



**Racing
Victoria**

RACING VICTORIA

BOOKMAKERS' TELEPHONE BETTING RULES

Applicable to Victorian Bookmakers

AS AT 14 SEPTEMBER 2023

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1. PRELIMINARY

1.1. Title

These Bookmakers' Telephone Betting Rules may be cited as the *Bookmakers' Telephone Betting Rules*.

1.2. Purpose

The purpose of these Rules is to set the terms and conditions upon which Bookmakers may use the method of telephone communication approved by the Minister for Racing pursuant to section 4A of the Racing Act.

1.3. Authorising provision

These Rules are made pursuant to the approval given by the Minister for Racing pursuant to section 4A of the Racing Act.

1.4. Subject to terms of Ministerial approval

These Rules are subject to the terms and conditions specified by the Minister for Racing pursuant to section 4A of the Racing Act.

1.5. Commencement

These Rules and any amendments to them have effect in respect of Bookmakers on and from the time specified by Racing Victoria.

2. DEFINITIONS AND INTERPRETATION

2.1. Definitions

In these Bookmakers' Telephone Betting Rules:

Telephone Betting System means the system or systems approved by the Minister pursuant to section 4A of the Racing Act and operated by Racing Victoria (or as approved by Racing Victoria), including through VOIP.

Victorian Official Price means the official price recognised by Racing Victoria Stewards or as otherwise prescribed by Racing Victoria from time to time.

VOIP means Voice over Internet Protocol, which enables spoken conversations to be conducted in real time over the internet.

2.2. Interpretation

Unless the context requires to the contrary:

- (a) words and expressions used in these Rules have the meaning ascribed to them in the Club Bookmakers' Licence Rules, as amended, and the Racing Act; and
- (b) these Rules shall be interpreted in accordance with the provisions of the *Interpretation of Legislation Act 1984* (Vic).

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3. TELEPHONE BETTING SYSTEMS

3.1. Bookmaker must use approved Telephone Betting System

A Bookmaker must not engage in betting activity (except for the purpose of betting-back) over the telephone other than via a Telephone Betting System in respect of which the Bookmaker has obtained Racing Victoria's express prior approval to use and subject to any conditions imposed by Racing Victoria.

3.2. Application for approval to use Telephone Betting System

A Bookmaker must apply in writing in the form specified by Racing Victoria for approval to use a Telephone Betting System and provide all information requested in respect of that application.

3.3. Racing Victoria may grant approval in its absolute discretion

Upon receipt of an application received in accordance with Rule 3.2, Racing Victoria may grant approval for a Bookmaker to use a Telephone Betting System, subject to any conditions which it may impose.

4. RECORDING OF TELEPHONE CALLS

4.1. Racing Victoria will record all calls via Telephone Betting System

The Bookmaker acknowledges and agrees that Racing Victoria, or a Section 91E Entity contemplated by Rule 4.4(b), will voice record all incoming and outgoing communications made over a Telephone Betting System relating to wagers or bets.

4.2. Bookmaker to inform clients

The Bookmaker must inform his or her clients that telephone calls to or from his or her Telephone Betting System will be recorded by Racing Victoria, or a Section 91E Entity contemplated by Rule 4.4(b).

4.3. Retention of recordings

Racing Victoria, or a Section 91E Entity contemplated by Rule 4.4(b), will retain all voice logging communication records of a Telephone Betting System for not less than 28 days, and for such further period of time as it sees fit, noting the requirements of Privacy Laws.

4.4. Access to communication records

The Bookmaker acknowledges and agrees that Racing Victoria may:

- (a) provide access to all voice logging communication records of the Telephone Betting System to those persons or bodies specified in section 91E of the Racing Act; and
- (b) contract with a Section 91E Entity to assist Racing Victoria in the recording and retention of records of the Telephone Betting System, if Racing Victoria is

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satisfied that such Section 91E Entity has Appropriate Technical and Procedural Measures in place.

5. CONDUCT OF BETTING OVER THE TELEPHONE BETTING SYSTEM

5.1. Bets may be received at allocated stand or Approved Off-Course Premises

Unless otherwise directed or approved by Racing Victoria, the club or the organisation conducting the race meeting, the Bookmaker must receive all bets placed over a Telephone Betting System only while present on a Racecourse or at an Approved Off-Course Premises.

5.2. Compliance with Rules and permits

Unless otherwise approved in writing by Racing Victoria, every Bookmaker must when receiving or making bets using a Telephone Betting System comply with:

- (a) the Bookmaker's Licence and any fielding permit applicable on the day; and
- (b) the Racing Victoria Rules and provided the former applies in the event of any inconsistency, the rules of race betting of Racing Victoria.

5.3. Timing of betting

Bookmakers may only accept bets using a Telephone Betting System at times in accordance with the Racing Act and the Bookmaker's Licence.

5.4. Incomplete telephone discussions

Unless a Bookmaker agrees to the contrary, if a telephone conversation between a Bookmaker and client in which a bet is being placed is interrupted for any reason before the conclusion of the conversation and as a result is terminated prematurely:

- (a) it is the responsibility of the client to contact the Bookmaker promptly to ascertain the status of the bet; and
- (b) any bet not confirmed by the Bookmaker before the relevant race or event is commenced is void.

6. RECORDING AND REPORTING

6.1. Bookmaker to record details

The Bookmaker must record all bets made using a Telephone Betting System together with the full name of the client in a manner so as to be easily identified on betting ledgers and records as a telephone bet.

6.2. Bookmaker to provide information

The Bookmaker must provide all information relating to bets made using a Telephone Betting System as may be required by the Betting Supervisor or Racing Victoria.

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6.3. Bookmaker to permit inspection

The Bookmaker shall allow an official authorised by the Betting Supervisor or by Racing Victoria to inspect any telephone unit being used by the Bookmaker on a racecourse or Approved Off-Course Premises.

7. EXCLUSION FROM A TELEPHONE BETTING SYSTEM

The Bookmaker acknowledges and agrees that upon any breach by the Bookmaker, or any Bookmaker's Approved Substitute (including those managing or supervising the staff employed by the Approved Betting System Provider that is providing Managed Trading Services to the Bookmaker) of these Rules, or of the relevant Club Bookmakers' Licence Rules, Rules of Racing or Rules of Race Betting, Racing Victoria may prohibit the Bookmaker from using a Telephone Betting System or take other disciplinary action.

Version	Nature of Change	Reviewing Party	Approval date
2023.1	Changes relating to simplify overall requirements and alignment with other licence rules. This includes clarification regarding VOIP and removal of redundant provisions.	Racing Victoria Board	14 September 2023

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