

STANDARD INTERPRETATION No. 13-017

Game Completion

Relevant Standard(s):	10.5
Application:	iGaming
Issue:	
<p>When a game that is interrupted becomes available, is the player required to complete the interrupted game before moving on to place a wager on another game?</p> <p>For example, if a player has made a wager on Game A and then Game A is interrupted and is not completed at that time, is the player required to complete Game A when it becomes available again before moving on to place a wager on Game B?</p>	
Response:	
<p>Yes, Standard 10.5 does require a player to complete an incomplete game before participating in another game. This would, for example, prevent a player from disconnecting from a game they knew they were going to lose, and then moving on to play another game, leaving the first game in limbo until it is voided and their bet returned.</p>	
Relevant Standard Excerpt(s):	
<p>10.5 For all single player games, a mechanism shall be in place to require a player to complete an incomplete game before a player is allowed to participate in any other games, where possible.</p>	

This interpretation is provided for informational purposes only and does not constitute legal advice. The interpretation relates to a specific set of circumstances and the standards, laws and regulations in force at the time the interpretation was issued; however, it is not an exhaustive or definitive interpretation of the standard(s) referenced herein.

The AGCO has established the Standards Interpretation Protocol, which acts as a single point of contact for inquiries from the gaming industry related to the interpretation of the Standards. For more information, please contact the AGCO's Customer Service Department at 416 326-8700 (in the GTA) or 1 800 522-2876 (toll free in Ontario).