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BASIS AND PURPOSE FOR RULE 25

The purpose of Rule 25 is to establish playing rules for keno and procedures for conducting keno games in compliance with section 44-30-302 (2), C.R.S. The statutory basis for Rule 25 is found in sections 44-30-201, C.R.S., 44-30-203, C.R.S., 44-30-302, C.R.S., and 44-30-818, C.R.S.

RULE 25 RULES FOR KENO

30-2501 Keno rules.

The game of keno authorized pursuant to Article 30 of Title 44, C.R.S., including all approved variations thereof, shall be permitted and conducted according to the rules and provisions set forth in this Rule 25, promulgated by the Commission (hereinafter collectively "the rules of keno"). The rules of keno shall be followed by all licensees and by all persons participating in any game of keno. For good cause shown, the Director may waive any of the requirement imposed by these Regulations.

30-2502 Definitions for keno.

- (1) "Conditioning" means the coding which the player and computer mark on the keno request and keno ticket, respectively, to indicate the type of keno ticket being wagered and the rate at which the keno ticket is to be played.
- (2) "Electronic keno game" means a software based keno game purchased by a patron through a wireless mobile point of sale device or keno kiosk and where all outcomes of all electronic keno games are determine by a random number generator or approved draw device. *Effective 6/14/21*
- (3) "Keno AGP" means total writes minus total pay outs.
- (4) "Keno kiosk" means a self-service device, that provides an interface for a patron to purchase one or more keno tickets by allowing the patron to select the applicable number of spots for each keno game purchased utilizing cash or approved cash equivalent (i.e. tito) as the manner of payment into the kiosk in order to receive a confirmation keno ticket receipt printed by the kiosk. *Effective 6/14/21*
- (5) "Keno request" means a keno writer request or a keno runner request when required by a keno system or licensee's procedures. *Amended 6/14/21*
- (6) "Keno writer request" means, when required by a keno system or licensee's procedures, a two-part form or a one-part form with a detachable portion, which serves as a receipt used by a patron to select the desired number or numbers (spots) for one or more keno games by giving the form directly to a keno writer or runner. *Amended 6/14/21*
- (7) "Keno ticket" means a one-part computer generated form which is issued by a keno writer or keno runner based on the information recorded on a keno request.
- (8) "Keno ticket receipt" means either a keno kiosk printed tito ticket for an electronic or a paper based keno game, or a one-part form given to a patron by a keno runner as a receipt for a

winning keno ticket that the patron has given to the keno runner to redeem, which contains, at a minimum, the serial number of the keno ticket. *Amended 6/14/21*

- (9) "Keno writer" is a person who receives, verifies, and records the cash wagers of customers.
- (10) "Keno writer request" means a one-part form used by a patron to select the desired number or numbers (spots) for one or more keno games by giving the form directly to a keno writer or keno runner.
- (11) "Paper based keno game" means those games using paper forms for keno requests, keno writer requests and keno ticket receipts. *Effective 6/14/21*
- (12) "Quick-pick" means a straight or basic keno ticket in which the computer system randomly selects the marked number or numbers (spots) for the patron.
- (13) "Rate card" means the document issued by a casino licensee listing the available types of wagers, payoff rates, wagering format and such other information as required by this Regulation.
- (14) "Random number generator or RNG" means a software based algorithm for randomly determining winning outcomes of any electronic keno game. *Effective 6/14/21*
- (15) "Side game" means an additional keno or other casino style game approved by the Division that a player may wager within the keno system. The side game may be either independent or dependent of a certain outcome contained within any active keno game. *Effective 6/14/21*
- (16) "Spots" means the number or numbers selected by a player for a keno game. For example, a keno ticket based on a keno request on which a player selected three numbers is referred to as a "three-spot" keno ticket.
- (17) "Ticket-in ticket-out or tito" means a keno system validated and generated ticket that may be used as a cash equivalent within the casino at any cage, keno kiosk or gaming device to add or remove credits. *Effective 6/14/21*
- (18) Keno wins are payable after all games wagered have completed or unless a multi-race ticket in progress is quit (canceled). "Winning keno ticket report" means a report utilized by a keno runner who carries tickets for redemption and/or play to a keno workstation, or which may be used to verify and directly redeem winning keno tickets, and/or to calculate the amount due for the next game's replay. The report may be generated by a keno employee or print automatically after each keno game, and shall list all winning keno tickets for that game, and shall contain, at a minimum:
Amended 6/14/21
- (a) The serial number of each winning ticket; *Amended 6/14/21*
 - (b) The number of the keno game; and
 - (c) As to each winning keno ticket:
 - (i) The total ticket pay out for finished tickets. *Amended 6/14/21*
- (19) "Written" means a completed keno transaction in which a bet has been placed and recorded.

30-2503 Keno games.

- (1) All keno systems and side games shall be approved by the Division. Each casino licensee which elects to offer the game of keno shall conduct the game with an independent system and a draw device which selects the winning numbers for the game in a random fashion. A Colorado approved independent testing laboratory shall certify that the keno system used in conjunction with keno game play meets or exceeds the standards approved by the Commission, and the standards established by this document. The random number generator shall be accessible using a method approved by the Division, if the random number generator is a separate module. *Amended 6/14/21*
- (2) The casino licensee may elect to operate a stand alone keno kiosk which will be required to operate within this Regulation and produce all the required reports of live keno.
 - (a) Before being deployed for use at a licensed facility, all keno kiosks must be submitted to a Colorado approved independent testing laboratory for testing and receive the required certification. The Colorado approved independent testing laboratories shall certify that the keno kiosk meets or exceeds the most current Division approved version of standards for Kiosks, or equivalent standards as approved by the Commission, and the standards established by the Division. Additionally, the keno kiosk may accept input from the patron of any casino player reward accounts and the keno system may permit acceptance or granting of points for electronic keno game purchases. *Amended 6/14/21*
- (3) The casino licensee may use a Rabbit Ears or wheel style (automated read of the balls using barcodes and/or symbols and software) of selecting the numbers.
- (4) The casino licensee, at its discretion, shall determine the number of keno games to be conducted during the gaming day. Nothing in this Regulation shall preclude a casino licensee from conducting keno games at different intervals at separate locations within the licensed premises. Each keno game conducted during the gaming day shall be assigned a unique sequential game number and time stamp by the keno computer system. Nothing in this regulation precludes a casino that uses a keno kiosk to have a limit or time between electronic keno games. *Amended 6/14/21*
- (5) A keno supervisor or a keno writer shall provide verbal or visual notice that the current keno game will be closing within at least one minute prior to closing that game or the casino licensee shall display the minimum remaining time between keno games at each keno booth or satellite keno booth. A cleared keno board may serve as visual notice pursuant to established game rules. If keno runners are authorized to accept wagers on a keno game, the game shall not be closed until all such runners have " signed/checked in" via the keno system's point of sale system in accordance with the Rules of the Division. *Amended 6/14/21*
- (6) If the keno computer system does not have an automatic lock-out feature, a keno supervisor or a keno writer shall initiate the keno computer to start a keno game by:
 - (a) Locking out all keno workstation terminals and wireless mobile point of sale devices so that no additional keno tickets may be voided or issued for the game being conducted; *and Amended 6/14/21*
 - (b) Randomly selecting 20 of the 80 available numbers.
- (7) As the 20 numbers are selected by the computer, the keno supervisor or a keno writer may announce the winning numbers for the patrons in the area of the keno booth or satellite keno booth.

- (8) The 20 numbers which are randomly selected by the keno computer system, and the game number, shall be displayed or illuminated on a keno board or video monitor visible to patrons in the area of the keno booth and in such other areas of the casino. Nothing herein shall preclude the placement of keno boards or video monitors outside of the designated gaming floor space, including displaying the keno game through a secured internet (cloud) web portal interface that is accessible to patrons on their mobile or desktop computer devices. Such interface may display other features available on the keno system including status of purchasing keno tickets and number draw history. *Amended 6/14/21*
- (9) Each casino licensee shall be required to maintain a record of the winning numbers for each keno game for a period of at least one year.

30-2504 Progressive keno games.

- (1) A progressive keno game is a game with an award that increases based on the placement or result of a wager. A progressive keno game can be:
- (a) A single keno game; or
 - (b) Linked with two or more Colorado licensed retail establishments (Multi-link system, also known as Wide Area Progressive (WAP)).
- (2) A progressive jackpot meter must be shown for any keno progressive offered.

Records must be maintained that support the current amount shown on a progressive jackpot meter. The Licensee must establish control procedures which provide supporting documents to explain and/or reconcile any increase, reduction, or discontinuance of a progressive jackpot amount offered for patron play at a licensed retail establishment. The records and documents must be retained in accordance to the records retention requirements set forth in Regulation 30-1607.

- (3) Normal mode of progressive keno games.
- (a) During the normal mode of progressive games, the keno system, if it serves as a progressive controller for "local" casino operated progressives, must increment the progressive amount at the time of each game draw calculation and apply any progressive contributions calculated to the progressive jackpot. The progressive jackpot must account for, and reflect, the total contribution of all qualifying wagers places.
- (4) The licensee offering the progressive must establish key control procedures to prevent unauthorized access to the progressive controller hardware or system.
- (5) Multiple linkage of progressive keno games. If more than one progressive keno game is configured in the keno system, the progressive meter must automatically display the reset amount after an award. If a hidden amount is configured, the progressive meter will reset to the hidden meter amount configured after a progressive win. The progressive jackpot meter must display the following information:
- (a) The winning progressive jackpot amount; and
 - (b) The new reset amount that is displayed.

- (6) Progressive jackpot meter information. A keno system must keep the following information in nonvolatile memory which must be available upon demand:
 - (a) The maximum amount of the progressive pay out;
 - (b) The minimum amount or reset amount of the progressive pay out; and
 - (c) The rate of progression for each meter.
- (7) If a keno progressive has been offered for play, the progressive jackpot amount for that game cannot be changed to a lower amount until after the progressive jackpot has been won. When a progressive jackpot has been won, the keno system automatically resets the meter to the configured reset amount or configured hidden meter value.
- (8) Limits on jackpot of progressive keno games. A licensee may impose a limit on the jackpot of a progressive keno game if the limit imposed is greater than the current progressive jackpot displayed on the keno game at the time the limit is imposed. The licensee must inform the public with a prominently posted notice of progressive keno games with the limits.
- (9) Discontinuance of progressive keno games.

No licensee may discontinue a progressive keno game until all of the advertised progressive amounts or prizes or both have been awarded, or the advertised progressive amount, minus the normal non-progressive award for the combination that would have awarded the progressive amount, is moved to another progressive link within the licensed establishment or this amount is disbursed in another method approved by the Division, such as an additional pay out.
- (10) Cash requirements. Unless the Commission has approved the payment of prizes by annuity and except for the cash requirements for multi-link systems, a licensee who offers a progressive keno game for play must maintain a minimum cash reserve as prescribed in the Internal Control Minimum Procedures established by the Division to ensure the licensee has cash available to pay all progressive liabilities. Manufacturers who enter into an agreement to place non multi-link progressive awards in casinos must maintain funds in a bank or other financial institution in Colorado, which is chartered by the State of Colorado or any other state or the United States Government, equal to the amount of these awards.

30-2504.01 Keno games - Multi-Link Systems/Wide Area Progressive (WAP) Systems and Multi-State / Wide Area Progressive (WAP) Systems. *Amended 6/14/21*

- (1) Multi-link systems are the collection of hardware, software, and associated equipment used to link keno host systems with satellite keno systems and can include progressive keno systems that offer keno games and/or progressive keno game across telecommunication lines between two or more Colorado licensed retail establishments. Multi-state systems are the collection of hardware, software, and associated equipment used to link and monitor progressive keno across telecommunication lines in at least one Colorado licensed retail establishment and in one or more lawfully operated casino(s) in other jurisdictions that participate in the same multi-state wide-area progressive keno system. Persons authorized to control or operate a multi-link or multi-state keno system, must hold a valid operator or manufacturer distributor (or Associated Equipment Supplier) license issued by the Commission. *Amended 6/14/21*
- (2) Approval by the Commission or Division of any multi-link or multi-state keno system WAP will occur in two phases: 1) Phase I initial approval; and 2) Phase II on-site testing.

Phase I:

A Phase I system approval of the multi-link or multi-state keno system and any associated device including all hardware and software must be tested and approved by the Division or its authorized agents.

Phase II:

Phase II approval must include a field inspection where the system and configuration set up are tested on the gaming floor of a participating licensed retail establishment to ensure compliance with the rules. Operation of the system will be authorized only after the Commission, Director or its authorized agents is satisfied that the system meets both Phase 1 and Phase II testing requirement, as well as any other requirements that the Commission or Division may impose to assure the integrity, security, and legal operation of the multi-link or multi-state keno progressive system. At the Division's discretion, the licensee operating the central monitoring system shall reimburse the Division or its agents for reasonable costs to travel to the site in order to perform inspections as the Division deems appropriate.

- (3) The licensee operating the central monitoring system must provide sufficient internal controls to address the security of equipment. Updates to the Internal Controls must be submitted to the Division with a redline and clean copy. At a minimum, the Internal Controls must include the following:
- (a) Methods of funding the progressive prize pool and calculating the receiving payments from participating retail licensees for operating and managing the multi-link or multi-state keno system.
 - (b) Method of communication over the multi-link or multi-state keno system. For example: direct dedicated online communication lines which could be accomplished physically or logically. *Amended 6/14/21*
 - (c) Encryption and encryption keys communication packets between each location and the multi-link or multi-state keno system.
 - (d) Location of the central monitoring system. It must be in a secure location.
 - (e) Communication time to or from the keno system and the central monitoring system.
 - (f) Manufacturer will ensure the central monitoring system site is equipped with an uninterruptible power supply and the central monitoring system is capable of online data redundancy should hardware or software fail during operation.
 - (g) How/when the Division is notified of a communication failure.
 - (h) Method to inform the player of the progressive amount. How the progressive information is captured and recorded to the central monitoring system.
 - (i) The progressive verification procedures, which must include, at a minimum, the following:
 - (i) Confirmation of and steps taken to support validity of the progressive award, and
 - (ii) Reports provided to the Casino and Division to support the progressive award.
 - (j) Reports provided to the participating casinos or Division which must include, at a minimum, the following:

- (i) The amount of, and basis for, the current progressive amount (the amount currently in play). There must be an aggregate and detail report. The aggregate report may show only the balancing of the system with regard to the system-wide totals. The Detail report must be in such form to indicate for each game, summarized by location, the progressive totals. These reports must be provided to the Division on a monthly basis.
 - (ii) Upon the invoicing of any retail licensee participating in a multi-link or multi-state keno system, each such licensee must be given a printout for each keno operation in a retail license establishment, showing the contributed amount to the progressive for the period for which an invoice is remitted, and any other information required by the Division or Commission to confirm the validity of the licensee's contributions to the progressive amount. *Amended 6/14/21*
 - (k) A process must be defined in the event a retail licensee ceases operation and a progressive jackpot is awarded subsequent to the last day of the final month of operation.
 - (l) The vendor must receive approval from the Division prior to discontinuing any multi-link or multi-state keno system. Discontinuance of multi-link or multi-state keno system to include the projected discontinuance date, detailed accounting of the multi-link or multi-state keno system fund including any outstanding expenses and fees due the vendor for operating the system, in accordance with the vendor's written agreement with retail licensees, the distribution of the fund balance, and the final reporting requirements of the system. The final distribution amount is transferred to another multi-link or multi-state keno system operated by the vendor or disbursed in a manner approved by the Division. The final distribution amount is the fund balance less the cost of paying the current progressive less any outstanding expenses and fees due the vendor for operating the multi-link or multi- state keno system.
 - (m) A process to ensure a copy of all lease and contractual agreements with retail licensees are provided to the licensee and the Division upon request
- (4) In calculating adjusted gross proceeds, a retail licensee may deduct its pro-rata contribution to any progressives awarded during the month. This amount must be listed on the detailed accounting records provided by the person authorized to control or operate the multi-link or multi-state system. A retail licensee's contribution is based on the amount from that retail licensee's keno games on the multi-link or multi-state system, compared to the total amount on the whole system for the time period(s) between progressives awarded.
- (5) The multi-link or multi-state keno system prize fund (the amount of money contributed by the participating retail licensees) must be audited, in accordance with generally accepted auditing standards, on the multi-link or multi-state keno system operator's year-end basis, by an independent accountant licensed by the Colorado Board of Accountancy. Two copies of this report must be submitted to the Division within 90 days after the end of the multi-link system operator's business year-end.
- (6) Cash requirements for multi-link or multi-state keno systems:
- (a) Definitions:
 - (i) "Discount rate" means the current prime rate as published in the Wall Street Journal.
 - (ii) "Periodic payments" means progressive jackpot awards paid in a series of annual payments.

- (iii) "Present value" means the current value of a future payment or series of payments, discounted using the discount rate.
- (b) The person authorized to operate a multi-link system must maintain funds in a bank, or other financial institution in Colorado, which is chartered by the State of Colorado or any other state or the United States Government, equal to:
 - (i) The first payment of a progressive award(s) paid in periodic payments, plus
 - (ii) The present value of the aggregate remaining balance of the periodic payments owed on all progressives won by patrons on the multi-link or multi-state system(s). With Commission approval, persons authorized to operate a multi-link or multi-state system can purchase U.S. Government backed fixed-income instruments (i.e., "treasury strips") or U.S. Agency Securities to fund the progressives paid over multiple years.
- (c) For progressive awards that are paid in a single payment, the person authorized to operate a multi-link or multi-state keno system must maintain funds in a bank, or other financial institution in Colorado, which is chartered by the State of Colorado or any other state or the United States Government, equal to:
 - (i) The current progressive liability (amount over reset) as reflected on the progressive meter(s), plus *Amended 6/14/21*
 - (ii) The present value of one additional multi-link or multi-state progressive reset amount. If the reset amount is the casino licensee's responsibility as part of its aggregate limit, the casino is responsible for meeting this requirement, which may be part of its standard aggregate limit. *Amended 6/14/21*

These amounts must be maintained for each multi-link and multi-state progressive.

 - (iii) If the progressive award payment, as stated in the contract, is paid by more than one licensee, the portion of the current progressive liability and the present value of the reset amount must be maintained by each licensee as stated in paragraph (c) above. *Effective 6/14/21*
- (d) On a quarterly basis, the person authorized to operate a Colorado multi-link or multi-state keno system, and any licensee paying any portion of the progressive award, must provide to the Division a report detailing the required funds. These amounts must be maintained for each multi-link or multi-state progressive. *Amended 6/14/21*

30-2505 Keno procedures.

- (1) A casino licensee offering the game of keno shall use a keno system approved by the Division. A casino licensee shall immediately notify the Division of any malfunction of a keno system. Each casino licensee shall conduct the game of keno in accordance with internal controls for its keno system which shall include:
 - (a) Access restrictions;
 - (b) Hardware and software controls;
 - (c) Override policies and restrictions;

- (d) Keno tickets and payoff information; and
 - (e) Backup and recovery procedures.
- (2) Keno shall be conducted by an individual known as a keno writer at a keno workstation. A casino licensee may employ one or more "keno runners" to assist in the conduct of keno. A keno runner may act as an intermediary between a patron and a keno writer in order to facilitate the placement or redemption of a keno wager. A keno runner/writer performs both functions of the keno runner and keno writer.
- (3) A keno workstation shall commence operation with an imprest amount of currency and coin ("keno inventory") which shall be stored in a lockable keno drawer. All imprest banks shall be an extension of the cashier's cage.
- (4) A keno writer or keno runner shall be authorized to accept and redeem wagers from a keno drawer assigned to the keno writer or keno runner. No casino licensee shall cause or permit currency, coin, or gaming chips to be added to, or removed from, the keno inventory during the gaming day except:
- (a) In exchange for a keno ticket purchased by a patron;
 - (b) To make change for a patron buying a keno ticket;
 - (c) In receipt of a coupon from a patron in exchange for currency, coin, or a keno ticket;
 - (d) To pay a winning keno ticket;
 - (e) To refund a voided keno ticket; or
 - (f) In conformity with keno fill and keno credit procedures.
- (5) Keno drawers shall be prepared by a main bank cashier, master coin bank cashier, cage supervisor, or keno supervisor in accordance with the casino licensee's internal controls.
- (6) The keys to the keno drawers containing the keno inventories shall be maintained and controlled in accordance with the Division's ICMP Section 9 Cashier H. Imprest Banks. Each key shall be signed-in and signed-out in accordance with the Division's ICMP Key Control procedures.
- (7) Each casino licensee shall conduct keno operations in accordance with internal controls for accounting and reconciliation of the assets. The internal controls shall include procedures detailing:
- (a) The verification of each keno drawer by a keno supervisor, main bank cashier, or cage supervisor;
 - (b) The documenting of any overage or shortage;
 - (c) The reporting of any suspicious winning keno ticket; and
 - (d) The forwarding of all reports to casino accounting on a daily basis.

- (8) If a keno writer or keno runner needs additional currency or coin, the keno writer or keno runner shall prepare a keno fill slip in accordance with the Division's Internal Control Minimum Procedures.
- (9) A keno writer or keno runner may transfer currency, coin, gaming chips, slot tokens, and coupons to the cashier's cage by preparing a keno credit slip in accordance with the Division's Internal Control Minimum Procedures.
- (10) A keno runner may accept wagers and redeem winning tickets without the assistance of a keno writer provided that:
- (a) The keno runner operates from an independent keno drawer or pouch; and
 - (b) The keno system must generate the reports necessary for the accounting and reconciliation of the keno drawer, or pouch, of each keno runner. All accepted wagers and redeemed tickets are accounted for and reconciled to the drawer or pouch and the winning keno ticket. *Amended 6/14/21*
- (11) If a patron requests to place a keno wager with a keno runner, the keno runner shall:
- (a) Require the patron to complete a two-part keno runner request where required by a keno system or licensee's procedures, and to present currency, coin, gaming chips, slot tokens, or coupons in an amount sufficient to fund the request; *Amended 6/14/21*
 - (i) A runner may accept payment for a wager in another casino that is contiguous and under common ownership as the casino where the keno ticket is written. However, the keno ticket must be written in the casino where the physical keno game is housed, in the licensed gaming area.
 - (ii) A wager is placed where and when the keno ticket is written.
 - (b) Provide the duplicate of the keno runner request to the patron as a receipt for the keno wager, where a keno runner request is required by a keno system or licensee's procedures; *Amended 6/14/21*
 - (c) If applicable, the wager may be added through a mobile hand held point of sale keypad or tablet; *Amended 6/14/21*
 - (d) Take the patron's wager information together with the currency, coin, gaming chips, slot tokens, or coupons to a keno writer at a keno workstation or to a keno booth, satellite keno booth, or keno locker where the keno runner has a keno drawer; *Amended 6/14/21*
 - (e) Receive the keno ticket or tickets and any change from the keno writer or generate them directly at his or her workstation in a keno booth, satellite keno booth, or keno locker; and
 - (f) Deliver the keno ticket or tickets and any monies due to the patron. *Amended 6/14/21*
- (12) If a patron requests to redeem a winning keno ticket with a keno runner, a keno runner shall:
- (a) Accept the ticket from the patron; provided, however, a keno runner who generates and redeems keno tickets at a keno workstation, utilizes a winning keno ticket report to verify

the winning ticket and has sufficient funds in his or her pouch to redeem the ticket, may accept the ticket in exchange for the winning pay out; *Amended 6/14/21*

- (b) Take the winning ticket to a keno writer for processing. If the keno runner has paid the patron directly from his or her pouch the keno writer shall transact with the runner to collect or pay any monies transacted. If a keno runner also functions as a writer, the runner's own writer back funds the runner pouch; *Amended 6/14/21*
 - (c) Unless the keno runner has paid the patron directly from his or her pouch, obtain the proceeds of the ticket or the change due from the keno writer or the keno runner's drawer; and *Amended 6/14/21*
 - (d) Deliver the proceeds or the change due to the patron. *Amended 6/14/21*
- (13) No keno supervisor or keno writer shall start a keno game until all keno runners who are authorized to accept wagers for that game have recorded the wagers they have accepted. *Amended 6/14/21*

30-2506 Keno wagers.

- (1) Keno shall be played with 80 consecutive numbers starting with the number 1.
- (2) The maximum number of spots that may be selected by a player for any keno game shall be determined by the casino licensee and set forth in its approved rate card.
- (3) The following shall constitute examples of permissible wagers at the game of keno:
 - (a) "Straight ticket" is a keno ticket on which a player selects from one spot to the maximum number of spots that may be selected as permitted by the casino licensee without any type of groupings. The pay out for a straight ticket shall be determined by the number of spots the player selects and the pay table the keno operation sets up and publishes. There can be multiple pay table choices (rates) for any spot group (i.e. 5 spot, 6 spot). the player must note on the request which pay rate the ticket is to be booked for.
 - (b) "Split ticket" is a keno ticket on which the equivalent of two or more straight or basic tickets are written. Each group of spots shall be separated from each other by either circling each group or by drawing a line between them. The wager shall be limited in that the numbers in one group of spots shall not be duplicated in any other group of spots. For purposes of determining a winning keno ticket, each group of spots on a split ticket shall be evaluated separately.
 - (c) When all of the groups on a split ticket contain an equal number of spots, the split ticket must be wagered at the same rate for each like group.
 - (d) When at least two groups on a split ticket contain an unequal number of spots, the split ticket may be wagered at the same or a different rate for each group, notwithstanding (c) above.
 - (e) "Way ticket" is a keno ticket on which a player selects at least two groups containing an equal number of spots which are then combined to form more than one straight ticket combinations within one ticket. Each like group played must be wagered at the same rate.

- (f) "Combination ticket" is a keno ticket on which a player selects at least two groups containing any number of spots and also selects how the groups shall be combined to form multiple tickets within one ticket.
- (g) "King ticket" is a keno ticket on which a player selects a single spot which is referred to as the "king" and then combines the king with other groups of spots to form multiple tickets within one ticket. A king ticket may contain more than one king.
- (h) "Multi-race ticket" is a keno ticket which is wagered for more than one game. All of the games covered by the ticket must be consecutive and must be wagered at the same rate.
- (i) "Future ticket" is a keno ticket which is wagered for a game that will not be played immediately after the ticket is purchased, but at a date/time chosen by the patron and can include multi-race tickets. *Effective 6/14/21*

30-2507 Placement of wagers.

- (1) All wagering at the game of keno shall be conducted at an approved keno workstation or in approved areas using a hand-held tablet or portable station connected to the keno system via a secure wi-fi connection. All keno wagering must occur on licensed premises.
 - (a) A wager is placed where and when the keno ticket is written.
- (2) All wagers at keno shall be made with currency, coin, gaming chips, or coupons. Except for a quick-pick, each player shall be required to use a keno request in order to place a wager. Nothing in this section shall preclude the acceptance of a losing or winning keno ticket as the patron's keno writer request for the next game.
- (3) Each player shall be responsible for ensuring that the spots recorded on the keno ticket agree with the spots marked on the player's keno request. The casino licensee shall not be responsible for any error by a keno writer on a ticket purchased directly from the keno writer which the player does not detect prior to the start of the first game for which the ticket has been generated. The casino licensee shall also not be responsible for any error on a ticket purchased through a keno runner if the error is not detected or cannot be corrected prior to the start of the first game for which the ticket has been generated. All winnings shall be paid in accordance with the computer-generated keno ticket and keno system record for the ticket. A keno ticket may not be voided or changed once the first game wagered on the ticket has been closed and the game draw started. Multi race tickets can be terminated at the discretion of the operator in a quit-race or early out transaction, wherein all remaining games shall be voided and refunded and any wins thus far shall be paid. *Amended 6/14/21*
- (4) Each casino licensee shall post, publish and/or provide notice of the minimum wagering requirements, and the maximum wagers in effect at the game of keno and any disclaimers (e.g. 30-2507 (3) above). *Amended 6/14/21*
- (5) Each casino licensee shall design and configure pay tables, which shall determine default rates and corresponding pay amounts which shall increase or decrease arithmetically in proportion to the amount of the wager until any maximum payoff is reached.
- (6) A casino licensee may establish a maximum aggregate payoff per game, which amount shall be equal to any maximum payoff amount which may be established for an individual wager.

Notwithstanding any maximum payoff amount. The Division must approve all maximum aggregate payoffs.

- (7) All payoff amounts shall be posted in accordance with Regulation 30-413.

30-2508 Issuance of keno tickets.

- (1) Unless a player uses a previously generated keno ticket as a keno writer request or requests a quick-pick, a player shall request the issuance of a keno ticket by completing a keno request and submitting the request to a keno writer or a keno runner, as applicable. The player shall complete a keno request by placing some type of distinguishing mark over the number or numbers he or she wishes to play. Prior to submitting the keno request to a keno writer or keno runner, the player shall properly condition and price the keno request in accordance with the information set forth in the rate card of the casino licensee.
- (2) Keno requests shall contain, at a minimum, the following:
- (a) A grid listing the numbers 1 through 80;
 - (b) An area to record the number of games to be played;
 - (c) An area to record the dollar value of each wager and/or way;
 - (d) An area to record the conditioning;
 - (e) An area for the total price of the ticket; and
 - (f) An area to identify the particular game or games to be played. *Amended 6/14/21*
- (3) The keno writer shall input the information from the player's keno request, or scan the barcode of a previously issued keno ticket (replay or recall ticket), or enter the serial number into the pos writer station terminal or wireless mobile point of sale device in accordance with the casino licensee's internal control procedures. This action shall cause a keno ticket with a unique serial number to be printed. Upon receipt of currency, coin, gaming chips, or gaming system generated tickets, in an amount equal to or greater than the total price of the keno ticket from the player or keno runner, the keno writer shall issue the keno ticket and, if due, any change to the player or keno runner. The keno ticket shall contain, at a minimum, the following: *Amended 6/14/21*
- (a) The date and time of issuance;
 - (b) The keno workstation number where the ticket was issued;
 - (c) The numbers selected by the patron listed in a clearly identifiable manner; the designation of groups using symbols or alpha characters;
 - (d) The number of games to be played;
 - (e) The first and last game number;
 - (f) The conditioning;
 - (g) The rate of each wager or way;

- (h) The number of ways played for each spot group;
 - (i) The total price of the keno ticket;
 - (j) The identification number or name of the keno writer;
 - (k) A conspicuous notice that the keno ticket must be redeemed within 120 days of its date of issuance or the obligation of the casino licensee to pay the patron will expire; and
 - (l) The name of the casino issuing the ticket.
- (4) If a casino licensee permits multi-race keno tickets, one keno request shall be used for all of the games to be wagered by the player. The player shall be required to pay for the wager prior to the start of the first game and shall not be paid for any winning games until the completion of the last game for which the multi-race keno ticket was issued unless the remaining races on the multi-race keno ticket are cancelled. A casino licensee may permit a player to receive a refund on a multi-race keno ticket for those games not drawn; provided, however, that the keno computer system is capable of generating adequate documentation for the refund and the procedures governing the refund transaction are in accordance with the casino licensee's internal control procedures.
- (5) A keno writer may void a keno ticket prior to the start of the game for which the keno ticket was issued. A multi-race keno ticket may only be voided, in its entirety, prior to the start of the first game for which the keno ticket was generated. The method for voiding keno tickets shall be in accordance with the casino licensee's internal control procedures. Each keno computer system shall be capable of maintaining, on a daily basis, a listing of voided keno tickets for each keno workstation.

30-2509 Payment of winning wagers.

- (1) Except as otherwise provided for pay outs which exceed \$500.00, after the 20 numbers have been selected by the draw device and are finalized in the keno system, a player may take a winning keno ticket to a keno workstation for redemption or give the winning ticket to a keno runner who shall redeem the ticket on behalf of the patron. All winning wagers shall be paid in accordance with the information recorded in the keno system and on the computer-generated keno ticket. The winning ticket must be presented to the keno writer or runner and exchanged for the winning amount of cash or purchase of another keno ticket.
- (2) Winning wagers with a pay out equal to or greater than \$1,500 but less than \$5,000 shall be authorized by a keno supervisor or a supervisor thereof. Winning wagers with a pay out of \$5,000 or more shall be authorized by the casino key employee to whom the keno supervisor reports or a supervisor thereof. The keno supervisor or supervisor thereof shall sign the back of the winning keno ticket as evidence of such authorization.
- (3) All winning keno tickets shall expire no less than 120 days from their date of issuance. *Amended 6/14/21*
- (4) The casino licensee shall follow the current IRS standards for keno jackpot awards and perform a gaming intercept as required for all jackpot pay outs as outlined in the Internal Control Minimum Procedures Section 1 H.

30-2510 Technical standards.

- (1) A keno system is defined as all hardware and software responsible for generating keno tickets, generating outcomes, validating winnings, and reporting for keno games.
- (2) All keno systems shall comply with the Division's rules regarding casino computer systems.
- (3) All keno systems must clearly display all game program and software version identification numbers on demand for test lab approved components. The game program and software version identification numbers displayed must correspond with the contracted test laboratory's certification reports.
- (4) Keno system outcomes shall be randomly determined in accordance with the Division's rules for approved draw devices. *Amended 6/14/21*
- (5) Number selection - rabbit ear or wheel system:
 - (a) A dedicated camera is utilized to record the following both prior to, and subsequent to, the calling of a game: empty rabbit ears or wheel, date and time, game number, and full rabbit ears or wheel.
 - (b) The recording of the rabbit ears or wheel provides a legible identification of the numbers on the balls drawn.
 - (c) Selected numbers are immediately input into the keno computer system or ball calling station for draw calculation. At calculation a record is created indicating the date, game number, the time the game was closed, and the numbers drawn.
 - (d) Procedures are in effect which prevent access by one individual to keno balls in play.
 - (e) Back-up keno ball inventories are secured in a manner to prevent access by one individual.
 - (f) Keno balls are inventoried and inspected prior to being placed into play to ensure that all numbers are accounted for and that each ball has an equal chance of being selected during the calling of the game. The inspection is performed by a minimum of two individuals and is documented. The document includes the date and time of inspection, the inspection results, the investigation of noted exceptions, and the signatures of the individuals completing the inspection.
- (6) Number selection - random number generator:
 - (a) A keno game with a random number generator that determines win or loss must have received prior certification and approval from a Colorado approved independent testing laboratory prior to use.
 - (b) The numbers selected by the random number generator are directly relayed to, and automatically recorded in, the keno computer system which creates a record indicating the date, game number, the time the game was closed, and the numbers drawn.
- (7) Each keno game conducted during the gaming day shall be assigned a unique sequential game number and time stamp by the keno system. *Amended 6/14/21*

- (8) A keno ticket shall contain:
 - (a) The time and date of issuance;
 - (b) All numbers chosen by the patron;
 - (c) The ticket serial number;
 - (d) The game number;
 - (e) The station number; and
 - (f) The casino name.
- (9) Keno systems shall generate a void slip whenever a keno ticket is voided provided that the system prevents a void from occurring after the outcome has been determined.
- (10) Keno systems shall be capable of validating and redeeming winning keno tickets for payment in accordance with the rules of the game.
- (11) If a malfunction occurs during number selection of a keno game and the system is unable to correct the malfunction, all wagers shall be returned to the patron(s).
- (12) Critical keno equipment shall be housed in a secure location on the casino gaming premises.
- (13) The keno system shall not allow the alteration of critical software through external hardware or software unless through a Division and independent test lab approved software upgrade or modification.
- (14) The keno system shall be designed to detect critical hardware and software corruptions. If a corruption is detected that affects the integrity of the game (i.e. tickets, draws, pay tables data or critical databases), the system shall suspend normal operation until the corruption is addressed.
- (15) The keno system shall be designed in such a manner which prevents data from being erased or modified when the system loses power.
- (16) The keno system shall be capable of recording and recalling the following on demand:
 - (a) The total tickets and winning tickets for each;
 - (b) Shift;
 - (c) Gaming day;
 - (d) Month to date; and
 - (e) Year to date.
 - (f) Win and pay information for each winning ticket, which includes:
 - (i) The date and time of the win;
 - (ii) The ticket number; and

- (iii) The amount.
- (g) Game information which includes:
 - (i) The date and time;
 - (ii) The game number;
 - (iii) The numbers selected; and
- (e) An exception and/or log report including:
 - (i) Voided tickets; and
 - (ii) System alteration such as system parameters or pay tables.

30-2511 Irregularities.

- (1) A keno request which is marked in such a way that it is not clear which number or type of wager is to be played shall be returned to the player for preparation of another keno request.
- (2) A winning keno ticket's barcode or QR code which is not accepted or read by the keno writer station pos terminal or wireless mobile point of sale device, shall require that the ticket serial number shall be manually input by the keno writer in accordance with the casino licensee's internal control procedures. *Amended 6/14/21*
- (3) If the keno system is not operational, in accordance with the casino licensee's internal control procedures, a winning keno ticket:
 - (a) For \$10.00 or less may be manually paid by a keno writer;
 - (b) For more than \$10.00 but less than or equal to \$1,000, may be manually paid by the keno writer with authorization from the keno supervisor or a supervisor thereof; and
 - (c) For over \$1,000, may not be paid until the keno ticket can be verified by the keno computer system.

30-2512 Promotional pay outs, drawings and tournaments.

- (1) The conditions for participating in promotional pay outs, including drawings and giveaway programs, are prominently displayed or available for patron review in the keno area and/or player's club.
- (2) All promotional pay outs are documented at the time of pay out on a form that includes at least the following information:
 - (a) Date and time;
 - (b) Dollar amount of pay out or description of personal property (e.g., car);
 - (c) Reason for pay out;

- (d) Signatures of two employees verifying, authorizing and completing the promotional pay out; and
 - (e) Patron's name (for drawings).
- (3) All tournaments must be submitted to and approved by the Division of Gaming.
- (4) All contest/tournament entry fees and prize pay outs (including mail transactions) are summarized daily on a document which includes:
- (a) Patron's name;
 - (b) Date of entry/pay out;
 - (c) Dollar amount of entry fee/pay out (both alpha and numeric) or nature and dollar value if a non-cash prize;
 - (d) Signature of the individual completing the transaction attesting to the receipt or disbursement; and
 - (e) Name of the contest/tournament.
- (5) Contest/tournament entry fees and pay outs are summarized and posted to the accounting records on at least a monthly basis.
- (6) Contest/tournament rules are included on all entry forms/brochures and are prominently displayed or available for patron review in the keno area and/or player's club. The rules include at a minimum:
- (a) All conditions the patron must meet to qualify for entry into, and advancement through the contest/tournament;
 - (b) Specific information pertaining to any single contest/tournament, including dollar amount of money placed in the prize pool; and
 - (c) The distribution of funds based on specific outcomes.
- (7) Results of each contest/tournament are recorded and available for participants to review. The recording includes the name of the event, dates of the event, total number of entries, dollar amount of entry fees, total prize pool, and dollar amount paid for each winning category. The name of each winner is recorded and maintained but not made available to the participants unless authorized by management personnel. This also applies to free tournaments (i.e.; the patron does not pay an entry fee) except the total number of entries, dollar amount of entry fees, and total prize pool are not required for free tournaments.
- (8) All contest/tournament records are maintained for each event in accounting.