

Fact sheet FS3022

Centralised monitoring system (CMS) and connectivity arrangements

If you have gaming machines in your hotel or club, you must be aware of the connectivity arrangements you are required to follow under sections 132 and 133 of the *Gaming Machines Act 2001*.

Section 133 of the *Gaming Machine Act 2001* (the Act) requires that each gaming machine kept at a hotel or club must be connected to the CMS. A gaming machine, commonly referred to as a poker machine, includes a multi-terminal gaming machine and a linked progressive jackpot system (LPJS) kept at a hotel or club, must be connected to the CMS.

A gaming machine is connected to the CMS if its details are provided to the CMS in accordance with arrangements approved by the Minister. In accordance with section 132 of the Act, the Minister has approved arrangements that require the direct provision of data from any gaming machine by electronic data transfer.

This requirement means that all gaming machines in a hotel or club must be electronically connected to the CMS, and hotels and clubs will be in breach of these provisions if gaming machines are disconnected from the CMS – whether they are in storage or otherwise – unless appropriate approvals are in place.

Of course there will be circumstances – for example, during renovations, natural disasters, routine maintenance and during fault rectification – where it is appropriate that gaming machines are not always electronically connected to the CMS.

The connectivity arrangements outline procedures to cover these situations so that hotels and clubs will not breach the conditions set out in section 133 of the Act.

General requirement

Every approved gaming machine in a hotel or club must be electronically connected and communicating with the CMS. The site controller must never be turned off without the express permission of Data Monitoring Services (DMS) or Liquor & Gaming NSW (L&GNSW).

Each hotel and club must regularly check the site controller to ensure all gaming machines are communicating with the CMS. Any gaming machines that have not reported to the CMS in the last 48-hour period should be investigated and the problem resolved. If there is a CMS equipment failure, call the DMS Help Desk immediately on **1800 307 551**.

Exceptions to the general requirement

There are a few circumstances where there can be exceptions to the general requirement. These relate to storage of gaming machines, natural disasters, faults and maintenance of gaming machines, and closure of licensed premises.

Storage of gaming machines

There may be occasions where a hotel or club takes authorised gaming machines out of operation (for example, for site renovations).

If you **do not wish to operate gaming machines**, but still wish to keep them in your venue, the following requirements must be met:

- ▲ If the period of disconnection of a gaming machine from the CMS is greater than 48 hours but 7 days or less, DMS must be notified immediately before disconnection. Call the DMS Help Desk on **1800 307 551**.
- ▲ If the period of disconnection is more than 7 days, the hotel or club must seek approval from L&GNSW via DMS. Use the FM2013 'Disconnect gaming machines from centralised monitoring system (CMS)' form available at liquorandgaming.nsw.gov.au.

If you **choose to relocate gaming machines** somewhere else in your hotel or club (for example, to enable renovations or some other reason), the gaming machines must remain connected to the CMS. You should advise DMS of this and temporary cabling must be laid in accordance with AMP specifications to ensure gaming machines continue to be electronically connected to the CMS at all times.

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Disasters – natural and otherwise

Hotels and clubs must notify DMS as soon as practicable. Call the DMS Help Desk on **1800 307 551**.

Faults and maintenance of gaming machines

If a gaming machine has to be disconnected for repair, servicing or maintenance for more than 48 hours, DMS must be advised. If a gaming machine is faulty it should be switched off immediately and DMS must be advised. Call the DMS Help Desk on **1800 307 551**.

Closure of licensed premises

If a hotel or club intends to close for a period of time or operate on a part-time basis, the following applies:

- ▲ If the period of closure is greater than 48 hours but 7 days or less, DMS must be notified immediately before disconnection. Call the DMS Help Desk on **1800 307 551**.
- ▲ If the period of closure is more than 7 days, the hotel or club must seek approval from L&GNSW via DMS. Use the FM2013 'Disconnect gaming machines from centralised monitoring system (CMS)' form available at liquorandgaming.nsw.gov.au.

Note:

The CMS monitoring fee will continue to be charged as long as the gaming machines are authorised to be on the premises, even while they are not operating.

Other connectivity arrangements

Changes to existing gaming machines

When gaming machines have been connected to an authorised CMS, the hotel or club is responsible for restoring electronic connection after:

- ▲ movement of machines within the hotel or club
- ▲ changes to the configuration of any machine (for example, a new game, a change to base credit value)
- ▲ new machine installation where an equivalent number of machines are installed and disposed of for no net change in the number of monitored machines (in this instance, GMICs are to be removed from the outgoing gaming machine and replaced in the new gaming machine)
- ▲ costs of connecting any additional gaming machines to CMS will be met by DMS (refer to 'Additional gaming machines' below).

Authorised service providers must carry out all cabling work involving movement of machines within the hotel or club to CMS specifications – in other words, by using AMP-certified cablers. Any work found to be carried out other than by AMP-certified cablers, will need to be redone to AMP specifications at the cost of the club or hotel.

Additional gaming machines

- ▲ Before the operation of additional gaming machines, the hotel or club must arrange for them to be connected to the CMS.
- ▲ The hotel or club must contact DMS at least 3 weeks before the installation of any additional gaming machine (including any LPJS), to allow sufficient time for the connection of the gaming machines to the CMS to be organised.
- ▲ If the hotel or club is not connected to the CMS, at least *6 weeks notice* is required.
- ▲ DMS is responsible for the process and cost of connecting the additional gaming machines to CMS once they have been notified.

Connecting with the CMS

Contact DMS to arrange connection to the CMS at least 3 weeks before the installation of a gaming machine.

A notice of at least 6 weeks is needed if your venue has never been connected to the CMS.

DMS is responsible for the process and the cost of connecting gaming machines to the CMS once you've notified them.

For further information

DMS Help Desk

☎ 1800 307 551

@ DMS@max.com.au

To find out more about the liquor and gaming laws, contact L&GNSW:

🌐 liquorandgaming.nsw.gov.au

@ contact.us@liquorandgaming.nsw.gov.au

☎ 1300 024 720

You can also access the relevant Acts and Regulations at legislation.nsw.gov.au.