

# The Danish Gambling Authority's Certification Programme for betting and online casino



Requirements for games – online casino – SCP.07.03.EN.1.0

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# Objectives of the requirements for games

1

Requirements for games shall ensure that the games and game platform have functions to support several significant considerations in the Danish Gambling Act by for instance setting requirements for the execution and presentation of the games.

This document contains both test requirements and inspection requirements. From each requirement it is shown if the requirement is to be tested. These requirements are marked with: **[TEST]**. If this marker is not shown, then the requirement is to be inspected. Please notice there are different requirements for the accreditation of testing organisations dependent on whether a requirement shall be tested or inspected. See section 2.2.1 Requirements for testing organisations.

## 1.1 Version

Version 1.0 of 2025.01.01

- First version of 'Requirements for games: Online casino'. The document contains game specific requirements, which are moved from the previous test- and inspection standards.

The Danish Gambling Authority continuously revises the certification programme for betting and online casino. The latest version is accessible at The Danish Gambling Authority's website.

When a new version of the certification programme is released, The Danish Gambling Authority will, if necessary, publish guidelines for a transition period and validity of already completed tests.

It must be emphasised that only the Danish version is legally binding. The English version holds the status of guidance only.

## 1.2 Applicability

This document is applicable for the supply of online casino games (§ 24a in the Danish Gambling Act) to operators with a licence to offer online casino in Denmark. The document is also applicable for licence holders who supply online casino games to their own offer of games (§ 18 in the Danish Gambling Act).

For onlinebingo udbudt via tv finder følgende krav i dette dokument ikke anvendelse:

- Afsnit 3: 3.1.2.2, 3.1.2.3, 3.2
- Afsnit 4: 4.1.1, 4.1.4, 4.1.5, 4.1.6, 4.1.7
- Afsnit 6: 6.1, 6.2, 6.3.4, 6.4.1.5, 6.4.1.10, 6.4.1.12
- Afsnit 7: 7.1.2, 7.1.3, 7.1.4.2

# Frequency and testing organisations

2

## 2.1 Certification frequency

Game suppliers and licence holders, who offer their own games, are responsible for being certified in accordance with the requirements in this document with an interval of maximum of 12 months.

### 2.1.1 First test and inspection of game and upload of certificate

Online casino games must be certified the first time before the game can be offered on the Danish market.

The standard report for SCP.07.03 is used as documentation for the first certification. The standard report constitutes a game certificate and may cover 1 or more games. It must appear from the certificate, which games it covers.

Information about the game and certificate must be uploaded to the Danish Gambling Authority's games register before a game can be offered on the Danish market. See guidance on upload at the Danish Gambling Authority's website.

### 2.1.2 Renewed test and inspection of game and upload of certificate

Online casino games must, as a rule, be re-certified within 12 months from the latest certification. The standard report must reflect when the new test and inspection has been completed.

If it can be documented that there have been no changes to the game since the previous test and inspection, the testing organisation can attest the standard report without any further test or inspection being necessary. The documentation for no changes can for instance be comparison of hash-values generated by the testing organisation or by use of validation software.

If changes have been made to the game since the previous test and inspection, a renewed test and inspection of SCP.07.03 can be based on spot checks and compliance with the requirements set out in the document "SCP06 - Change Management Programme".

The standard report for SCP.07.03 is used as documentation for the renewed certification. The standard report constitutes a game certificate and may cover 1 or more games. It must appear from the certificate, which games it covers.

The game certificate, which documents the renewed certification, must be uploaded to the Danish Gambling Authority's games register, and thereby be in the Danish Gambling Authority's possession, no later than 1 month after the test and inspection is completed. See guidance on upload at the Danish Gambling Authority's website.

### 2.1.3 Postponement of renewed certification

Game supplier or licence holder, who offer their own games, can postpone the certification up to 1 month from the time where a new test and inspection should have been completed. The new test and inspection must be finalised no later than 13 months after the latest test and inspection and the standard report must be submitted to The Danish Gambling Authority within 13 months from the latest test and inspection.

The Danish Gambling Authority must be notified before the certification is postponed.

The deadline for renewal of the certification is shortened with the equally amount of time the former 12-month deadline has been postponed. If you for instance make use of the maximum 1-month postponement, then the next test and inspection is due 11 months later. The time for the next test shall be reflected in the standard report.

## 2.2 Accredited testing organisations

To ensure that the necessary qualifications are in place when the test and inspection is completed the testing organisation and their staff shall fulfil the requirements in this section.

### 2.2.1 Requirements for testing organisations

Test of games and the game platform shall be conducted as accredited testing by a lab, who is accredited after ISO/IEC 17025 or ISO/IEC 17065 referring to The Danish Gambling Authority's Certification Programme for betting and online casino SCP.07.03.DK. It appears from each requirement if it is to be tested. "Test" meaning whether the functionality in question works as intended. These requirements are marked with: **[TEST]**.

Inspection of games and the game platform shall be conducted as accredited inspection by an inspection body, who is accredited as type A after ISO/IEC 17020 for inspection or ISO/IEC 17065 referring to The Danish Gambling Authority's Certification Programme for betting and online casino SCP.07.03.DK.

Accreditation shall be done by DANAK (the Danish Accreditation Fund) or a similar accreditation body, who is co-signer of EA's (European co-operation for Accreditation) multilateral agreement on reciprocal recognition regarding testing, or for labs outside EA's jurisdiction, by an accreditation body, who is co-signer of ILAC's (the International Laboratory Accreditation Cooperation) multilateral agreement on reciprocal recognition regarding testing.

Link to the testing organisation's accreditation shall be provided in the game certificate.

### 2.2.2 Requirements for personnel who performs the test and inspection

Test and inspection shall be carried out by staff with sufficient qualifications cf. section 6 in ISO/IEC 17020, section 6 in ISO/IEC 17025 or section 6 in ISO/IEC 17065, which means that the accredited testing organisation shall hire and educate sufficiently qualified, competent, and experienced personnel.

### 2.2.3 Supervision and attest of the standard report (game certificate)

The performing of test and inspection shall be supervised cf. the requirements for supervision in section 2.3 in the general requirements. It is the supervisors responsibility to sign the standard report, and thereby warrant that testing has been completed in an appropriate professional manner.



**Written presentation**

**3**

## 3.1 Written information, game rules and instructions

### 3.1.1 General

|   |   |
|---|---|
| 1 | All written information, game rules and instructions shall be true and unambiguous.   |
| 2 | Written information, game rules and instructions shall be in Danish and be both grammatically and syntactically correct.<br>Guidance: This does not prevent translation of written instructions into other languages. |
| 3 | The base version language is Danish (if several languages are used).<br>Exception: If games are offered at Greenland, the basic language can be Greenlandic.  |
| 4 | All written information, game rules and instructions must be the same in all language versions and must be displayed in the language chosen by the customer.  |

### 3.1.2 Game rules and instructions

|   |  |
|---|--|
| 1 | All games must have associated game rules and instructions for all aspects of the game.  |
| 2 | The game platform must ensure that the rules and instructions (including restrictions on gaming and how the customer plays) are easily accessible from all gaming sites related to the game. |
| 3 | Game rules and instructions must be available to the customer through the same media and on the same device used to play the game.   |
| 4 | Game rules and instructions shall be available without it being necessary to place a stake.  |
| 5 | Game rules and instructions shall be available during the entire game.<br>Guidance: Playing instructions shall be visible and readily accessible in all situations.                          |
| 6 | The game rules must contain adequate information about all features thereby increasing the chances of winning and the winning sizes in the individual game.                                  |
| 7 | Game rules and instructions may not change during the course of the game.  |
| 8 | It must be stated in the game rules what happens to the customer's stake if a game is still unfinished after 90 days.  |

## 3.2 Stakes and winnings

### 3.2.1 Information about stakes and winnings

|   |  |
|---|--|
| 1 | The game platform shall clearly display the bet denomination or currency of the game.  |
| 2 | The game platform shall clearly display the customer's possible stake, actual stake and, if relevant, a conversion from currency to bet denomination (in a manner that makes it easy to infer the rate of exchange). |
| 3 | The game platform shall clearly display all possible winnings, all possible combinations of winnings and the biggest possible win for the different stakes.  |
| 4 | The game platform shall clearly display the maximum stake.   |
| 5 | The game platform shall clearly display the minimum stake.   |

## 3.3 Return to players

### 3.3.1 General

|   |  |
|---|--|
| 1 | The game platform shall inform the customer of the theoretical return to player when using an optimal game strategy and it shall be clear which game options are not parts of an optimal game strategy. The information shall be available in the game rules for each game.<br>Guidance: When a progressive prize is offered, it shall be implemented in a manner ensuring, that the theoretical |
|---|--|

|   |  |
|---|--|
|   | minimum return to player is correctly displayed to the customer.   |
| 2 | <b>[TEST]</b> The theoretical return to player stated in the game rules must be correct.   |
| 3 | <b>[TEST]</b> The theoretical return to player must not be manipulated.<br><br>Guidance: Thus, no intervention must be made to maintain a constant return to player percentage. This does not prevent the presentation of the game from adapting based on specific choices made by the player. |
| 4 | If a deposit is made for a jackpot in connection with a game, the effect of the jackpot must be considered when stating the return to player.  |

# Visuel presentation

4

## 4.1 Graphics

### 4.1.1 General

|   |   |
|---|---|
| 1 | The game platform shall ensure that the name of the game is shown on all pages related to the game.<br><br>Guidance: The game name may be visible in the title bar of the window or the tab in which the game is running.   |
| 2 | The game platform shall ensure that the balance of the gambling account is easily visible from all game pages.  |
| 3 | The game platform shall show the customer the amount of the stake he or she is placing, including the game unit stake and the total stake.  |
| 4 | In games with interactive gambling options (e.g., roulette, blackjack, etc.), the illustrations shall unambiguously show the type and value of all stakes and allow changing and resetting stakes.  |
| 5 | If a game temporarily changes, so that it differs significantly from the base game, the game must indicate the current status.<br><br>Guidance: The deviation from the basic game can be a feature and / or a bonus game. It must therefore be clear to the player, when there is a transition between basic games and feature / bonus games. |

### 4.1.2 Results

|   |   |
|---|---|
| 1 | The game platform shall display outcomes clearly and unambiguously.   |
| 2 | The game platform shall display the outcome of the game for an appropriate period of time, in order for the player to have time to understand the outcome and the result. |
| 3 | The game platform shall display winnings in a clear and specific manner.  |

### 4.1.3 Symbols

|   |   |
|---|---|
| 1 | A symbol shall have the same shape and colour consistently throughout each game unless animations are used. |
|---|---|

### 4.1.4 Slots machines

|   |  |
|---|--|
| 1 | The game shall display: <ul style="list-style-type: none"> <li>• How many lines the player has selected</li> <li>• which betting unit the player has chosen per. line and</li> <li>• the total stake per. game (number of lines x bet per line).</li> </ul>  |
| 2 | The game shall ensure, that winnings for each symbol or combination of symbols are placed in an area visually related to the symbol.<br><br>Guidance: If some symbols follow the same winnings scale, they should be placed in an area visually related to this winnings scale.  |
| 3 | The game shall ensure, that the number of symbols resulting in a pay-out are displayed.<br><br>Guidance: It is sufficient that this appears from the game rules/game instructions.<br><br>Guidance: If winnings can be won for different combinations of symbols, the illustration shall clearly display the combinations. |

### 4.1.5 Card games

|   |  |
|---|--|
| 1 | The face sides of playing cards shall clearly show values and suits. |
|---|--|

|   |  |
|---|--|
| 2 | The game shall graphically/in writing show the number of decks in use if more than one deck is in use. |
|---|--|

#### 4.1.6 Roulette

|   |   |
|---|---|
| 1 | <p>The roulette wheel shall have 36 pockets numbered from 1 to 36 and one pocket marked 0 (37 pockets in total) and possibly one additional pocket marked 00 (38 pockets in total). The sequence of the numbers shall be identical to a standard roulette wheel.</p> <p>Guidance: The allowed roulette games are commonly referred to as "European roulette" (37 pockets) and "American roulette" (38 pockets).</p> |
|---|---|

#### 4.1.7 Dice

|   |  |
|---|--|
| 1 | <p>Dice shown as traditional dice shall have six sides that are numbered with one to six pips on each side, and the sum of opposite sides shall be seven. If the dice used are not traditional dice, this shall be clear to the customer, and the design of the die shall be described, for example in the game rules.</p> <p>Guidance: Online casino games where dice are the main game cannot be offered. Dice can, for example, occur in feature games.</p> |
| 2 | If shall be clear which side of the dice decides the game.   |

#### 4.1.8 Online bingo

|   |   |
|---|---|
| 1 | The game platform shall have a continuous display, which clearly shows all drawn numbers/symbols. |
|---|---|

# General game functions

5

## 5.1 Game execution

### 5.1.1 General

|   |   |
|---|---|
| 1 | Games must at all times be executed in accordance with the applicable game rules.   |
| 2 | <p><b>[TEST]</b> The game platform shall ensure that the player makes an active choice of playing a game before the game starts.</p> <p>Guidance: It is not permitted to force customers to play a game just by clicking on it in the menu.</p>   |
| 3 | <p><b>[TEST]</b> The game platform shall ensure that all instructions derived from the customer's actions are based on informed consent.</p> <p>Guidance: Actions where the customer "clicks" on action images such as "play", "hold", "draw", "double", etc. only apply when the customer has had reasonable time to consider the consequences of his or her action (i.e., repeated clicks on an action button cannot be queued and executed later).</p> <p>Guidance: This does not exclude auto play and similar functions.</p> |
| 4 | <p><b>[TEST]</b> Games shall be independent of the characteristics of the customer's equipment and/or communication channel.</p> <p>Guidance: The game logic must thus be executed on the game platform and not on the player's equipment, which i.a. means that the game platform may not use information about the customer or customers' equipment.</p>  |
| 5 | <p><b>[TEST]</b> The game platform shall ensure at least 3 seconds elapse between each settlement of a given game.</p> <p>Guidance: Settlement must be understood as the entire process from the game is started until the result is presented to the customer, for example from the spin is pressed on a slot machine to the presentation of the result.</p> <p>Guidance: When using "auto play" functionality, at least 3 seconds must elapse between each presentation of the result.</p>                                      |

### 5.1.2 The games use of RNG

|   |   |
|---|---|
| 1 | <b>[TEST]</b> The generation of results in games with an element of chance shall be based on a certified Random Number Generator (RNG) and related functionality (seeding, mapping, shuffling, etc.).   |
| 2 | <p><b>[TEST]</b> Functionality with an element of chance but not used for generating results shall be based on a certified Random Number Generator (RNG) and related functionality (seeding, mapping, shuffling, etc.).</p> <p>Guidance: E.g., this could be a player's assignment of seat at the poker table in a poker tournament or the generation of bingo cards for online bingo.</p>                      |
| 3 | <p><b>[TEST]</b> When RNG output is received, for example, when a game requests the RNG for a series of case numbers, the output must be used in the order it is received.</p> <p>Guidance: RNG output must not be overridden due to "adaptive behavior", which prohibits automatic or manual intervention, which changes the probability of a given result while the game is being played.</p>                 |
| 4 | <p><b>[TEST]</b> The gambling system must ensure that there is traceability between RNG extracts and the event in the game.</p> <p>Guidance: The licence holder shall be able to verify that the results of the RNG are the same as those found in the gambling system after the event.</p>   |
| 5 | <b>[TEST]</b> If the rules of the game require a sequence or mapping of units or events to be set up in advance (e.g. location of hidden objects within a labyrinth), it is not permitted to assign a new sequence or new mapping to the units or events unless this is stated in the rules.  |
| 6 | <p><b>[TEST]</b> Random outcomes that decide games shall not be affected or controlled by anything else than number values produced in an approved manner by the verified RNG combined with the rules of the game.</p> <p>Guidance: This does not exclude permissibility of games which temporarily change character while they are ongoing, or jackpots decided by anything else than simple game results.</p> |



|   |   |
|---|---|
|   | Guidance: This means, for example, that the history of the game or player must not affect the probabilities of the game if it is not disclosed to the player.   |
| 7 | <b>[TEST]</b> RNG output must be secured until used.<br><br>Guidance: RNG output must not be transmitted unencrypted between RNG server and game server.  |
| 8 | <b>[TEST]</b> RNG output which is mapped and scaled for a symbol, or an event, shall be applied immediately and in accordance with the game rules.<br><br>Guidance: This does not prevent games which temporarily change character while ongoing from being played in accordance with the game rules of these games. This does not prevent the visual presentation of the drawn numbers in a bingo game from being delayed, or that more RNG output has been drawn than the game needs. |

### 5.1.3 Games without stakes

|   |   |
|---|---|
| 1 | <b>[TEST]</b> Games without stakes (free games, fun games, trial games, etc.) must be run by an RNG that is certified according to The Danish Gambling Authority's certification programme: <i>SCP.01 - Requirements for RNG</i> and has the same game logic as when the game is played with stakes.<br><br>Guidance: Games without bets must not give the impression that the probability of winning is bigger than it actually is in games with stakes. |
|---|---|

### 5.1.4 Accurate representation of chance

|   |  |
|---|--|
| 1 | <b>[TEST]</b> All game events shall be presented correctly.<br><br>Guidance: Concepts such as constructed "near-miss" are not considered correct presentation of chance.   |
| 2 | <b>[TEST]</b> Games shall give a fair impression of whether a customer is able to affect the outcome.<br><br>Guidance: Games which give the customers the impression that they have control over the outcome of the game when they do not (i.e. the result is completely random) are not permitted.  |
| 3 | <b>[TEST]</b> The game platform shall ensure that all games, which are being presented as being based on random outcomes have the same chance of producing a given combination each time the game is played.<br><br>Guidance: This chance must be the immediate chance, which the player is presented to in the interface (e.g. by the visual impression). An exception to this is, if it is presented clearly to the player, that you have to see somewhere else in order to find the actual chance.<br><br>Guidance: The games are not allowed to adjust to the behaviour of the player, except if the player makes a specific choice in the game, which is part of the game logic and is presented in the game rules. |
| 4 | <b>[TEST]</b> Games which involve the simulation of a physical object shall provide true and fair outcomes in accordance with expectations to this physical object.<br><br>Guidance: If a game is presented as a direct or indirect simulation of a physical object, the simulation shall be identical with the expected behaviour of the physical object.   |

# Special game functions

6

## 6.1 Peer-to-peer-games

### 6.1.1 General

|   |  |
|---|--|
| 1 | The game platform shall keep a log of all participants in the games of the licence holder.   |
| 2 | All participants playing against one of the licence holder's customers shall be connected to a gambling operator.<br><br>Guidance: This does not prevent any player from being anonymous to other players. |
| 3 | As referred to in 6.1.1.1, the log shall be kept within the licence holder's gambling system.  |
| 4 | The game platform shall include steps to prevent the customers from playing against themselves.  |
| 5 | The game platform shall have methods for discovering whether the same equipment is being used by one or more participants in the peer-to-peer system at the same time.                                     |
| 6 | The game platform shall, as far as possible, include a limitation so that the same equipment is not being used by one or more participants in the peer-to-peer system at the same time.                    |

### 6.1.2 Rules and information

|   |   |
|---|---|
| 1 | The rules described in 3.1 also apply to peer-to-peer games.  |
| 2 | The rules shall contain a ban against customers playing against themselves, irrespective of whether this be through the same operator or not.   |
| 3 | The rules shall prohibit collusion, etc.  |
| 4 | The rules shall address the customer's use of end-user automation (bots).   |
| 5 | The rules shall address how interruptions of ongoing games are handled.   |
| 6 | It must be clear from the game rules if a commission is charged and with what amount / percentage of the stake.<br><br>Guidance: Commission is an amount that the player pays to participate in a game such as online bingo or poker (participation fee / rake) in addition to the stake for the game itself. Commission is not included in the prize pool. |

### 6.1.3 Monitoring

|   |  |
|---|--|
| 1 | The game platform shall have technical methods for disclosing suspicious circumstances on an ongoing basis (real-time).                                    |
| 2 | The game platform shall be capable of analysing suspicious events and use this as a basis for generating reports.  |
| 3 | The game platform shall have technical methods to support the rules (6.1.2.4) regarding the customer's use of add-on applications for automation of games. |

## 6.2 Live casino gambling

### 6.2.1 General

|   |  |
|---|--|
| 1 | Game symbols applied in live casino games shall be automatically registered by "studio technology".  |
| 2 | Game symbols applied in live casino games shall be reported to the game platform.  |
| 3 | Game rules for live casino games shall be programmed into the game platform.   |
| 4 | The game platform shall be capable of analysing live casino games with a view to mapping irregularities and deviations and use this as a basis for generating reports. |

### 6.2.2 Customer interface

|   |  |
|---|--|
| 1 | The terms and conditions described in 3.1 also apply to live casino games.<br><br>Guidance: The terms and conditions governing live casino games shall have special focus on communication errors and asynchronous data streams and conflict resolution. |
|---|--|

### 6.2.3 Surveillance

|   |   |
|---|---|
| 1 | The live casino gaming components of the game platform shall include video surveillance.  |
| 2 | The video surveillance shall be sufficient to prove whether the game rules are being complied with and identify discrepancies.                        |
| 3 | Date and time shall appear from video surveillance. Time zone must either also appear, or it must be clear in the licence holder's own documentation. |

### 6.2.4 Access control

|   |  |
|---|--|
| 1 | There shall be formal physical access control to the live casino game studio and the adjoining facilities.   |
| 2 | As a minimum, the access control (6.2.4.1) shall differentiate between persons with job functions such as dealer, pit boss, managers and surveillance so that they are included in separate access groups. |

### 6.2.5 Gambling equipment

|    |  |
|----|--|
| 1  | <b>[TEST]</b> The probability of winning on the individual numbers on the roulette wheel must be equal   |
| 2  | <b>[TEST]</b> Roulette wheels used exclusively for live casino must be certified with an interval of a maximum of 1 year.<br><br>Roulette wheels used from a physical land-based casino must be certified with an interval of a maximum of 2 years.<br><br>Guidance: The testing company assesses which tests are sufficient to ensure the probability.                      |
| 3  | <b>[TEST]</b> The card shuffler must be designed so that it can eradicate any pattern (s) introduced for the playing cards before they are placed in the shuffle that will affect the outcome of the next game.  |
| 4  | <b>[TEST]</b> It must not be possible to disturb or interrupt the operation of the card mixer (except when the power is interrupted) without it being detected.  |
| 5  | <b>[TEST]</b> During normal operation, the card shuffler must be able to shuffle and deliver the playing cards without leaving marks or damage to the cards, enabling the player to identify specific cards.   |
| 6  | <b>[TEST]</b> The card shuffler must not provide information to the player that makes it possible to: <ul style="list-style-type: none"> <li>• Predict the outcome of a game.</li> <li>• Track the played cards and the cards to be played.</li> <li>• Analyses the probability of an occurrence in the game.</li> </ul> Analyses the strategy for the given game situation. |
| 7  | <b>[TEST]</b> There must be mechanisms and controls in place that prevent tampering with any card inserted in the card shoe.   |
| 8  | <b>[TEST]</b> The card shoe must be designed to facilitate the dealing of the cards without revealing the value of the cards.  |
| 9  | <b>[TEST]</b> The card shoe must have a cover that hides the back of the cards in the shoe.<br>The back of the cards must be visible to the extent that it allows distribution from the shoe.  |
| 10 | <b>[TEST]</b> The card shoe must not leave any marks on the cards that may allow you to predict the outcome of a game.   |
| 11 | <b>[TEST]</b> The card shoe must not contain hidden spaces.<br><br>Guidance: This could be a hidden space for storing extra cards, which is considered a security risk.  |

## 6.3 Jackpots

### 6.3.1 General

|   |  |
|---|--|
| 1 | <p><b>[TEST]</b> The game platform shall ensure that the actual funds transferred to a jackpot correspond to what is stated in the rules governing the jackpot in question.</p> <p>Guidance: If there is a maximum amount on a jackpot, all further contributions after this maximum has been reached shall be credited to another pool.</p> |
| 2 | <p><b>[TEST]</b> The game platform shall ensure that the return to player corresponds to what the customer has been led to expect, irrespective of the game unit stake.</p>  |
| 3 | <p><b>[TEST]</b> If a minimum stake is required for a customer to trigger a jackpot, the basic game (excluding Jackpot) shall have the stated return to player.</p>  |
| 4 | <p><b>[TEST]</b> The game platform shall ensure that all customers who contribute to a jackpot have a chance of winning the jackpot while playing the game in question.</p>  |
| 5 | <p><b>[TEST]</b> The game platform shall ensure that the likely chance of winning the jackpot is linearly proportional to the customer's contribution to the jackpot.</p>  |

### 6.3.2 Rules

|   |  |
|---|--|
| 1 | The rules for a given jackpot shall describe how the customer can win it.  |
| 2 | <p>The rules for a given jackpot shall state the probability that the customer will win it.</p> <p>Guidance: It must be clearly stated to the player if the probability of winning a jackpot is not constant eg. if the probability changes over time.</p>   |
| 3 | The rules for a given jackpot shall describe how it is funded, and it shall be made clear how contributions to the jackpot are made.   |
| 4 | <p>The rules for a given jackpot shall describe how the prizes are determined and awarded.</p> <p>Guidance: A given jackpot may be configured with divided pools. Divided pools are arrangements where a part of the contributions to the jackpot are redirected to another pool so that when the jackpot has been won, this pool will form the basis of the next jackpot (Seed and re-seed).</p> <p>Guidance: It must be clearly stated in the game rules, if the jackpot is set to be triggered before a certain time.</p> |
| 5 | The rules of a given jackpot shall describe how the licence holder will treat and resolve situations in which one or more customers think they have won the same jackpot.  |
| 6 | The rules for a given jackpot shall describe how the licence holder may discontinue a jackpot and what happens to the funds in the jackpot pool if the jackpot is closed.  |

### 6.3.3 Jackpot setup

|   |   |
|---|---|
| 1 | The game platform shall maintain strict access control in relation to changes to jackpot configurations. Particularly changes made after initiation shall be limited.   |
| 2 | <p>The game platform shall ensure that the default functionality maintains the configuration status for existing jackpots if the configuration is changed before the existing prizes have been distributed.</p> <p>Guidance: When a jackpot has been initiated, the parameter changes shall not enter into force immediately but should rather be saved for application until after the jackpot has been won. These parameters are called "waiting" parameters.</p> |
| 3 | <p>The game platform must ensure that the jackpot configuration is not affected by the features to deactivate / activate the jackpot.</p> <p>Guidance: "Deactivation" should not be confused with "closing". Deactivation is a temporary status.</p>  |

#### 6.3.4 Jackpot notification

|   |  |
|---|--|
| 1 | The game platform shall ensure that the current jackpot amount is shown on all participating customers' equipment, unless the customer has actively opted out of this.   |
| 2 | The game platform shall update the jackpot amount on the client side with a maximum interval of 30 seconds.  |
| 3 | The game platform shall ensure that the winner of a jackpot is notified immediately after the jackpot has been won.  |
| 4 | Immediately after the jackpot is triggered, the game platform shall inform all participating customers of its value, etc.<br><br>Guidance: This also includes customers who are viewing the game and/or the game page without having contributed to the jackpot. |

#### 6.3.5 Jackpot triggers

|   |  |
|---|--|
| 1 | The game platform shall keep a detailed, exhaustive log which is suitable for auditing and which shows all triggered jackpots. |
|---|--|

#### 6.3.6 Jackpot report

|   |   |
|---|---|
| 1 | The game platform shall keep a detailed, exhaustive log which is suitable for auditing and which records the current jackpot status, including the following information: <ul style="list-style-type: none"> <li>• date and time</li> <li>• configuration</li> <li>• contributions</li> <li>• triggers</li> <li>• prizes</li> <li>• access of authorised personnel</li> </ul> |
| 2 | The game platform shall save the jackpot status on redundant and error-tolerant media (see 6.3.6.1).  |
| 3 | The game platform shall be able to restore jackpot amounts and jackpot prizes on the basis of customer contributions to the jackpot.  |

#### 6.3.7 Jackpot discontinuation

|   |  |
|---|--|
| 1 | The game platform shall clearly show if a jackpot is not available to the customer.  |
| 2 | The game platform shall ensure that all theoretical return to player information available to customers is correct, irrespective of whether the jackpot is available or not. |

### 6.4 Online bingo

#### 6.4.1 General

|   |   |
|---|---|
| 1 | The game platform should only allow online bingo to be offered as a peer-to-peer game. Online bingo must therefore comply with the requirements in section 6.1.<br>Guidance: Online bingo can only be offered as a pool game. |
| 2 | The game platform shall only allow online bingo with either 75, 80 or 90 numbers/symbols.   |
| 3 | The game platform shall ensure that for online bingo with 75 numbers/symbols the bingo card consists of 5 rows with 5 squares each.   |
| 4 | The game platform shall ensure that for online bingo with 80 numbers/symbols the bingo card consists of 4 rows with 4 squares each.   |
| 5 | The game platform shall ensure that for online bingo with 90 numbers/symbols the bingo card consists of 3 rows with 9 squares each.   |
| 6 | The game platform shall ensure that the sale of bingo cards does not start until 30 minutes before the game begins.   |

|    |   |
|----|---|
|    | Guidance: This does not apply for online bingo offered via television.  |
| 7  | The game platform shall generate the bingo cards randomly.  |
| 8  | The game platform shall not allow players to choose the numbers/symbols on the bingo cards.<br><br>Guidance: This is not a hindrance to players selecting their bingo cards amongst a number of bingo cards generated randomly by the game platform.  |
| 9  | The game platform shall not allow the player to change the numbers/symbols on a bingo card.   |
| 10 | The game platform shall allow the player to manually mark the drawn numbers/symbols on the bingo card.<br><br>Guidance: The player must be able to mark the drawn numbers/symbols on the bingo cards themselves. Marking is also known as "dabbing".<br><br>Guidance: The player must be awarded their winnings, if the player's numbers/symbols have been drawn – also in situation where the player has marked the wrong numbers/symbols.   |
| 11 | The game platform shall allow automatic marking ("dabbing") of drawn numbers/symbols on the player's bingo card.  |
| 12 | The game platform must end the game when the first player has a fully marked bingo card.  |
| 13 | The game platform shall ensure, that the customer has the opportunity to see all bingo cards, which were part of the game. It must clearly show, which bingo cards were awarded a prize.<br><br>Guidance: The customer must be able to see, which bingo cards were part of the bingo game and which bingo cards were awarded a prize. The information can be available directly on the screen so it can be saved or printed or as a downloadable document e.g., directly after the game, as part of the customer account page or from a "result page". The bingo cards do not need to be presented in the same visual way, as they were during the game, but can be reproduced in text. |
| 14 | <b>[TEST]</b> When conducting online bingo, the game platform shall ensure at least 3 seconds elapse between the draw and/or visual presentation of each number/symbol.<br><br>Guidance: If numbers/symbols are drawn continuously in connection with the execution of the game, this must be done at least 3 seconds apart.<br><br>Guidance: If the numbers/symbols are drawn before the start of the game, the visual presentation of each number/symbol to the players must take place at least 3 seconds apart.   |

#### 6.4.2 Online bingo offered via television

|   |   |
|---|---|
| 1 | The value of each prize must not be higher than 5.000 DKK.<br><br>Guidance. This value also applies for jackpots. |
| 2 | The total sale must not be more than 100.000 DKK per day.   |
| 3 | A player's stakes must not be more than 175 DDK per day.  |
| 4 | Return to player shall not be more than 45 percent.   |

# Management of game functions

7



## 7.1 General

### 7.1.1 Play sequence

|   |   |
|---|---|
| 1 | <p><b>[TEST]</b> A player must not be able to play the same game simultaneously on the game platform.</p> <p>Guidance: The player can play the same game type multiple times, but must not be able to open the same game in multiple windows.</p> |
|---|---|

### 7.1.2 Activation and deactivation of games

|   |  |
|---|--|
| 1 | <b>[TEST]</b> The game platform shall have a function that can deactivate individual games immediately.  |
| 2 | <b>[TEST]</b> The game platform shall have a function that can deactivate all games immediately.   |
| 3 | Information about activation and deactivation shall be saved in a log.   |
| 4 | <b>[TEST]</b> When a game is deactivated, the customer shall be able to complete any ongoing games.  |
| 5 | <b>[TEST]</b> When a game with several states (e.g. a slot machine that has a feature game, where the game thus switches between the main game and the feature game) is deactivated, customers should be able to continue from the current state when the game is reactivated. This option may lapse after a period of not less than 90 days, if it is specified in the rules. |

### 7.1.3 Incomplete games

|   |   |
|---|---|
| 1 | <p><b>[TEST]</b> The game platform shall allow the customer to complete any incomplete games.</p> <p>Guidance: Incomplete games include: (a) loss of communication, (b) system reboots, (c) games being deactivated/activated, (d) customer rebooting, (e) abnormal shutdown of client, etc. After reestablishment, the systems shall display the unfinished games to the customer.</p> <p>Guidance: A situation where a customer loses the connection to a peer-to-peer game due to reasons not attributed the license holder is not considered an incomplete game for the customer.</p> |
|---|---|

### 7.1.4 Error handling procedures

|   |   |
|---|---|
| 1 | The game platform shall immediately record all system errors. Cause and solution are registered when these are known. |
| 2 | The game platform shall be able to generate a report based on the data collected in accordance with 7.1.4.1           |

