1993 – 2004	Foxwoods Resort Casino <i>Director of Internal Audit</i> <i>Manager of Internal Audit</i> <i>Senior Internal Auditor</i>
1990 –1993	Ernst & Young LLP <i>Senior Accountant</i> <i>Staff Accountant</i>

EDUCATION & TRAINING

B.S., business administration, Nichols College, Dudley, Massachusetts.

Certified Public Accountant.

SYSTEMS ENGINEER

Dan J. O'Connell

CURRENT ROLE

Technology Director, Systems Engineering, Americas

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RESPONSIBILITIES

Dan oversees all systems engineering activities for customers in the Americas business unit (North America, South America, Central America, and the Caribbean). Systems Engineering provides senior technology resources (Systems Engineers) who are accountable for the solution definition, solution costing, solution architecture and design, and the technology delivery of all major systems delivery projects. Dan will support the Texas Systems Engineer with all technology deliveries for the TLC.

EXPERIENCE

Dan's work with systems engineering has involved him in many GTECH conversions (U.K., Washington, LILHCO, Jamaica, Swiss Loro, etc.) and the entire life cycle of technology delivery from pre-sales through service delivery. Dan has gained years of project delivery and conversion experience with software, quality, networks (LAN/WAN), systems, operations, architecture, and the coordination of all of these into successful system deployments.

Prior to his current role as Technology Director, Systems Engineering, Dan worked in the U.K. as a Senior Consultant Systems Engineer, a Solutions Architect, and the technology lead for the conversion project for Camelot, operator of the U.K. National Lottery. This was a three-year project to convert Camelot to GTECH's systems in preparation for Camelot's third license, which runs from early 2009 through 2019.

1991 – Present

GTECH Corporation

Technology Director, Systems Engineering (Americas)

Senior Consultant Systems Engineer/Senior Consultant Solutions Architect

Regional Software Manager, Latin America

Director of Technology, Dreamport (a subsidiary of GTECH)

Software Manager, U.K.

Senior Software Engineer, Michigan

1988 – 1991

Cameron Tool Corporation

Programmer/Analyst

1984 – 1988

Demco Research & Development

Programmer/Analyst

1982 – 1986

U.S. Army – Michigan Army National Guard

C Battery, 1st Battalion, 119th Field Artillery, 38th Infantry Division

MOS 13F – Fire Support Specialist ("Forward Observer")

EDUCATION & TRAINING

B.S., computer information systems, Devry University, *summa cum laude*.

Associate's degree in science, information & data processing, Lansing Community College.

DIRECTOR, NETWORK OPERATIONS AND MANAGED SERVICES

Lisa Olson

CURRENT ROLE

Director, Network Operations and Managed Services

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RESPONSIBILITIES

Lisa will be the Data Center of the Americas (DCA) Network Operations and Managed Services point of contact. She is accountable and responsible for the direction of day-to-day operations and strategic issues for Client Services Network Operations, Infrastructure Support, Service Desk, Incident Management, Change Management, Problem Management, Audit Control, , Service Level Management, and 2nd Tier Support (Network) organizations.

EXPERIENCE

Lisa has worked for GTECH since 1992. Her primary responsibilities have been providing technical support for the Texas Lottery and GTECH Field Services and participating in the successful implementation of multiple projects associated with the DCA. She has also completed several technical strategy documents with associated costing in support of various new GTECH Lottery opportunities. In addition, Lisa has managed the Service Desk, Incident Hotline, Tier II Infrastructure Support, and Change and Audit Management staff.

1992 – Present

GTECH Corporation

Director of Network Operations and Managed Services

Senior Service Desk/Incident Manager

Service Desk/Incident Manager

Network Communications Manager

Communications Analyst III

Network Administrator

Trainer

Communications Technician (I, II, III)

EDUCATION & TRAINING

Information Technology Infrastructure Library (ITIL) Service Desk and Incident Manager Certification.

ITIL Foundation Certification.

Introduction to GTECH Technology.

Regional Leadership Development Program Graduate 2005.

University of Texas Continuing Education Process Mapping.

SYSTEMS ADMINISTRATOR

Kevin Oman

CURRENT ROLE

Systems Administrator II

RESPONSIBILITIES

Kevin is responsible for managing the production and Quality Assurance (QA) server environments as well as logical security policy standards for the Texas Lottery. He consistently maintains a 99 percent or higher system availability standard.

During the conversion, Kevin's role will be to ensure there is no disruption to the online processing systems being used to process wagers, validations, and draws. He will maintain a seamless transition of hardware to the new production environment.

EXPERIENCE

Kevin has more than 11 years of experience with GTECH. He has implemented many enhancements to the current production and QA server environments. He has supported other lottery start-ups and conversions including California, North Carolina, Washington, South Dakota, Idaho Fish & Game, Leeward Islands, and Guatemala. He has supported ongoing operations in all of these jurisdictions and several others. Kevin also has experience training new administrators. He brings a wealth of experience from other jurisdictions to benefit the Texas Lottery.

Kevin works closely with the Texas Lottery for logical security and application support. His expertise extends to working with Lottery staff to resolve reported issues with the various applications GTECH currently provides.

1998 – Present	GTECH Corporation <i>Systems Administrator</i>
1994 – 1998	Horizon Food Service <i>Business Manager</i>
1987 – 1994	United States Army <i>Supply Sergeant</i>

EDUCATION & TRAINING

Microsoft – MCSA/MCSE, MCP.

Business management, University of Nebraska, Lincoln, Nebraska.

General studies, Mid Plains Community College.

Primary Leadership School, United States Army.

VICE PRESIDENT, CLIENT SERVICES

Leonard Osinski

CURRENT ROLE

Vice President, Client Services

RESPONSIBILITIES

Leonard is responsible for developing strategies, planning, standardizing, and implementing all aspects of GTECH's Field Service, Call Center, Data Center operations, technical and retailer training services, and retailer consumables procurement and design. He oversees activities related to achieving contractual service-level agreements while maximizing efficiency and customer satisfaction. He also oversees activities related to installation, repair, proactive maintenance, and engineering change upgrades for all product lines. Leonard's ongoing Texas duties include the oversight of Data Center operations, Field Service performance, Call Center customer responsiveness, retailer training courses and material, and quality control for retailer consumables.

EXPERIENCE

Leonard has spent 33 years in customer service and project implementation, 23 of which were in the Lottery industry while the other 10 were in vehicle emission testing. He was part of the original GTECH project team providing operational support for Texas.

His Client Services organization has implemented a continuous improvement process in Data Center, Field Services, and Call Center operations, ensuring consistency of processes across all sites. Client Services also played a key role in the recent rollout of the Powerball and MegaMillions cross-sale project, working with MUSL to ensure all sites were compliant with Rule 2 and providing operation support for all GTECH sites during the ramp-up and after start-up.

Leonard worked for ESPH and Polaroid before rejoining GTECH. At GTECH, he has held positions in site operations, global projects, and corporate management and worked on or managed several large projects and operations such as Texas, California, Ohio and the U.K. start-ups.

2009 – Present	GTECH Corporation <i>Vice President, Client Services</i>
2001 – 2008	ESPH <i>Senior Vice President, Worldwide Operations & Support</i>
1999 - 2001	Polaroid Inc. <i>Division Vice President, System Integration & Delivery</i>
1977 - 1999	GTECH Corporation <i>Vice President, Centralized Services</i> <i>Regional Vice President, Eastern Region</i> <i>Managing Project Director, UK Lottery Project</i>

EDUCATION & TRAINING

Associate's degree, electronic engineering, National Institute of Technology, Detroit, Michigan.
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SENIOR DIRECTOR, GLOBAL SECURITY AFFAIRS

Steven Pare

CURRENT ROLE

Senior Director of Global Security Affairs

RESPONSIBILITIES

Steve directs the team that oversees physical security at all GTECH sites worldwide. His primary responsibility is the management and oversight of worldwide facility security and employee safety. Steve and his team are also responsible for ensuring that each of GTECH's facilities is properly secured according to its contractual obligation, security industry best practices, and appropriately established threat levels.

Steve's department also conducts pre-employment screening and due diligence reports on companies seeking to do business with GTECH. Steve conducts internal investigations to ensure GTECH employees are held to a high standard of integrity. Global Security Affairs works very closely with lottery security departments in the delivery of a highly professional workforce and best practices in the lottery industry.

EXPERIENCE

Steve has been GTECH's Senior Director of Global Security Affairs since 2007. Prior to this, he was employed by the Rhode Island State Police for 27 years, achieving the rank of Colonel/Superintendent. In that position, he was responsible for the operations of a 256-person, full-function, statewide law enforcement agency. His duties included planning, coordinating, and directing all activities of the Division of State Police. He also prepared rules and regulations necessary to carry out division activities and maintain facilities for crime detection and suppression. In addition, Steve was also responsible for reviewing existing organizational practices to assess their effectiveness and identify needed changes.

2007 – Present	GTECH Corporation <i>Senior Director of Global Security Affairs</i>
1980 – 2007	Rhode Island State Police <i>Colonel/Superintendent</i> <i>Major, Field Operations</i>

EDUCATION & TRAINING

B.S., Bryant University.

Master's degree, public administration, University of Rhode Island.

Certificate of Graduation, Rhode Island State Police Training Academy.

Certificate of Completion, Federal Bureau of Investigation (FBI) National Academy.

SENIOR MANAGER, MARKET RESEARCH

Audrey L. Pate

CURRENT ROLE

Senior Manager, Market Research

RESPONSIBILITIES

Audrey will manage and support the execution of the TLC market research plan and support other Lottery initiatives through research as required. She will support Lottery initiatives through clear objectives setting, consulting, vendor sourcing, and project management.

EXPERIENCE

With an extensive knowledge of methodological techniques, analytical approaches, and strategies to maximize research dollars, Audrey has applied a practical, cohesive approach to the most complex projects of many of GTECH's customers.

Most recently, Audrey managed the execution of three phases of the Research for Innovation project, Second Annual Customer Satisfaction Study with Lottery customers, and the 2008 World Player Study covering 10 countries and 8,000 players. In the fall of 2009, Audrey managed the implementation of GTECH's Market Research Exchange in Providence, Rhode Island, the first-ever market research forum in the lottery industry. Audrey's previous experience includes Bank of America and ALCO Research, a market research firm, where she was responsible for executing research projects with companies such as General Mills, Procter and Gamble, and Gillette.

1990 – Present	GTECH Corporation <i>Manager, Market Research</i> <i>Senior Market Research Analyst</i> <i>Market Research Analyst</i>
1983 – 1990	Bank of America (formerly Eastland Bank) <i>Market Research Officer</i> <i>Market Research Manager</i>
1979 –1980	Emblem and Badge <i>Market Research Assistant</i>
1978 –1979	ALCO Research <i>Field Director/Supervisor</i>

EDUCATION & TRAINING

M.B.A., management, Bryant College.

B.A., liberal arts, Rhode Island College.

Managing Successful Negotiations, Boston University.

PRESIDENT AND CHIEF EXECUTIVE OFFICER (CEO)

Jaymin Patel

CURRENT ROLE

President and Chief Executive Officer (CEO)

RESPONSIBILITIES

As President and CEO of GTECH Corporation, Jaymin is responsible for overseeing the strategic direction of the Company. He works directly with GTECH's and Lottomatica's management teams to execute the Company's vision in the continuous effort to deliver value to its customers, shareholders, and employees.

EXPERIENCE

Prior to becoming CEO, Jaymin was President and Chief Operating Officer (COO) of GTECH. In this role, he was responsible for managing the company's operational functions and ensuring that the company met its corporate objectives and revenue-growth goals. Working with all GTECH operations, Jaymin managed the development of strategic growth opportunities and the enhancement of technological solutions to strengthen operational efficiency, customer satisfaction, market penetration, and organizational development.

During his seven years as Chief Financial Officer (CFO) of GTECH, Jaymin was instrumental in driving growth across the business, leading several mergers and acquisitions and cost optimization initiatives, and substantially improving the capital efficiency of the company. His tenure as CFO culminated in his leading the cross-border financing for the Lottomatica acquisition of GTECH.

1994 – Present

GTECH Corporation

President and Chief Executive Officer (CEO)

President and Chief Operating Officer (COO)

Senior Vice President (SVP) and Chief Financial Officer (CFO)

Vice President, Financial Planning and Evaluation

Director, Financial Planning and Evaluation

Finance Director, Europe and Africa

U.K. Financial Controller

1992 – 1994

PricewaterhouseCoopers

Assistant Manager

Articled Clerk

EDUCATION & TRAINING

B.A. (honors) degree, Birmingham Polytechnic, U.K.

Chartered Accountant with PricewaterhouseCoopers, London.

TRAINER

Jane Penalver

CURRENT ROLE

Retailer Training and Sales Staff Development

RESPONSIBILITIES

Jane is responsible for training newly hired Lottery Sales Representatives (LSRs), District Sales Managers, and other staff requiring knowledge of field sales technique and Texas Lottery rule and regulation compliance. Her primary responsibilities include producing retailer and LSR written materials and manuals that educate staff and retailers on how to perform their required duties as representatives of the Texas Lottery. Jane is also responsible for creating materials for the introduction of new games and equipment. Jane's routine district field work and consistent interaction with LSRs, retailers, and the Texas Lottery keep her informed of the current demands specifically required of LSRs.

During the conversion, Jane's role will be to ensure that all LSRs and retailers have the training and reference materials necessary for a full understanding of all new features, roles, and responsibilities.

EXPERIENCE

Jane has 17 years of industry experience dedicated to the Texas Lottery. She supported the North Carolina jurisdiction in retailer training for new on-line games. Before joining GTECH, she held management roles in the retail industry and worked in quality assurance in manufacturing.

1992 – Present	GTECH Corporation
	<i>Trainer I</i>
	<i>Senior Sales Representative</i>
	<i>Lottery Sales Representative</i>
	<i>Quality Assurance Manager</i>

EDUCATION & TRAINING

B.B.A., business and marketing, Angelo State University, San Angelo, Texas.

Adobe Acrobat, Adobe InDesign.

QUALITY ASSURANCE MANAGER

Kenneth Perry

CURRENT ROLE

Technology Director, GTECH Americas

Information Redacted

\$552.101/466.022/552.139

RESPONSIBILITIES

In his current role, Ken manages all Business Analysts and Software and Quality Engineers, including staffing assignments for all technology deliveries in North, South, and Central America. He is also responsible for the requirements management, software engineering, and Quality Assurance (QA) processes used by our System and Service Delivery teams, including best practices as well as efficiency and effectiveness improvements.

EXPERIENCE

In his 13 years with GTECH, Ken has participated in a wide variety of technology implementations for lotteries throughout the world. His most recent experience includes conversions in Finland, the United Kingdom, Chile, Michigan, Arizona, West Virginia, and South Dakota. In addition, he has participated in implementations of Lean Manufacturing principles and QA initiatives as related to software services that GTECH provides its customers. Ken also is experienced in) and the which are industry standard methods for helping organizations improve their performance.

1997 – Present

GTECH Corporation

Technology Director, GTECH Americas

Technology Director, GTECH International Solutions

Technology Director, Worldwide Quality Group

Technology Director, Architecture Performance Lab

Technology Manager, Network and Communications Group

Project Manager, Terminal Delivery Group

Software Engineer, Terminal Delivery Group

1986 – 1997

Electric Boat Company

Supervisor, Instrumentation and Electronics

Engineer

EDUCATION & TRAINING

B.S., electrical engineering, Worcester Polytechnic Institute, Worcester, Massachusetts.

Project Management Certificate, Bryant College, Smithfield, Rhode Island.

Paolo Personeni

CURRENT ROLE

Senior Vice President and GTECH G2 President

RESPONSIBILITIES

Paolo will provide senior management support regarding Internet gaming products to the TLC as required.

EXPERIENCE

In his previous position at Lottomatica, Paolo served as the Director of Gaming Machines, Services and Sales. During his tenure, the Gaming Machines business became a major contributor to Lottomatica's profitability, and the Commercial Services business was consolidated and prepared for further growth, while the retail sales network was merged and reorganized.

Prior to Lottomatica, Paolo held a number of positions in the banking, publishing, and technology industries. He started in 1986 as an investment banker, and then joined Bain & Company in 1990, where he was a partner. From 2000, until joining Lottomatica, he managed two business start-ups and two corporate restructurings.

2006 – Present	Lottomatica S.p.A. <i>Senior Vice President and President GTECH G2</i> <i>Director Gaming Machines, Commercial Services and Sales</i>
2005 – 2006	Elea, a De Agostini Group IT Training Company <i>Chief Executive Officer</i>
2004 – 2005	Ribipack, Innovative Packaging Technologies <i>Chief Executive Officer</i>
2000 – 2003	Elettroclick <i>Chief Executive Officer</i>
1990 – 2000	Bain & Company <i>Vice President</i>
1986 – 1990	Bankers Trust <i>Associate Banker</i>

EDUCATION & TRAINING

M.B.A., general business, INSEAD.

Laurea, economics, Bocconi University, Milan, Italy.

Carabinieri Officers Training Academy.

WORKFORCE MANAGER

Gregory M. PetitBon

CURRENT ROLE

Workforce Manager

Information Redacted
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RESPONSIBILITIES

As workforce manager at the National Response Center (NRC), Greg will be responsible for strategy development and execution using a data-driven methodology. His core responsibilities will include staffing, real-time management, forecasting, reporting, analytics, and understanding the voice of the customer. He will ensure that all contractual obligations are met.

EXPERIENCE

Though new to GTECH, Greg comes in with 11 years of call-center experience. Starting as a call center associate in 1999 at Putnam Investments, Greg was soon promoted to Schedule Manager and Intraday Specialist. From 2002 to 2010, he was employed at Citizens Bank, where his last position was Vice President of the Channel Business Intelligence division. In this role, Greg was a champion for channel operations vision to create a new outlet for growth through analytics. His responsibilities included reporting, analytics, experience management, workforce management, and business tool development.

2010 – Present	GTECH Corporation <i>Workforce Manager</i>
2002 – 2010	Citizens Bank (Royal Bank of Scotland) <i>Vice President, Channel Business Intelligence</i> <i>AVP, Schedule Management Center</i> <i>Officer, Traffic Analyst</i>
1999 – 2002	Putnam Investments <i>Intraday Specialist</i> <i>Schedule Manager, Shareholder Services</i> <i>Customer Service Specialist, Shareholder Services</i>

EDUCATION & TRAINING

Business management, Johnson & Wales University, Providence, Rhode Island.

Project Management Certificate Program, Bryant University, Smithfield, Rhode Island.

Lean/6 Sigma Black Belt.

Dale Carnegie Leadership Course.

Trained Workout Facilitator/Champion.

SENIOR SECURITY MANAGER

Robert Picasio

CURRENT ROLE

Senior Security Manager

RESPONSIBILITIES

Robert will conduct a risk assessment of all facilities related to the Texas Lottery project to identify areas of restricted space, interior space, and other areas where access must be controlled. He will also be responsible for designing each of the security systems (intrusion detection, alarm, access control, and video surveillance).

EXPERIENCE

In his current position as Security Manager, Robert develops and implements worldwide policies for the Security Division. Specifically, he staffs and schedules the security offices for all GTECH buildings and facilities and works closely with GTECH's Real Estate division to ensure that all buildings have the appropriate security. Robert is also responsible for ensuring contract compliance with all physical security regulations outlined in customer contracts, and by MUSL and other governing bodies.

Robert joined GTECH in 2003, as a Security Supervisor for the Texas Security Division in Austin, Texas. In this position, he implemented new policies and procedures, such as physical access policies and procedures for Lottery and GTECH offices. He was also responsible for evaluating the physical security of all buildings at the 13 sites under his direction. Robert's previous employment was in law enforcement in Texas at the Seguin Police Department, where he started as a police officer and was promoted to patrol lieutenant.

2003 – Present	GTECH Corporation <i>Senior Manager, Security</i> <i>Security Manager</i> <i>Security Supervisor</i>
1991 – 2003	Seguin Police Department <i>Patrol Lieutenant</i> <i>Police Officer</i>

EDUCATION & TRAINING

Robert received his Peace Officer certification and an instructor's license from the Texas Commission on Law Enforcement Standards and Education. He also has an armament systems and practices license.

MARKETING MANAGER

Shannon Plum

CURRENT ROLE

Marketing Manager

RESPONSIBILITIES

Shannon's full-time responsibility will be to help the TLC identify new product and marketing strategies and ensure it has all of the tools and information necessary to successfully sell its products. She will also work directly with the TLC to execute its marketing plan during and after the conversion and assist in developing new retail Point of Sale (POS) materials. Finally, Shannon will work closely with the TLC to make sure its product initiatives are clearly communicated to the GTECH sales organization and develop execution plans around those initiatives.

EXPERIENCE

With more than 15 years of sales and marketing experience, primarily focused on consumer goods, Shannon understands how to execute multi-level marketing strategies at retail through large sales organizations. She has coordinated the design and development of merchandising/POS materials for many new product launches as well as developing and delivering retail incentive programs for multiple retail outlets in North America. In addition, Shannon has designed and implemented training programs to educate sales organizations on achieving sales growth, and developed general communications materials for both the retailers and sales organizations.

- | | |
|-----------------------|--|
| 2008 – Present | GTECH Corporation
<i>Marketing Manager</i> |
| 2004 – 2008 | Ingredients Plus
<i>Director of Sales and Marketing</i> |
| 2002 – 2004 | The Promotion Network Inc.
<i>Advertising Account Supervisor</i> |

EDUCATION & TRAINING

B.A., business administration and Spanish, Concordia College, Moorhead, Minnesota.

**SENIOR VICE PRESIDENT (SVP), GENERAL COUNSEL &
CORPORATE SECRETARY**

Michael Prescott

CURRENT ROLE

Senior Vice President (SVP) of General Counsel and Corporate Secretary

RESPONSIBILITIES

As Senior Vice President, General Counsel, and Corporate Secretary of GTECH, Michael is responsible for managing and overseeing all legal matters, including legal strategy, legal compliance, litigation, regulatory matters, as well as global security. He will oversee and enforce GTECH's commitment to the Texas Lottery.

EXPERIENCE

Michael brings more than 15 years experience in corporate law to GTECH. He most recently served as GTECH's Vice President and Deputy General Counsel, a position he has held since joining the Company in 2001. In this capacity, Prescott was principal legal advisor for corporate transactions including, among others, mergers, acquisitions, and strategic alliances, as well as managing and implementing strategy for all litigation and regulatory matters for GTECH and its worldwide subsidiaries.

Prior to joining GTECH, Prescott was a corporate attorney at Edwards Angell Palmer & Dodge LLP, where, for several years, he served as outside legal counsel to GTECH.

2001 – Present	GTECH Corporation <i>Senior Vice President (SVP), General Counsel, and Corporate Secretary</i> <i>Vice President and Deputy General Counsel</i>
1996 – 2001	Edwards Angell Palmer & Dodge, LLP <i>Associate</i>
1993 – 1996	Tillinghast Licht <i>Associate</i>
1988 – 1990	Fleet National Bank <i>Lending Representative</i>

EDUCATION & TRAINING

B.A., history and political science, Northwestern University, Illinois.

Juris Doctor degree, Emory University School of Law.

SOFTWARE QUALITY ASSURANCE (SQA) ENGINEER

(Thomas) Brian Price

CURRENT ROLE

Software Quality Assurance (SQA) Engineer, Senior

RESPONSIBILITIES

Brian will be dedicated to the TLC for integration, site acceptance, and support of Customer Acceptance Testing (CAT) and SQA testing. The resident expert for Texas system functions, Brian is consulted for investigation and support of production issues. He develops test documentation install and backout procedures. He is responsible for the setup, security, and maintenance of the Texas test environment at the Data Center of the Americas (DCA).

EXPERIENCE

Brian joined GTECH in 1990 at the Arizona site as a Control Room Operator I. Transferring to the Colorado site in 1991, he worked his way up to Control Room Coordinator. In this position, he managed the Control Room staff, was the principal acceptance tester of all software releases, created scenarios in which to test new programs and routines, and was the primary CAT testing support person. In 2003, Brian transferred to the DCA to perform site acceptance/CAT testing support for Texas. When Daily 4 was implemented for Texas in September 2007, Brian assumed the role of Integration Engineer and has been credited by his teammates for helping reduce the number of issues with that batch. Since then, he has been performing Texas integration testing.

When Texas went to 23.5 hours for wagering in August 2008, Brian was an integral part of the team that determined what processes and procedures had to be changed for this to happen. With the recent Powerball implementation for Texas, Brian worked with engineers and the Lottery to make sure the implementation went as smoothly as possible in the compressed time frame. Brian's two decades with GTECH give him a unique perspective on Lottery systems and the ability to interface between the customer and the software team. Since he took over full responsibility for software batch installs for Texas, there have been minimal incidents of liquidated damages (LDs) directly attributable to installs.

1990 – Present

GTECH Corporation

Software Quality Assurance (SQA) Engineer, Senior

Integration Engineer

SQA Engineer

Operations Support Analyst

Control Room Coordinator

Control Room Operator

EDUCATION & TRAINING

B.S., computer information systems, DeVry Institute of Technology, Phoenix, Arizona.

PROMOTIONS MANAGER/COORDINATOR

To Be Announced

RESPONSIBILITIES

The Promotions Manager will be responsible for overseeing promotional initiatives. This individual will focus on retailer and Lottery Sales Representative incentives and all promotional selling events. Additional responsibilities include providing the reports necessary for TLC promotion tracking and post-promotion analyses, participating in the promotional planning process with the Lottery, and providing reports with promotion results. This individual will work with our Corporate Marketing Group and GTECH Texas to propose product and promotional initiatives and be responsible for inventory management and tracking of all promotional marketing materials.

EXPERIENCE

This individual will have a minimum of four years of experience in a marketing role and/or four years of promotion planning and execution.

EDUCATION & TRAINING

Bachelor's degree or equivalent.

**NEW BUSINESS DEVELOPMENT/ RECRUITMENT
MANAGER**

Arden Reid

CURRENT ROLE

Director of Corporate Recruitment

RESPONSIBILITIES

Arden will continue in his recruitment role, working diligently with the Texas Lottery to expand new strategic corporate trade styles of both regional and national accounts within the state of Texas.

EXPERIENCE

Arden has direct responsibility for the recruitment of new corporate accounts in Texas. In this capacity, he works closely with the Texas Lottery to develop and implement effective comprehensive account acquisition/penetration plans and strategies to grow the Lottery's revenue. Arden's responsibility is to optimize Lottery sales revenue through the effective expansion of the corporate account retailer base while continuing to maintain and enhance GTECH's cohesive partnership with the Texas Lottery.

As Director of Sales, Arden initiated the development of a comprehensive sales representative recruitment incentive program for the GTECH sales team to assist in growing the Texas Lottery retailer base.

Arden has worked through three conversions with no interruptions in service by the sales team. These included the Ohio Lottery conversion in 1993 and two Texas Lottery conversions – the 1996 conversion to ISYS®, and the contract extension of 2002. The conversion to ISYS required comprehensive coordinated retailer training by the GTECH Sales team and the Texas Lottery of 16,550+ retailers. This was accomplished without a drop in sales.

1995 – Present	GTECH Corporation <i>Director of Corporate Recruitment</i> <i>Director of Sales</i> <i>State Sales Manager</i> <i>Corporate Accounts Manager</i>
1991 – 1995	Ohio Lottery <i>Regional Manager</i>

EDUCATION & TRAINING

B.S., education, Ohio State University.

Post-graduate courses in administration.

Certification as a Texas mediator.

Numerous professional growth seminars.

**VICE PRESIDENT AND CHIEF FINANCIAL OFFICER –
GTECH**

Donald Reilly

CURRENT ROLE

Vice President and Chief Financial Officer – GTECH

RESPONSIBILITIES

Don is responsible for managing the worldwide financial operations of GTECH, including worldwide business planning, strategic planning, daily financial operations, performance measurement, and monitoring of operating results at all levels.

EXPERIENCE

Don is a senior finance professional with 29 years of diversified experience in manufacturing, technology, financial services, and a variety of specialized industries. Currently Vice President and GTECH Chief Financial Officer, Don is responsible for managing, directly and indirectly, the GTECH global finance team of more than 200 professionals, in addition to the information technology team responsible for all of GTECH's internal information systems and technology. Before joining GTECH in 2000, Don held several senior finance positions in publicly traded U.S. companies where he oversaw accounting and reporting, SEC compliance, shareholder/investor and creditor relations, information technology, income tax strategy and compliance, and budgets and forecasts.

2000 – Present	GTECH Corporation <i>Vice President and Chief Financial Officer</i> <i>Vice President, Financial and Business Planning</i>
1997 – 2000	Amtrol, Inc. <i>Vice President Finance, Chief Financial Officer and Treasurer</i>
1992 – 1997	A.T. Cross Inc. <i>Director of Finance and Chief Financial Officer</i>
1981 – 1992	Ernst & Young <i>Audit Senior Manager</i>

EDUCATION & TRAINING

Certified Public Accountant (CPA) in the State of Rhode Island.

Member, American Institute of CPAs.

Member, Rhode Island Society of CPAs.

B.S., accounting, Providence College, Providence, Rhode Island.

STRATEGY CONSULTANT

Ramon Rivera

CURRENT ROLE

Account Development Manager

RESPONSIBILITIES

Ramon will be completely dedicated to the TLC contract and a full-time GTECH employee advising the General Manager and his management staff. He will be primarily focused on working with external resources and community relations teams to ensure that the integrity of the Texas Lottery and GTECH is always maintained. In addition, Ramon's extensive knowledge of the Texas Lottery, gained through 18 years of experience serving the company, will be invaluable in considering solutions and approaches to operational challenges.

EXPERIENCE

Ramon began his career with GTECH Texas in 1992 as Human Resources Director. In 1997, he was promoted to Deputy Account Development Manager and, in 2001, to Account Development Manager.

1992 – Present	GTECH Corporation <i>Account Development Manager</i> <i>Deputy Account General Manager</i> <i>Human Resources Director</i>
1986 – 1992	RM Personnel/Integrated Personnel Services <i>Executive Vice-President</i> <i>Sales Director</i>
1985 –1986	General Instrument Corporation <i>Director, Personnel and Organization</i> <i>Production Director</i>
1978-1985	GTE Communication Systems Division/Transmission Products Division <i>Human Resources Director</i> <i>Human Resources Manager</i>
1975 – 1978	Motorola Integrated Products Division/Automotive Products Division <i>Human Resources Manager</i>
1972 – 1975	Mann Manufacturing <i>Human Resources Manager</i>

EDUCATION & TRAINING

B.B.A., business administration, University of Texas, El Paso.

ASSISTANT GENERAL MANAGER

Saysha Robinson

CURRENT ROLE

Senior Business Analyst

RESPONSIBILITIES

As Assistant General Manager, Saysha will perform customer validation activities for both technical and operational requirements, as defined in the new contract, during the conversion. She will be instrumental in maintaining business continuity throughout the conversion period. Saysha will have accountability for all departments, including centralized services in Texas, while ensuring the integrity of those operations.

EXPERIENCE

Saysha is the primary contact for maintenance of GTECH's contract with the TLC with respect to daily operational activities, Lottery requests, audits, and compliance. She is responsible for ensuring GTECH meets or exceeds the TLC's expectations for contractual obligations. Saysha coordinates GTECH and Texas Lottery staff for requested software and procedural changes to ensure business and technology alignment. Saysha's knowledge of the Lottery's business goals and policies enables her to provide creative solutions across organization units.

In her previous role as Texas software project manager, Saysha was responsible for introducing a new online *Daily 4* game with *Sum It Up* add-on, as well as a *Sum It Up* add-on to an existing *Pick 3* game. She was also responsible for the rollout of GamePoint terminal software.

2004 – Present	GTECH Corporation <i>Senior Business Analyst</i> <i>Software Project Manager</i> <i>Project Coordinator</i>
2001 – 2004	Emerson Process Management <i>Project Coordinator/Administration</i>
2000 –2001	CarOrder.com <i>Internal Communications/Administration</i>

EDUCATION & TRAINING

B.A., business administration/marketing, University of Texas, Austin.

FIELD SERVICE SUPERVISOR

John P. Rodriguez

CURRENT ROLE

Field Service Supervisor

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RESPONSIBILITIES

As Field Service Supervisor for the north Texas region for the past eight years, John's role during the conversion and throughout the upcoming contract will include overseeing projects, installations, and service calls. His goal will be to meet project deadlines while ensuring normal daily work is completed in a timely fashion. John will handle all direct personnel issues including hiring and promoting Field Service Technicians in north Texas. He will also serve as purchasing agent for tools and supplies from outside HUB vendors.

EXPERIENCE

During his eight years as Field Service Supervisor, John has developed strong working relationships with Texas Lottery staff, GTECH corporate contacts, and TLC officials. He has directly participated in a number of projects, including the Isys® conversion for 16,000 retailers, Instant Ticket Vending Machine (ITVM) upgrade during the Interlott merger, shift to wireless for 6,000 locations, Self-Service Terminals (SST) installs at more than 800 retailers, and (check-a-ticket) installations for 10,000 terminals.

John began his GTECH career in 1995 as a Field Service Technician. Before joining GTECH, he was a foreman at Hinderliter Heat Treat, where he developed strong skills in leadership, team building, and meeting project deadlines.

1995 – Present **GTECH Corporation**
Field Service Supervisor
Lead Field Service Technician
Level I Field Service Technician

1994 – 1995 **Hinderliter Heat Treat**
Shop Foreman

EDUCATION & TRAINING

Associate's degree, electronics.

Licensed Limited Energy System Contractor for the state of Florida (License #ES12000370).

Licensed Low Voltage-Telecommunication Contractor for the state of Georgia (License #LVT-305274).

Licensed Low Voltage System Contractor for the state of California (License #850758).

KEY ACCOUNT REPRESENTATIVE

Terri L. Rose

CURRENT ROLE

Key Account Representative

RESPONSIBILITIES

Terri will continue to be responsible for building relationships with assigned corporate accounts in order to grow Texas Lottery sales and contributions to the Foundation School Fund. She will analyze, present, and execute account-specific plans to target Instant and On-line Game sales growth. Terri will also communicate pertinent information to all accounts regarding focus games, contests, promotions, large jackpot amounts, and game plans/UPC codes, and present frequently in account manager meetings. She will coordinate special projects, test sites, trainings, new location openings, and acquisitions. As an account strategist, Terri will propose advertising ideas, Lone Star and Ask for the Sale promotions, and co-op promotions, and oversee statewide implementation of these initiatives.

EXPERIENCE

Terri began her career with GTECH in 1995 as a Lottery Sales Representative (LSR). She has risen through the sales ranks to her current position of Key Account Representative. In that position, Terri has successfully forged mutually productive relationships with key Texas accounts. Her efforts have resulted in accounts agreeing to open communications for increasing individual store sales as well as permanent indoor and outdoor signage. She also achieved account approval of a monthly On-line Game sales drive in 2009.

During her tenure as a District Sales Representative, Terri participated in the GamePoint rollout in the Houston District. She oversaw the setup process with minimal disruption to retailers and conducted retailer training classes in the Houston District.

1995 – Present **GTECH Corporation**
Key Account Representative
District Sales Representative
Sales Representative

EDUCATION & TRAINING

GTECH certifications in business writing, presentations, and problem-solving.

SENIOR DIRECTOR, CONTENT DESIGN AND MARKET ANALYTICS

Amir Sadri

CURRENT ROLE

Senior Director, Content Design and Market Analytics

RESPONSIBILITIES

Amir will assist with forecasting, market analysis, and game development and optimization. He will also make enhancement recommendations based on an analysis of the product mix and the Texas environment.

EXPERIENCE

Since joining GTECH 19 years ago, Amir has been involved in sales, forecasting, game and market analysis, and game development, as well as customer portfolio management and customer visits. While currently working in forecasting, analytics, and portfolio management, Amir maintains a high level of customer interaction via personal visits and regular telephone contact.

1991 – Present

GTECH Corporation

Senior Director, Content Design and Market Analytics

Director, Analytics

Game Design Manager

Senior Marketing Analyst

Marketing Analyst

Hotline/Dispatch Operator

EDUCATION & FIELD-RELATED TRAINING

B.S., mathematics, Eastern Michigan University.

M.S., applied statistics, Michigan State University.

**CHIEF EXECUTIVE OFFICER (CEO), LOTTOMATICA
GROUP S.p.A**

Marco Sala

CURRENT ROLE

Chief Executive Officer (CEO), Lottomatica Group S.p.A.

RESPONSIBILITIES

Mr. Sala will ensure all necessary corporate resources are available to the Texas Lottery, both during the conversion and throughout the contract.

EXPERIENCE

Mr. Sala was appointed Chief Executive Officer of Lottomatica in April 2009. Prior to that, he served as Managing Director with responsibility for Lottomatica's Italian and European activities. In March 2003, he joined Lottomatica where, as General Manager, he contributed to the delivery of a highly successful growth plan thanks to the development of new businesses combined with a stringent program of cost efficiency. Before joining Lottomatica, Mr. Sala was Chief Executive Officer of Buffetti, the leader in the Italian office products and services market.

2003 – Present	Lottomatica <i>Chief Executive Officer (CEO)</i> <i>Managing Director</i> <i>General Manager</i>
2002 – 2003	Buffetti <i>Chief Executive Officer (CEO)</i>
2001–2002	Seat Pagine Gialle <i>Head of the Directories Business for Italy</i>
1997 – 2001	Magneti Marelli
1985 – 1997	Kraft <i>Sales Director</i> <i>Marketing Director</i>

EDUCATION & TRAINING

B.A., business and economics, Bocconi University, Milan.

SALES MANAGER

George Sanchez

CURRENT ROLE

Regional Sales Manager

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RESPONSIBILITIES

Continuing in his role as Regional Sales Manager, George will be responsible for ensuring GTECH district sales personnel are properly informed and trained, and continuing to serve retailers without interruption during conversion. He will also serve as advisor on various sales and marketing business development projects.

EXPERIENCE

George has direct responsibility for sales and marketing operations in north Texas, which includes approximately 8,000 retailers with \$32 million in weekly sales. He works directly with the TLC's marketing group on developing and implementing On-line and Instant Game contests and promotions. He works directly with players, retailers, corporate officers, business owners, and TLC senior management and staff and is skilled at creating successful business partnerships.

An original member of the Texas Start-up Team, George brings more than 17 years of experience in GTECH sales, field service, and software, and TLC operations. He has served as the marketing Point of Sale (POS) lead working closely with the TLC's marketing and sales divisions to increase sales, with a focus on Self-Service Terminals (SSTs), Instant Ticket Vending Machines (ITVMs), and GamePoint applications. He developed new procedures and promotional programs that increased average weekly sales by 5 percent. George customized best practices to fit Texas Lottery needs, such as new POS placement, 4 x 4 instant display tests, and ensuring double facing. George has redefined roles and responsibilities and set objectives to ensure accountability and return on investment.

1992 – Present **GTECH Corporation**
Regional Sales Manager
District Sales Manager
Key Account Representative
Senior Sales Representative
Lottery Sales Representative

EDUCATION & TRAINING

B.A., business administration, University of Texas, Austin.

GTECH training: Confident Presentations, Business Writing, Supervisory Communication and Management Skills, Team Building, Negotiation Skills, and Field Technician Isys® terminal.

DISTRICT SALES MANAGER

Linda Sanderson

CURRENT ROLE

District Sales Manager

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RESPONSIBILITIES

Linda is the District Sales Manager of the San Antonio district. She is responsible for the sales force that services 1500+ retailers on a two-week cycle. Linda manages retailer compliance, district and retailer concerns, sales promotions and incentives, and human resources issues. She also works directly with the Texas Lottery to answer questions and requests concerning her district. Her focus is to meet quarterly sales goals and continue to increase the San Antonio retailer base.

EXPERIENCE

A member of the GTECH Texas team since the Texas start-up in April of 1992, Linda has served as Administrative Assistant, Lottery Sales Representative (LSR), and Key Account Representative, and is currently District Sales Manager. This breadth of experience has given her the knowledge and skill level to address policy and procedure concerns as well as sales enhancement and corporate account development strategies. The San Antonio district is one of the highest volume districts in the state and continues to meet or exceed expectations. Linda was the primary contact in the recruitment of the H-E-B Grocery chain in 2004 and continues to be one of its primary contacts. H-E-B is one of the top grocery chains in the state, and Texas Lottery sales are projected to exceed \$60 million for FY2009.

Linda has been assigned to numerous committees and teams designed for sales enhancement and training development for the Instant Ticket Vending Machine (ITVM), GamePoint, Corporate Account Strategy Team, and the Field Execution Team. Her background in accounting provides a customer service resource to our independent and corporate retailers.

1992 – Present	GTECH Corporation
	<i>District Sales Manager</i>
	<i>Key Account Representative</i>
	<i>Lottery Sales Representative</i>
	<i>Administrative Assistant</i>

EDUCATION & TRAINING

B.S., business administration, concentration in accounting, University of Texas at San Antonio, Texas.

Lottery Self Service: ITVM.

TEXAS INFRASTRUCTURE PROJECT MANAGER

David Schwalm

CURRENT ROLE

IT Services Manager

RESPONSIBILITIES

David manages the local Infrastructure Team, a diverse team of 10 senior IT professionals who support GTECH's critical 24/7 services at Austin's Data Center of the Americas (DCA), National Response Center (NRC), and Regional Software Development HUB. David provides leadership to the team, acts as an escalation point, and maintains delivery schedules and deliverables. Duties of the team include taking ownership of all the infrastructure, including central system, middleware, peripherals, LAN and WAN equipment; staging and installing all equipment; and ensuring initial Quality Assurance (QA) and proper functioning of equipment. The team also provides ongoing support once the hardware is handed over.

EXPERIENCE

David has more than 13 years of infrastructure experience in the lottery/gaming industry with GTECH. He successfully managed and led multiple infrastructure projects diverse in scope, budgets, hardware, and timelines. These projects have included Retailer Web Services Portal, Texas Satellite HUB, Texas Data Center Conversion, Annual Technology Planning Cycle, Texas Sales and QA Staff Office Relocation, Texas QA and Development Systems Storage Clutter Migration, Texas Claim Center Printer Refresh and Rollout, as well as various deliverables for the Texas Powerball-Mega Millions Delivery.

1997 – Present **GTECH Corporation**
IT Services Manager
Principal Engineer, Satellite Networks
Network Operations Manager
Senior Communications Technician

EDUCATION & TRAINING

M.S., computer information systems, St. Edward's University, Austin, Texas.

ITIL Service Manager's Certificate in IT Service Management, Mark of Distinction.

Other specialized coursework includes Cisco Networking Academy (CCNA), Marconi ATM, and various UNIX, LINUX, and Satellite Communication courses.

DISTRICT SALES MANAGER

Suhail Sharief

CURRENT ROLE

District Sales Manager

RESPONSIBILITIES

Suhail oversees the effective development, management, and penetration of assigned accounts consistent with targeted sales goals. He is responsible for the management, training, and effectiveness of all staff within his assigned district. During the conversion, Suhail's role will be to manage his team to ensure uninterrupted sales service to retailers.

EXPERIENCE

Suhail has been directly involved in numerous successful projects and initiatives since beginning his GTECH career in 1999. He has developed sales building programs to achieve district sales goals and help maintain and service key accounts.

Other successes include introducing GTECH to corrugated signs in 1999 – signs that are currently used as outside signage. He designed the "Winnings" magazine holder in 2001, which is used at retail locations. Also in 2001, Suhail received Outstanding Sales Award for highest territorial increase in sales. In 2007, he was involved in the Amendment 8 project as assistant project manager. In that same year, he participated in developing a prototype Website for sales representatives as project manager. George received GTECH's Building Excellence Award in 2009 for outstanding setup of a corporate account and an increase in sales.

1999 – Present **GTECH Corporation**
District Sales Manager
District Sales Supervisor
Sales Representative

1997 – 1999 **Mahanoor Inc.**
Chain Account Supervisor
Store Manager
Cashier

EDUCATION & TRAINING

M.B.A. candidate, Newport University, India.

Bachelor's degree, business, Bangalore University, India.

Training seminars for Supervisory Communication and Managerial skills, and Managing Performance.

iSpeak training: Selling4Success, Managing4Success.

SENIOR MARKETING ANALYST

Sarah Simpkins

CURRENT ROLE

Senior Marketing Analyst

RESPONSIBILITIES

Sarah will conduct retail optimization, developing demographics for retailers and helping to build predictive sales models. In addition, she will create case studies that will help the Texas Lottery make accurate sales forecasts.

EXPERIENCE

Sarah's current role as a Senior Marketing Analyst, based at GTECH's corporate office, allows her to interface with market researchers, regional marketing directors, game and product managers, and site personnel to help generate and present findings and recommendations based on data analytics. She is required to use statistical analysis to create and recommend prize structures for new On-Line Lottery games or to suggest possible enhancements to the current game portfolio. As part of her job in the Data Analytics department, Sarah generates industry case studies which she uses to make informed recommendations to GTECH customers worldwide and to forecast any sales impact that game changes or new game introductions may have.

2005 – Present	GTECH Corporation <i>Senior Marketing Analyst</i>
1999 – 2005	Stop and Shop Supermarket <i>Assistant Retail Department Manager</i>

EDUCATION & FIELD-RELATED TRAINING

M.B.A., Johnson and Wales University.

B.S., mathematics, minor in statistics, University of Rhode Island.

SALES SUPERVISOR

Thomas M. Slowik

CURRENT ROLE

Sales Supervisor

RESPONSIBILITIES

Thomas will be responsible for the daily activities of Lottery Sales Representatives (LSRs) in his assigned district. These activities include sales growth, compliance, special projects, and recruitments, as well as administrative, inventory, and other relevant duties.

EXPERIENCE

Thomas brings years of valuable sales and marketing experience to his role at GTECH Texas. His training background is also an asset in motivating, maintaining, and leading sales professionals in changing times with flexible goals.

Thomas was instrumental in the United Supermarkets GamePoint rollout project for west Texas. His role included determining project needs, meeting training goals and deadlines, completing all site surveys, providing the majority of site install training and reference, monitoring project success, and overseeing ongoing productivity.

2009 – Present	GTECH Corporation <i>Sales Supervisor</i>
2008 – 2009	Maxor Specialty Pharmacy <i>Sales and Marketing</i>
2002 – 2007	Eli Lilly and Company <i>Senior Sales Associate</i> <i>Sales Associate</i>
1998 – 2002	Check Six Enterprises <i>Training and Marketing Specialist</i>

EDUCATION & TRAINING

B.S., security management, Pacific Western University.

Numerous courses and seminars in sales and supervisory skills, including Basic Sales Skills, Advanced Sales Skills, Teamwork and Productivity, Technical Writing Skills, Basic Instructor Skills, Advanced Instructor Skills, Leadership 101, Advanced Leadership Skills, and Motivation in the Workplace.

More than 1,000 hours of classroom training in security, military, and enforcement-related issues.

SENIOR VICE PRESIDENT (SVP), HUMAN RESOURCES

Sheri Southern

CURRENT ROLE

Senior Vice President (SVP) of Human Resources

RESPONSIBILITIES

Sheri will be responsible for providing overall Human Resources (HR) leadership and a strategy to attract, develop, and retain a talented and engaged workforce. Sheri's worldwide areas of responsibility within HR are recruiting, learning and development, compensation and benefits, payroll, management systems, employee advocacy, and corporate services.

EXPERIENCE

Before joining GTECH, Sheri was the SVP of HR at Starbucks Coffee Company from 2005 – 2008, after having served as director of its service center from 1998 – 2000. At Starbucks, Sheri hired and developed a team of senior executives including successors for each of nine positions to manage the day-to-day operations of HR across five regions resulting in 100-percent promotions of all direct reports within a two-year period. As Vice President in the HR department at North America Operations, Sheri advanced the company's placement on Fortune's "Best Places to Work" survey for three consecutive years by focusing on the development of employees.

2008 – Present	GTECH Corporation <i>Senior Vice President (SVP), Human Resources</i>
2005 – 2008	Starbucks Coffee Company <i>Senior Vice President (SVP), HR International</i> <i>Director, Service Center</i>
2003 – 2005	North America Operations <i>Vice President, HR</i>

EDUCATION & TRAINING

Frontline Leadership Program.

Starbucks's Leading from the Heart Program.

DIRECTOR OF SALES, MARKETING, AND BUSINESS DEVELOPMENT

Tom Stanek

CURRENT ROLE

Director of Sales, Marketing, and Business Development

RESPONSIBILITIES

Tom will ensure that daily operations continue uninterrupted during the conversion and will be an integral part of the management team assigned to the project delivery. During conversion, he will have direct responsibility for GTECH's sales, marketing, and business development groups in Texas, with indirect accountability for all departments and services provided in Texas.

EXPERIENCE

Over the past 18 months, Tom played a key role in advancing the sales, marketing, and business development teams. He led the launch of GTECH's first mobile solution in Texas in 2008. He also redesigned the entire sales, marketing, and business development organization, contributing to the TLC's FY09 sales increase despite tough economic times and the Hurricane Ike disaster. As an experienced member of the management team, he was responsible for day-to-day operations in Texas, including marketing, computer operations, communications, and retailer training. Prior to this time, Tom worked in GTECH's corporate marketing group assisting multiple lotteries in optimizing their product portfolios and distribution processes.

Prior to joining GTECH, Tom was responsible for designing and implementing statistical programs and performing analyses that optimized advertising and environmental programs.

2003 – Present

GTECH Corporation

Director of Sales, Marketing, and Business Development – GTECH Texas

Director of Business Development – GTECH Western Region

Operations Manager – GTECH California

Marketing Analytic Group Manager – GTECH Corporate

Sr. Statistician – GTECH Corporate

2001 – 2003

Anteon Corporation

Statistical Programmer/Systems Analyst

EDUCATION & TRAINING

M.S., statistics.

B.S., mathematics/computer science.

**GTECH TECHNOLOGY FELLOW AND ACTING CHIEF
TECHNOLOGY OFFICER (CTO)**

Don Stanford

CURRENT ROLE

GTECH Technology Fellow and Acting Chief Technology Officer

RESPONSIBILITIES

Don was GTECH's Chief Technology Officer from 1979 – 2001, and has accepted the appointment as GTECH Technology Fellow and Acting Chief Technology Officer, reporting to Jaymin Patel. He has agreed to serve in this capacity for the next year and will represent our Technology organization on GTECH's Senior Staff. Don has played an instrumental role during his time at GTECH in driving GTECH's ascension to the leadership of the lottery industry. During the past year, Don has been consulting with the Global Technology Group and Marketing on some strategically important technology product development initiatives, including playing an instrumental role in driving Lottery Inside and overall retail point-of-access development strategy.

EXPERIENCE

During Don's 23 years with GTECH, the company grew from a market share of 5 percent and sales of less than \$1 million to a dominant worldwide market share of 70 percent and sales in excess of \$1 billion as of the end of 2002. Don possesses a rare combination of skills, coupling technology expertise, hands-on P&L expertise, and corporate leadership with customer communications and the ability to work in a team environment and achieve extraordinary results under challenging conditions.

2008 – Present	GTECH Corporation <i>Senior Vice President and Acting Chief Technology Officer</i>
2002 – Present	Brown University <i>Adjunct Professor of Computer Science</i> <i>Adjunct Professor, Division of Engineering</i>
1979 – 2001	GTECH Corporation <i>GTECH Technology Fellow, CTO Emeritus</i> <i>Senior Vice President and Chief Technology Officer</i> <i>Vice President, Advanced Development</i> <i>Vice President, Systems Development and Engineering</i>

EDUCATION & TRAINING

M.S., computer science/applied mathematics, Brown University, Providence, Rhode Island.

B.A., international relations, Brown University, Providence, Rhode Island.

SENIOR DIRECTOR, RETAIL DEVELOPMENT

Susan A. Strouse

CURRENT ROLE

Senior Director, Retail Development

RESPONSIBILITIES

Sue will work with her marketing peers to identify and strategize the optimal retailer mix and product offering for the Texas marketplace. She will also be responsible for continuously leveraging key retail account relationships across all GTECH lottery jurisdictions. On an ongoing basis, she will work with the Lottery to identify retail expansion opportunities.

EXPERIENCE

Sue has been with GTECH since 2000 and has more than 10 years of experience in the lottery industry. She has supported various business units with a focus on optimizing products and services provided to retail and consumer constituents. In addition, she has supported retail distribution efforts for GTECH around the globe and brings best practice experience to her customers. Prior to coming to GTECH, Sue headed the marketing and sales planning organization for the fastening systems division of The Stanley Works. Her primary focus was key account management, long-term strategic plan development, and new product launches. Sue has also served in various sales planning, product management, and finance roles. Throughout her career, she has developed a strong retail and consumer goods background.

2000 – Present	GTECH Corporation <i>Senior Director, Retail Development</i> <i>Director, Global Accounts and Retail Distribution for GTECH Lottery and Commercial Services</i>
1994 – 2000	The Stanley Works <i>Director, Marketing and Sales Planning</i> <i>Business Unit Manager, Sales Planning Manager</i>

EDUCATION & TRAINING

M.B.A., marketing, Providence College.

B.A., finance, Rochester Institute of Technology.

SECURITY SUPERVISOR, RHODE ISLAND

Dennis Sweet

CURRENT ROLE

Security Supervisor

RESPONSIBILITIES

Dennis oversees the daily scheduling and work assignments for nine security officers and two administrative assistant/switchboard operators. He assists the National Response Center in Providence, Rhode Island, with fingerprinting requests and ensures that all background information of potential employees is completed and forwarded to security investigators. He provides security support for all Lottery jurisdictions with which GTECH is involved.

EXPERIENCE

Dennis has worked with security vendors for all Rhode Island sites. This includes the installation and maintenance of access control devices, alarms, and video surveillance systems.

1992 – Present	GTECH Corporation <i>Security Supervisor</i> <i>Lead Security Officer</i> <i>Security Officer</i>
1971 – 1992	Pompie Concrete <i>Foreman</i>
1969 – 1971	Morse Equipment and Supply Company <i>Restaurant Equipment Sales</i>

EDUCATION & TRAINING

Roger Williams College, Providence, Rhode Island.

Nathaniel Hawthorne College, Antrim, New Hampshire.

CHAIRMAN, BOARD OF DIRECTORS

Donald Sweitzer

CURRENT ROLE

Chairman, Board of Directors

RESPONSIBILITIES

Donald will be responsible for the overall direction of activities and operations for his respective departments. Specifically, he will provide corporate support to meet all project commitments within the contracted TLC conversion schedule.

EXPERIENCE

Donald joined GTECH in 1998 as Senior Vice President for Government Relations, bringing more than 20 years of experience in government affairs consulting services. He is responsible for GTECH's global business development, government affairs, corporate communications, and public relations, and reports to GTECH's Chief Operating Officer.

During a highly distinguished career in government affairs, Donald served at the highest levels of political organizations. For example, he served as Director of Finance and later as Political Director for the Democratic National Committee. An expert in public affairs, Donald has held senior management positions at several public affairs firms. He was President of Dorset Resource & Strategy Group, President and Managing Partner of Politics, Inc., and Vice President of Capitol Associates, Inc. and Black Manafort Stone & Kelly.

1998 – Present	GTECH Corporation <i>Chairman, Board of Directors</i> <i>Senior Vice President, Government Relations</i>
1996 – 1998	Dorset Resource & Strategy Group <i>President</i>
1995 – 1996	Politics, Inc. (A Kamber Company) <i>President & Managing Partner</i>
1994 – 1995	Democratic National Committee <i>Political Director</i>
1992 – 1994	Capitol Associates, Inc. <i>Vice President</i>
1989 – 1992	Black Manafort Stone & Kelly <i>Vice President</i>

EDUCATION & TRAINING

Journalism, Siena College, Loudonville, New York.

**SENIOR VICE PRESIDENT (SVP) OF WORLDWIDE
OPERATOR BUSINESS DEVELOPMENT**

Federico Tasso

CURRENT ROLE

Senior Vice President of Worldwide Operator Business Development

RESPONSIBILITIES

Federico is responsible for new operator business opportunities in the lottery, sports betting, gaming machine, and interactive markets outside of Italy. These initiatives include licensed acquisitions at public tenders; privatization; mergers and acquisitions; strategic collaboration with existing or prospective clients; and “Greenfield” opportunities. To pursue these opportunities, Federico and his team work closely with GTECH, Lottomatica’s Italian operations, GTECH G2, Gaming Solutions, and other external resources and advisors.

EXPERIENCE

Federico began his career with Lottomatica as Managing Director of the Commercial Services division. He was then promoted to Senior Vice President of the European Market Division where he was responsible for developing operator and business opportunities in European countries.

Prior to joining Lottomatica, Federico spent six years with GE Capital Consumer Finance as CEO and Country Manager for Italy.

2006 – Present	Lottomatica Group S.p.A <i>Senior Vice President of Worldwide Operator Business Development</i> <i>Senior Vice President, European Market Division</i> <i>Managing Director, Commercial Services</i>
1999 – 2005	GE Capital Consumer Finance – GE Money <i>CEO and Country Manager – Italy</i>
1990 – 2005	Kraft Food Europe <i>Supply Chain and Customer Services Director – Italy</i> <i>Division Sales Director</i>
1984 – 1989	Other Experiences, including A.T. Kearney S.p.A and Fiat S.p.A

EDUCATION & TRAINING

M.B.A., Bocconi University Business School, Milan, Italy.

B.A., engineering, Politecnico di Torino, Turin, Italy.

WAREHOUSE MANAGER

Dwayne Tatum

CURRENT ROLE

Distribution Services Manager

RESPONSIBILITIES

Dwayne will manage all warehouse and distribution functions, including Pick Pack operations, for the TLC. During the conversion, he will ensure there is no disruption to the more than 8 million Instant Ticket packs being processed and shipped annually by the TLC. Dwayne will also ensure seamless delivery of other consumables to Texas retailers as major gaming system components are changed.

EXPERIENCE

Dwayne has more than 18 years of experience with GTECH. He managed the Texas Lottery start-up and conversion to the current warehouse. He has supported nine other lottery start-ups and conversions, including New York, and supported ongoing operations in three other jurisdictions. He also has experience managing new staff and training on GTECH and lottery processes. Dwayne brings all the lessons learned from other jurisdictions to benefit the Texas Lottery today.

Dwayne works closely with the Texas Lottery on play slip designs for new On-Line Games as well as existing On-line Games and roll stock. He also works with Lottery staff to resolve any issues related to Instant Ticket distribution.

Dwayne's 20 years of leadership experience includes 10 years in the United States Air Force.

1992 – Present **GTECH Corporation**
Distribution Services Manager

1982 – 1992 **United States Air Force**

EDUCATION & TRAINING

Courses in accounting, 4-C Business College, Waco, Texas.

Leadership and advanced supervisor training, U.S. Air Force.

McLennan Community College, Waco, Texas.

TEXAS PROJECT MANAGER

Barbara Tedrow

CURRENT ROLE

Project Manager

RESPONSIBILITIES

Barbara will oversee project software development, implementation, and acceptance. She will ensure that her assigned technology development personnel perform in a knowledgeable and professional manner in delivering the new system to the Lottery, in accordance with the requirements of the contract.

EXPERIENCE

Barbara has 15 years of GTECH experience. Over the past eight years, she has focused on the area of software project management for GTECH's online lottery systems. For the delivery of new systems in Rhode Island and Michigan, she worked as part of the Core Team to provide a smooth conversion for lottery end users, players, and retailers.

As a Software Project Manager, Barbara leads a staff of 20 to 30 engineers and quality assurance analysts who provide technology development, testing, and support for GTECH's project deliveries. She oversees all aspects of the software delivery for projects, including compliance with software processes and standards that are followed by each of the software delivery teams.

1993 – Present **GTECH Corporation**
Project Manager
Lottery Sales Representative
Proposal Production Manager

EDUCATION & TRAINING

Project Management Institute (PMI) – Project Management Professional (PMP).

Project manager certification from Bryant University.

PROJECT MANAGER

Michael Thornton

CURRENT ROLE

Program Manager

RESPONSIBILITIES

As Project Manager, Michael will be responsible for all aspects of project delivery including software, terminal deployment, and network installation. He will work closely with General Manager Joe Lapinski to ensure all RFP deliverables are provided to the satisfaction of the TLC.

EXPERIENCE

As Director of the GTECH Projects Management Group from 2005 to 2008, Michael led the deployment and management of a worldwide portfolio of system integration and Research and Development projects. As a Program Manager from 2004 to 2005, he implemented traditional lottery system integration best practices into Gaming Solutions (video lottery) projects in the U.S., Canada, and the Caribbean. Michael successfully delivered the Wisconsin conversion project in 2004 (the first significant upgrade to GTECH's new Enterprise Series System) and was instrumental in the Camelot Interactive project (GTECH's first online interactive system) in 2003. Michael brings a broad technical background from his years as the Director of Operations for the GTECH California data center in Sacramento. Michael has extensive experience and proven skills in delivering large-scale, complex systems on time and within budget.

2008 – Present	MT Consulting <i>President</i>
2001 – 2008	GTECH Corporation <i>Director, Projects Management Group</i> <i>Program Manager, Video Program Team</i> <i>Senior Project Manager</i>
1999 –2001	EServ, Inc. <i>President</i> <i>Project Manager</i>
1992 –1999	GTECH Corporation <i>Director of Computer Operations</i> <i>Control Room Manager</i> <i>Senior Control Operator</i>

EDUCATION & TRAINING

B.S., Louisiana State University, Baton Rouge.

Project Management Institute PMP-certified.

Project Management Training at Bryant University.

INFRASTRUCTURE PROJECT MANAGER

Javaid Vendal

CURRENT ROLE

Infrastructure Project Manager

RESPONSIBILITIES

Javaid will manage the Infrastructure Team from contract award through the final and successful delivery of the systems. He will lead a team of IT, central system, and network professionals toward a flawless delivery of all network and infrastructure hardware as well as central system software, in accordance with planned delivery and installation schedules.

EXPERIENCE

Javaid has more than 15 years of project management experience for product delivery and installation, including more than four years with GTECH working on lottery-related hardware and infrastructure projects. He successfully completed conversion projects for the Mexico, Manitoba, Virginia, and Oregon lotteries.

Javaid previously worked with Nortel and Solectron. At Nortel, he managed the engineering staff engaged in the design of telecommunications equipment. At Solectron, he managed an engineering team providing design and testing services to various Fortune 500 customers: CISCO, Lucent, Nortel, and EMC.

2004 – Present	GTECH Corporation <i>Senior Hardware Project Manager (PM)</i> <i>Senior Infrastructure PM</i>
1999 – 2003	Solectron Corporation <i>Manager, Design and Testing Services</i>
1995 – 1999	Nortel Corporation <i>Manager, Hardware Design</i>

EDUCATION & TRAINING

M.S., mechanical engineering, Texas A&M University, College Station, Texas.

Project Management Institute (PMI) – Project Management Professional (PMP) Certification.

Professional Engineer.

Telecommunications and PM seminars.

SENIOR VICE PRESIDENT (SVP), CORPORATE AFFAIRS

Robert Vincent

CURRENT ROLE

Senior Vice President of Corporate Affairs

RESPONSIBILITIES

Bob will be responsible for managing GTECH and Lottomatica Group's internal and external corporate communications, including all media and public relations activities worldwide. Bob provides support activities in Compliance, Investor Relations, Business Development, Marketing Communications, and Government Relations. He is also responsible for leading GTECH's Corporate Social Responsibility efforts in the area of Community Relations, Responsible Gaming, and Charitable Giving.

EXPERIENCE

For GTECH, Bob has served as an external consultant, Vice President of Business Development for Dreamport (GTECH's former gaming and entertainment subsidiary), and, most recently, as the Vice President of Corporate Communications.

Before joining GTECH, Bob was a Senior Partner at RDW Group, a regional advertising and public relations company in Rhode Island. He also served in senior policy and administrative positions in Rhode Island government including the Governor's Office, Secretary of State's Office, and the Providence Mayor's Office. In addition, he has led community and government affairs efforts at Brown University.

1996 – Present	GTECH Corporation <i>Senior Vice President of Corporate Affairs</i>
1993 – 1995	Independent Public Affairs Consultant
1989 – 1993	RDW Group <i>Senior Partner</i>

EDUCATION & TRAINING

B.S., political science, University of Rhode Island.

DATABASE ADMINISTRATOR

Jonathan Vore

CURRENT ROLE

Database Administrator/Operations Analyst

RESPONSIBILITIES

Jon supports the Texas Operations staff as well as the Marketing Team in day-to-day performance of essential job duties. His focus is on identifying and extracting critical data in order to support data analysis. He provides root-cause analysis for system-related issues, and where possible, anticipates and fixes potential problems before they occur. Jon is the liaison between TLC employees and technical staff.

Jon will play a key role in data conversion and analysis, performing testing, documentation, and training. He will help ensure that ongoing operations processes run smoothly and seamlessly during the conversion.

EXPERIENCE

In his 13 years of GTECH experience, Jon has held technical positions including Software Quality Assurance Testing and Systems Administration, as well as managerial positions including Operations Manager for Texas and New Mexico jurisdictions. In addition, he has supported Operations projects for other jurisdictions including the New York and Arizona conversions, New Mexico start-up, and Commercial Services.

2009 – Present	GTECH Corporation <i>Database Administrator</i> <i>Operations Analyst</i>
2004 – 2008	Multi-Media Games <i>Project Manager</i>
1992 – 2004	GTECH Corporation <i>Systems Administrator</i> <i>Operations Manager</i> <i>Software Quality Assurance</i> <i>Computer Operations</i>

EDUCATION & TRAINING

A.A.S., business, Tarrant County Community College.

UNIX Levels I – II and System Administration.

Sybase: Introduction to SQL, Fast Track to SQL 11.

VMS System Administration and VMS System Security.

TCP/IP Fundamentals.

Fourth Generation Management.

FIELD SERVICE MANAGER

Information Redacted
§552.101/466.022/552.139

Hal Walker

CURRENT ROLE

Senior Field Services Manager

RESPONSIBILITIES

Hal will be directly responsible for Texas Field Services, managing all aspects of normal operations and special field service projects. He will be responsible for terminal maintenance, repairs, and movement across the entire state. Hal will work closely with the National Response Center to monitor all service queues, the sales force to anticipate retailer or special event requirements, and the operations staff to ensure smooth transitions to new communications and software functions throughout the new contract.

During conversion, Hal will serve as the Texas-based Network Rollout Manager and the Texas Terminals Project Manager. In these roles, he will work closely with the corporate-based Network Rollout Manager and Terminals Project Manager to ensure timely delivery and installation of terminals and communications network.

EXPERIENCE

For the past nine years, Hal has developed strong working relationships with TLC staff. His knowledge of the Texas Lottery structure and requirements is a valuable asset for the GTECH Texas effort. Hal works closely with team members as a leader and mentor to ensure prompt, professional field service on every level.

Hal has been instrumental in many Texas Lottery projects, including the ISYS® conversion for 16,000 retailers, Instant Ticket Vending Machine (ITVM) upgrade during the Intralot merger, shift to wireless for 6,000 locations, Self-Service Terminal (SST) installs at more than 800 retailers, and ((check-a-ticket) installations at more than 10,000 locations.

1986 – Present	GTECH Corporation
	<i>Senior Field Services Manager</i>
	<i>Field Services Manager - Louisiana</i>
	<i>Field Services Supervisor</i>
	<i>Coordinator</i>
	<i>Lead Bench Technician</i>
	<i>Bench Technician</i>
	<i>Customer Service Representative</i>
	<i>Delivery Representative</i>

EDUCATION & TRAINING

B.A., communications, California State University, Sacramento.

Electronics studies, U.S. Navy.

TEXAS SYSTEMS ENGINEER

Nick Watts

CURRENT ROLE

Systems Engineer

Information Redacted
§552.101/466.022/552.139

RESPONSIBILITIES

As a Systems Engineer, Nick is leading the technical strategy, system design, and implementation of the Texas Lottery conversion from ProSys to [REDACTED]. He will be responsible for coordinating the delivery and integration of all technology deliverables, including software, communications network, systems, and testing. Nick will also align technical requirements with customer requirements and develop gap analyses to determine the strengths and shortcomings of proposed solutions. In addition, he will support the review of requirements and the costing of technical solutions, and act as the main contributor to the development of architectural designs, change reviews and approvals, and readiness reviews.

EXPERIENCE

Nick designed and developed the GTECH [REDACTED] for the Texas Lottery using Windows Mobile 6.1 Motorola devices, data collection, forms, workflow, and integrated business intelligence. He implemented the [REDACTED] framework, allowing integration of business processes for the Lottery domain into the account management and software development life cycle. Nick designed Single Ticket Accounting and activations at the point-of-sale.

Previously, Nick was an IT services architect and process engineer for [REDACTED] implementation into GTECH's centers of technology around the world to promote service delivery and service support.

Nick is a recipient of the prestigious GTECH President's Award for Innovation in Technology.

1999 – Present	GTECH Corporation
	<i>System Engineer</i>
	<i>Software Engineer</i>
	<i>Infrastructure Engineer</i>
	<i>IT Services Architect</i>

1997 – 1999	CALM Services
	<i>Computer Programmer</i>

EDUCATION & TRAINING

Compaq Alpha Systems Engineer Accreditation, Open VMS & Tru64 Unix V5.0+.

ITIL Service Management – Manager's Certificate (Masters).

ITIL Foundations Certificate.

The Open Group Architecture Framework V8.1 (TOGAF) Certified Practitioner.

COMMUNICATIONS PROJECT MANAGER

Thomas West

CURRENT ROLE

Technology Manager

RESPONSIBILITIES

As Communications Project Manager, Tom will coordinate the design, configuration, installation, and testing of the hardware and peripherals associated with the communications network. He will assign the resources responsible for delivery of the project. Although the upfront staging of this work will be performed in the Rhode Island headquarters to ensure a solid baseline is working before shipment, Tom will also coordinate whatever tasks are required on site to ensure a successful installation.

EXPERIENCE

Tom has more than 30 years of senior technical and field engineering experience. He specializes in LAN design, connectivity, and implementation. Tom has served as a technical advisor to GTECH on numerous projects, including the Arizona, Argentina, Barbados, Beijing, Brazil, California, Chile, Columbia, Florida, Georgia, Idaho, Iowa, Indiana, Israel, Kansas, Kentucky, Korea, Louisiana, Malaysia, Massachusetts, Mexico City, Michigan, Missouri, Morocco, Nebraska, New York, New Jersey, Ohio, Shenzhen, Singapore, South Africa, South Australia, Sweden, Switzerland, Taiwan, Texas, Tri-State, Trinidad, United Kingdom, Washington D.C., Washington State, and Wisconsin Lottery proposals and implementations.

1991 – Present	GTECH Corporation <i>Technology Manager</i> <i>Senior Network Analyst</i> <i>Communications Analyst</i>
1987 – 1991	United Parcel Service (UPS) <i>PC Coordinator Field Supervisor</i>
1987 – 1989	APC Computer <i>Technical Specialist</i>
1986 – 1987	Systemized of New England <i>Field Engineer Territory Manager</i>

EDUCATION & TRAINING

M.B.A. candidate , Columbus University.

B.S., computer network systems, Alameda University.

Telecommunications degree, Northeastern University.

Business computers , University of Massachusetts.

Specialized technical training programs with UPS, Sharp Electronics, Epson, Savin Corporation, TCT

Technical Training, Cisco, and IBM.

SENIOR VICE PRESIDENT (SVP), GLOBAL TECHNOLOGY SOLUTIONS

Matthew Whalen

CURRENT ROLE

Senior Vice President of Global Technology Solutions

RESPONSIBILITIES

Matt will be accountable for technology delivery at an executive level. He will oversee the technology team that will deliver all aspects of the project, including requirements gathering, software development, implementation, and customer acceptance. He will work with the business leaders and the Lottery to ensure that system specifications are delivered on time, as agreed to, and with a high level of quality. He will also oversee the escalation of any issue, if necessary, to ensure timely decision-making and thus complete customer satisfaction.

EXPERIENCE

Matt currently serves as GTECH's Senior Vice President of Global Technology Solutions, responsible for the entire customer-facing technology organization, which comprises approximately 650 technology professionals around the globe. He has 15 years of lottery industry experience in various technology, engineering, and management positions. He is an experienced business professional with demonstrated success in designing, developing, deploying, and managing secure, high-volume transaction processing systems for the lottery industry. Matt has managed complex, large-scale, multi-million dollar projects related to product development and customer-focused systems integration.

In a previous role, as Vice President of Systems Engineering, Matt was responsible for the research and development activities of the company in the areas of product development, enterprise architecture development, technology innovation, and hardware and network engineering.

1994 – Present

GTECH Corporation

Senior Vice President, Global Technology Solutions

Vice President, International Technology

Vice President, Systems Engineering (Research and Development)

Vice President, Systems Integration

Senior Director, Program Management

Project Director, New York Lottery Conversion

Director of Software Services, Eastern Region

Regional Software Manager

Software Engineer

EDUCATION & TRAINING

B.S., computer information systems, College of Saint Rose, Albany, New York.

Applied Associate's degree in science, computer science major, State University of New York, Morrisville.

REGIONAL MARKETING DIRECTOR

Nathanael Worley

CURRENT ROLE

Regional Marketing Director

RESPONSIBILITIES

Nat will provide corporate support for all marketing, sales, promotions, and game development activities. He will be responsible for supporting the design and administration of marketing functions related to product portfolio optimization, new game content, retailer programs, and strategic planning on an ongoing basis.

EXPERIENCE

Since joining GTECH in June of 1997, Nat has held several positions in GTECH's Corporate Marketing department, including positions in Business Communications, Retail and Strategic Marketing, and Field Marketing. As Regional Marketing Director, he works with a team of regional marketing directors to deliver marketing services to lotteries in the U.S. These services include game and portfolio management, retailer selection and optimization, promotion planning, and player and retailer analysis. He has developed marketing plans for GTECH customers in the U.S. and has worked on retail marketing initiatives including digital signage programs.

Before joining GTECH, Nat worked in program marketing for IESC, an economic development consulting organization that delivered marketing and technical assistance to businesses in Latin America, Asia, Africa, and the former Soviet Union.

1997 – Present	GTECH Corporation <i>Regional Marketing Director, U.S. Field Marketing</i> <i>Director, Strategic Marketing Initiatives</i> <i>Director, Business Proposals</i> <i>Manager, Business Communications</i>
1995 – 1997	IESC, Stamford, CT <i>Manager, Program Marketing</i>

EDUCATION & FIELD-RELATED TRAINING

M.A., comparative literature, University of California, Berkeley.

B.A., Russian, Amherst College, Massachusetts.

Studied strategic marketing communications, Northwestern University, Kellogg School of Management.

REGIONAL DIRECTOR, DATA CENTERS

Shawn Yetter

CURRENT ROLE

Regional Director, Data Centers

RESPONSIBILITIES

As part of the leadership team based in Texas, Shawn provides backup support to the Data Center of America's Director of Operations, the Director of Managed Services, and the Director of Production Support Services. She leads the operational teams for seven jurisdictions throughout the U.S.

EXPERIENCE

Shawn joined GTECH in February 1992. She has held multiple leadership positions, such as Site Control Room Manager, Software Quality Assurance Lead, Project Manager, and Global Operations Support and Technical Operations Training Manager. She has directly implemented or led aspects of more than 25 projects globally.

Through her many experiences delivering multiple aspects for projects around the world, Shawn has gained skills and capabilities, not only in the area of operations, but also in building customer relationships, implementing best practice processes, managing teams, scheduling and planning, and issue resolution.

1992 – Present

GTECH Corporation

Regional Director, Data Centers

Global Operations Support and Technical Operations Training Manager

Technical Training and Services Support Manager

Global Operations Support Manager

DCA Project Manager (Centralized data center)

Site Control Room Manager

Project Software QA Lead

Operator (I, II, III)

EDUCATION & TRAINING

Information Technology Infrastructure Library (ITIL) Release and Control certification.

Dale Carnegie Leadership certification.

Exhibit 2

Training Booklet

Confidential



GTECH[®]
Architects of Gaming

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Exhibit 3

Retailer Manual - English

ALTURA GT-1200

Retailer Reference Guide

for Demo Terminal Application



Equipment Problems or Instant Ticket Orders
CALL GTECH HOTLINE 1-800-458-0884, OPTION 2 or 3
Hotline Operators are Available
24 Hours Seven Days a Week

Texas Lottery Customer Service
1-800-37-LOTTO (1-800-375-6886)
7:00 am - 5:30 pm Monday - Friday

6/2010

The intent of this Reference Guide is to describe a standalone demonstration application that is loaded on the terminal. As it is a standalone application, all features and functions will not necessarily work as they would if the terminal was On-Line. Therefore, there may be minor discrepancies between this reference guide and the demonstration application.

Texas Lottery Claim Centers



Texas Lottery Headquarters

Austin, Texas
611 E. 6th St. 78701
512-344-5000
1-800-375-6886

Abilene

209 S. Danville, Ste. C103, 79605
325-698-3926
Fax # 325-698-3257

Austin

611 E. 6th St., 78701
512-344-5252
Fax # 512-344-5151

Corpus Christi

4639 Corona, Ste. 19, 78411
361-853-4793
Fax # 361-853-4982

El Paso

401 E. Franklin St. Ste. 150, 79901
915-834-4920
Fax # 915-834-4905

Houston

1919 N. Loop West, Ste. 100, 77008
713-869-6451
Fax # 713-869-3754

Lubbock

6202 Iola Ave., Ste. 900 A, 79424
806-783-0602
Fax # 806-783-0615

Odessa

4682 E. University, 79762
432-550-6340
Fax # 432-368-7321

Tyler

3800 Paluxy Drive, Ste. 330, 75703
903-509-9008
Fax # 903-509-9309

Amarillo

7120 IH-40 West Ste. 110, 79106
Park West Office Center
806-353-0478
Fax 806-355-6239

Beaumont

6444 Concord Rd., 77708
409-347-0734
Fax # 409-347-0752

Dallas

1555 West Mockingbird Lane, Ste. 203
Oakbrook Plaza, 75235
214-905-4912
Fax # 214-905-9625

Fort Worth

4040 Fossil Creek Blvd. Ste. 102, 76137
817-232-9478
Fax # 817-232-9105

Laredo

1202 Del Mar Blvd., Ste 4, 78045
956-727-8750
Fax # 956-791-6412

McAllen

4501 West Business 83, 78501
956-630-2278
Fax # 956-630-4806

San Antonio

9514 Console, Ste. 111, 78229
210-593-0210
Fax # 210-593-0226

Victoria

2601 Azalea, Ste. 16, 77901
361-573-4185
Fax # 361-573-1290

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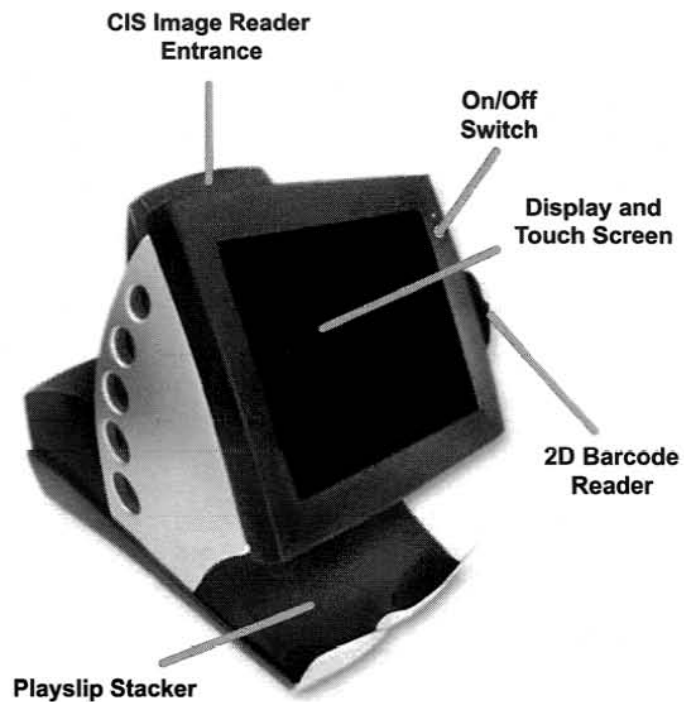
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The Altura GT-1200 Terminal



CLEANING INSTRUCTIONS

To clean the Altura GT-1200 terminal and peripherals, spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components clean.

NOTE: DO NOT spray the cleaner directly onto the touchscreen.

Helpful Tips For Playslips

INSERTING PLAYSLIPS

Insert playslips, one at a time, vertically (or horizontally, size permitting) into the middle of the Image Reader with the marked side facing the front. **DO NOT** insert instant tickets or On-Line tickets into the Image Reader.

For Instants and On-Line cashing, scan barcodes using the 2D Barcode Reader.



PLAYSLIP EDITING

If a playslip has been filled out incorrectly, an error message will display. You may correct the error on the screen or return the playslip to the player to be corrected.

Altura GT-1200 Screens

WELCOME SCREEN

Information Redacted
§552.101/466.022/552.139

HOME SCREEN

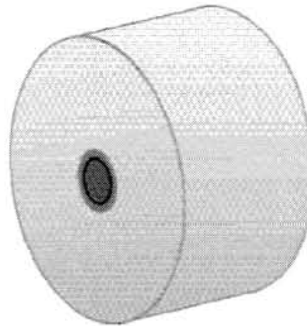
Altura GT-1200 Buttons

GAME BUTTONS

FUNCTION BUTTONS

Ticket Stock Reminders

1. **"First In - First Out"** - Use old boxes of ticket stock FIRST. The ticket stock is sturdy but over time can break down.
2. Ticket Stock boxes should be stored in a cool, dry place. To avoid damage, do not place them next to or on top of a heat source.
3. Keep Ticket Stock in the box that it was delivered in and keep the box sealed until you need to use it.
4. Be sure to keep rolls of ticket stock in their plastic bags until you are ready to load them into the terminal. They are light sensitive.
5. For security reasons, ticket stock CANNOT be transferred between retailers.



Paper Loading

CHANGING THE PAPER IN THE PRINTER

1. Press in the green latch button and open the paper cover on the printer.



2. Remove the used paper roll from the printer.



3. Place the new roll of paper in the printer with the paper unwinding from the bottom and close the cover so it latches securely.



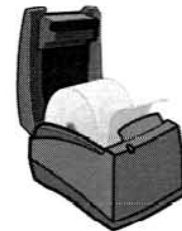
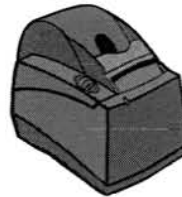
Note: The paper feeds automatically to align itself and cuts the excess paper.

Clearing Jams

CLEARING A PAPER JAM IN THE PRINTER

1. Press in the green latch button and open the paper cover on the printer.
2. Remove the jammed paper from the printer.
3. Place the new roll of paper in the printer with the paper unwinding from the bottom and close the cover so it latches securely.

Note: *The paper feeds automatically to align itself and cuts the excess paper.*



CLEARING A PAPER JAM IN THE TERMINAL

1. Push in the button on the top of the retailer display.
2. Pull the retailer display toward you.
3. Push the green button down to open the reader door.
4. Remove the jammed playslip or receipt.
5. Close the reader door firmly.
6. Close the retailer display.

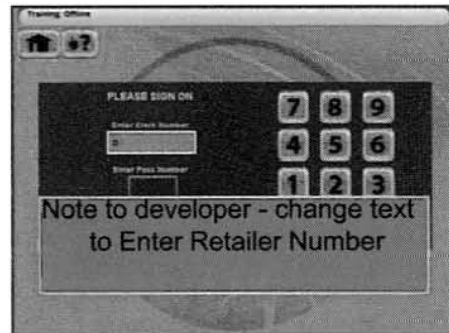
Sign On

On the Welcome Screen

1. Touch Sign On.



- The screen displays:



- 2.

Sign Off

1. Touch Sign Off.



- A confirmation displays.



2. Touch **Yes** to confirm Sign Off and you are prompted to Please Sign On.

OR

Touch **No** to not Sign Off and continue using the terminal offline.



Note: You are not allowed to Sign Off and will get an error message, if there is a wager still in process.

Pause / Stop

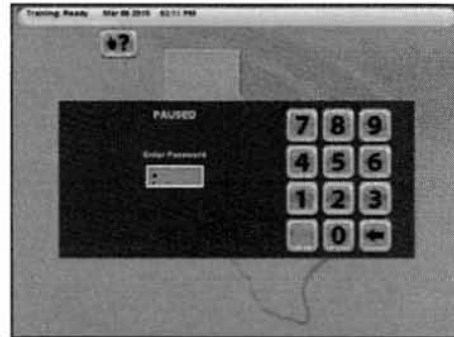
PAUSE

Pause mode puts the terminal into a Paused/Locked mode until you enter your password.

1. Touch **Pause**.



- The screen displays:



2. Enter your password to unlock the terminal.

Note: If the password is entered incorrectly three (3) times, you will be required to sign on again to the terminal.

STOP

Pressing **STOP** halts any pending transactions that have not been sent to the Central System.

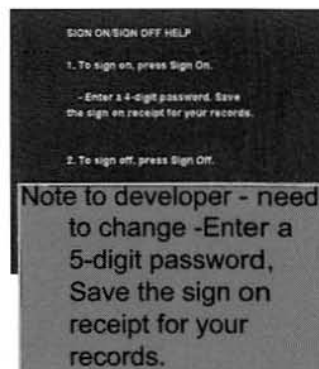


Help

GENERAL HELP

Displays a submenu of General Help topics.

1. Touch **Help**.
2. Touch the button that corresponds to the topic for which you would like help.
For example, press the **Sign On/Off** button.
3. The terminal displays text help for that item.
4. Touch **Print** to print the topic.



CONTEXT HELP

Touch **Context Help** followed by the specific function for which help is desired.

1. Touch **Context Help**.
2. Touch the function button that corresponds to the subject matter for which you would like help, for example, **Reprints**.
3. The screen displays text help for that item.
4. Touch **Print** to print the topic.



Help

VIDEO HELP

1. Touch **Help**.



2. Touch **Video Help**.



3. Touch the button that corresponds to the topic for which you would like help from the 2 selections of Printer and Reader.

Printer is selected in this example.



4. The screen will display a short video with instructions for the selected function.
5. Touch **Pause** to pause the video.
6. Touch **Home** to return to the Home Screen.



Special Functions

- Touch **Terminal Settings**.



- Touch the desired function option.



NOTE: Some of these functions might not be enabled based on terminal configuration.

Special Functions

MAIL

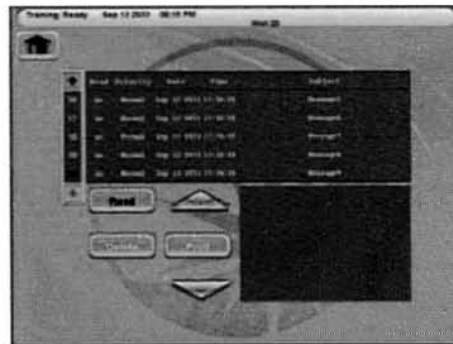
Use this service to obtain mail messages sent by the Lottery to selected terminals. Messages can be prioritized as **Normal** or **Immediate**. Upon receipt of a special message, a blinking mail prompt will remain on the status line until the message is read.

- **Immediate Messages** appear on the screen upon sign on or any time and must be read prior to performing any other action.
- **Normal Messages** are indicated in the status bar on the terminal in both signed on and signed off mode. If there are unread messages, the mail indicator will flash. These messages may be read at any time without interrupting terminal use. Only 10 messages can be viewed in the list. Older messages are replaced by an 11th message.

1. Touch **Mail**.

- Use the **scroll bar** to scroll to the message you would like to read.
- Use the **Up and Down arrows** to view the entire message.
- Touch **Read** to read the message.
- Touch **Print** to print the message.
- Touch **Delete** to delete the message from the list.

2. The screen displays:



Special Functions

NEWS

Use this service to retrieve News messages sent by the Lottery. News messages can be printed by touching **Print**.

DIAGNOSTICS

Use this service to access terminal diagnostics functions.

- Touch **Diagnostics**.



- Touch the desired diagnostics function (refer to functions on the following page).

VOLUME CONTROL

Select this function to adjust the terminal volume. Use the horn icon to increase or decrease the volume.

INSTANT TICKET DEVICES LIST

Select this function to view a list of attached instant ticket devices.

FST SIGN ON / SSR SIGN ON

FST FUNCTIONS / SSR FUNCTIONS/ACTIVITY LOG/ITVM SERVICE MENU

These options are used by the Field Service Technicians and Sales Representatives to access service functions. Once the FST or LSR is logged in, the appropriate functions are made available.

ITVM ALARM

Select this function to activate and deactivate the alarm of a connected Instant Ticket Vending Machine (ITVM).

Online Validation

ONLINE VALIDATION

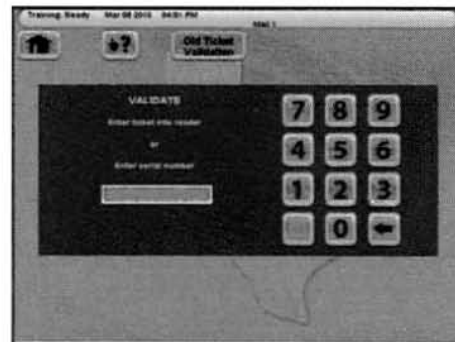
Provides the retailer with the ability to validate an On-Line game ticket. A separate receipt is printed for the player and the retailer.

1. Touch the **Online Validation** function from the Home Screen.



The terminal displays the Validate entry screen:

2. Scan the ticket using the image reader or the 2D Barcode Reader OR enter the number manually by touching the screen keypad.



After the last digit of the ticket number is entered, the ticket information is communicated to the host.

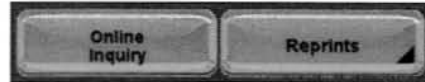
If there is an error, an error message displays.

If the ticket can be validated, a confirmation screen displays with the ticket number, the winning amount and a serial number.

3. Touch the **OK** button to acknowledge the winning amount and return again to the Validate entry screen to validate another entry.

Online Functions

- Touch **Online Functions**.
- Touch the desired function option.



ONLINE INQUIRY

Provides the retailer with the ability to inquiry if an On-Line ticket might be a winner.

1. Touch **Online Inquiry** from the Online Functions menu.

The terminal displays the Inquiry entry screen:

2. Scan the ticket barcode using the image reader or 2D Barcode Reader OR enter the number manually by touching the screen keypad.



After the last digit of the ticket number is entered, the ticket information is communicated to the host.

If there is an error, an error message displays.

If the ticket is confirmed by the host, a confirmation screen displays with the ticket number, and the winning amount, although the ticket is not validated.

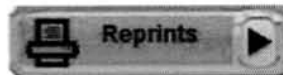
3. Touch the **OK** button to acknowledge the inquiry and return to the Home Screen.

On-Line Functions

REPRINTS

Provides the retailer with the ability to reprint the receipt for the last transaction printed.

1. Touch the **Reprints** function from the Online Functions menu.



2. The terminal displays the four options:

- **Last Transaction** - Prints a receipt for the most recent receipt transaction of any type that was processed by the terminal.
- **Last Play** - Prints a receipt for the last game play processed by the terminal.
- **Last Validation** - Prints a receipt for the most recent validation.
- **Last Cancellation** - Prints a receipt for the most recent cancellation.



3. Select the desired option and the Reprint prints automatically.

Cancellations

CANCELLATIONS

Only *Pick 3™* and *Daily 4™* tickets can be cancelled and the Cancel function is located on these game screens only.

1. Touch the **Cancel** button on the *Daily 3* or *Daily 4* game screen.

The terminal displays the cancel ticket screen:



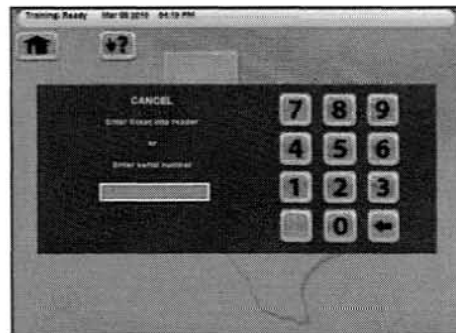
2. Scan the ticket using the image reader or the 2D Barcode Reader OR enter the number manually by touching the screen keypad.

After the last digit of the ticket number is entered, the ticket information is communicated to the host.

If there is an error, an error message displays.

If the ticket can be cancelled, a confirmation screen displays with the ticket number information along with an OK button.

3. If the information is correct, touch the **OK** button to acknowledge and return to the Main screen.
4. A cancellation authorization receipt will automatically print.
5. The ticket, if entered into the image reader, will be branded as cancelled.



Reports

REPORTS

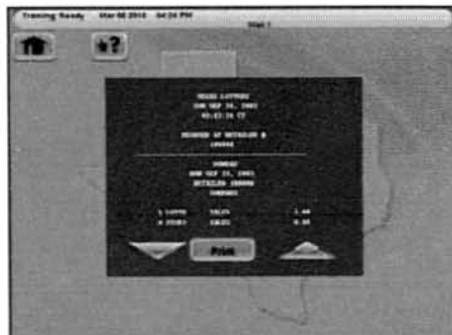
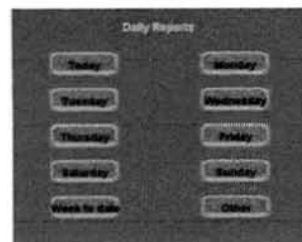
Provides the retailer with the ability to obtain reports for On-Line sales and games.



DAILY

The Daily Report provides a summary of all sales activity for the selected day.

1. Touch **Reports** from the On-Line Functions menu.
2. The Daily Reports screen displays.
3. Select Today, another day of the week, Week to date or Other to enter a specific date.
4. The selected report displays. Use the **Up and Down arrows** to scroll through the report as needed.
5. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.

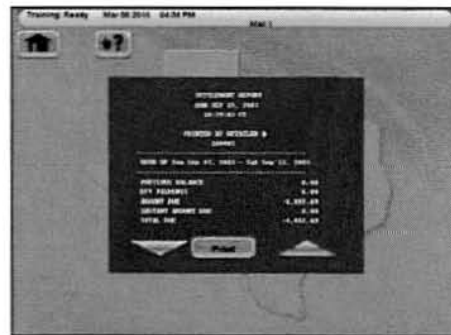
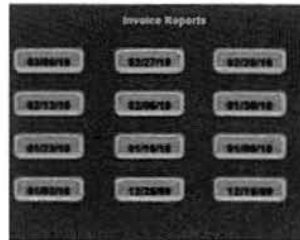


Reports

INVOICE

The On-Line Invoice report is a summary of the On-Line activity for your retailer location for the week.

1. Touch **Reports** from the Home Screen.
2. Select the Invoice option. The Invoice screen displays.
3. Select the week for which you would like to produce the Invoice report.
4. The report displays.
Use the **Up and Down arrows** to scroll through the report as needed.
5. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Reports

PAYOUT SUMMARY REPORT

The Payout Summary report is a summary of the payouts made from the terminal for the current week.

1. Touch **Reports** from the Home Screen.
2. Select the **Payout Summary Report** option.
3. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
4. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Reports

RECENT WINNING NUMBERS REPORT

This report lists the winner information for a selected game and a selected date.

1. Touch **Reports** from the Home Screen.
2. Select the **Winner Information** option. The Game Results screen displays.
3. Select the game for which you would like to produce the report.
4. Enter the date for which you would like to produce the report or touch **Send** for the most recent draw.
5. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
6. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Reports

ALL WINNING NUMBERS REPORT

The All Winning Numbers report lists the Winning Numbers for all games for the most recent draw.

1. Touch **Reports** from the Home Screen.
2. Select the **All Winning Numbers** option. The Game Results screen displays.
3. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
4. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.

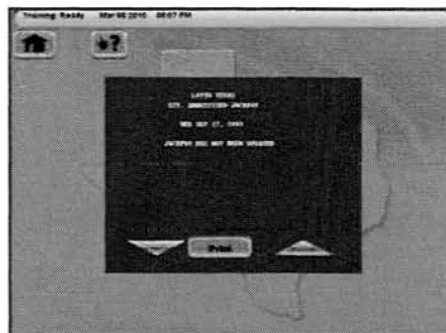
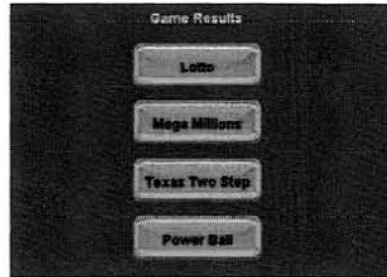


Reports

CURRENT JACKPOT REPORT

The Current Jackpot screen displays the current jackpot totals for a selected Jackpot game.

1. Touch **Reports** from the Home Screen.
2. Select the **Current Jackpot** option. The Game Results screen displays.
4. Select the game for which you would like to produce the current jackpot report.
5. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
6. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.

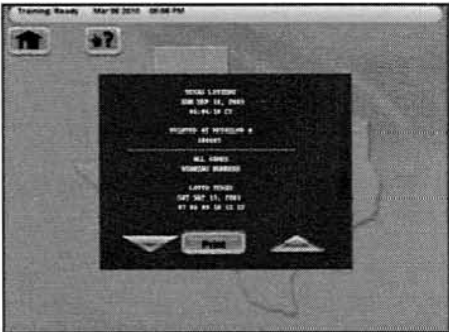
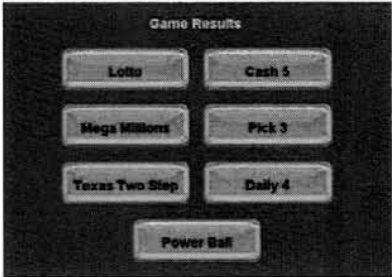


Reports

WINNING NUMBERS BY DATE REPORT

The Winning Numbers report lists the Winning Numbers, Draw Date and Draw Data for a selected game.

1. Touch **Reports** from the Home Screen.
2. Select the **Winning Numbers** option. The Game Results screen displays.
3. Select the game for which you would like to produce the winning numbers report.
4. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
5. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Reports

ALL JACKPOT REPORT

The Current Jackpot screen displays the current jackpot totals for all Jackpot games.

1. Touch **Reports** from the Home Screen.
2. Select the **Current Jackpot** option. The Game Results screen displays.
3. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
4. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Instant Validation

INSTANT VALIDATION

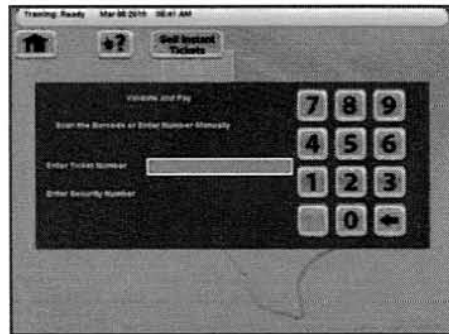
Provides the retailer with the ability to validate an instant ticket. A separate receipt is printed for the player and the retailer.

1. Touch **Instant Validation** from the Home Screen.
2. Scan the ticket using the 2D Barcode Reader OR use the keypad to manually enter the ticket number.
3. After the last digit of the ticket number is entered, the ticket information is communicated to the host.

If there is an error, an error message displays.

If the ticket can be validated, a confirmation screen displays with the ticket number, the winning amount and a serial number.

4. Touch the **OK** button to acknowledge the winning amount.



Instant Functions

- Touch **Instant Functions**.



- Touch the desired function option.



NOTE: Some of these functions might not be enabled based on terminal configuration.

Instant Functions

ORDER CONFIRMATION

Use to confirm delivery of order. All orders are to be confirmed within 24 hours of receipt. What does it mean to CONFIRM an order of Scratch-Offs? Confirm means you have received your order into inventory and it is not out for sale.

Call the GTECH Hotline to report any discrepancies with your ticket order. Once the content of your ticket order has been verified against the packing list, do the following.

1. Touch **Instant Functions** from the Home Screen.
2. Touch the **Order Confirmation** function from the Instant Functions menu.
3. Scan the tracking number using the 2D Barcode Reader OR use the keypad to manually enter the order number and touch **Send**.
4. The order information is communicated to the host and is confirmed.
5. Touch the **OK** button at the Dispatch Acknowledgment screen.



Instant Functions

ACTIVATE PACK

What does it mean to **ACTIVATE** a pack of tickets? Once a pack is activated, the billing cycle starts. Typically retailers do not activate a pack of tickets until they place them out for sale. **ALL PACKS MUST BE ACTIVATED-- PRIOR TO PUTTING THE PACK OUT FOR SALE.**

1. Touch **Instant Functions** from the Home Screen.
2. Touch the **Activate Pack** function from the Instant Functions menu.
3. Scan the pack barcode tag using the 2D Barcode Reader OR use the keypad to manually enter the Game and Pack number and touch **Send**.
4. A confirmation screen displays. Touch the **OK** button at the confirmation screen.
5. The pack information is communicated to the host and the pack is activated. An activation receipt prints automatically.



Instant Functions

SETTLE PACK

When a pack is settled, it is charged to the retailer's account and payment is due at the end of the current invoice period. To manually settle a pack of tickets, do the following:

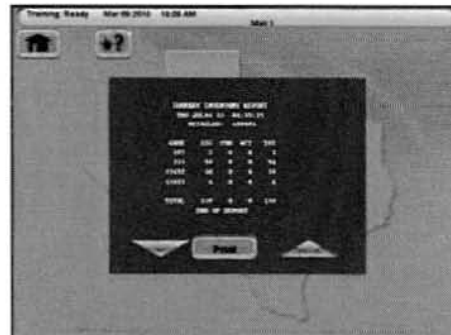
1. Touch **Instant Functions** from the Home Screen.
2. Touch the **Settle Pack** function from the Instant Functions menu.
3. Scan the pack barcode tag using the 2D Barcode Reader OR use the keypad to manually enter the Game and Pack number and touch **Send**.
4. A confirmation screen displays. Touch the **OK** button at the confirmation screen.
5. The pack information is communicated to the host to settle the pack. A settled pack receipt prints automatically.

Instant Functions

INVENTORY REPORTS

The Inventory Reports options provide access to the following Reports:
Inventory Sales Summary, Pack Status, Settled Pack, Available Inventory, and Top Prize Unclaimed.

1. Touch **Instant Functions** from the Home Screen.
2. Touch the **Inventory Reports** function from the Instant Functions menu.
3. Touch the button for the desired report.
4. Select/Enter the requested information as prompted.
5. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
6. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Instant Functions

TICKET BY TICKET REPORTS

The Inventory Reports options provide access to the following Reports: *Daily Sales, Weekly Sales, Daily Auto Settle Summary, Weekly Auto Settle Summary, Daily Auto Settle Detail, Weekly Auto Settle Detail, Pack Sales Detail, and Shift Report.*

1. Touch **Instant Functions** from the Home Screen.
2. Touch the **Ticket By Ticket Reports** function from the Instant Functions menu.
3. Touch the button for the desired report.
4. Select/Enter the requested information as prompted.
5. The report displays. Use the **Up and Down arrows** to scroll through the report as needed.
6. If desired, touch **Print** to print a copy of the report or touch **Home** to return to the Home Screen.



Sell Instant Tickets

SELL INSTANT TICKETS

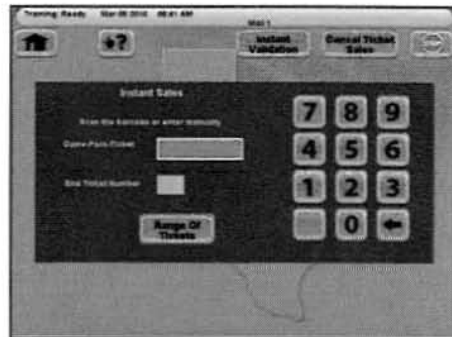
The Sell Instant Tickets function provides the ability to track instant ticket sales.

1. Touch **Sell Instant Tickets** from the Home Screen.
2. To sell a single ticket, scan the ticket barcode or manually enter the Game, Pack and Start Ticket number.

OR To sell more than one ticket, touch Range of Tickets and scan the ticket barcode or manually enter the Game number, Pack number and Start Ticket number. Enter the End Ticket number.
3. Completed transactions display in the sales display area on the bottom left of the screen.
4. Touch **Sales Log** to view the sales display, touch **Clear Log** to clear the sales display or **Print Log** to print it, if desired.

You may also Cancel Ticket Sales (p. 36) and Validate an Instant Ticket (p. 28) from this screen using the buttons on the top of the screen.

5. Proceed to Total the customer transactions (p. 38).

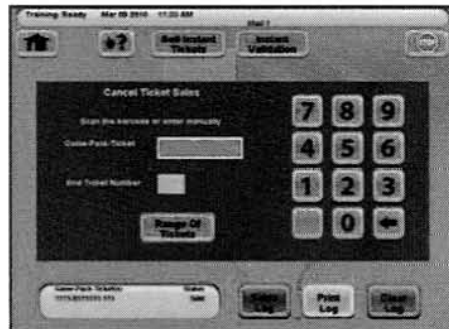


Sell Instant Tickets

CANCEL TICKET SALES

The Cancel Ticket Sales function provides the ability to cancel the sale of Scratch-Offs.

1. Touch **Sell Instant Tickets** from the Home Screen.
2. Touch **Cancel Ticket Sales**.
2. To cancel a single ticket, scan the ticket barcode or manually enter the Game, Pack and Start Ticket number.



- OR To cancel more than one ticket, touch Range of Tickets and scan the ticket barcode or manually enter the Game number, Pack number and Start Ticket number. Enter the End Ticket number.
3. Completed transactions display in the sales display area on the bottom left of the screen.
 4. Touch **Sales Log** to view the sales display, touch **Clear Log** to clear the sales display or **Print Log** to print it, if desired.

You may also Sell Scratch-Offs (p. 35) and Validate an Instant Ticket (p. 28) from this screen using the buttons on the top of the screen.

5. Proceed to Total the customer transactions (p. 38).

Selling On-Line Games - Playslip

PLAYSLIP METHOD

The Altura GT-1200 terminal has been designed to allow continuous feeding of playslips, even though a transaction might not be fully processed.

- Insert the completed On-Line game playslip into the reader vertically or horizontally (size permitting), with the marked side facing toward you.
- A confirmation screen will appear for *Pick 3* and *Daily 4* wagers of \$6 and above and for Repeat and Multi-Draw wagers*. Touch **Yes** to continue with the wager or **No**, if the customer does not agree to the amount shown.
- Ticket(s) print automatically.



- * Confirmation screens do not appear for \$5 *Mega Millions* tickets or *Powerball* tickets that have been "Megapplied" or "Power Played" - \$10 wagers.

Selling On-Line Games - Total Screen

TOTAL SCREEN

As transactions are being made for the current customer they are displayed in the Total section of the Home Screen at the bottom of the page.

1. Touch the **TOTAL** button from the Home Screen after completing the transactions for each customer.

The Total Screen displays showing the Grand Total for the transactions.

A negative sign indicates an amount owed to the customer.

A positive amount indicates an amount owed to the retailer.

2. Enter the cash amount received from the customer using the numeric keypad.
3. Touch the **Total** button to total out the transaction.
4. Touch the **Print** button to print a receipt for the transaction.
5. Touch the **Clear** button to clear the transaction and return to the Home Screen to begin the next customer transaction.



Selling On-Line Games - Quick Pick

QUICK PICK METHOD

Select the Quick Pick button on the screen for any of the games with the **QP** designation under the wager amount. The system randomly picks numbers according to the individual game rules for the amount selected by the customer.

1. From the Home Screen, touch one of the **Quick Pick (QP)** buttons for the On-Line games.
2. For example, select **Lotto Texas QP**.

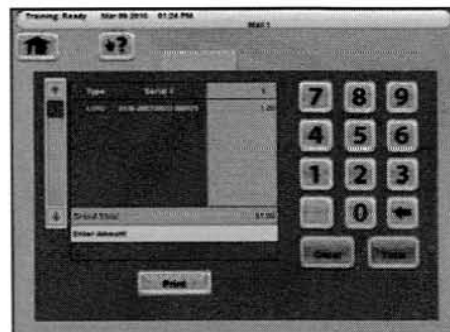
The screen will show the wager at the bottom of the screen. Quick Pick wagers default to \$1 wagers.

3. Press the **TOTAL** button.

The Total Screen displays indicating the wager and Grand Total.



4. Enter the amount due from the customer using the numeric keypad and touch **Total**.
OR
Touch **Clear** to clear the wager if the customer wishes to change their wager.
5. Touch **Print** to print the receipt to give to the customer.
6. Touch **Clear** to clear the wager and return to the Home Screen.



Selling On-Line Games - *Lotto Texas*®

LOTTO TEXAS MANUAL ENTRY

1. From the Home Screen, touch **Lotto Texas** to display the Entry Screen.
2. Select the number of **Boards** (1- 5).
3. Select the number of **Draws** (1 - 10).
4. Select the Number of Tickets (1 - 99).
5. Select **Jackpot Prize (Cash/ Annuity)**.
6. Touch **Quick Pick** to select a quick pick **OR** touch the **Manual Entry** button to access the 54 number selection screen.
7. Select the 6 numbers for the wager using the keypad.
8. Touch the **SEND** button to send the wager transaction to the host.

Selling On-Line Games - *Pick 3*TM

PICK 3 GAME MANUAL ENTRY

1. From the Home Screen, touch **Pick 3** to display the Entry Screen.
2. Select the desired play type (Exact, Any, Exact/Any, Combo).
3. Select the **Board Amount** (\$.50, \$1.00, \$2.00, \$3.00, \$4.00 or \$5.00).
4. Select the number of **Number of Tickets** (1 through 99).
5. The number of **Draws** (1-12).
6. Select the **Day of the Week** (Today or Mon through Sat).
7. Select the **Draw (Day/Night/Both)**.
8. Select the **Sum It Up**[®] option.
9. Touch **Quick Pick** to allow the system to choose the numbers **OR** select the 3 numbers for the wager using the keypad.

NOTE: You can cancel *Pick 3* tickets using the **Cancel** button on the top of the screen, if needed. Tickets must be cancelled within one hour of printing and prior to the drawbreak.

10. Touch the **SEND** button to send the wager transaction to the host.

Selling On-Line Games - *Powerball*®

POWERBALL GAME MANUAL ENTRY

1. From the Home Screen, touch **Powerball** to display the Entry Screen.
2. Select the number of **Boards** (1-5).
3. The number of **Draws** (1-10) defaults to 1 and may not be changed.
4. Select the number of **Number of Tickets** (1 to 99).
5. Select **Jackpot Prize (Cash/Annuity)**.
6. Select **Power Play**® (Yes/No)
7. Touch **Quick Pick** to allow the system to choose the numbers **OR** touch the **Manual Entry** button to access the 59 number selection screen.
8. Select the 5 numbers for the wager by touching the numeric keypad, then touch the **Power Ball** icon in the upper right corner and select a Powerball number (from 1-39).
9. Touch the **SEND** button to send the wager transaction to the host.

Selling On-Line Games - *Mega Millions*[®]

MEGA MILLIONS GAME MANUAL ENTRY

1. From the Home Screen, touch **Mega Millions** to display the Entry Screen.
2. Select the number of **Boards** (1-5).
3. The number of **Draws** (1-10) defaults to 1 and may not be changed.
4. Select the number of **Number of Tickets** (1 to 99).
5. Select **Jackpot Prize (Cash/Annuity)**.
6. Select **Megaplier**[®] (Yes/No)
7. Touch **Quick Pick** to allow the system to choose the numbers **OR** touch the **Manual Entry** button to access the 56 number selection screen.
8. Select the 5 numbers for the wager by touching the numeric keypad, then touch the **Mega Ball** icon in the upper right corner and select a Mega Ball number (from 1-46).
9. Touch the **SEND** button to send the wager transaction to the host.

Selling On-Line Games - *Daily 4*TM

DAILY 4 GAME MANUAL ENTRY

1. From the Home Screen, touch **Daily 4** to display the Entry Screen.
 2. Select the desired play type (Straight, Box, Str/Box, Combo, Front Pair, Mid Pair, Back Pair).
 3. Select the **Board Amount** (\$.50, \$1.00, \$2.00, \$3.00, \$4.00 or \$5.00).
 4. Select the number of **Number of Tickets** (1 through 99).
 5. The number of **Draws** (1-12).
 6. Select the **Day of the Week** (Today or Mon through Sat).
 7. Select the **Draw (Day/Night/Both)**.
 8. Select the **Sum It Up**[®] option.
 9. Touch **Quick Pick** to select allow the system to choose the numbers **OR** select the 4 numbers (or 2 numbers if playing Pair Play) for the wager using the keypad.
- NOTE:** You can cancel *Daily 4* tickets using the Cancel button on the top of the screen, if needed. Tickets must be cancelled within one hour of printing and prior to the drawbreak.
10. Touch the **SEND** button to send the wager transaction to the host.

Selling On-Line Games - *Texas Two Step*®

TEXAS TWO STEP GAME MANUAL ENTRY

1. From the Home Screen, touch **Texas Two Step** to display the Entry Screen.
2. Select the number of **Boards** (1-5).
3. The number of **Draws** (1-10) defaults to 1 and may not be changed.
4. Select the number of **Number of Tickets** (1 to 99).
5. Touch **Quick Pick** to allow the system to choose the numbers **OR** touch the **Manual Entry** button to access the 35 number selection screen.
6. Select the 4 numbers for the wager by touching the numeric keypad, then touch the **Bonus Ball** icon in the upper right corner and select a Bonus Ball number.
7. Touch the **SEND** button to send the wager transaction to the host.

Selling On-Line Games - *Cash Five*®

CASH FIVE MANUAL ENTRY

1. From the Home Screen, touch **Cash Five** to display the Entry Screen.
2. Select the number of **Boards** (1- 5).
3. Select the number of **Draws** (1 - 12).
4. Select the **Number of Tickets** (1 - 99).
5. Select **Advance Draws** (Today - Sat).
6. Touch **Quick Pick** to select a quick pick **OR** touch the **Manual Entry** button to access the 37 number selection screen.
7. Select the 5 numbers for the wager using the keypad.
8. Touch the **SEND** button to send the wager transaction to the host.

Glossary

2D Barcode Reader

A POS device used to scan industry standard barcodes identification or validation purposes.

Activated Book

The status of a pack of Scratch-Offs, which indicates to the Lottery that tickets are being sold from that pack.

Altura GT-1200 Terminal

The terminal placed at the retailer's location to sell On-Line tickets, validate winning tickets, and to provide the retailer with reports and other Lottery information. The terminal is linked to the Lottery's Central System.

Cancellation

A wager that the player wants to rescind and is canceled through the retailer terminal. The system marks a wager that has been canceled as VOID.

Only *Pick 3™* and *Daily 4™* tickets be cancelled. Tickets must be cancelled within one hour of printing and prior to the drawbreak.

CIS Reader

Reader in the terminal used for reading playslips.

Claim Period

The period of time in which holders of lottery tickets are entitled to claim prizes. Players must claim prizes prior to the 180th day following the draw date or for instant tickets, prior to the 180th day following the official "end of game" notice.

Draw

A function of an On-Line lottery game. Common variations are twice daily, daily and twice weekly. (The purpose of a draw is to select at random one or more winners for a varying level of prize values.) Rules vary by game type and by game and government regulations.

Draw Break

The time period prior to the drawing when On-Line tickets for a certain game can no longer be sold to a customer.

Glossary

Quick Pick Wagering (QP)

The host or retailer terminal generates some or all of the numbers of the wager for the player.

Exchange Ticket

The ticket that is printed after the original multi-draw ticket is validated as a winner before it's expiration. The substitute ticket is valid for the remainder of the interim draws or final draw.

Game Number

A unique number assigned to each game.

Prizes Cashed at Retailer

Prizes less than \$600 can be paid out at the retailer or any Texas Lottery Claim Center. Prizes over \$1 million must be claimed at Texas Lottery headquarters in Austin, Texas. All prizes must be claimed prior to the 180th day of the draw or official "end of game".

Book (Pack)

Each ticket in a pack is numbered. The number of tickets in a pack may range from 20 tickets to 150 tickets and each price point will have a standard pack value.

Book (Pack) Activation

Books (Packs) must be activated using the Altura GT-1200 terminal before they can be sold. It is necessary to activate books (packs) to signal the Central System that tickets from this pack are eligible for validation.

Book (Pack) /Ticket Number

Unique numbers that are assigned to individual tickets and books (packs) during the printing process.

Playslip

A paper selection method that allows a player to select their numbers prior to reaching the point of sale at a retailer location.

Glossary

Prize

The amount of winnings as indicated on a winning ticket by individual Lottery business rules.

Reprint

(a.k.a. Trace Ticket) A transaction originating at a retailer device for reconciliation purposes if the transaction is a wager. If the transaction is a receipt, a copy of the receipt would be produced. This transaction is usually performed if an original ticket does not contain data normally printed, due to a printing mechanism malfunction within the terminal. Reprints are restricted to the last transaction of the same type, for example, a reprint of a wager ticket is allowed only on the last wager initiated by that specific terminal.

Sales Representative (LSR)

The Lottery Sales Representative who is responsible for visiting retailer outlets to assist with point-of-sale material placement, promotions, and ticket handling. LSRs service assigned retailers in a specific geographic area.

Scratch-Offs

A lottery game in which the player buys a preprinted ticket with symbols hidden under the latex covering. The player removes (scratches) the latex and may determine "instantly" whether a prize has been won.

Terminal

A user-operated device attached to a LAN or WAN communications network whose function is to interact with the central system. Two types of terminals are defined by GTECH: a POA, or front-end terminal, and a management terminal. Each performs different functions.

Transaction

Any event stored in the system such as wagers, cancellations, validations, claims, refunds, special functions, and commands.

Validation Number

A unique number which appears on each ticket, which when entered into the Lottery's computer, identifies the ticket as a winner or non-winner. The validation number is also formatted as a barcode which permits the electronic reading of the validation number for faster processing.

Wager

An On-Line transaction made from a lottery terminal in which a ticket is printed at the terminal describing the details of the player's wager.

Terminal Messages

MESSAGE	DESCRIPTION
Signed Off	Terminal is signed off.
Ready	Terminal is in signed on state, ready for transactions.
Loading	Loading parameters after sign on.
Wait	Terminal in busy state waiting for a response from the ESTE.
Training	Terminal in training mode.
Host Training	Terminal is in host training mode.
Transaction in progress ..please wait	Terminal State appears when a transaction is in progress (in communication).
Function suppressed	Functionality is not available.
Service Disabled	ESTE system is disabled.
Busy Please Try Again Later	Terminal is busy with other transactions.
Draw Break	Draw Closed unsolicited message is received from ESTE.
Draw Break Over	Draw Open unsolicited message is received from ESTE.
Sign off before switching to Live System	If the clerk selects the TRAINING ON/OFF button when the terminal is signed on to ESTE
Device Not Available	If the sign type selected is not attached to the terminal.

Exhibit 4

Retailer Manual - Spanish

ALTURA GT-1200

Guía de Referencia para el Vendedor Detallista

*Para demostración de aplicación
de terminal*



**Si encuentra problemas con el equipo o con pedidos instantáneos
de boletos de lotería**

**LLAME A LA LÍNEA DIRECTA DE ATENCIÓN DE GTECH AL
1-800-458-0884; OPCIÓN 2 ó 3**

Hay disponibles operadores de la línea directa de atención
Las 24 horas del día, siete días a la semana

Servicio a Clientes de la Lotería de Texas

1-800-37-LOTTO (1-800-375-6886)
7:00 a.m. a 5:30 p.m. de lunes a viernes

3/2010

El propósito de esta Guía de Referencia es describir una demostración de aplicación autónoma que está cargada en la terminal. Dado que es una aplicación autónoma, no necesariamente trabajarán todas las características y funciones como si la terminal estuviese en línea. Por lo tanto, puede haber discrepancias menores entre esta guía de referencia y la aplicación de demostración.

Centros de Reclamo de la Lotería de Texas



Oficina principal de la Lotería de Texas

Austin, Texas
611 E. 6th St. 78701
512-344-5000
1-800-375-6886

Abilene

209 S. Danville, Ste. C103, 79605
325-698-3926
Fax # 325-698-3257

Austin

611 E. 6th St., 78701
512-344-5252
Fax # 512-344-5151

Corpus Christi

4639 Corona, Ste. 19, 78411
361-853-4793
Fax # 361-853-4982

El Paso

401 E. Franklin St. Ste. 150, 79901
915-834-4920
Fax # 915-834-4905

Houston

1919 N. Loop West, Ste. 100, 77008
713-869-6451
Fax # 713-869-3754

Lubbock

6202 Iola Ave., Ste. 900 A, 79424
806-783-0602
Fax # 806-783-0615

Odessa

4682 E. University, 79762
432-550-6340
Fax # 432-368-7321

Tyler

3800 Paluxy Drive, Ste. 330, 75703
903-509-9008
Fax # 903-509-9309

Amarillo

7120 IH-40 West Ste. 110, 79106
Park West Office Center
806-353-0478
Fax 806-355-6239

Beaumont

6444 Concord Rd., 77708
409-347-0734
Fax # 409-347-0752

Dallas

1555 West Mockingbird Lane, Ste. 203
Oakbrook Plaza, 75235
214-905-4912
Fax # 214-905-9625

Fort Worth

4040 Fossil Creek Blvd. Ste. 102, 76137
817-232-9478
Fax # 817-232-9105

Laredo

1202 Del Mar Blvd., Ste 4, 78045
956-727-8750
Fax # 956-791-6412

McAllen

4501 West Business 83, 78501
956-630-2278
Fax # 956-630-4806

San Antonio

9514 Console, Ste. 111, 78229
210-593-0210
Fax # 210-593-0226

Victoria

2601 Azalea, Ste. 16, 77901
361-573-4185
Fax # 361-573-1290

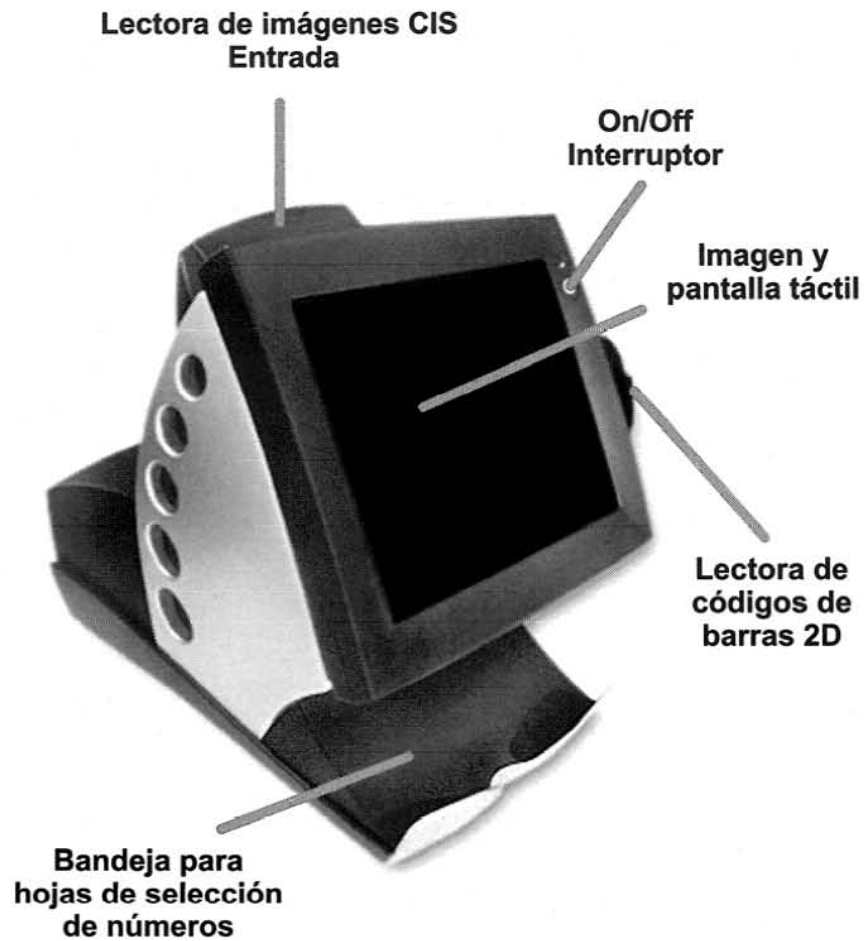
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La Terminal Altura GT-1200



INSTRUCCIONES DE LIMPIEZA

Para limpiar la terminal Altura GT-1200 y los periféricos, rocíe limpiador de vidrio sin amoníaco sobre un paño limpio, seco y sin pelusa y frote suavemente los componentes hasta limpiarlos.

NOTA: NO rocíe el limpiador directamente sobre la pantalla táctil.

Consejos útiles para llenar hojas de selección de números

CÓMO INTRODUCIR LAS HOJAS DE SELECCIÓN DE NÚMEROS

Introduzca las hojas de selección de números, una a la vez, verticalmente (u horizontalmente, si lo permite el tamaño) en la parte media de la lectora de imágenes con el lado marcado hacia el frente. **NO** introduzca en la lectora de imágenes boletos instantáneos ni boletos en línea.

Para cobrar premios de boletos instantáneos y en línea, escanee los códigos de barras utilizando la lectora de códigos de barra 2D.



CORRECCIÓN DE HOJAS DE SELECCIÓN DE NÚMEROS

Si una hoja de selección de números ha sido llenada erróneamente, aparecerá un mensaje de error. Puede corregir el error en la pantalla o devolver la hoja de selección de números al jugador para que la corrija.

Pantallas de la Altura GT-1200

PANTALLA DE BIENVENIDA

Information Redacted

§552.101/466.022/552.139

PANTALLA INICIAL

Botones de la Altura GT-1200

BOTONES DE JUEGO

Information Redacted
§552.101/466.022/552.139

BOTONES DE FUNCIÓN

Recordatorios de inventario de boletos

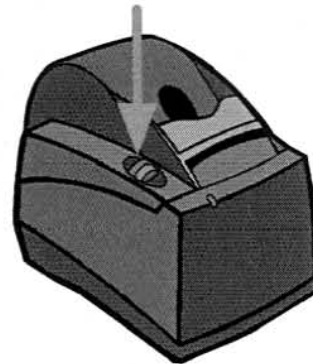
1. “Primero en llegar – Primero en salir” - Use PRIMERO las cajas anteriores de inventario de boletos. El material de los boletos es resistente, pero con el tiempo puede deteriorarse.
2. Las cajas con inventario de boletos deben almacenarse en un sitio fresco y seco. Para evitar daños, no las coloque cerca ni encima de una fuente de calor.
3. Conserve el inventario de boletos en la caja en que fue suministrado y mantenga sellada la caja hasta que necesite usar el material.
4. Asegúrese de conservar los rollos de papel para boletos en sus bolsas plásticas hasta el momento en que deban cargarse en la terminal. El papel es sensible a la luz.
5. Por motivos de seguridad, el papel para boletos **NO** se puede transferir entre vendedores detallistas.



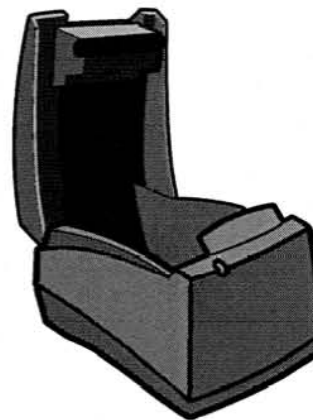
Carga del papel

CÓMO CAMBIAR EL PAPEL EN LA IMPRESORA

1. Presione la Tecla de pestillo verde y abra la cubierta del papel en la impresora.



2. Retire de la impresora el rollo de papel usado.



3. Coloque el nuevo rollo de papel en la impresora y asegúrese de que el papel desenrolle desde la parte inferior y cierre la cubierta para que enganche firmemente.



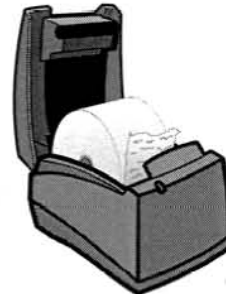
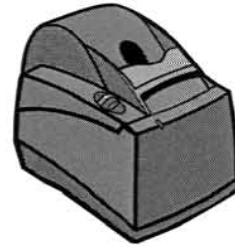
Nota: El papel se alimenta automáticamente para alinearse por sí solo y corta el exceso de papel.

Cómo despejar atascamientos

CÓMO DESPEJAR UN ATASCAMIENTO DE PAPEL EN LA IMPRESORA

1. Presione la Tecla de pestillo verde y abra la cubierta del papel en la impresora.
2. Retire de la impresora el papel atascado.
3. Coloque el nuevo rollo de papel en la impresora y asegúrese de que el papel desenrolle desde la parte inferior y cierre la cubierta para que enganche firmemente.

Nota: El papel se alimenta automáticamente para alinearse por sí solo y corta el exceso de papel.



CÓMO DESPEJAR UN ATASCAMIENTO DE PAPEL EN LA TERMINAL

1. Presione la Tecla en la parte superior de la pantalla detallista.
2. Jale la pantalla detallista hacia usted.
3. Presione la Tecla verde para abrir la puerta de la lectora.
4. Retire la hoja de selección de números o recibo atascado.
5. Cierre firmemente la puerta de la lectora.
6. Cierre la pantalla detallista.

Inicio de sesión

En la pantalla de bienvenida

1. Presione Sign On.



Information Redacted
§552.101/466.022/552.139

- Aparece la pantalla:



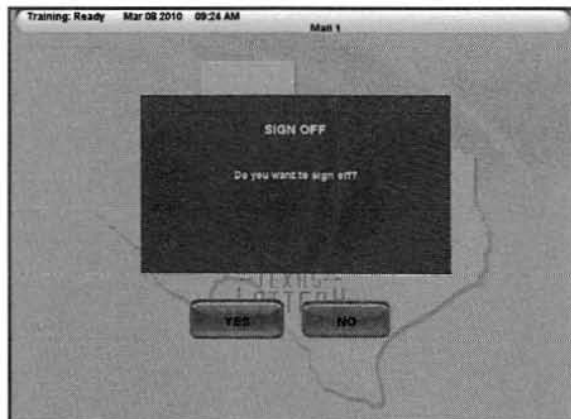
2. Use el teclado táctil numérico para introducir su número de detallista de 6 dígitos y el número de contraseña de 5 dígitos.
3. Si hay un mensaje de noticias, aparecerá automáticamente, o puede presione **Services**, después **Mail** o **News** para visualizar cualquier mensaje en la terminal. De lo contrario, aparecerá la Pantalla inicial.

Fin de sesión

1. Presione Sign Off.



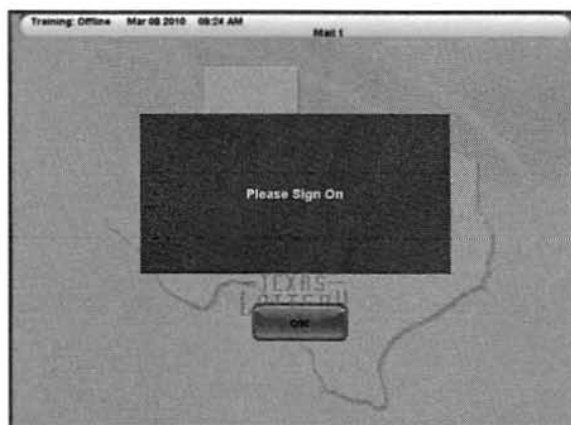
- Aparece la confirmación.



2. Presione **Yes** para confirmar el fin de la sesión y luego se le invita a iniciar una sesión.

O bien

Presione **No** para no finalizar la sesión y continuar utilizando la terminal fuera de línea.



Nota: Si hay una apuesta aún en proceso, no se le permitirá finalizar la sesión y aparecerá un mensaje de error.

Pausa / Parada

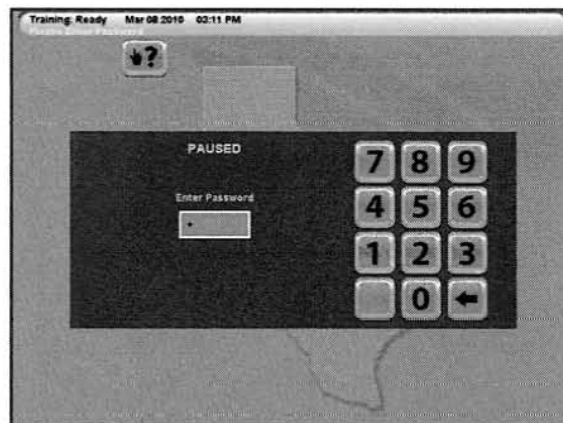
PAUSA

El modo pausa coloca a la terminal en modo Pausado/Bloqueado hasta que introduzca su clave.

1. Presione **Pause**.



- Aparece la pantalla:



2. Introduzca su clave para desbloquear la terminal.

Nota: Si se introduce erróneamente tres (3) veces la clave, tendrá que volver a iniciar una sesión en la terminal.

PARADA

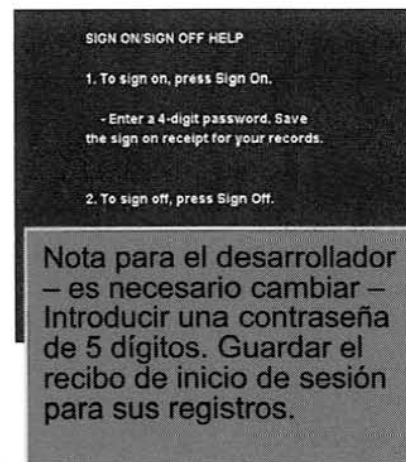
Al presionar **STOP** se detiene cualquier transacción pendiente que no haya sido enviada al Sistema central.



AYUDA GENERAL

Muestra un submenú de temas de Ayuda general.

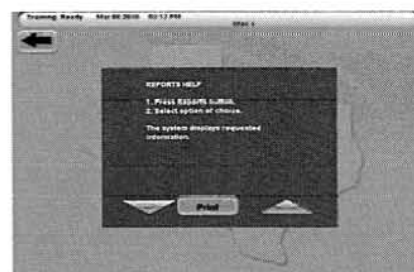
1. Presione **Help**.
2. Presione la Tecla que corresponda al tema para el cual desee obtener ayuda. Por ejemplo, presione la Tecla **Sign On/Off**.
3. La terminal muestra ayuda contextual para ese tema.
4. Presione **Print** para imprimir el mensaje.



AYUDA CONTEXTUAL

Presione **Context Help** y después la función específica para la cual se desea ayuda.

1. Presione **Context Help**.
2. Presione la Tecla de función que corresponde al tema para el cual necesita ayuda, por ejemplo, **Reprints**.
3. La pantalla muestra ayuda contextual para ese tema.
4. Presione **Print** para imprimir el mensaje.



Ayuda

AYUDA EN VÍDEO

1. Presione **Help**.

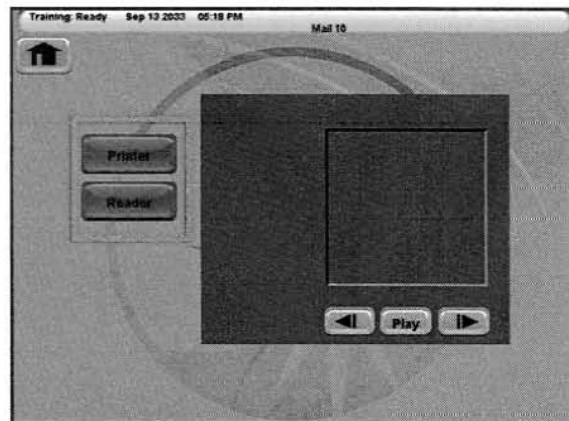


2. Presione **Video Help**.



3. Presione la Tecla que corresponde al tema para el cual desea ayuda desde las 2 selecciones de Printer (Impresora) y Reader (Lectora).

En este ejemplo se seleccionó Printer (Impresora).



4. En la pantalla aparecerá un corto vídeo con instrucciones para la función seleccionada.

5. Presione **Pause** para detener el vídeo.

6. Presione **Home** para regresar a la Pantalla inicial.



Funciones especiales

- Presione **Terminal Settings**.
- Presione la opción de función deseada.



NOTA: Algunas de estas funciones podrían no estar habilitadas dependiendo de la configuración de la terminal.

Funciones especiales

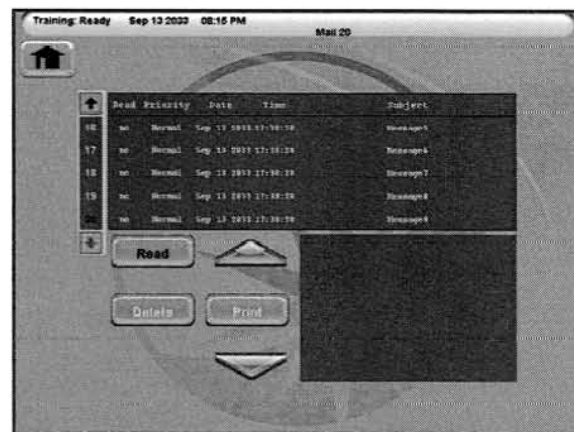
CORREO

Use este servicio para obtener mensajes de correo enviados por la Lotería a terminales seleccionadas. Los mensajes pueden priorizarse como **Normal** o **Immediate**. Al recibir un mensaje especial, un indicador intermitente de correo permanecerá en la línea de estado de sistema hasta que se lea el mensaje.

- **Los mensajes con prioridad "Immediate"** aparecen en la pantalla al iniciar la sesión en cualquier momento y es necesario leerlos antes de realizar cualquier otra acción.
- **Los mensajes con prioridad "Normal"** aparecen indicados en la barra de estado en la terminal en modo en línea o fuera de línea. Si hay mensajes sin leer, el indicador de correo se iluminará intermitentemente. Estos mensajes pueden ser leídos en cualquier momento sin interrumpir el uso de la terminal. En la lista pueden verse solamente hasta 10 mensajes. El onceavo mensaje reemplazará al mensaje más antiguo.

1. Presione **Mail**.

2. Aparece la pantalla:



- Use la **barra de avance** para llegar hasta el mensaje que desee leer.
- Use las **flechas hacia arriba y hacia abajo** para ver todo el mensaje.
- Presione **Read** para leer el mensaje.
- Presione **Print** para imprimir el mensaje.
- Presione **Delete** para borrar el mensaje de la lista.

Funciones especiales

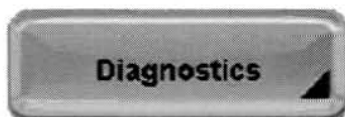
NOTICIAS

Use este servicio para recuperar mensajes de Noticias enviados por la Lotería. Presione **Print** para imprimir los mensajes nuevos.

DIAGNÓSTICO

Use este servicio para acceder a las funciones de diagnósticos de la terminal.

- Presione **Diagnostics**.



- Presione la función de diagnóstico deseada (consulte las funciones en la página siguiente).

CONTROL DE VOLUMEN

Seleccione esta función para ajustar el volumen de la terminal. Use el icono de bocina para subir o bajar el volumen.

LISTA DE DISPOSITIVOS DE BOLETOS INSTANTÁNEOS

Seleccione esta función para ver una lista de los dispositivos de boletos instantáneos conectados.

FST SIGN ON / SSR SIGN ON

FST FUNCTIONS / SSR FUNCTIONS/ACTIVITY LOG/ITVM SERVICE MENU

Estas opciones las utilizan los técnicos de servicio de campo y los representantes de ventas para acceder a las funciones de servicio. Cuando el técnico de servicio de campo o el representante de venta inician una sesión, aparecen disponibles las funciones apropiadas.

ITVM ALARM

Seleccione esta función para activar y desactivar la alarma de una máquina vendedora de boletos instantáneos (ITVM).

Validación en línea

ONLINE VALIDATION

Ofrece al Agente detallista la capacidad de validar un boleto de juego en línea. Se imprime un recibo separado para el jugador y otro para el vendedor detallista.

1. Presione la función **Online Validation** desde la Pantalla inicial.

En la terminal aparece la pantalla para entrada de datos de validación:

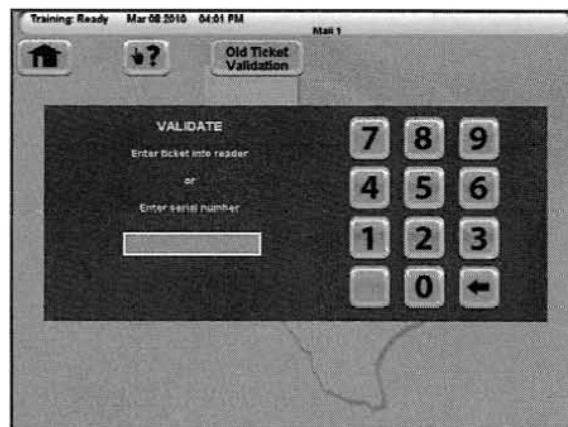
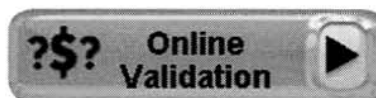
2. Escanee el boleto utilizando la lectora de imágenes o la lectora de códigos de barra de 2D, O bien, introduzca manualmente el número utilizando el teclado de la pantalla.

Después de introducir el último dígito del número del boleto, la información del boleto es comunicada al sistema principal.

Si hay un error, aparece un mensaje de error.

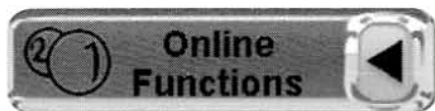
Si se puede validar el boleto, aparece una pantalla de confirmación con el número del boleto, la cantidad del premio y un número de serie.

3. Presione la Tecla **OK** para reconocer la cantidad del premio y volver nuevamente a la pantalla de entrada de datos de validación para validar otros datos.



Funciones en línea

- Presione **Online Functions**.



- Presione la opción de función deseada.



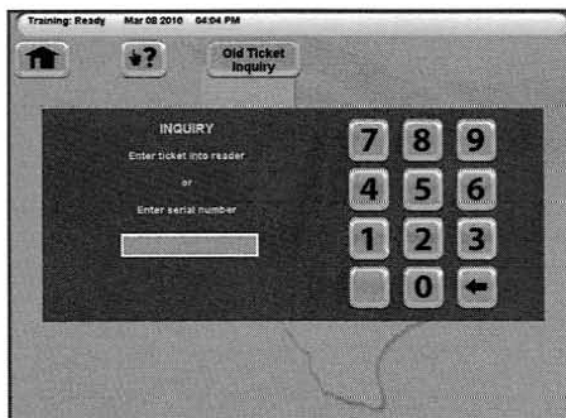
ONLINE INQUIRY

Ofrece al vendedor detallista la capacidad de consultar si un boleto en línea puede ser un ganador.

1. Presione **Online Inquiry** desde el menú Online Functions.

La terminal muestra la pantalla para entrada de consulta:

2. Escanee el código de barras del boleto utilizando la lectora de imágenes o la lectora de códigos de barras de 2D, O bien, introduzca manualmente el número utilizando el teclado de la pantalla.



Después de introducir el último dígito del número del boleto, la información del boleto es comunicada al sistema principal.

Si hay un error, aparece un mensaje de error.

Si el sistema principal confirma el boleto, aparece una pantalla de confirmación con el número del boleto, y la cantidad del premio, no obstante que el boleto no está validado.

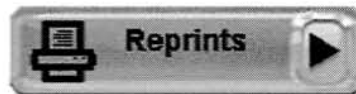
3. Presione la Tecla **OK** para reconocer la consulta y volver a la Pantalla inicial.

Funciones en línea

REPRINTS

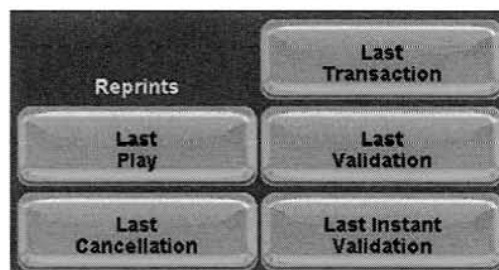
Ofrece al Agente detallista la capacidad de volver a imprimir el recibo de la última transacción impresa.

1. Presione la función **Reprints** desde el menú Online Functions.



2. La terminal muestra las cuatro opciones:

- **Last Transaction** - Imprime un recibo de la transacción con recibo más reciente de cualquier tipo que fue procesada por la terminal.
- **Last Play** - Imprime un recibo para la última jugada procesada por la terminal.
- **Last Validation** - Imprime un recibo para la validación más reciente.
- **Last Cancellation** - Imprime un recibo para la anulación más reciente.



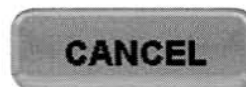
3. Seleccione la opción deseada y se volverá a imprimir automáticamente.

Cancelaciones

CANCELACIONES

Solamente se pueden anular los boletos de *Pick 3™* y *Daily 4™* y la función Cancel aparece solamente en las pantallas de estos juegos.

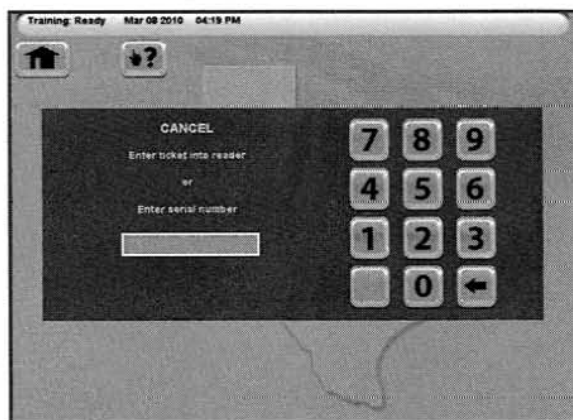
1. Presione la Tecla **Cancel** en la pantalla de los juegos *Daily 3* o *Daily 4*.



En la terminal aparece la pantalla para anular el boleto:

2. Escanee el boleto utilizando la lectora de imágenes o la lectora de códigos de barras de 2D, O bien, introduzca manualmente el número utilizando el teclado de la pantalla.

Después de introducir el último dígito del número del boleto, la información del boleto es comunicada al sistema principal.



Si hay un error, aparece un mensaje de error.

Si se puede anular el boleto, aparece una pantalla de confirmación con la información del número del boleto y también la Tecla **OK**.

3. Si la información es correcta, presione la Tecla **OK** para reconocerla y volver a la pantalla Principal.
4. Se imprimirá automáticamente un recibo de autorización de la anulación.
5. Si el boleto se introduce en la lectora de imágenes, se marcará como anulado.

Informes

INFORMES

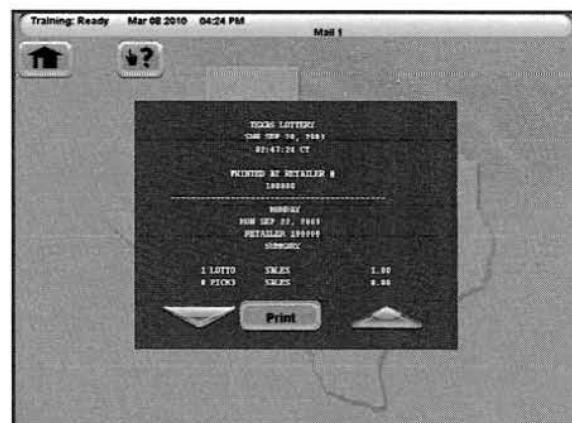
Ofrece al Agente detallista la capacidad de obtener informes para las ventas y juegos en línea.



DIARIAMENTE

El informe Daily Report ofrece un resumen de todas las actividades de ventas para el día seleccionado.

1. Presione **Reports** desde el menú de funciones en línea.
2. Aparece la pantalla Daily Reports.
3. Seleccione Today (Hoy), otro día de la semana, Week to date (Esta semana hasta la fecha) u Other (Otro) para introducir una fecha específica.
4. Aparece el informe seleccionado. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
5. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.

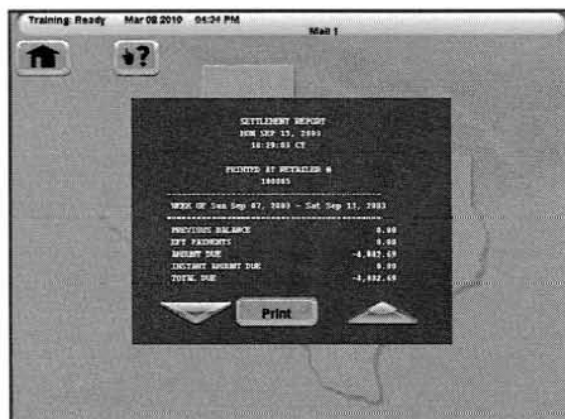
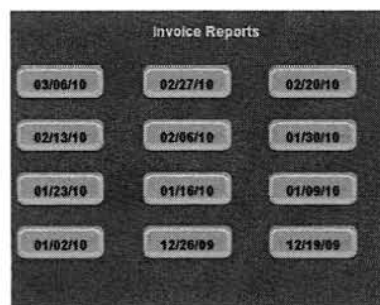


Informes

FACTURA

El informe en línea Invoice Reports es un resumen de la actividad en línea en su local de venta al detalle para la semana.

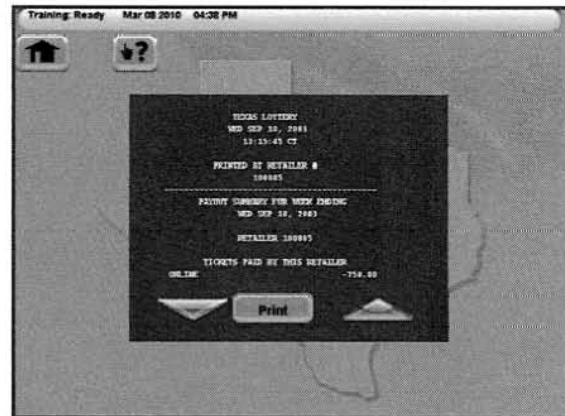
1. Presione **Reports** desde la Pantalla inicial.
2. Seleccione la opción Invoice.
Aparece la pantalla Invoice.
3. Seleccione la semana para la que desea producir el informe de facturas.
4. Aparece el informe.
Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
5. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.



INFORME RESUMEN DE PREMIOS PAGADOS

El informe Payout Summary es un resumen de los premios pagados desde la terminal durante la semana en curso.

1. Presione **Reports** desde la Pantalla inicial.
2. Seleccione la opción **Payout Summary Report**.
3. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
4. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.

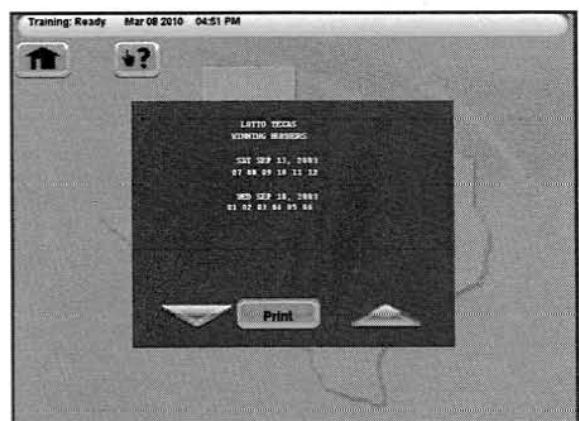


Informes

INFORME DE NÚMEROS GANADORES RECIENTES

Este informe presenta la información de ganadores para un juego seleccionado y una fecha seleccionada.

1. Presione **Reports** desde la Pantalla inicial.
2. Seleccione la opción **Winner Information**. Aparece la pantalla Game Results.
3. Seleccione el juego para el que desea producir el informe.
4. Introduzca la fecha para la cual desea producir el informe o presione **Send** para la información del sorteo más reciente.
5. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
6. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.

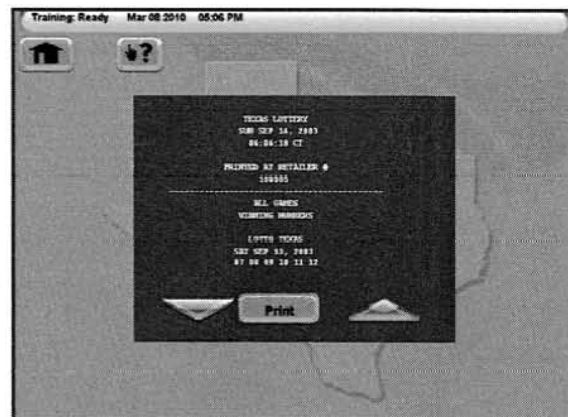


Informes

INFORME DE TODOS LOS NÚMEROS GANADORES

El informe All Winning Numbers incluye los números ganadores de todos los juegos del sorteo más reciente.

1. Presione **Reports** (Informes) desde la Pantalla inicial.
2. Seleccione la opción **All Winning Numbers**. Aparece la pantalla Game Results.
3. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
4. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.

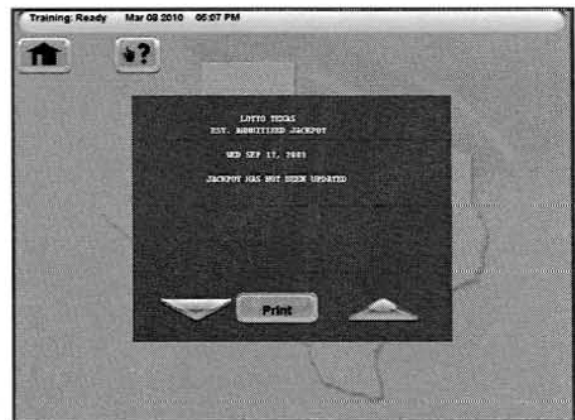


Informes

INFORME DE PREMIO MAYOR ACTUAL

La pantalla Current Jackpot muestra los totales de premios mayores actuales para los juegos de premio mayor seleccionados.

1. Presione **Reports** desde la Pantalla inicial.
2. Seleccione la opción **Current Jackpot**. Aparece la pantalla Game Results.
4. Seleccione el juego para el que desea producir el informe de premio mayor actual.
5. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
6. Si lo desea, presione Print para imprimir una copia del informe o presione Home para volver a la Pantalla inicial.

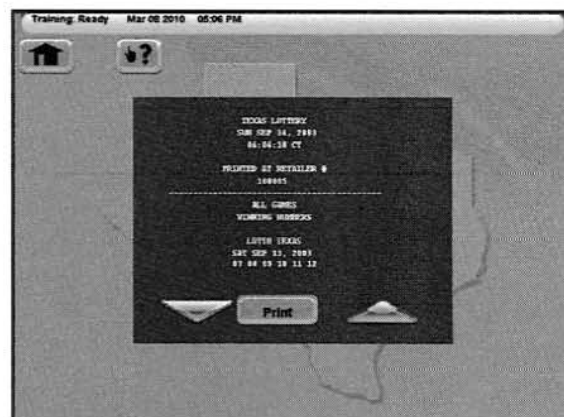


Informes

NÚMEROS GANADORES SEGÚN LA FECHA

El informe Winning Numbers incluye los números ganadores, la fecha del sorteo y los datos del sorteo para un juego seleccionado.

1. Presione **Reports** desde la Pantalla inicial.
2. Seleccione la opción **Winning Numbers**. Aparece la pantalla Game Results.
3. Seleccione el juego para el que desea producir el informe de números ganadores.
4. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
5. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.

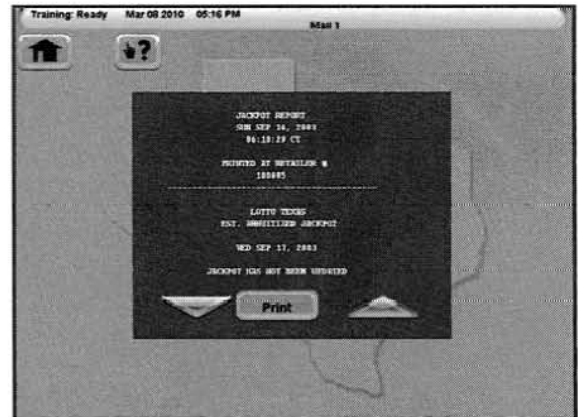


Informes

INFORME DE TODOS LOS PREMIOS MAYORES

La pantalla Current Jackpot muestra los totales de premios mayores actuales para los juegos de premio mayor.

1. Presione **Reports** desde la Pantalla inicial.
2. Seleccione la opción **Current Jackpot**. Aparece la pantalla Game Results.
3. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
4. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.



Validación instantánea

VALIDACIÓN INSTANTÁNEA

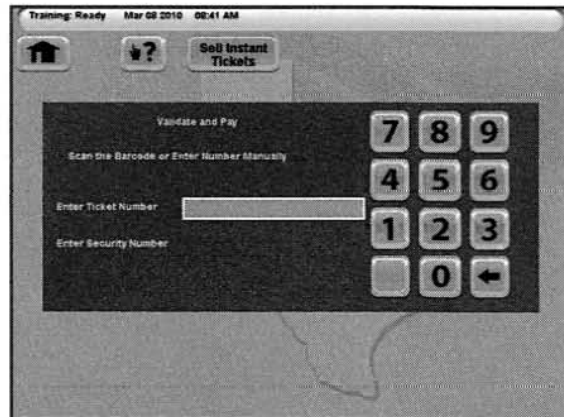
Ofrece al vendedor detallista la capacidad de validar un boleto instantáneo. Se imprime un recibo separado para el jugador y otro para el vendedor detallista.

1. Presione **Instant Validation** desde la Pantalla inicial.
2. Escanee el boleto con la lectora de códigos de barras 2D, O bien, use el teclado para introducir manualmente el número del boleto.
3. Después de introducir el último dígito del número del boleto, la información del boleto es comunicada al sistema principal.

Si hay un error, aparece un mensaje de error.

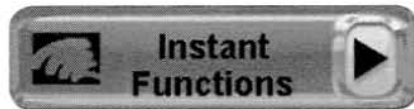
Si se puede validar el boleto, aparece una pantalla de confirmación con el número del boleto, la cantidad del premio y un número de serie.

4. Presione la Tecla **OK** para reconocer la cantidad del premio.

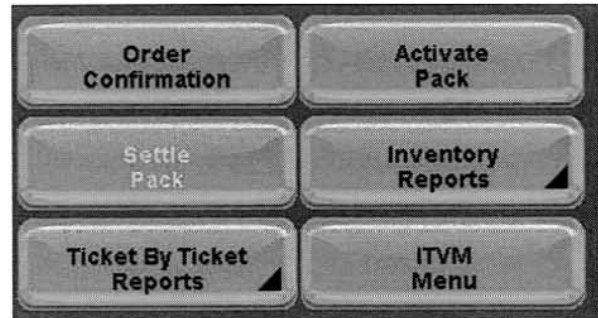


Funciones instantáneas

- Presione **Instant Functions**.



- Presione la opción de función deseada.



NOTA: Algunas de estas funciones podrían no estar habilitadas dependiendo de la configuración de la terminal.

Funciones instantáneas

CONFIRMACIÓN DE PEDIDOS

Use este informe para confirmar la entrega del pedido. Todos los pedidos deberán ser confirmados antes de 24 horas después de recibidos. ¿Qué significa CONFIRMAR un pedido de raspables o "Scratch-Off"? Confirmar significa que usted ha recibido su pedido en el inventario pero éste aún no está a la venta.

Llame a la línea directa de atención de GTECH para informar sobre cualquier discrepancia con su pedido de boletos. Después de verificar el contenido de su pedido de boletos con respecto a la lista de envío, haga lo siguiente.

1. Presione **Instant Functions** desde la Pantalla inicial.
2. Presione la función **Order Confirmation** desde el menú Instant Functions.
3. Escanee el número de rastreo con la lectora de códigos de barras 2D, O bien, use el teclado para introducir manualmente el número del pedido y presione **Send**.
4. La información es comunicada al sistema principal y recibe confirmación.
5. Presione la Tecla **OK** desde la pantalla de reconocimiento de envío Dispatch Acknowledgment.



Funciones instantáneas

ACTIVAR LOTE

¿Qué significa ACTIVAR un lote de boletos? La activación de un lote de boletos da inicio al ciclo de facturación. Típicamente, los Agentes detallistas no activan un lote de boletos antes de colocarlos a la venta.

ES IMPERATIVO ACTIVAR LOS LOTES DE BOLETOS ANTES COLOCARLOS A LA VENTA.

1. Presione **Instant Functions** desde la Pantalla inicial.
2. Presione la función **Activate Pack** desde el menú Instant Functions.
3. Escanee la etiqueta con el código del lote con la lectora de códigos de barras 2D, O bien, use el teclado para introducir manualmente el número del Juego y de Lote y presione **Send**.
4. Aparece una pantalla de confirmación. Presione la Tecla **OK** en la pantalla de confirmación.
5. La información del lote es comunicada al sistema principal y se activa el lote de boletos. Se imprime automáticamente un recibo de activación.



Funciones instantáneas

LIQUIDACIÓN DE LOTE

Al liquidar un lote de boletos, éste se carga a la cuenta del vendedor detallista y el plazo de pago vence al final del período actual de facturación. Para liquidar manualmente un Paquete, se debe hacer lo siguiente:

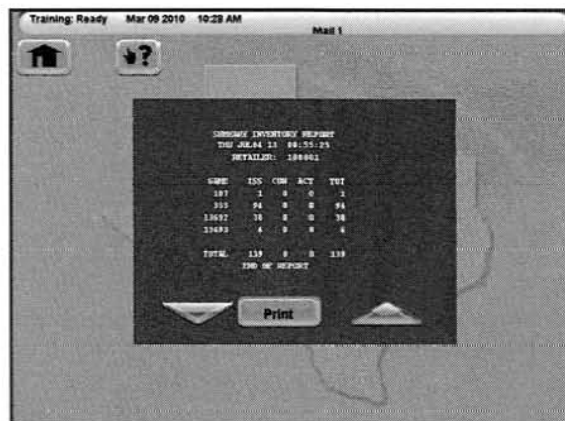
1. Presione **Instant Functions** desde la Pantalla inicial.
2. Presione la función **Settle Pack** desde el menú Instant Functions.
3. Escanee la etiqueta con el código del lote con la lectora de códigos de barras 2D, O bien, use el teclado para introducir manualmente el número del Juego y de Lote y presione **Send**.
4. Aparece una pantalla de confirmación. Presione la Tecla **OK** en la pantalla de confirmación.
5. La información del lote es comunicada al sistema principal para liquidar el lote de boletos. El recibo de liquidación de un lote de boletos se imprime automáticamente.

Funciones instantáneas

INFORMES DE INVENTARIO

Las opciones del Informes de Inventario ofrecen acceso a los informes siguientes: Inventory Sales Summary, Pack Status, Settled Pack, Available Inventory y Top Prize Unclaimed.

1. Presione **Instant Functions** desde la Pantalla inicial.
2. Presione la función **Inventory Reports** desde el menú Instant Functions.
3. Presione la Tecla correspondiente al informe deseado.
4. Seleccione/introduzca la información solicitada según las instrucciones.
5. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
6. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.



Funciones instantáneas

INFORMES BOLETO POR BOLETO

Las opciones del Informes de Inventario ofrecen acceso a los informes siguientes: Daily Sales, Weekly Sales, Daily Auto Settle Summary, Weekly Auto Settle Summary, Daily Auto Settle Detail, Weekly Auto Settle Detail, Pack Sales Detail y Shift Report.

1. Presione **Instant Functions** desde la Pantalla inicial.
2. Presione la función **Ticket By Ticket Reports** desde el menú Instant Functions.
3. Presione la Tecla correspondiente al informe deseado.
4. Seleccione/introduzca la información solicitada según las instrucciones.
5. Aparece el informe. Use las **flechas hacia arriba y hacia abajo** para avanzar por el informe según sea necesario.
6. Si lo desea, presione **Print** para imprimir una copia del informe o presione **Home** para volver a la Pantalla inicial.



Venta de boletos instantáneos

VENTA DE BOLETOS INSTANTÁNEOS

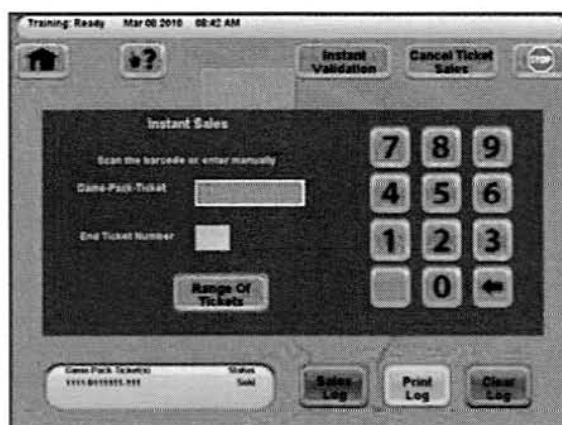
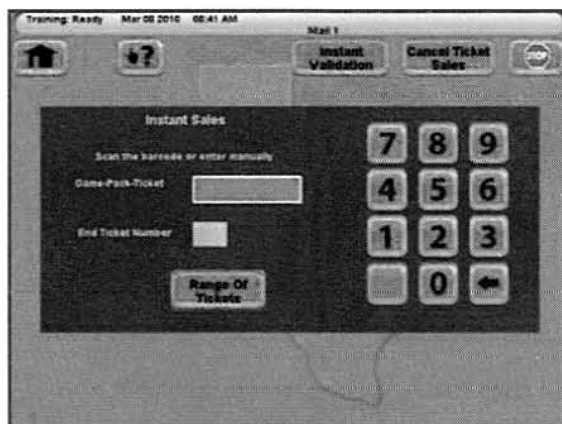
La función Sell Instant Tickets ofrece la capacidad de registrar las ventas de boletos instantáneos.

1. Presione **Sell Instant Tickets** desde la Pantalla inicial.
2. Para vender un solo boleto, escanee el código de barras del boleto o introduzca manualmente el número de Juego, Paquete y el número del Primer boleto.

O bien, Para vender más de un boleto, presione Range of Tickets (Varios boletos) y escanee el código de barras de los boletos, o introduzca manualmente el número del Juego, el número del Lote y el número del Primer boleto. Introduzca el número del último boleto.

3. Las transacciones terminadas aparecen en el área de visualización de ventas, en la parte inferior izquierda de la pantalla.
4. Presione **Sales Log** para ver la pantalla de ventas, presione **Clear Log** para borrar los datos en la pantalla de ventas o **Print Log** para imprimirlo, si así lo desea.

Además, puede anular la venta de boletos con Cancel Ticket Sales (p. 36) y validar un boleto instantáneo con Validate an Instant Ticket (p. 28) desde esta ventana con los botones en la parte superior de la pantalla.



5. Proceda a obtener el Total de las transacciones del cliente (p. 38).

Venta de boletos instantáneos

CANCELACIÓN DE VENTAS DE BOLETOS

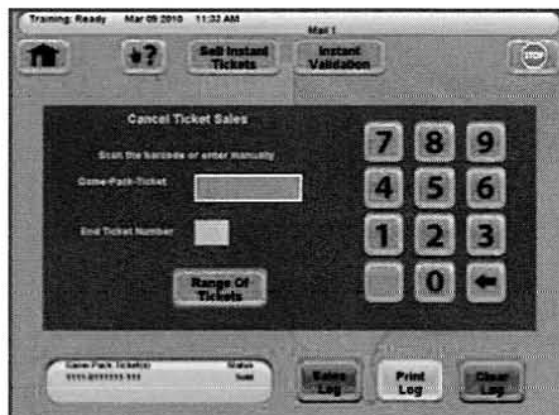
La función de cancelación de ventas de boletos ofrece la capacidad de anular la venta de boletos raspables.

1. Presione **Sell Instant Tickets** desde la Pantalla inicial.
2. Presione **Cancel Ticket Sales**.
2. Para cancelar un solo boleto, escanee el código de barras del boleto o introduzca manualmente el número de Juego, Lote de boletos y el número del Primer boleto.

O bien, para cancelar más de un boleto, presione **Range of Tickets** (Varios boletos) y escanee el código de barras de los boletos, o introduzca manualmente el número del Juego, el número del Lote y el número del Primer boleto. Introduzca el número del Último boleto.

3. Las transacciones terminadas aparecen en el área de visualización de ventas, en la parte inferior izquierda de la pantalla.
4. Presione **Sales Log** para ver la pantalla de ventas, presione **Clear Log** para borrar los datos en la pantalla de ventas o **Print Log** para imprimirlo, si así lo desea.

Además, puede Vender boletos raspables (Sell Scratch-Offs) (p. 35) y validar un boleto instantáneo con Instant Ticket (p. 28) desde esta ventana con los botones en la parte superior de la pantalla.



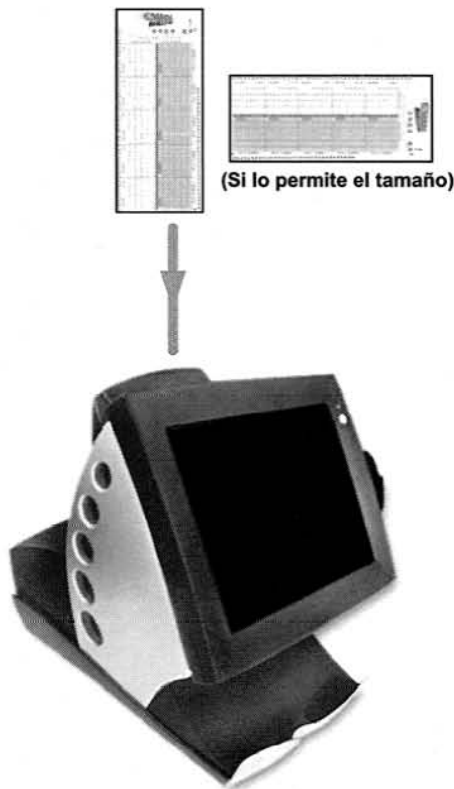
5. Proceda a obtener el Total de las transacciones del cliente (p. 38).

Venta de juegos en línea – Hoja de selección de números

MÉTODO DE HOJA DE SELECCIÓN DE NÚMEROS

La terminal Altura GT-1200 ha sido diseñada para permitir la alimentación continua de hojas de selección de números, incluso si una transacción aún no hubiese sido procesada completamente.

- Introduzca en la lectora la hoja de selección de números ya marcada para juegos en línea, verticalmente u horizontalmente (si lo permite el tamaño), con el lado marcado de frente a usted.
- Aparece una pantalla de confirmación para las apuestas en Pick 3 y Daily 4 de \$6 y más y para apuestas recurrentes (Repeat) y múltiples sorteos (Multi-Draw).* Presione **Yes** para continuar con la apuesta o **No**, si el cliente no está de acuerdo con la cantidad que se muestra.
- Los boletos se imprimen automáticamente.



- * Las pantallas de confirmación no aparecen para boletos de \$5 para *Mega Millions* ni boletos para *Powerball* que han sido "Megaplier" o "Power Play" – apuestas de \$10.

Venta de juegos en línea – Pantalla total

PANTALLA TOTAL

Information Redacted
\$552.101/466.022/552.139

Al irse efectuando las transacciones para el cliente actual, éstas aparecen en la sección Total de la Pantalla inicial en la parte inferior de la pantalla.

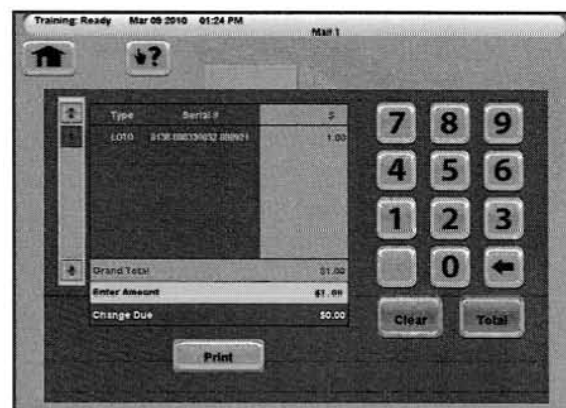
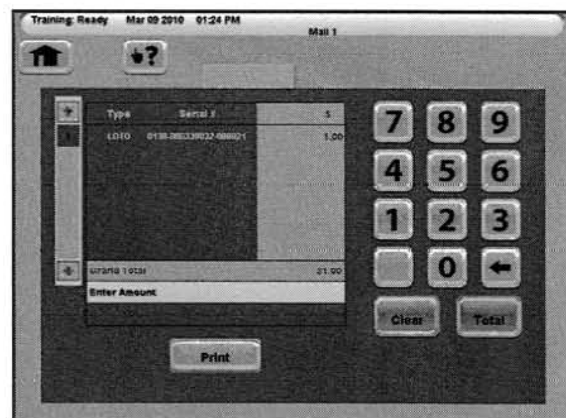
1. Presione la Tecla **TOTAL** desde la Pantalla inicial después de terminar las transacciones para cada cliente.

Aparece la Pantalla Total y muestra el Gran Total para las transacciones.

Un signo negativo indica una cantidad adeudada al comprador.

Una cantidad positiva indica una cantidad adeudada al vendedor detallista.

2. Introduzca la cantidad en efectivo recibida del cliente por medio del teclado numérico.
3. Presione la Tecla **Total** para obtener el total de la transacción.
4. Presione la Tecla **Print** para imprimir un recibo para la transacción.
5. Presione la Tecla **Clear** para borrar la transacción y regresar a la Pantalla inicial y comenzar la transacción del próximo cliente.



Venta de juegos en línea – Selección rápida

Information Redacted
\$552.101/466.022/552.139

MÉTODO DE SELECCIÓN RÁPIDA

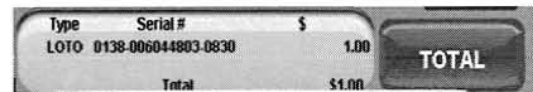
Seleccione la Tecla Quick Pick en la pantalla para cualquiera de los juegos con la designación QP abajo del monto de la apuesta. El sistema selecciona al azar los números de acuerdo con las reglas del juego individual para la cantidad seleccionada por el cliente.

1. Desde la Pantalla inicial, presione uno de los botones **Quick Pick (QP)** para los juegos en línea.
2. Por ejemplo, seleccione **Lotto Texas QP**.

La pantalla mostrará la apuesta en la parte inferior de la pantalla. El monto predeterminado de las apuestas Quick Pick es de \$1.

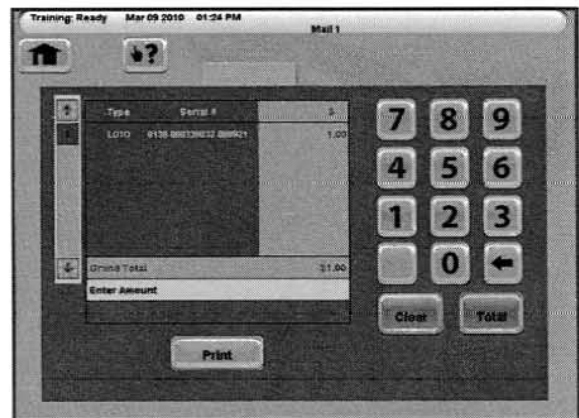
3. Presione la Tecla **TOTAL**.

Aparece la pantalla Total para indicar la apuesta y el gran Total.



Nota para los desarrolladores: Se debe cambiar Loto por Lotto

4. Con el teclado numérico, introduzca la cantidad adeudada por el cliente y presione **Total**.
O bien,
Si el cliente desea cambiar la apuesta, presione **Clear** para borrar la apuesta.
5. Presione **Print** para imprimir el recibo que se entregará al cliente.
6. Presione **Clear** para borrar la apuesta y volver a la Pantalla inicial.



Venta de juegos en línea – Lotto Texas®

ENTRADA MANUAL DE DATOS LOTTO TEXAS

Information Redacted
§552.101/466.022/552.139

1. Desde la Pantalla inicial, presione **Lotto Texas** para que aparezca la pantalla de entrada de datos.
2. Seleccione el número de tableros **Boards**(1- 5).
3. Seleccione el número de sorteos **Draws**(1- 10).
4. Seleccione el número de boletos **Number of Tickets**(1- 99).
5. Seleccione el premio mayor **Jackpot Prize (Cash/Annuity) (Efectivo/Anualidad)**.
6. Presione **Quick Pick** para hacer una selección rápida de los números, **O bien**, presione la Tecla **Manual Entry** para obtener acceso a la pantalla de selección manual de 54 números.
7. Con el teclado numérico, seleccione los 6 números para la apuesta.
8. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

Venta de juegos en línea – *Pick 3*TM

ENTRADA MANUAL DE DATOS PICK 3

Information Redacted
§552.101/466.022/552.139

1. Desde la Pantalla inicial, presione **PICK 3** para que aparezca la pantalla de entrada de datos.
2. Seleccione el tipo de juego deseado [Exact (Exacto), Any (Cualquiera), Exact/Any (Exacto/Cualquiera), Combo (Combinación)].
3. Seleccione la cantidad **Board Amount** (\$.50, \$1.00, \$2.00, \$3.00, \$4.00 o \$5.00).
4. Seleccione el número de boletos **Number of Tickets** (1 al 99).
5. Seleccione el número de sorteos **Draws** (1 a 12).
6. Seleccione el día de la semana con **Day of the Week** [Today (Hoy) o Mon through Sat (Lunes a sábado)].
7. Seleccione el sorteo **Draw** [Day (Diurno)/Night (Nocturno)/Both (Ambos)].
8. Seleccione la opción **Sum It Up**[®].
9. Presione **Quick Pick** para dejar que el sistema seleccione los números, O bien, seleccione los 3 números para la apuesta utilizando el teclado numérico.

NOTA: Se puede cancelar un boleto *Pick 3* en los primeros 60 minutos a partir del momento de su compra en la tienda que le vendió el boleto y antes de la hora de cierre del sorteo. Engrape el recibo de cancelación al boleto *Pick 3* cancelado. Guárdelos 30 días mínimo.

10. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

Venta de juegos en línea – *Powerball*[®]

ENTRADA MANUAL PARA EL JUEGO POWERBALL

Information Redacted

\$552.101/466.022/552.139

1. Desde la Pantalla inicial, presione **Powerball** para que aparezca la pantalla de entrada de datos.
2. Seleccione el número de tableros **Boards**(1 a 5).
3. El valor predeterminado de sorteos **Draws** (1-10) es 1 y no se puede cambiar.
4. Seleccione el número de boletos **Number of Tickets**(1 al 99).
5. Seleccione el premio mayor **Jackpot Prize (Cash/Annuity) (Efectivo/Anualidad)**.
6. Seleccione **Power Play**[®]
[Yes(Sí)/No]
7. Presione **Quick Pick** para dejar que el sistema seleccione los números, O bien, presione la Tecla **Manual Entry** para obtener acceso a la pantalla de selección manual de 59 números.
8. Seleccione los 5 números para la apuesta pulsando el teclado numérico, después presione el icono **Power Ball** en la esquina superior derecha y seleccione un número Powerball (de 1 a 39).
9. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

ENTRADA MANUAL DE JUEGO MEGA MILLIONS

Information Redacted
§552.101/466.022/552.139

1. Desde la Pantalla inicial, presione **Mega Millions** para que aparezca la pantalla de entrada de datos.
2. Seleccione el número de tableros **Boards**(1 a 5).
3. El valor predeterminado de sorteos **Draws** (1-10) es 1 y no se puede cambiar.
4. Seleccione el número de boletos **Number of Tickets**(1 al 99).
5. Seleccione el premio mayor **Jackpot Prize (Cash/Annuity) (Efectivo/Anualidad)**.
6. Seleccione **Megaplier**®
[Yes(Sí)/No]
7. Presione **Quick Pick** para dejar que el sistema seleccione los números, O bien, presione la Tecla **Manual Entry** para obtener acceso a la pantalla de selección manual de 56 números.
8. Seleccione los 5 números para la apuesta pulsando el teclado numérico, después presione el icono **Mega Ball** en la esquina superior derecha y seleccione un número Mega Ball (de 1 a 46).
9. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

Venta de juegos en línea – *Daily 4*TM

ENTRADA MANUAL DE DATOS *DAILY 4*

1. Desde la Pantalla inicial, presione **DAILY 4** para que aparezca la pantalla de entrada de datos.
2. Seleccione el tipo de juego deseado [Straight (Recto), Box (Casilla), Str/Box (Recto/Casilla), Combo (Combinación), Front Pair (Par al frente), Mid Pair (Par intermedio), Back Pair (Par trasero)].
3. Seleccione la cantidad **Board Amount** (\$.50, \$1.00, \$2.00, \$3.00, \$4.00 o \$5.00).
4. Seleccione el número de boletos **Number of Tickets**(1 al 99).
5. Seleccione el número de sorteos **Draws**(1 a 12).
6. Seleccione el día de la semana con **Day of the Week** [Today (Hoy) o Mon through Sat (Lunes a sábado)].
7. Seleccione el sorteo **Draw** [Day (Diurno)/Night (Nocturno)/Both (Ambos)].
8. Seleccione la opción **Sum It Up**[®].
9. Presione **Quick Pick** para dejar que el sistema seleccione los números, O bien, seleccione los 4 números (o 2 números si está jugando Pair Play) para la apuesta utilizando el teclado numérico.

Information Redacted
§552.101/466.022/552.139

- NOTA:** Se puede cancelar un boleto *Daily 4* en los primeros 60 minutos a partir del momento de su compra en la tienda que le vendió el boleto y antes de la hora de cierre del sorteo. Engrape el recibo de cancelación al boleto *Daily 4* cancelado. Guárdelos 30 días mínimo.
10. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

Venta de juegos en línea – *Texas Two Step*®

ENTRADA MANUAL DEL JUEGO TEXAS TWO STEP

1. Desde la Pantalla inicial, presione **Texas Two Step** para que aparezca la pantalla de entrada de datos.
2. Seleccione el número de tableros **Boards**(1 a 5).
3. El valor predeterminado de sorteos **Draws** (1-10) es 1 y no se puede cambiar.
4. Seleccione el número de boletos **Number of Tickets**(1 al 99).
5. Presione **Quick Pick** para dejar que el sistema seleccione los números, O bien, presione la Tecla **Manual Entry** para obtener acceso a la pantalla de selección manual de 35 números.
6. Seleccione los 4 números para la apuesta pulsando el teclado numérico, después presione el icono **Bonus Ball** en la esquina superior derecha y seleccione un número Bonus Ball.
7. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

Information Redacted
§552.101/466.022/552.139

ENTRADA MANUAL DE CASH FIVE

Information Redacted

§552.101/466.022/552.139

1. Desde la Pantalla inicial, presione **Cash Five** para que aparezca la pantalla de entrada de datos.
2. Seleccione el número de tableros **Boards**(1- 5).
3. Seleccione el número de sorteos **Draws**(1- 12).
4. Seleccione el número de boletos **Number of Tickets** (1- 99).
5. Seleccione sorteos por anticipado **Advance Draws** [Today (Hoy) – Sat (Sábado)].
6. Presione **Quick Pick** para hacer una selección rápida de los números O bien presione la Tecla **Manual Entry** para obtener acceso a la pantalla de selección manual de 37 números.
7. Con el teclado numérico, seleccione los 5 números para la apuesta.
8. Presione la Tecla **SEND** para enviar la transacción de apuesta al sistema principal.

Glosario

Lectora de códigos de barras 2D

Un dispositivo POS utilizado para escanear códigos de barras estándar de la industria para fines de identificación o validación.

Activated Book (Paquete activado)

El estado del paquete raspables, que indica a la Lotería que se están vendiendo boletos de paquete.

Terminal Altura GT-1200

La terminal instalada en el local del agente para vender boletos en línea, validar boletos ganadores, y proporcionar al vendedor detallista informes e información variada de la Lotería. La terminal está conectada con el sistema central de la Lotería.

Cancellation (Cancelación)

Una apuesta que el jugador desea rescindir y se anula a través de la terminal del vendedor detallista. El sistema marca con la palabra VOID una apuesta que ha sido anulada.

Sólo se pueden anular los boletos de *Pick 3TM* y *Daily 4TM*. La anulación de los boletos sólo puede realizarse antes de transcurrida una hora después de la impresión y antes del receso previo al sorteo.

Lectora CIS

Lectora en la terminal que se utiliza para la lectura de hojas de selección de números.

Claim Period (Período de reclamo)

El plazo en el cual los tenedores de boletos de lotería tienen derecho a reclamar premios. Los jugadores deben reclamar premios antes del día 180 después de la fecha del sorteo o para los boletos instantáneos, antes del día 180 después de la notificación oficial de "final de juego".

Draw (Sorteo)

Una función de un juego de lotería en línea. Las variaciones frecuentes son dos veces al día, diaria y dos veces a la semana. (El propósito de un sorteo es seleccionar al azar uno o más ganadores para diversos niveles de valores de premios). Las reglas varían según el tipo de juego y según las normativas gubernamentales.

Draw Break (Receso previo al sorteo)

El plazo previo al sorteo cuando ya no se pueden vender boletos en línea a un cliente para un juego específico.

Glosario

Quick Pick Wagering (QP) (Apuesta con selección rápida)

El sistema principal o la terminal detallista genera algunos o todos los números de la apuesta para el jugador.

Exchange Ticket (Boleto de cambio)

El boleto que se imprime después de que el boleto original para múltiples sorteos ha sido validado como ganador antes de su vencimiento. El boleto sustituto es válido para el resto de los sorteos interinos o para el sorteo final.

Game Number (Número de juego)

Un número exclusivo asignado a cada juego.

Prizes Cashed at Retailer

(Premios cobrados donde el vendedor detallista)

Los premios menores que \$600 pueden ser pagados donde el vendedor detallista o en cualquier Centro de Reclamos de la Lotería de Texas. Los premios que exceden \$1 millón deberán reclamarse en las Oficinas principales de la Lotería de Texas en Austin, Texas. Todos los premios deberán ser reclamados antes del día 180 después del sorteo o después del "final oficial del juego".

Book (Pack) [Lote]

Cada boleto en un lote está numerado. El número de los boletos en un lote puede variar desde 20 boletos hasta 150 boletos y cada punto de premio tendrá un valor estándar de lote.

Book (Pack) Activation [Activación de lote]

Es preciso activar los Books (Packs) [Lotes] por medio de la terminal Altura GT-1200 antes de que puedan ponerse a la venta. Es necesario activar los books (packs) [lotes] para indicar al Sistema Central que los boletos de este lote son elegibles para validación.

Book (Pack) /Ticket Number (Número de lote/boleto)

Números exclusivos que se asignan a boletos individuales y books (packs) [lotes] durante el proceso de impresión.

Playslip (Hoja de selección de números)

Un método de selección en papel que permite a un jugador seleccionar sus números antes de llegar al punto de venta donde el vendedor detallista.

Glosario

Prize (Premio)

El monto de premios según se indica en un boleto ganador según las reglas empresariales individuales de la Lotería.

Reprint (Reimpresión)

(Conocido también como Trace Ticket) Una transacción que se origina en un dispositivo del vendedor detallista para fines de reconciliación si la transacción es una apuesta. Si la transacción es un recibo, se producirá una copia del recibo. Esta transacción se realiza usualmente si un boleto original no contiene datos impresos correctamente, debido a un malfuncionamiento del mecanismo de impresión dentro de la terminal. Las reimpresiones están restringidas a la última transacción del mismo tipo, por ejemplo, una reimpresión de un boleto de apuesta se permite solamente para la última apuesta iniciada por esa terminal específica.

Sales Representative (LSR) [Representante de ventas]

El Representante de ventas de la Lotería que es responsable de visitar los negocios detallistas para brindar apoyo con la colocación de material de puntos de ventas, promociones y manejo de boletos. Los LSR atienden detallistas asignados en un área geográfica específica.

Scratch-Offs (Boletos raspables)

Un juego de lotería en el cual el jugador compra un boleto preimpreso con símbolos ocultos debajo de una cubierta de látex. El jugador retira (raspa) el látex y puede determinar "instantáneamente" si ganó un premio.

Terminal (Terminal)

Un dispositivo accionado por el usuario, y conectado a una red de comunicaciones LAN o WAN cuya función es interactuar con el sistema central. GTECH define dos tipos de terminales: terminales POA o terminal frontal y terminales administrativas. Cada una realiza funciones diferentes.

Transaction (Transacción)

Cualquier evento almacenado en el sistema como apuestas, anulaciones, validaciones, reclamos, devoluciones, funciones especiales e instrucciones de mando.

Validation Number (Número de validación)

Un número exclusivo que aparece en cada boleto, que al ser introducido en la computadora de la Lotería, identifica el boleto como ganador o no ganador. El número de validación también tiene formato como código de barras que permite la lectura electrónica del número de validación para el procesamiento más expedito.

Wager (APUESTA)

Una transacción en línea realizada desde una terminal de lotería en la cual se imprime un boleto en la terminal que describe los detalles de la apuesta del jugador.

Mensajes de la terminal

MENSAJE	DESCRIPCIÓN
Signed Off	La terminal está fuera de línea.
Ready	La terminal ha iniciado sesión y está lista para las transacciones.
Loading	Cargando parámetros después de iniciar la sesión.
Wait	La terminal está ocupada y en espera de una respuesta del software ESTE.
Training	Terminal en modo de entrenamiento.
Host Training	La terminal está en modo de entrenamiento del sistema principal.
Transaction in progress...please wait	Estado de la terminal que aparece cuando una transacción está en proceso (en comunicación).
Function suppressed	Esta función no está disponible.
Service Disabled	El sistema ESTE está inhabilitado.
Busy Please Try Again Later	La terminal está ocupada con otras transacciones.
Draw Break	Mensaje no solicitado de sorteo cerrado se recibe del software ESTE.
Draw Break Over	Mensaje no solicitado de sorteo abierto se recibe del software ESTE.
Sign off before switching to Live System	Si el dependiente selecciona la Tecla TRAINING ON/OFF cuando la terminal tiene sesión abierta con el software ESTE
Device Not Available	Si el tipo de letrero seleccionado no está conectado con la terminal.

Exhibit 5

Retailer Quick Reference Card - English

SPECIAL FUNCTIONS

- Touch Special Functions.
- Touch the desired option.



MAIL

- Touch Mail.
- Select the desired message using the up and down arrows.
- Once a message has been read, touch **Delete** to delete the message or touch **Print** to print the message.
- Touch Main Menu to return to the Home Screen.

NEWS

- Touch News.
- The news message displays. Use the up and down arrows to read the message as needed.
- Touch **Print** to print the message.
- Touch Main Menu to return to the Home Screen.

DIAGNOSTICS

- Touch Diagnostics.
- Select the desired Diagnostic test from the menu.

VOLUME CONTROL

- Touch News.
- Touch the horn icon to increase the volume of the terminal. The default setting is 4.

FST SIGN ON / SSR SIGN ON

USED ONLY BY FIELD SERVICE TECHNICIANS AND SALES REPRESENTATIVES TO SERVICE THE TERMINAL.

ITVM ALARM

- Touch ITVM Alarm to activate and deactivate the alarm of a connected Instant Ticket Vending Machine (ITVM).

CONTACT INFORMATION

EQUIPMENT PROBLEMS OR INSTANT TICKET ORDERS

Call GTECH Hotline at 1-800-458-0884, OPTION 2 or 3
Hotline Operators are Available 24 Hours, Seven Days a Week

TEXAS LOTTERY CUSTOMER SERVICE

1-800-37-LOTTO (1-800-375-6886)
7:00 am - 5:30 pm, Monday - Friday

TEXAS LOTTERY HEADQUARTERS

Austin, Texas
611 E. 6th St. 78701
512-344-5000
1-800-375-6886

SELLING ONLINE GAMES

QUICK PICKS FROM THE HOME SCREEN

For ease of play, the Home Screen displays QP buttons for most games.

- Touch the QP button for the desired game, dollar amount, and wager type.
- Ticket(s) print automatically.



PLAYSLIP ENTRY

- Insert a completed playslip for the desired game into the top of the reader, as shown on reverse side.
- Ticket(s) print automatically.

MANUAL ENTRY BY GAME

LOTTO TEXAS®

- Touch *Lotto Texas*.
- Select the number of Boards, the number of Draws, and number of Tickets.
- Select the Jackpot Prize (Cash/Annuity option), if desired.
- Touch **Manual Entry** to manually select 6 numbers **OR** touch **Quick Pick** to allow the system to computer pick the numbers.
- Touch **Send** and ticket(s) print automatically.



PICK 3™

- Touch *Pick 3*.
- Select the Play Type, Board Amount, number of Tickets, number of Draws, Day of the Week, and Draw.
- Select the *Sum It Up*® option, if desired.
- Touch **Manual Entry** to manually select 3 numbers, **OR** touch **Quick Pick** to allow the system to computer pick the numbers for the default wager.
- Touch **Send** and ticket(s) print automatically.



POWERBALL®

- Touch *Powerball*.
- Select the number of Boards, number of Draws, number of Tickets, and Jackpot Prize (Cash/Annuity).
- Select the Power Play option, if desired.
- Touch **Manual Entry** to manually select 5 numbers and a Power Ball number, **OR** touch **Quick Pick** to allow the system to computer pick the numbers for the default wager.
- Touch **Send** and ticket(s) print automatically.



CASH FIVE®

- Touch *Cash Five*.
- Select the number of Boards, number of Draws, number of Tickets and Advance Draws.
- Touch **Manual Entry** to manually select the 5 numbers **OR** touch **Quick Pick** to allow the system to computer pick the numbers for the default wager.
- Touch **Send** and ticket(s) print automatically.



SELLING ONLINE GAMES

DAILY 4™

- Touch *Daily 4*.
- Select the Play Type, Board Amount, number of Tickets, number of Draws, Day of the Week, and Draw.
- Select the *Sum It Up*® option, if desired.
- Touch **Manual Entry** to manually select the 4 numbers **OR** 2 numbers if playing Pair Play), **OR** touch **Quick Pick** to allow the system to computer pick the numbers for the default wager.
- Touch **Send** and ticket(s) print automatically.



TEXAS TWO STEP®

- Touch *Texas Two Step*.
- Select the number of Boards, number of Draws, and number of Tickets.
- Touch **Manual Entry** to manually select the 4 numbers and a Bonus Ball number, **OR** touch **Quick Pick** to allow the system to computer pick the numbers for the default wager.
- Touch **Send** and ticket(s) print automatically.



MEGA MILLIONS®

- Touch *Mega Millions*.
- Select the number of Boards, number of Draws, number of Tickets, and Jackpot Prize (Cash/Annuity).
- Select the Mergaplier® option, if desired.
- Touch **Manual Entry** to manually select 5 numbers and a Mega Ball number, **OR** touch **Quick Pick** to allow the system to computer pick the numbers for the default wager.
- Touch **Send** and ticket(s) print automatically.



TOTAL SALES

- Touch **Total** when transactions for a customer are complete.
- Enter the amount given by the customer using the screen keypad.
- Touch **Total** to complete the transaction.
- Touch **Print** to print a receipt.
- Touch **Clear** to clear the transaction display and return to the Home Screen for the next customer transaction.



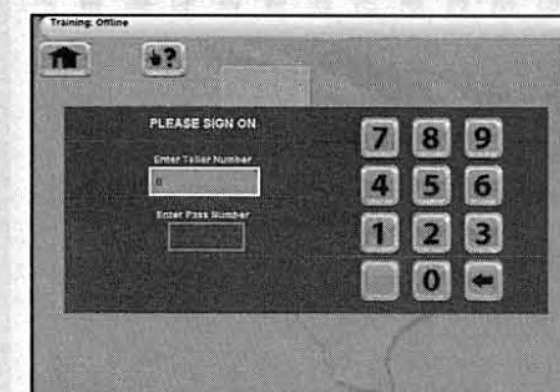
GT1200

Quick Reference Card



SIGNING ON

- Touch **Sign On**.
- Enter your 6-digit Retailer Number.
- Enter your 5-digit Pass Number using the screen keypad.



- A Sign On Confirmation message displays. Touch **OK** to display the Home Screen.
- If a News Message is available, it displays before the Home Screen. Once you have read it, touch **Home** to display the Home Screen.

SIGNING OFF

- Touch **Sign Off** on the Home Screen.
- Touch **Yes** to confirm Sign Off.



HOME SCREEN

PLAYSLIPS & TICKETS

- Insert playslips vertically or horizontally, and on a straight angle against the rollers. The front of the playslip and draw game ticket must face you.
- Scan ticket barcodes under the barcode scanner located beneath the touchscreen.



CLEANING THE TERMINAL

- NOTE: Never spray cleaner directly onto the terminal
- Wipe the screen with a non-ammonia based cleaner, such as Glass Plus®, sprayed onto a soft cloth.
 - The barcode reader glass can also be cleaned this way.

HELP

GENERAL HELP

- Touch Help.
- Touch the desired Help topic. Help information for the desired topic displays.
- If you are already in a function such as *Lotto Texas*, touch *Help* and the help information for that function displays automatically.
- Touch OK to return to the Home Screen.



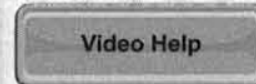
CONTEXT HELP

- Touch Context Help.
- Touch an application button for which you would like help.
- The help information for that specific function displays automatically.
- Touch OK to return to the Home Screen.



VIDEO HELP

- Touch Help.
- Touch Video Help.
- Touch the desired Help topic.
- A video demonstrating the selected function displays.
- Touch *Pause* to pause the video as needed; forward and reverse the video as needed by touching the *Arrow Buttons*.



PAUSE / LOCK

The *Pause/Lock* button places the terminal in "Pause Mode" allowing you to leave the terminal unattended without Signing Off.

- Touch *Pause*.
- Touch *Yes* to place the terminal in pause mode.
- Enter your Retailer Number using the screen keypad to return to the Home Screen.



STOP

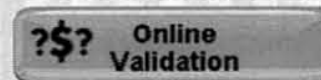
- Touch *Stop* to interrupt transactions that are processing multiple tickets.

Example: 30 tickets are being printed when you meant to press 3.



ONLINE VALIDATION

- Touch Online Validation.
- Scan the ticket using the reader OR manually enter the serial number using the screen keypad.
- A confirmation screen displays.
- Touch OK.
- A Validation receipt prints automatically.
- Prizes of \$600 to \$1,000,000 must be claimed at a local Texas Lottery claim center. Prizes over \$1,000,000 must be claimed at Texas Lottery Headquarters in Austin.



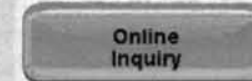
ON-LINE FUNCTIONS

- Touch Online Functions.
- Touch the desired function.



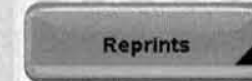
ONLINE INQUIRY

- Touch Online Inquiry.
- Scan the ticket using the reader OR manually enter the serial number using the screen keypad.
- The screen will display the winning amount, yet the ticket is not validated.
- Touch OK.



REPRINTS

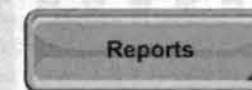
- Touch Reprints.
- Select the desired reprint option.
- The reprint prints automatically.



REPORTS

- Touch Reports.
- Touch the desired option.
- Enter or select any requested information.
- The report displays.

NOTE: Reports display on the Altura screen. Touch *Print* to print reports.



Reports include:

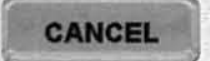
- **Daily Sales:** Online Sales for the terminal. You can choose Today, Day of Week, or Week to Date report.
- **Payout Summary:** This report summarizes the payouts made from the terminal for the current week.
- **Invoice:** This report summarizes the weekly invoice data for the terminal and the amount due to the Lottery for weekly activity.
- **Recent Winning Numbers:** This report lists the most recent winning numbers for a selected online game.
- **All Winning Numbers:** This report lists all winning numbers for a selected online game.
- **Current Jackpot:** This report lists current Jackpot information for a selected jackpot game.
- **Winning Numbers by Date:** This report lists the winning numbers, draw date and draw data for a selectee game.
- **Current Jackpot:** This report lists current Jackpot information for all jackpot games.

CANCELLATION

The Only *Pick 3™* and *Daily 4™* tickets can be cancelled and the *Cancel* function is located on these game screens only.

Tickets can only be cancelled within one hour of printing and prior to the drawbreak.

1. Touch **Cancel** from the *Pick 3* or *Daily 4* game screen.

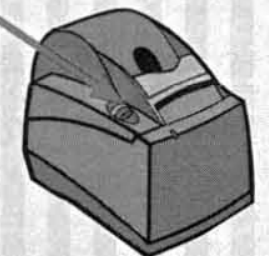


2. Scan the ticket using the reader or the 2D barcode reader OR enter the number manually using the screen keypad.

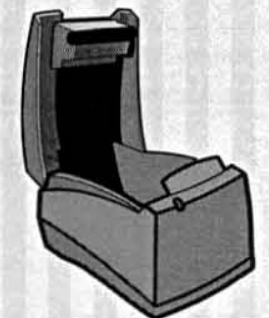
4. If the ticket can be cancelled, a confirmation screen displays and a receipt is printed, click **OK** to return to the Home screen.

CHANGING PRINTER PAPER

1. Press in the green latch button and open the paper cover on the printer.

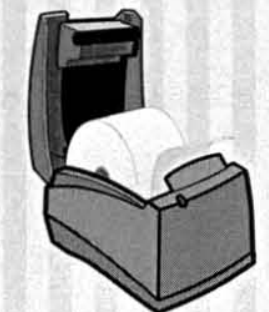


2. Remove the used paper roll from the printer.



3. Place the new roll of paper in the printer with the paper unwinding from the bottom.

4. Close the paper cover so that it latches securely.



5. The paper feeds automatically to align itself.

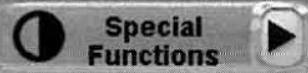
6. The printer automatically cuts the excess paper.

Exhibit 6

Retailer Quick Reference Card - Spanish

FUNCIONES ESPECIALES

- Presione *Special Functions*.
- Presione la opción deseada.



CORREO

- Presione *Mail*.
- Con las flechas hacia arriba y hacia abajo seleccione el mensaje deseado.
- Después de leer el mensaje, presione *Delete* para borrar el mensaje o presione *Print* para imprimir el mensaje.
- Presione *Main Menu* para volver a la Pantalla inicial.

NOTICIAS

- Presione *News*.
- Aparece el mensaje de noticias. Use las flechas hacia arriba y hacia abajo para leer el mensaje según sea necesario.
- Presione *Print* para imprimir el mensaje.
- Presione *Main Menu* para volver a la Pantalla inicial.

DIAGNÓSTICO

- Presione *Diagnostics*.
- Seleccione la prueba de Diagnóstico deseada en el menú.

CONTROL DE VOLUMEN

- Presione *News*.
- Presione el icono de bocina para aumentar el volumen de la terminal. El ajuste predeterminado es 4.

FST SIGN ON / SSR SIGN ON

LO UTILIZAN ÚNICAMENTE LOS TÉCNICOS DE SERVICIO DE CAMPO Y LOS REPRESENTANTES DE VENTAS PARA DAR MANTENIMIENTO A LA TERMINAL.

ITVM ALARM

- Presione *ITVM Alarm* para activar y desactivar la alarma de una máquina expendedora de boletos instantáneos (ITVM).

INFORMACIÓN DE CONTACTOS

SI HAY PROBLEMAS CON EL EQUIPO O CON PEDIDOS DE BOLETOS INSTANTÁNEOS

Llame a la línea directa de atención de GTECH al 1-800-458-0884; OPCIÓN 2 ó 3

Los operadores de la línea directa de atención están disponibles las 24 horas, siete días a la semana

SERVICIO AL CLIENTE DE LA LOTERÍA DE TEXAS

1-800-37-LOTTO (1-800-375-6886)

De 7:00 a.m. a 5:30 p.m., de lunes a viernes

OFICINA PRINCIPAL DE LA LOTERÍA DE TEXAS

Austin, Texas

611 E. 6th St. 78701

512-344-5000

1-800-375-6886

VENTA DE JUEGOS EN LÍNEA

SELECCIÓN RÁPIDA DESDE LA PANTALLA INICIAL

Para facilidad de juego, la Pantalla inicial muestra botones QP (selección rápida) para la mayoría de juegos.

- Presione la Tecla QP para el juego deseado, la cantidad en dólares y el tipo de apuesta.
- Los boletos se imprimen automáticamente.



CAPTURA DE DATOS DE LA HOJA DE SELECCIÓN DE NÚMEROS

- Introduzca una hoja de selección de números llena para el juego deseado en la parte superior de la lectora, según se muestra en el reverso.
- Los boletos se imprimen automáticamente.

ENTRADA MANUAL POR JUEGO

LOTTO TEXAS®

- Presione *Lotto Texas*.
- Seleccione el número de Boards (Tableros), el número de Draws (Sorteos), y el número de Tickets (Boletos).
- Seleccione el Premio mayor (opción de Cash (Efectivo)/Annuity (Anualidad), si así lo desea.
- Presione *Manual Entry* para seleccionar manualmente 6 números, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números.
- Presione *Send* y los boletos se imprimen automáticamente.



PICK 3™

- Presione *Pick 3*.
- Seleccione Play Type (Tipo de juego), Board Amount (Cantidad del tablero), el número de Tickets (Boletos), el número de Draws (Sorteos), el Day of the Week (Día de la semana) y Draw (Sorteo).
- Seleccione la opción *Sum It Up*®, si así lo desea.
- Presione *Manual Entry* para seleccionar manualmente 3 números, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números.
- Puse *Send* y los boletos se imprimirán automáticamente.



POWERBALL®

- Seleccione *Powerball*.
- Seleccione el número de Boards (Tableros), el número de Draws (Sorteos), el número de Tickets (Boletos) y el Jackpot Prize (Cash/Annuity) [Premio mayor (Efectivo/Anualidad)].
- Seleccione la opción *Power Play*, si así lo desea.
- Presione *Manual Entry* para seleccionar manualmente 5 números, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números.
- Presione *Send* y los boletos se imprimirán automáticamente.



CASH FIVE®

- Presione *Cash Five*.
- Seleccione el número de Boards (Tableros), el número de Draws (Sorteos), el número de Tickets (Boletos) y los Advance Draws (Sorteos anticipados).
- Presione *Manual Entry* para seleccionar manualmente 5 números, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números.
- Presione *Send* y los boletos se imprimirán automáticamente.



VENTA DE JUEGOS EN LÍNEA

DAILY 4™

- Presione *Daily 4*.
- Seleccione Play Type (Tipo de juego), Board Amount (Cantidad del tablero), el número de Tickets (Boletos), el número de Draws (Sorteos), el Day of the Week (Día de la semana) y Draw (Sorteo).
- Seleccione la opción *Sum It Up*®, si así lo desea.
- Presione *Manual Entry* para seleccionar manualmente 4 números, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números.
- Presione *Send* y los boletos se imprimirán automáticamente.



TEXAS TWO STEP®

- Presione *Texas Two Step*.
- Seleccione el número de Boards (Tableros), el número de Draws (Sorteos), y el número de Tickets (Boletos).
- Presione *Manual Entry* para seleccionar manualmente los 4 números y un número de Bola de bonificación, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números para la apuesta predeterminada.
- Presione *Send* y los boletos se imprimirán automáticamente.



MEGA MILLIONS®

- Presione *Mega Millions*.
- Seleccione el número de Boards (Tableros), el número de Draws (Sorteos), el número de Tickets (Boletos) y el Jackpot Prize (Cash/Annuity) [Premio mayor (Efectivo/Anualidad)].
- Seleccione la opción *Megaplayer*®, si así lo desea.
- Presione *Manual Entry* para seleccionar manualmente 5 números y un número de Mega Ball, **O bien**, presione *Quick Pick* para dejar que el sistema seleccione por computadora los números para la apuesta predeterminada.
- Presione *Send* y los boletos se imprimirán automáticamente.



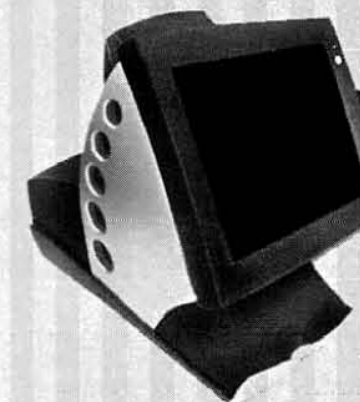
TOTAL DE VENTAS

- Presione *Total* al terminar las transacciones de un cliente.
- Introduzca la cantidad entregada por el cliente mediante el teclado en la pantalla.
- Presione *Total* para finalizar la transacción.
- Presione *Print* para imprimir un recibo.
- Presione *Clear* para borrar la pantalla de la transacción y regresar a la Pantalla inicial para atender la transacción del próximo cliente.



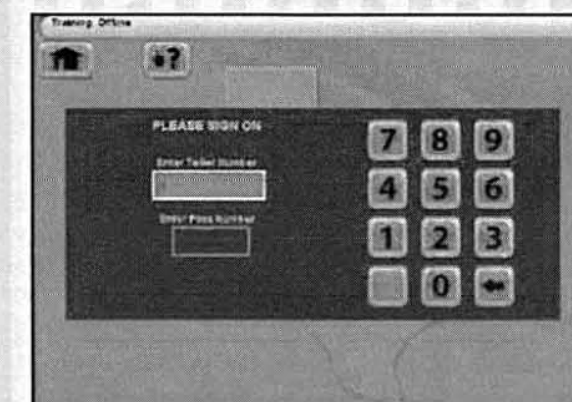
GT1200

Tarjeta de referencia rápida



INICIO DE SESIÓN

- Presione *Sign On*.
- Introduzca su número de 6 dígitos de agente.
- Introduzca su número de clave de 5 dígitos utilizando el teclado de la pantalla.



- Aparece un mensaje de confirmación de Inicio de sesión. Presione *OK* para que aparezca la Pantalla inicial.
- Si hay un Mensaje de noticias disponible, éste aparecerá antes que la Pantalla inicial. Después de leerlo, presione *Home* para que aparezca la Pantalla inicial.

FIN DE SESIÓN

- Presione *Sign Off* en la Pantalla inicial.
- Presione *Yes* para confirmar el Fin de la sesión.

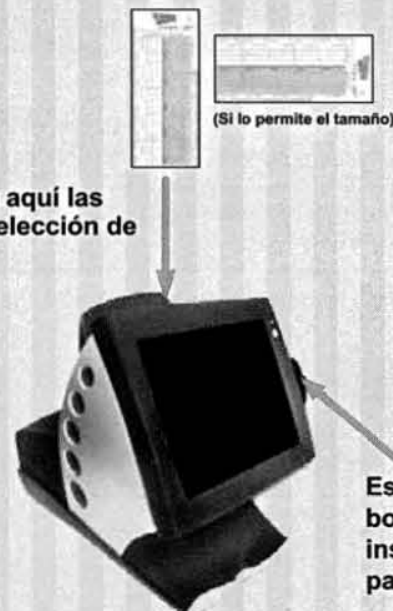


PANTALLA INICIAL

HOJA DE SELECCIÓN DE NÚMEROS Y BOLETOS

- Introduzca las hojas de selección de números verticalmente u horizontalmente y en ángulo recto respecto a los rodillos. El frente de la hoja de selección de números y el boleto de juego para el sorteo deberá tener el frente hacia usted.
- Escanee los códigos de barras del boleto debajo del escáner de códigos de barras ubicados debajo de la pantalla táctil.

Introduzca aquí las
 hojas de selección de
 números



CÓMO LIMPIAR LA TERMINAL

NOTA: Nunca rocíe limpiador directamente hacia la terminal.

- Limpie la pantalla con un limpiador que no contenga amoníaco, como Glass Plus®, rociado sobre un paño suave.
- De esta manera se puede limpiar también el vidrio de la lectora de códigos de barra.

AYUDA

AYUDA GENERAL

- Presione Help.
- Presione el tema de Ayuda deseado. Aparece la información de ayuda para el tema deseado.
- Si ya está en una función como *Lotto Texas*, presione Help y aparecerá automáticamente la información de ayuda para esa función.
- Presione OK para mostrar la Pantalla inicial.



AYUDA EN CONTEXTO

- Presione Context Help.
- Presione la Tecla de aplicación para el cual usted desea ayuda.
- La información de ayuda para esa función específica aparece automáticamente.
- Presione OK para regresar a la Pantalla inicial.



AYUDA DE VÍDEO

- Presione Help.
- Presione Video Help.
- Presione el tema de ayuda deseado.
- Aparece un vídeo que demuestra la función seleccionada.
- Presione Pause para detener el vídeo según sea necesario; avance y retroceda el vídeo según sea necesario por medio de los Botones de flecha.

Video Help

PAUSA / BLOQUEO

La Tecla Pause/Lock coloca la terminal en "Modo pausa" lo que le permite dejar la terminal desatendida sin tener que finalizar la sesión.

- Presione Pause.
- Presione Yes para colocar la terminal en modo pausa.
- Introduzca su número de vendedor detallista utilizando el teclado de la pantalla para volver a la Pantalla inicial.



PARADA

- Presione Stop para interrumpir las transacciones que están procesando boletos múltiples.
- Por ejemplo: Se están imprimiendo 30 cuando realmente quiso indicar 3.



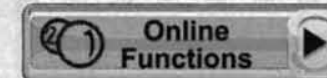
VALIDACIÓN EN LÍNEA

- Presione Online Validation.
- Escanee el boleto utilizando la lectora, *O bien*, introduzca manualmente el número de serie utilizando el teclado de la pantalla.
- Aparece una pantalla de confirmación.
- Presione OK.
- El recibo de validación se imprime automáticamente.
- Los premios desde \$600 hasta \$1,000,000 deben ser reclamados en el centro local de reclamos de la Lotería de Texas. Los premios que excedan \$1,000,000 deberán reclamarse en las Oficinas principales de la Lotería de Texas en Austin.

?\$? Online Validation

FUNCIONES EN LÍNEA

- Presione Online Functions.
- Presione la función deseada.



CONSULTAS EN LÍNEA

- Presione Online Inquiry.
- Escanee el boleto utilizando la lectora, *O bien*, introduzca manualmente el número de serie por medio del teclado de la pantalla.
- La pantalla mostrará la cantidad del premio, no obstante que el boleto no está validado.
- Presione OK.

Online Inquiry

COPIAS

- Presione Reprints.
- Seleccione la opción de copias deseada.
- La copia se imprime automáticamente.

Reprints

INFORMES

- Presione Reports.
- Presione la opción deseada.
- Introduzca o seleccione cualquier información solicitada.
- Aparece el informe.

NOTA: El informe aparece en la pantalla de Altura. Presione Print para imprimir los informes.

Reports

Los informes incluyen:

- **Daily Sales (Ventas diarias):** Ventas en línea para la terminal. Usted puede seleccionar Today (Hoy), Day (Día de la semana) o Week to Date (Hasta este día de la semana).
- **Payout Summary (Resumen de premios pagados):** Este informe resume los premios pagados realizados desde la terminal para la semana en curso.
- **Invoice (Factura):** Este informe resume los datos de facturación semanal para la terminal y la cantidad que se adeuda a la Lotería por la actividad semanal.
- **Recent Winning Numbers (Números ganadores recientes):** Este informe detalla los números ganadores más recientes de un juego en línea seleccionado.
- **All Winning Numbers (Todos los números ganadores):** Este informe incluye los números ganadores más recientes para un juego en línea seleccionado.
- **Current Jackpot (Premio mayor actual):** Este informe presenta la información del premio mayor actual para un juego de premio mayor seleccionado.
- **Winning Numbers by Date (Números ganadores según la fecha):** Este informe incluye los números ganadores, la fecha del sorteo y los datos del sorteo para un juego seleccionado.
- **Current Jackpot (Premio mayor actual):** Este informe incluye la información del premio mayor actual para todos los juegos con premio mayor.

CANCELACIÓN

Solamente se pueden anular los boletos de *Pick 3™* y *Daily 4™* y la función Cancel (Anular) aparece solamente en las pantallas de estos juegos.

Los boletos pueden anularse solamente antes de transcurrida una hora después de su impresión y antes del receso previo al sorteo.

1. Presione **Cancel** desde la pantalla del juego Pick 3 o Daily 4.

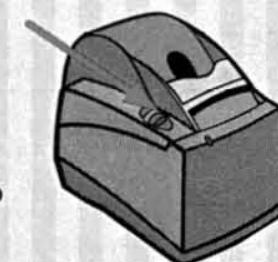
CANCEL

2. Escanee el boleto utilizando la lectora o la lectora de códigos de barra de 2D, *O bien*, introduzca manualmente el número utilizando el teclado de la pantalla.

3. Si se puede anular el boleto, aparece una pantalla de confirmación y se imprime un recibo, haga presione en **OK** para volver a la Pantalla inicial.

CÓMO CAMBIAR EL PAPEL DE LA IMPRESORA

1. Presione la Tecla de pestillo verde y abra la cubierta del papel en la impresora.



2. Retire de la impresora el rollo de papel usado.

3. Coloque el nuevo rollo de papel en la impresora de manera que el papel se desenrolle desde la parte inferior.



4. Cierre la cubierta del papel para que se enganche firmemente.

5. El papel se alimenta automáticamente para alinearse por sí solo.



6. La impresora corta automáticamente el exceso de papel.

Exhibit 7

Retailer Best Practices Brochure – English

Confidential

Confidentiality Claimed
Not released



CONFIDENTIAL

Confidentiality Claimed
Not released

Exhibit 8

Retailer Best Practices Brochure - Spanish

Confidential



CONFIDENTIAL

Exhibit 9

System Architecture and Server Infrastructure

Confidential

Confidentiality Claimed
Not released

11 x 17 inserts

Exhibit 10
Gaming Licenses Chart

GTECH Corporation

Documents attached

- Gaming license chart (current and previously held/elected not to renew)
- Fines

GTECH Corporation has never been denied a gaming license and has never had a gaming license revoked. Please refer to attached Gaming License Chart for details on gaming licenses that have not been renewed.

GTECH CORPORATION Licenses Held – As of 1/14/2010

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
--------------------------------	---	--------------------------------	---------------------------------------

LICENSES HELD OR PENDING			
Alberta Gaming and Liquor Commission 50 Corriveau Avenue St. Albert, Alberta, Canada T8N 3T5 780-447-8600 780-447-8918 fax	GTD-14725	December 19, 2001 award date	Current. Expires 6/30/2010.
Atlantic Lottery Corporation P.O. Box 5500, Moncton, NB E1C 8W6 506-867-5624 506-867-5881 fax	Supplier Registration	April 11, 2001 award date	Current. Expires January 14, 2011.
Augustine Tribal Gaming Commission 84-001 Avenue 54 Coachella, CA 92236 (760) 398-2531 Fax: (760) 391-5094	Vendor Gaming License #1060	December 21, 2007	Current. Expires February 12, 2011.
British Columbia Gaming Policy and Enforcement Branch 910 Government Street, 3 rd Floor PO Box 9310 Victoria, BC V8W 1X3 250-356-5676 Fax: 250-356-0782	Gaming Services Provider Registration #GAMS-278	September 18, 1997	Registration approved as of December 7, 2005. Expires December 7, 2010.
The Chickasaw Nation Gaming Commission PMB 228 902 Arlington Center Ada, OK 74820	Vendor Gaming License GVL-1009-04	June 2008	Approved. Expires September 20, 2010

GTECH CORPORATION Licenses Held – As of 1/14/2010

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
Grand Portage Reservation Gaming Commission 83 Stevens Road PO Box 428 Grand Portage, MN 55605 218-475-2277 Fax: 218-475-2284	License #07-2009	n/a	Expires December 31, 2010.
Iowa Racing & Gaming Commission 717 E. Court Avenue, Suite B Des Moines, Iowa 50309	N/A	N/A	Found suitable, May 2009
Kansas Racing and Gaming Commission 700 SW Harrison, Suite 420 Topeka, KS 66603 785-296-5800 785-296-0900 (fax)	Gaming Supplier License #2000025	August 26, 2008	Approved. Expires 6/30/2011.
Klamath Tribes Gaming Regulatory Commission 3433 Highway 97 North Chiloquin, OR 97624 Geo. Ann Baker	Temporary Vendor License	July 14, 2009	Approved September 2, 2009
Manitoba Gaming Control Commission 800-215 Garry Street Winnipeg, MB R3C 3P3 1-800-782-0363 Fax: 1-866-999-6688	Gaming Supplier registration	October 28, 2003	Approved. Expires 12/31/2009. Renewal pending.
Maryland Lottery Commission 1800 Washington Blvd., Suite 330 Baltimore, MD 21230, 410-230-8800	Qualified for a manufacturer license 12/8/2009	September 30, 2009	Qualified

GTECH CORPORATION Licenses Held – As of 1/14/2010

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
Michigan Gaming Control Board 1500 Abbott Road, Suite 400 East Lansing, MI 48823 Contact: Robert Stocker, 571-371-1730 Fax: (517) 487-4700	Found suitable on 12/11/2007	December 2005	Approved
New Jersey Casino Control Commission Arcade Building Tennessee Avenue & Boardwalk Atlantic City, NJ 08401 609-441-3799 609-441-3329 (fax)	Application VRF# 40395, LOG # 309-50 deemed complete	March 2006	Deemed complete
Nova Scotia Alcohol and Gaming Authority 40 Alderney Drive Alderney Gate 5 th Floor P.O. Box 545 Dartmouth, N.S. B2Y 3Y8	Certificate of Registration #09- 15016-TS (Lottery Equipment Supplier)	September 2009	Expires October 10, 2011
State of Oregon Department of State Police - General Headquarters Lottery Security Section 500 Airport Rd. SE Salem, OR 97301 (503) 540-1414	Class III gaming business approval	January 1996	Current *
Pennsylvania Gaming Control Board 303 Walnut Street, Strawberry square Verizon Tower, 5 th Floor Harrisburg, PA 17101 Contact: Susan Hensell (717) 346-8300 Fax: (717) 703-2988	Manufacturer License # M-1060	August 12, 2005	Approved. Expires May 5, 2010. Renewal pending.

GTECH CORPORATION Licenses Held – As of 1/14/2010

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
Rhode Island Lottery 1425 Pontiac Avenue Cranston, RI 02920 401-463-6500 Fax: 401-463-5669	Video Lottery Terminal Technology Provider	September 28, 1992	Current *
Saskatchewan Liquor and Gaming Authority P.O. Box 5054 2500 Victoria Avenue Regina, SK S4P 3M3 (306) 787-1771 Fax: (306) 798-0052	Certificate of Registration Gaming Supplier #RGS72042	Applied June 10, 1997. Awarded on April 1, 1999.	Approved. Expires 6/30/2011.
United Auburn Tribal Gaming Agency United Auburn Indian Community 1200 Athens Avenue Lincoln, CA 95648-9328 (530) 883-2390 - Phone (530) 883-2380 - Fax	Vendor License #04-00028	October 2004	Current. Expires December 1, 2010.

GTECH CORPORATION Licenses Held – As of 1/14/2010

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
The West Virginia Lottery Licensing Division 312 McCorckle Avenue, S.E. / P.O. Box 2067 Charleston, WV 25327 Contact: Roberta Somerville, 304-558-0500 (ext. 245) Fax: 304-558-3321	Manufacturer Permit #VLM-008 Limited Video Lottery Manufacturer's License # LVLM-008	Applied June 29, 2005 Approved July 27, 2005 Applied August 4, 2005	Current. Expires June 30, 2010. Current. Expires September 30, 2010.

* GTECH Corporation and/or GTECH Holdings Corporation have previously filed various corporate disclosure forms to be found suitable in jurisdictions in which Spielo Manufacturing ULC, Spielo USA Incorporated and/or an Atronic entity are licensed. Such jurisdictions include, but are not limited to, Nevada, New Jersey, Louisiana, and Mississippi. Additionally, GTECH Corporation is the online lottery vendor for numerous states, however, some of these states do not require GTECH Corporation to have an actual license in order to perform such services.

GTECH CORPORATION Licenses Previously Held or Elected Not to Renew

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
<u>LICENSES PREVIOUSLY HELD OR ELECTED NOT TO RENEW</u>			
<u>State of Connecticut</u> Department of Revenue Services Division of Special Revenue 555 Russell Road, PO Box 11424 Newington, CT 06111	Vendor License # 42-455087	Information not available	License expired on August 31, 1987
<u>State of Delaware Lottery</u> McKee Business Park 1575 McKee Road, Suite 102 Dover, DE 19904	Management Services Provider under Gaming Entertainment (Delaware) LLC (Partial interest held by GTECH)	August 1996	GTECH was required to divest itself of its interest in order to apply for the gaming license for Spielo Manufacturing ULC.
<u>Missouri Gaming Commission</u> 3417 Knipp Drive, PO Box 1847 Jefferson City, MO 65102 (573) 526-4080 Fax: (573) 526-1999	Business Entity Key Person License	December 2007	License expired on December 31, 2009. License was surrendered on July 21, 2009. On 7/1/2009, the interest in the Atronic Group ("Atronic") and Spielo Manufacturing ULC ("Spielo") was transferred from GTECH Corporation to Lottomatica. Because of the transfer, GTECH no longer owns or manages an interest in the licensed manufacturers. As a result, GTECH surrendered its license without prejudice.

GTECH CORPORATION Licenses Previously Held or Elected Not to Renew

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
<u>Nebraska Lottery</u> P.O. Box 98901 301 Centennial Mall South Lincoln, NE 68509	000066542	Information not available	GTECH terminated license on May 28, 1993
<u>Nevada Gaming Commission</u> 1919 E. College Parkway, PO Box 8003 Carson City, NV 89702 Contact: Richard Trachok	Found suitable 12/20/2007	2006	6/18/2009 Application for approval to transfer its interest in Atronic Americas, LLC and GTECH German Holdings Corporation to Lottomatica as a result of the Gaming Solutions restructuring
<u>New Jersey Casino Control Commission</u> Arcade Building Tennessee Avenue & Boardwalk Atlantic City, NJ 08401	Casino Service Industry License Vendor ID #40395	September 1997	Expired August 31, 1999. In October 2000, GTECH elected not to renew the license
<u>Nova Scotia Alcohol and Gaming Authority</u> P.O. Box 545 40 Alderney Drive, 5 th Floor Dartmouth, NS B2Y 3Y8	Dreamport, Inc. submitted application	June 1999	Elected not to pursue application.
<u>Alcohol & Gaming Commission of Ontario</u>	Certificate of Registration	October 1996	In July 2000, GTECH

GTECH CORPORATION Licenses Previously Held or Elected Not to Renew

GTECH Corporation and its subsidiaries have never been denied a gaming or lottery license or had a gaming or lottery license revoked in any state or jurisdiction.

Name of Regulating Body	Permit/License Certificate or Registration License No.	Date of Application	Disposition of Application
90 Sheppard Avenue, East, Suite 200 Toronto, Ontario M2N 0A4	Gaming Supplier #00048049		terminated the license for business reasons
<u>Regie Des Alcools Des Courses & Des Jeux</u> 1281, boul, Charest Quest Quebec, Quebec G1N 2C9	Information not available	June 21, 1994	GTECH withdrew the license application in March 1995
<u>Regie Des Alcools Des Courses & Des Jeux</u> 1281, boul, Charest Quest Quebec, Quebec G1N 2C9	Dreamport, Inc. submitted application	May 2000	On October 26, 2001, Dreamport withdrew the application for business purposes
<u>Gaming Supervisory Authority of South Australia</u> Level 4, 45 Grenfell Street Adelaide, South Australia	Dreamport International, Inc. submitted application to transfer the license to operate the Adelaide Casino	January 2000	Elected not to pursue application.

GTECH Corporation
Fines

1. Settlement of \$23,200 paid by GTECH to the Office of Foreign Assets Control (2000)

In June 1998, the European Association of State Lotteries and Lottos ("AELLE"), a well known lottery trade association based in Lausanne, Switzerland, invited GTECH to participate in the Ninth AELLE Congress, a lottery trade conference scheduled to be conducted in Malta from May 24 to May 28, 1999. GTECH agreed to participate, and paid AELLE \$14,000 to reserve eight demonstration booths at the conference and a \$400 registration fee for each of the 55 GTECH representatives who attended the conference.

Included as part of the services covered by the registration fees, AELLE made hotel room reservations for those GTECH representatives attending the conference at the Hotel San Gorg Corinthia (at which the conference was to be conducted) and the nearby Corinthia Marina Hotel. GTECH was unaware of the OFAC regulations restricting business with these hotels, and at no time did any representative of AELLE, or of either hotel, inform anyone at GTECH of those restrictions. Prior to the show, GTECH had checked the United States State Department general and Overseas Security Advisory Counsel websites to identify travel risks and restrictions regarding the Malta trade show, and had found nothing.

As soon as GTECH was made aware of the restrictions, shortly after its representatives arrived for the show, all GTECH's representatives immediately checked out of the hotels and closed its demonstration booths, and even took the time to notify other U.S. companies staying at the hotel of the restrictions. GTECH then promptly notified the Office of Foreign Assets Control ("OFCA") of the situation, which never imposed any sanctions. The Company later agreed to pay the OFCA the amount of \$23,300, solely for the purpose of settlement and in order to speedily dispose of the matter. GTECH was never charged with any wrongdoing.

The OFCA issued a license in order to enable GTECH to reimburse the Malta-based events facilitator that GTECH had retained in connection with the AELLE conference, Perfect Organizing Ltd., for monies it had paid to the hotels on behalf of GTECH.

2. Civil penalty of \$90,000 paid by GTECH to the New York Temporary State Commission on Lobbying (2002)

In 2002, a civil penalty in the amount of \$90,000 was assessed against GTECH by the New York Temporary State Commission on Lobbying as a result of the actions of the Company's then-consultant, Virgilio Perez. The fine resulted from an investigation of Perez, who was subsequently fired from the Company. Perez was also suspended from lobbying in New York for three years. The Commission charged Perez with violating the \$75 limit on gifts and filing false reports to the Commission for a period of two years.

3. On February 28, 2007, GTECH Corporation paid a civil penalty of \$225 on behalf of a GTECH employee who was assessed the fine by the Tennessee Registry of Election Finance in connection with the late filing of a Lobbying Activity Report.

Exhibit 11

Attachment B / Bank of America Letter

ATTACHMENT B
FINANCIAL COMMITMENT AND RESPONSIBILITY

GTECH Corporation is a fully-owned subsidiary of _____

Lottomatica Group S.p.A. and that as such Lottomatica Group S.p.A.

(Parent)

Unlimited _____ up to _____

~~(Dollar Value)~~

Title: SVP & CFO Lottomatica Group S.p.A.

Date: May 28, 2010

April 5, 2010

Mr. Matthew W. Hughes
Treasurer
GTECH Corporation
10 Memorial Blvd
Providence, RI 02903

Re: Request for Proposal

Dear Matthew:

Bank of America and **twenty-two** other banks, for which we act as Agent under a Credit Agreement dated May 5, 2006, provide GTECH Corporation with commitments for two unsecured revolving credit facilities totaling \$500 million in aggregate, the "Facility". Amounts available for borrowing under the Facility at any time are dependent upon the amount of such commitments which are then utilized as well as continued compliance with all terms and conditions of the Credit Agreement. As of April 5, 2010, **\$2,641,845.60** of the Facility was utilized, leaving **\$497,358,154.40** available for borrowing.

GTECH's Facility is available for general corporate purposes, which include providing the funds necessary to fund both the upfront capital costs of installing a lottery system as well as the initial expenses incurred prior to the time of payment.

I confirm that there is currently committed availability under the Credit Agreement, which may be used to finance both anticipated upfront capital costs and initial expenses of a lottery system.

If you have any further questions, please do not hesitate to call me.

Sincerely,

Irene Bertozzi Bartenstein

Irene Bertozzi Bartenstein
Principal, Bank of America, N.A.
100 Federal Street, MA5-100-09-03
Boston, MA 02110-1898
(V) 617.434.2903
(F) 617.434.0601

Exhibit 12

Receipt and Delivery of Instant Tickets Procedure

Receipt & Delivery Of Instant Tickets Procedure

Information Redacted
§552.101/466.022/552.139

PURPOSE

To provide procedure for receiving instant ticket deliveries from instant ticket printers, and delivering instant tickets to UPS for delivery to Texas Lottery Retailers.

RESPONSIBILITY

Distribution Supervisor, Shipping & Receiving Clerk, and Sr. Dist. Staff are responsible for insuring the security and safety of shipments, and deliveries.

GENERAL

Instant ticket printers deliver instant tickets to GTECH Texas Distribution Center for the Texas Lottery. GTECH distribution center processes the instant tickets for delivery to Texas Lottery Retailers throughout the state. UPS is the vendor responsible for delivering instant tickets to retailers. This procedure will outline the process for receipt and delivery of instant tickets.

PROCEDURE

Instant Ticket deliveries are prescheduled by the instant ticket printer and the Texas Lottery, the scheduled delivery information is passed on the GTECH. GTECH will use this information to prepare for the upcoming delivery of the instant tickets.

-
- Drivers will be required to dock at delivery doors, and await contact from GTECH staff prior to taking any other actions pertaining to the delivery of the shipment.
- Deliveries will take place no earlier than 7:00 AM. Monday thru Friday.
- GTECH staff will retrieve any supporting documentation, and instruct the driver on the specifics of the delivery.
- GTECH staff will inform the Lottery (Retail Services) that the tickets have arrived and are ready to be unloaded.

- During packaging all orders will be set-aside in a designated location in the warehouse. Daily orders will go directly onto the UPS provided trailer.
- When the initial distribution game is complete. The distribution Supervisor will contact a UPS representative via email, phone, or direct contact.
- The distribution supervisor will request the date for UPS to pick-up initial distribution from GTECH'S warehouse.
- Distribution supervisor will provide the UPS rep. With all information needed to perform the pick-up. Such as trailer numbers, number of skids, destination of the tickets.
- On the morning of the pick-up UPS will dock empty trailers at the distribution centers loading docks.
- Upon arrival of the security staff. The distribution staff will request security open shipping doors.
- The GTECH shipping clerk will notify the Lottery Retailer Services staff that the game will be loading to UPS.
- Security then opens shipping doors.
- Distribution staff begins to load initial distribution on to the UPS trailers.
- This process will continue until the last skid/carton of the game has been loaded.
- GTECH security will then close shipping doors and await the pick-up by UPS.
- The UPS driver will pick up the trailer and transport it to the UPS facility located just a short drive from the distribution center.
- Security will monitor the process from the door and on the security monitors located in the Security office.
- After the initial distribution is all picked-up, the supervisor will notify GTECH control room that the game has shipped, and the pick-up record is ready to be transmitted to UPS.

Exhibit 13

Public Gaming Research Institute's Morning Report



World's most widely read Lottery/Racino/Gaming magazine • Video, Racino, Casino, Internet, Wireless, Online, Scratch-Off

Public Gaming Research Institute Inc.'s
International Morning Report
Your Weekly Supplement to
Public GAMING International Magazine
October 18, 2004

CASE STUDIES
NEW YORK CASE STUDY – AUTO CASH

The New York Lottery is currently generating over \$56 million a week in Instant Game ticket sales. This represents an average of almost 6 million instant ticket validation transactions each week. The average retailer cashes over 400 prizes daily. New York has a 4-digit security scan code requiring manual entry of every instant ticket presented for payment. This takes up tremendous retailer staff time and reportedly slows down customer service levels. The Lottery's goal is to sell over \$3 billion in instant tickets this year. This represents over 10% growth over last year and a lot more work for Lottery retailers. These retailers offer their customers an instant game menu ranging from 20-35 games at any given time. While the Lottery is not able to increase compensation to its retailers, it has introduced an important new labor saving tool - Auto Cash. Auto Cash is New York's version of keyless validation. The feature, once enabled, eliminates manual entry of the four-digit security number for all qualified low tier prizes and allows the instant ticket to be cashed just like an online ticket. The system automatically knows which games and validation levels qualify for the auto cash feature. If a retailer attempts to cash a ticket that does not qualify for auto cash, i.e. high tier winning tickets or non-winning tickets, the terminal will request the traditional four-digit security number. In order to protect the Lottery and the retailer from program abuse, the Lottery has established strict internal controls. If the four-digit code is entered incorrectly, the whole transaction will be recorded as a "bad scan." The terminal will automatically disable the auto cash feature if a pre-established number of "bad scans" occur within a specified time

frame. In response to substantial input from Retailer Advisory Board meetings the Lottery has developed proprietary measures allowing retailers to enable or disable the feature through password control access as well as providing detailed reports to monitor "bad scans" New York Lottery Director Nancy A. Palumbo believes the new feature will help reduce workload for busy store staff. "We very much appreciate the extraordinary effort and the amount of work involved in managing our wide menu of lottery games. The feedback we have received from retailers has been extremely positive. Several retailers are reporting less work for their clerks and faster customer service. "The implementation of the auto cash program required an expanded proprietary algorithm barcode on the instant tickets as well as updated on-line operating system software for the terminal. The Lottery started producing instant tickets with the new barcode in February 2004 and commenced distribution to the retailer network on April 28, 2004. The auto cash feature was enabled for a test group of 200 high volume retailers during August 2004. Based on outstanding test results, minimal clerk confusion or operating issues, the program has since been rolled out to more than 4,000 retailers statewide, with 26% of all validations for weekending October 9, 2004 processed through auto cash. The goal is to have the auto cash available to our entire network of over 15,800 retailers by March 31, 2005. Auto cash is the latest in a series of instant ticket business building initiatives. If we want to continue to grow our instant game revenues to education, we have to find new ways to simplify instant game management for our retail partners. Without our retailers support, success is not possible.

Exhibit 14

Liquidated Damages

Confidential

Confidentiality Claimed
Not released

CONFIDENTIAL

Exhibit 15

Communications Network

Confidential

Confidentiality Claimed
Not released

11 x 17 inserts

Exhibit 16

Sample Weekly Status Report

Confidential



Confidentiality Claimed
Not released

Exhibit 17

Sample Test Plan Template

Confidential



Texas Lottery

**Confidentiality Claimed
Not released**

Confidentiality Claimed
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Exhibit 18

Project Communication Plan Template

Confidential

Confidentiality Claimed
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**Confidentiality Claimed
Not released**

Exhibit 19

Detailed Conversion Plan and Time Chart

Confidential

Confidentiality Claimed
Not released

11 x 17 inserts

Exhibit 20

Renewal Application Letter

4/26/10 2:41 PM

LSP LSP

LSP Chain - Subordinate

No Tax Info

200008

LSP Chain - Subordinate

AUSTIN

1

Retailer Number: 200008

Dear Retailer:

The Lottery Sales Agent license for the location shown above will expire 1/28/12 12:00 AM. Enclosed you will find an instruction sheet, a renewal application, and a list of owners, partners, officers, or directors.

Please Review these documents. To ensure we have correct information concerning your ownership and store, you must inform the Texas Lottery Commission in writing of any changes that have occurred since you filed your original application. If you have added any new partners, officers, or directors, please include their names and the requested information on section four(4) of the renewal application. A Texas DPS fingerprint card and a \$25.00 processing fee is also required for each new person listed. If the new person(s) listed on the renewal application have previously submitted fingerprint cards and fees to the Texas Lottery Commission, additional fingerprint cards and fees will not be required. Please follow the instructions and complete the renewal application. Return the completed renewal application along with a fee of \$15.00 to the address shown below by '.' by '' into

Texas Lottery Commission
Attn: Lottery Licensing
Post Office Box 16660
Austin, Texas 78761-6660

The renewed license will be valid for two(2) years from the date of issuance. If you have any questions about your license renewal, please call 1-800-375-6886 and ask for the Licensing Section of Lottery Operations.

Sincerely,

David Ramos

Retailer Licensing Supervisor

Part One: INSTRUCTIONS

TEXAS LOTTERY TICKET SALES LICENSE RENEWAL INSTRUCTIONS

Please read these instructions and complete this application carefully. Failure to properly complete and return this application could result in the expiration of your Lottery Agent License. Please mail the complete application along with the \$15.00 renewal fee for each licensed location on the attached report to:

Texas Lottery Commission
Attn: Lottery Licensing
Post Office Box 16660
Austin, Texas 78761-6660

If you have any questions, please call us toll free at 1-800-37-LOTT0. Ask for the Licensing Section.

Information about Part Two: Application

1. Please review the information in Part Two: Application, section one.

2. If you are a corporation, partnership, or "other" organization, enter your federal employer's identification number assigned by the Internal Revenue Service. Please write the words "applied for" if you have applied for a number and have not received one.

3. If necessary enter update information reviewed in section one.

4. Please review the enclosed owner/officer/partner list and enter updated information in section number 4. Include a Texas DPS fingerprint card along with a \$25.00 fee for any new owner, officer, or partner who has not previously provided a fingerprint card to the Texas Lottery Commission. Please call 1-800-375-6886 for fingerprint cards. If removing an owner, office, or partner, please submit written notification, including minutes of the board of director's meeting, or legal documents relating to partnerships.

Information about Part Three: Eligibility

Please answer YES or NO to questions 1 through 6 on Part Three: Eligibility. These questions must be answered for your renewal to be processed. Question #6 applies only to corporations or partnerships.

Information about Part Four: Certification

Be sure to read, sign, and date the Part Four: Certification section before returning the application to the Texas Lottery Commission.

Part Two: APPLICATION'

APPLICATION FOR TEXAS LOTTERY TICKET SALES LICENSE RENEWAL'
PLEASE PRINT OR TYPE'

This completed form and any other supporting documentation must be received by the Texas Lottery Commission no later than '. A sales agent must file a renewal application and pay ' by ' into

the renewal fee before the agent's license expires.

1. Legal name of owner: null

Retailer #: 200008

Mailing Address: LSP Chain - Subordinate

Contact name: LSP LSP

/OWNER

Taxpayer #: 1

2. Please provide us with your Federal Employer's Identification'
(FEI) Number _____.'

3. Please verify the information above and make necessary changes in the
space provided below. Use a separate sheet if necessary.

Legal Name: _____' (+26, 25)

Taxpayer Number: _____' (+26, 25)

Mailing Address: _____' (+26, 25)

Contact Name: _____' (+26, 25)

4. Please Verify the enclosed owner/officer/partner list and make necessary
changes in the space provided below. Use a separate sheet if necessary.
Please refer to item number 4 of the instruction sheet for more details.

— fill

*Name(first,middle init,last)

Social Security or FEI Number

— fill

Home Address

Home phone(Area code-number)

— fill

Title

Date of Birth

Driver's License(State & Num)

— fill

*Name(first,middle init,last)

Social Security or FEI Number

— fill

Home Address

Home phone(Area code-number)

— fill

Title

Date of Birth

Driver's License(State & Num)
— fill
*Name(first,middle init,last)
Social Security or FEI Number' (,220)

— fill
Home Address'
Home phone(Area code-number)

— fill
Title
Date of Birth
Driver''s License(State & Num)

Important: Any changes to the information above must be reported within ten(10) calendar days of the change to the Licensing Section of the Texas Lottery Commission. See the attached instructions for address and phone number.

Part Three: ELIGIBILITY

1. Is the applicant(s) a person(s) convicted of a felony, criminal fraud, gambling, or gambling related offense whose sentence, parole, mandatory supervision, or probation ended less than ten years ago? ☐Yes ☐No
2. Is the applicant(s) a person(s) convicted of a misdemeanor involving moral turpitude whose sentence, parole, mandatory supervision, or probation ended less than ten years ago? . ☐Yes ☐No
3. Is the applicant(s) a person(s) who is a professional gambler? ☐Yes ☐No
4. Is the applicant(s) a person(s) delinquent in the payment of any state tax? ☐Yes ☐No
5. Is the applicant(s) a person(s) who is a spouse of those people named above? ☐Yes ☐No

QUESTION #6 APPLIES ONLY TO AN APPLICANT WHO OPERATES AS A CORPORATION OR PARTNERSHIP

6. Is the applicant a business prohibited by the State Lottery Act of Texas from holding a Texas Lottery Sales License because the) business includes a person identified in items 1-5 above who:
- * is an officer or director of that business,
 - * holds ten percent or more of the stock in that business,
 - * holds an equitable interest greater than ten percent in that business,
 - * is owed more than ten percent of the business's debt,
 - * owns or leases a business through which the applicant will conduct ticket sales, or
 - * will share in the profits of that business(not including stock dividends)? ☐Yes ☐No

Part Four: CERTIFICATION

I, under penalty of law, hereby certify that all of the information provided in this document and any attachments is true and correct to the best of my knowledge and belief.

I understand that providing false or incomplete information may be grounds for denial of my application for license as a retailer or revocation or suspension of the license(s) issued as a result of this application. I have read and agree to abide by the license terms and conditions stated in this application.

I understand that the Executive Director will request that an applicant and its officers, directors, employees, and agents furnish a complete legible set of fingerprints, and that failure to provide the requested fingerprints may result in the denial of the application for a Texas Lottery Ticket Sales License. I authorize the commission to obtain financial records and criminal history records from the Department of Public Safety, the Federal Bureau of Investigation, or any other law enforcement agency.

Sign here: fill Title: Date:

Owner/Partners/Officers/Directors Listing

Exhibit 21

Risk Management Plan Template

Confidential

Confidentiality Claimed
Not released

11 x 17 inserts

Exhibit 22

NASPL Quality Assurance



Quality Assurance

This is to certify that

GTECH Corporation

has achieved certification in the NSI Certification Program in the area of Quality Assurance, indicating that the organization has demonstrated its conformance to the NSI Certification Program Conformance Requirements Documents listed below:

Conformance Requirements Documents

QA Requirements Definition for Vendors 1.0

QA Development Process 1.0

Date certified: March 30, 2009

Valid until: March 30, 2011

Certification ID: 6316 & 6317

The NASPL Certification Logo is a trademark of the North American Association of State and Provincial Lotteries. The NASPL Certification Logo may only be used on or in relation to entities that have been certified under this program. The certification register may be viewed at www.opengroup.org/naspl/conformance/cert/register.html

The NSI Certification Program is operated by The Open Group.

Exhibit 23

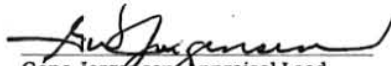
CMMI – Dev v1.2 Staged Maturity Level 4 Rating




Certificate of Recognition Awarded to
GTECH Corporation
Global Technology Solutions – Support
in recognition of


CMMI® – DEV v1.2 Staged Maturity Level 4 Rating
*achieved in an independently-led Standard CMMI® Appraisal Method
for Process Improvement (SCAMPISM) A, Version 1.2*

December 07 – 15, 2009


Gene Jorgensen, Appraisal Lead
SEI Certified High Maturity Lead Appraiser
#0200174-01
Systems and Software Consortium, Inc (SSCI)




Michael Evanoo, Team Member
SEI Certified High Maturity Lead Appraiser
#0200132-01
SSCI


James Bois, Team Member
GTECH Corporate


Michael Dameron, Team Member
GTECH Corporate


Allan Dillabough, Team Member
GTECH Corporate


Barbara Imbor-Maciag, Team Member
GTECH Corporate


John Metz, Team Member
GTECH Corporate



Tom Storey, Team Member
GTECH Corporate

Exhibit 24

Certificate of Registration – ISO 9001:2008



Certificate of Registration

**GTECH Corporation
West Greenwich Technology Center
1372 Main Street
Coventry, RI 02816**

Is hereby granted the right and license to use the QSR® Registered Firm Symbol and to be listed in the Quality Systems Registrars, Inc. "Register of Certified Quality Systems" under the conditions specified in QSR®'s Contract and ISO 9001:2008 for the following scope:

Design, manufacture, and service of online lottery terminals, Instant Ticket Vending Machines (ITVM), Lottery Self Service Terminals (SST) and associated peripheral devices at 55 Technology Way, West Greenwich, RI. Some operations such as receiving, receiving inspection, repairs, manufacture, modifications and material storage are performed at 1372 Main Street, Coventry, RI. Material storage operations include the warehouse located at 1485 South County Trail, East Greenwich, RI.

Exclusions: 7.3 Design and development (for ITVM vending machines EDS-Q and the TTS acquired from Interlot Technologies, Inc. only); 7.5.4 Customer property.

The period of registration is from December 16, 2009 to December 15, 2012.
Registered Firm Since December 16, 1992.

Certificate Number: QSR-059

Scott R. Kleckner
President

December 10, 2009
Date



QUALITY SYSTEMS REGISTRARS, INC.
22375 Broderick Drive, Suite 260 • Sterling, Virginia 20166
Ph 703-478-0241 • Fx 703-478-0645
www.qsr.com



Exhibit 25

Retailer Interaction DVD

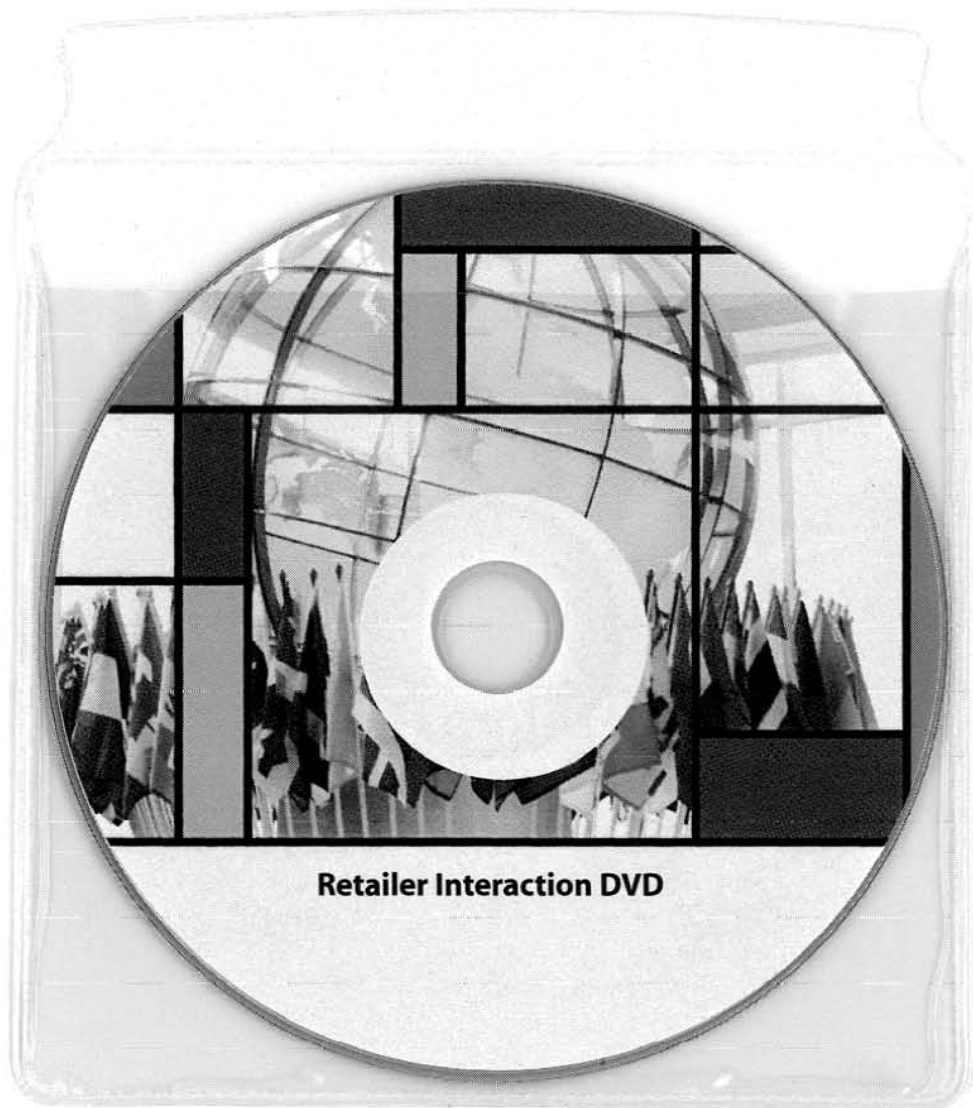


Exhibit 26

Ticket Stock ITVM Guidelines

Confidential

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Confidentiality Claimed
Not released

Exhibit 27

**Project Work Plan and Installation
Timeline Related to Amendment No. 8**

Confidential



Confidentiality Claimed
Not released

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