

AUTOMATIC SYSTEMS LTD

TELETOTE & SMS BETTING

RULES

AND

REGULATIONS

1. DEFINITION SECTION

In these rules, the following words shall have the following meaning:

- 1.1 **Account:** unless otherwise provided for shall mean a Teletote Account opened with Automatic Systems Limited;
- 1.2 **Account Manager:** the person who shall manage the Teletote;
- 1.3 **Customer:** a Teletote Account holder;
- 1.4 **Officer:** employee or agent of Automatic Systems Limited;
- 1.5 **Teletote:** system of placing investments or stake by telephone;
- 1.6 **SMS Betting:** system of placing investments or stake by SMS.

2. OPENING AN ACCOUNT

- 2.1 An account can only be opened in the proper name of individuals.
- 2.2 An account is opened when:
 - (a) a person has filled in the requisite application form;
 - (b) a person has deposited a minimum of Rs.500 with the Account Manager; and
 - (c) the Account Manager accepts the application and issues the customer with an account number printed on a TELETOTE card and his Security code.
- 2.3 Every application form must provide the following details in respect of the applicant:
 - * Name
 - * Residential address
 - * Postal address
 - * Fixed line and mobile number
 - * Identity Card Number
 - * Bank Details
 - * Email address
- 2.4 The Account Manager is to be notified in writing of any change in the account details within seven days of such change taking place.
- 2.5 Automatic Systems Limited shall not be held responsible or liable for any fault arising out of a change in the customer's particulars and/or account details which have not been communicated as provided at paragraph 2.4.

3. DEPOSITS

Deposits can be made at a betting terminal, by post, by credit card or by direct bank transfer. No deposit shall yield any interest whatsoever.

3.1 Deposits at a betting terminal

- (a) Save and except for the initial sum deposited, deposits can be made at any betting terminal.
- (b) Deposits at a betting terminal can be made only in cash.
- (c) For every terminal deposit the customer shall produce the following to the officer:
 - * Teletote Card
- (d) On receipt of the sum deposited, the officer will credit the customer's account and will issue him a receipt which he will have to verify and sign.

3.2 **Deposits by post**

- (a) Deposits can also be made by sending a bank cheque by post to the Account Manager at the following address:
**Teletote
Automatic Systems Limited
Champ de Mars.
Port - Louis**
- (c) The cheque is to be made to the order of **Teletote**.
- (c) Every cheque shall be endorsed with the following information:
 - * Name & Address
 - * Account Number
- (d) On receipt of the cheque, the Account Manager will credit the customer's account and issue him with a receipt and the clearance date.
- (e) All cheques, promissory notes or other bills of exchange other than cash deposits may be subject to bank clearance before funds are credited to the customer's account.

3.3 **Deposits by direct bank transfer**

- (a) Deposits can be made by the customer effecting a direct bank transfer to Teletote's account the particulars of which are as follows:
A/C No. 120038234
The Mauritius Commercial Bank Ltd
Edith Cavell Street
Port Louis
Or A/C No. 61 030 100039131
The State Bank of Mauritius Ltd
1 Queen Elizabeth II
Avenue Place D'Armes
Port – Louis
A debit transfer form must be filled in and signed by the Account holder. The Teletote Account number must be clearly written down.
- (b) The funds from the said deposit will only be credited to the customer's account on the Account Manager obtaining the bank's clearance to that effect.

3.4 **Deposits by postal order**

- (a) An inland money order can be posted to Monneron Hill post office and the receipt to Automatic Systems Ltd.

3.5 **Deposits through Internet Banking**

You can transfer your money from your bank account to your Teletote account.
From your State Bank of Mauritius account visit web site www.sbmonline.com and credit Teletote A/C No 61030 100039131;

From your Mauritius Commercial Bank Ltd. account visit web site www.mabanque.org Or www.mcb-ib.co.mu and credit Teletote A/C No. 12 – 0038234.

Your Teletote A/C number must be clearly specified in both cases.

3.6 **Deposits by Credit card:**

By telephoning the customer service of the Supertote on 211-8080 and giving to the officer all information requested on the credit card and the amount to be credited to the Teletote Account.

4. **WITHDRAWALS**

- 4.1 Withdrawals can be made either at a betting terminal, by post, by phone or by bank transfer.
- 4.2 When a request for withdrawal is made at the betting terminal, the customer must produce the following to the officer:
 - * Teletote card
 - * National identity card (Compulsory)
- 4.3 On effecting the withdrawal, the officer will issue the customer with a computer generated withdrawal ticket which must be signed by the customer and retained by the teller.
- 4.4 A request for postal withdrawal shall be made in writing and addressed to the Account Manager, Automatic Systems Limited, Champ de Mars and Port Louis.
- 4.5 A written request for postal withdrawal shall indicate the customer's account number, his/her name and address and shall be duly signed by the customer.
- 4.6 On receipt of an application for postal withdrawal, the Account Manager shall debit the Customer account accordingly and forward by registered post to the customer a crossed cheque payable to the account of the payee only or credit his bank account.
- 4.7 By phoning the customer service a Teletote account holder can make a withdrawal from his a/c. The customer will confirm his personal and banking details to the account manager who will cross cheque the given details. If the details are the same as in the system, the account manager shall debit the customer's Teletote account accordingly and forward by registered post to the customer a crossed cheque payable to the account of the payee only or credit his bank account.
- 4.8 No withdrawal can be effected if the account has insufficient funds to cover the withdrawal.
- 4.9 A bona fide payment by Automatic Systems Limited shall release Automatic Systems Limited from any further liability.

5. **STATEMENT OF ACCOUNT**

Statements of account may be requested either in writing or on phone by the Account holder against such fee as may be decided by the Account Manager.

6. CLOSING ACCOUNT

- 6.1 A customer's account shall be closed on request made in writing by the customer.
- 6.2 The Account Manager may at any time close a customer's account if the said account has remained dormant or inactive for a period of 90 consecutive days.
- 6.3 If the account is in credit, any sums shall be paid back to the customer by sending a bank cheque at his postal address. The cheque shall be crossed and payable to the account of the payee only.

7. PLACING INVESTMENTS BY TELEPHONE

- 7.1 Investments can be placed by telephone by any customer by quoting the following:
 - * Account number
 - * Security code
- 7.2 The officer will give to the customer his/her account balance. If the customer agrees to the figure given by the officer, he/she shall place his/her investments.
- 7.3 After each investment made by the customer, the officer will enter the investment and "call-back" what has been recorded.
- 7.4 If the call-back is not challenged or queried by the customer, the latter shall be deemed to have accepted the details called as being correct and shall be bound by them.
- 7.5 All telephone investments are recorded on tapes.
- 7.6 The call-back of the officer as tape recorded shall be the one and only proof of the investments placed.
- 7.7 After the expiry of 30 days the tapes shall be destroyed unless a complaint has been filed pursuant to rule 9.
- 7.8 Any investments made through the Teletote may not be altered or withdrawn after they have been accepted.
- 7.9 No investment can be made if the account has insufficient funds to cover the investment.

8. PLACING INVESTMENTS BY SMS

- 8.1 Investments can be placed by SMS using the mobile betting application by entering the following:
 - * Account number
 - * PIN Code
- 8.2 The only proof of investments shall be the Confirmation Ticket received by SMS after a bet has been placed by SMS or the computer records recorded into the company's betting system. A bet is deemed to have been accepted if it is recorded into the company's betting system and a confirmation SMS sent to the client has reached the SMSC of the network operator irrespective when that confirmation reaches the client. In case no Confirmation Ticket is received after placing a bet, the client is strongly advised to call the Customer Service on 211 8080 to verify if his/her transaction has been recorded into the company's betting system.

- 8.3 Any investments made by way of SMS may not be altered or withdrawn after they have been accepted.
- 8.4 No investment can be made if the account has insufficient funds to cover the investment.
- 8.5 Any Investment on a particular race can be placed up to two minutes prior to the start of that race.

9. COMPLAINTS

- 9.1 Any complaint whatsoever shall be lodged in writing with the Account Manager within 30 days of the official results.
- 9.2 The call-back of the officer as tape recorded for the teletote betting shall be the one and only proof of the investments placed.
- 9.3 The confirmation ticket and the computer records for the SMS betting shall be the one and only proof of the investments placed.
- 9.4 Automatic Systems Limited shall in no way be liable for any loss where such loss is due to faulty transmission and/or communication including any breakdown in telecommunication and/or the unavailability of the Teletote system.
- 9.5 Automatic Systems Limited shall not be responsible for any unauthorised use of an account by impersonation or otherwise, nor in any case where a customer's signature has been forged or a customer's security code has been stolen and used without authorisation.
- 9.6 The Account holder shall immediately advise the Account Manager in writing or by telephone if a Teletote card is lost or a security code has been stolen or used without the authorisation of the Account holder. Upon receipt of such advice, the Account Manager shall freeze the Account until a new secret code is issued.
- 9.7 Claims or queries arising after a 30 days period shall not be entertained.

10. TOTALISATOR

- 10.1 Dividends are credited directly to the customer's account as soon as possible after the race results have been declared official by the Mauritius Turf Club.
- 10.2 Refunds on scratchings are credited to the accounts as soon as possible after the race results have been declared official by the Mauritius Turf Club.

11. AGENCY

By opening an account, a customer undertakes to give the implied authorization to the Account Manager and/or any officer to deal with his account funds in accordance with his instructions given either in writing, or verbally by telephone.

12. RULES OF BETTING

All telephonic and SMS investments are made subject to the rules contained herein and in accordance with the existing Totalisator Rules and Regulations.

13. DISCRETION TO ALTER THE TELETOTE RULES AND REGULATIONS

- 13.1 Automatic Systems Limited reserves the discretionary right to change, vary or otherwise alter the present rules and regulations by giving sufficient notice subject to the approval of the Gambling Regulatory Authority.
- 13.2 Publication in in the Government Gazette of any change in the Teletote & SMS Rules and Regulations shall be deemed sufficient notice for the purposes set out at paragraph 13.1.
- 13.3 No complaints, queries or actions shall lie against Automatic Systems Limited for any alteration or change brought to the Teletote & SMS Betting Rules and Regulations in accordance with the provisions set out in this paragraph 13.
- 13.4 As Stipulated in the Supertote Rules & Regulations, all scratched horses for the Place Accumulator, Pick-4 and Pick-6 pools shall be replaced automatically by the Supertote favourite whereas all scratched horses for the other pools shall be refunded after the official results. As for the "All for All" bet, it continues as if that leg had not been selected and any reinvestments from the previous leg, or legs, shall be carried forward to the next selected leg(s) if any remain. For a single leg bet or the terminating leg of an "All for All" bet, the amount due for investment in that leg, shall be paid as a dividend.