

Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

December 15, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for the following incident report:

Incident Report MD-20151129	\$ 1,855.92
No sales were allowed until 5:51:35 on 11/29/15.	

TOTAL \$ 1,855.92

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



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November 23, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for the following incident report:

Incident Report MD-20151113	\$ 248.63
One Racetrax monitor draw was lost on 11/13/15.	

TOTAL \$ 248.63

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

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September 30, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for late service calls for the following periods:

February 23, 2015 – March 29, 2015 \$ 7,830.83

March 30, 2015 – April 26, 2015 \$ 10,519.64

Total \$ 18,350.47

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachment
cc: J. Gallagher
J. Pickett
C. Lee

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January 4, 2016

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for late service calls for the following periods:

June 20, 2015 – August 2, 2015 \$ 10,375.16

August 3, 2015 – August 30, 2015 \$ 4,678.07

Total \$15,053.23

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachment
cc: J. Gallagher
J. Pickett
C. Lee

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September 28, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for the following incident reports:

Incident Report MD-20150620A System down approximately 104 minutes on 06/20/15.	\$ 26,338.65
Incident Report MD-201500826 All terminals down for approximately three minutes on 08/26/15.	\$ 842.73
Incident Report MD-20150902 Five Racetrax draws were not shown on screen on 09/02/15.	\$ 1,230.00
Incident Report MD-201050907 One Racetrax draw was not shown on screen on 09/07/15.	\$ 156.74

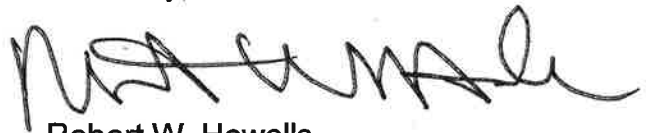
Incident Report MD-20150923
Eight Racetrax monitor draws
missed on 09/23/15.

\$ 1,810.71

TOTAL \$ 30,378.83

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. W. Howells', written in a cursive style.

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

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July 7, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for the following incident reports:

Incident Report MD-20150626 Two Racetrax draws were lost on screen on 06/26/15.	\$ 560.94
Incident Report MD-20150628 Players unable to see Racetrax and Keno draws for approximately 72 minutes on 06/28/15.	\$ 1,880.97
Incident Report MD-20150702 Three Racetrax draws were not shown on screen on 07/02/15.	\$ 393.06

TOTAL \$ 2,834.97

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
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June 15, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for late service calls for the following periods:

December 01, 2014 – December 28, 2014	\$ 7,259.75
December 29, 2014 – January 25, 2015	\$ 4,191.95
January 26, 2015 – February 22, 2015	\$ 5,884.09

Total \$ 17,335.79

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Howells", written over a horizontal line.

Robert W. Howells
Director of Procurement

jap

Attachments

cc: J. Gallagher
J. Pickett
C. Lee

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Larry Hogan, Governor



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April 20, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Liquidated Damages that I have approved for the following incident report:

Incident Report MD-20150311	\$ 1,351.35
Sales impacted from 5:00 am – 5:42 am on 03/11/15.	

TOTAL \$ 1,351.35

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

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February 11, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20140912-07111	\$ 5,497.09
System down approx. 11 minutes and 27-29 Racetrax and Keno draws lost on 09/13/14	

Incident Report MD-20140914-07112	\$ 5,457.91
System down approx.. 59 minutes on 09/14/14	

TOTAL	\$10,955.00
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
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C. Lee

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February 11, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

September 29, 2014 – October 05, 2014	\$ 457.29
October 6, 2014 – October 12, 2014	\$ 1,167.54
October 13, 2014 – October 19, 2014	\$ 958.34
October 20, 2014 – October 26, 2014	\$ 1,266.09
October 27, 2014 – November 02, 2014	\$ 2,179.14
November 03, 2014 – November 09, 2014	\$ 934.23
November 10, 2014 – November 16, 2014	\$ 1,774.85
November 17, 2014 – November 23, 2014	\$ 1,875.82
November 24, 2014 – November 30, 2014	\$ 1,452.71

Total \$ 12,066.01

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachment
cc: J. Gallagher
J. Pickett
C. Lee

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January 20, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20141229-07149	\$ 4,157.81
Two Racetrax draws and one Keno draw missed on 12/29/14	

TOTAL \$ 4,157.81

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

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January 5, 2015

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

April 28, 2014 – May 25, 2014	\$ 6,409.78
May 26, 2014 – June 29, 2014	\$ 9,960.23
June 30, 2014 – July 27, 2014	\$ 7,978.66
July 28, 2014 – August 31, 2014	\$ 5,837.86
Sept. 1, 2014 – Sept. 28, 2014	\$ 3,028.38

Total \$33,214.91

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

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December 11 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20140914-07113 Five Keno and Racetrax draws were missed on 09/14/14.	\$ 2,557.44
Incident Report MD-20141010-07123 Three Racetrax draws were lost on 10/10/14.	\$ 402.78
Incident Report MD-20141011-07125 One Racetrax draw was lost on 10/11/14.	\$ 30.52
Incident Report MD-20141208-07145 Eleven Keno draws were not displayed on the monitor on 12/08/14.	\$ 61.75

TOTAL \$ 3,052.49

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett

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December 9, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20141130-07144	\$ 9.99
One Racetrax draw was not displayed on 11/30/14	

TOTAL \$ 9.99

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Howells", written over a horizontal line.

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

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November 18, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20141106-07138	\$ 137.01
Five Racetrax draws and two Keno draws were lost on 10/09/14.	

TOTAL \$ 137.01

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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November 5, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20141009-07124	\$ 608.96
Three Racetrax draws were lost on 10/09/14.	

TOTAL	\$ 608.96
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Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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Baltimore, Maryland 21230

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October 14, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140929-07119	\$ 316.52
Two Racetrax draws were lost on 09/29/14.	

TOTAL \$ 316.52

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

RWH:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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September 9, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140707-07078	\$ 2,920.00
Payment on tickets that had incorrect Doublor message.	

TOTAL	\$ 2,920.00
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

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September 2, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

March 31, 2014 – April 06, 2014	\$ 2,102.11
April 07, 2014 – April 13, 2014	\$ 2,637.21
April 14, 2014 – April 20, 2014	\$ 3,883.47
April 21, 2014 – April 27, 2014	\$ 1,901.74

April Total \$ 10,524.53

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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September 2, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

February 24, 2014 – March 02, 2014	\$ 906.85
March 03, 2014 – March 09, 2014	\$ 1,742.90
March 10, 2014 – March 16, 2014	\$ 1,249.01
March 17, 2014 – March 23, 2014	\$ 997.41
March 24, 2014 – March 30, 2014	\$ 2,745.32

March Total \$ 7,641.49

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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August 27, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140726-07096 Sales were suspended for approximately 35 minutes on 07/26/14	\$ 3,682.80
Incident Report MD-20140726-07096 Sales did not start until approximately 6:15 am on 07/26/14	\$ 5,170.71
Incident Report MD-20140726-07096 Racetrax and Keno sales didn't start until approximately 7:52 am on 07/26/14	\$ 9,105.50

TOTAL \$ 17,959.01

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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June 9, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident:

The **Systot** and **rec lib** files contained inaccurate \$ 3,000.00
date from June 2, 2014 to June 4, 2014. Each
of these files were incorrect for 3 days.

TOTAL \$ 3,000.00

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

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July 29, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140719-07091	\$ 260.20
Four Racetrax draws were lost on 07/19/14.	

TOTAL \$ 260.20

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Howells".

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

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June 10, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20140519-07041 VSAT terminals down for approximately 8 minutes on 05/19/14.	\$ 3,449.15
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Incident Report MD-20140602-07051 Three Keno draws were not shown on monitor on 06/02/14	\$ 1,278.99
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Incident Report MD-20140603-07052 VSAT terminals down for 53 minutes on 06/03/14.	\$ 2,020.05
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TOTAL	\$ 6,748.19
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Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

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April 30, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

January 27, 2014 – February 2, 2014	\$ 3,884.26
February 3, 2014 – February 9, 2014	\$ 1,663.50
February 10, 2014 – February 16, 2014	\$ 2,683.99
February 17, 2014 – February 23, 2014	\$ 1,191.57

February, Total \$ 9,423.32

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Howells", with a long horizontal flourish extending to the right.

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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April 28, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140421-07027	\$ 32.38
Two Racetrax draws were not displayed on the monitor on 04/21/14.	

TOTAL \$ 32.38

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Howells".

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

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March 31, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

December 30, 2013 – January 05, 2014	\$ 1,275.22
January 06, 2014 – January 12, 2014	\$ 1,938.97
January 13, 2014 – January 19, 2014	\$ 2,719.72
January 20, 2014 – January 26, 2014	\$ 1,249.66

January, Total \$ 7,183.57

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

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TTY users call Maryland Relay
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March 24, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140309-06994	\$ 309.29
Nine Racetrax draws were missed on 03/09/14.	

TOTAL \$ 309.29

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

February 24, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20140210-06961 Four Racetrax draws were not displayed on the monitor on 02/10/14	\$ 642.93
Incident Report MD-20140214-06967 One Keno draw was not displayed on the monitor on 02/14/14	\$ 19.14
Incident Report MD-20140218-06976 One Racetrax draw was not displayed on the monitor on 02/18/14	\$ 39.96
Incident Report MD-20140219-06978 Five Racetrax draws were not displayed on the monitor on 02/19/14	\$ 1,611.66

TOTAL \$ 2,313.69

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Howells".

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

February 10, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140125-06948	\$ 32.96
One Keno draw not displayed on monitor on 01/25/14.	

TOTAL	\$ 32.96
-------	----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdлотtery.com

February 3, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

November 25, 2013 – December 01, 2013	\$ 2,271.85
December 02, 2013 – December 08, 2013	\$ 1,740.70
December 09, 2013 – December 15, 2013	\$ 7,232.22
December 16, 2013 – December 22, 2013	\$ 1,780.02
December 23, 2013 – December 29, 2013	\$ 2,914.17

December, Total \$15,938.96

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

February 3, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20140102-06933	\$ 433.91
Seven Racetrax drawings were not displayed on monitor on 01/02/14.	

TOTAL \$ 433.91

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

January 13, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

September 30, 2013 – October 06, 2013	\$ 467.56
October 07, 2013 – October 13, 2013	\$ 4,415.96
October 14, 2013 – October 20, 2013	\$ 1,069.37
October 21, 2013 – October 27, 2013	\$ 2,064.66

October, Total \$ 8,017.55

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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January 13, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

August 26, 2013 – September 01, 2013	\$ 1,860.73
September 02, 2013 – September 08, 2013	\$ 1,674.90
September 09, 2013 – September 15, 2013	\$ 1,259.89
September 16, 2013 – September 22, 2013	\$ 1,323.57
September 23, 2013 – September 29, 2013	\$ 3,583.21

September, Total \$ 9,702.30

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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TTY users call Maryland Relay
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January 13, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

July 29, 2013 – August 04, 2013	\$ 1,725.41
August 05, 2013 – August 11, 2013	\$ 2,366.27
August 12, 2013 – August 18, 2013	\$ 3,515.40
August 19, 2013 – August 25, 2013	\$ 3,076.57

August, 2013 Total \$10,683.65

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Howells".

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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January 13, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

July 01, 2013 – July 07, 2013	\$ 2,030.87
July 08, 2013 – July 14, 2013	\$ 3,965.76
July 15, 2013 – July 21, 2013	\$ 1,753.62
July 22, 2013 – July 28, 2013	\$ 2,595.65

July, Total \$10,345.90

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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TTY users call Maryland Relay
www.mdlottery.com

January 7, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

June 03, 2013 – June 09, 2013	\$ 3,168.88
June 10, 2013 – June 16, 2013	\$ 5,253.22
June 17, 2013 – June 23, 2013	\$ 3,491.99
June 24, 2013 – June 30, 2013	\$ 5,838.47

June, 2013 Total \$ 17,752.56

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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www.mdlottery.com

January 7, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

April 29, 2013 – May 05, 2013	\$ 1,878.87
May 06, 2013 – May 12, 2013	\$ 2,160.27
May 13, 2013 – May 19, 2013	\$ 5,040.77
May 20, 2013 – May 26, 2013	\$ 9,763.18
May 27, 2013 – June 02, 2013	\$ 3,462.47

May, 2013 Total **\$ 22,305.56**

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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www.mdlottery.com

January 7, 2014

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

April 01, 2013 – April 07, 2013	\$ 1,547.86
April 08, 2013 – April 14, 2013	\$ 3,388.15
April 15, 2013 – April 21, 2013	\$ 1,946.22
April 22, 2013 – April 28, 2013	\$ 2,416.34

April, 2013 Total \$ 9,298.57

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

November 25, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20131117-06895	\$ 4,397.09
Approx. 5000 VSAT terminals unable to communicate with network due to rain fade for approx. 10 minutes on 11/17/13.	

TOTAL	\$ 4,397.09
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

November 13, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20131105-06886	\$ 131.69
One Keno monitor draw lost on 11/05/13	

TOTAL	\$ 131.69
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

September 30, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20130904-06814 One Keno monitor draw lost and two monitor draws with error message on 09/04/13.	\$ 20.39
Incident Report MD-20130907-06820 One Keno monitor draw had error message on 09/07/13.	\$ 487.74
Incident Report MD-20130908-06822 Error message on screen while draws were playing for approx. 24 minutes on 09/08/13.	\$ 24.01
TOTAL	\$ 532.14

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

September 25, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

February 25, 2013 – March 03, 2013	\$ 1,657.98
March 04, 2013 – March 10, 2013	\$ 3,906.51
March 11, 2013 – March 17, 2013	\$ 1,311.40
March 18, 2013 – March 24, 2013	\$ 809.47
March 25, 2013 – March 31, 2013	\$ 3,291.83
March, 2013 Total	\$10,977.19

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

September 25, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

January 28, 2013 – February 03, 2013	\$ 1,298.24
February 04, 2013 – February 10, 2013	\$ 1,202.14
February 11, 2013 – February 17, 2013	\$ 2,181.22
February 18, 2013 - February 24, 2013	\$ 2,248.87
February, 2013 Total	\$ 6,930.47

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

September 25, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

December 31, 2012 – January 6, 2013	\$ 575.69
January 07, 2013 – January 13, 2013	\$ 1,058.84
January 14, 2013 – January 20, 2013	\$ 1,864.97
January 21, 2013 - January 27, 2013	\$ 4,621.40
January, 2013 Total	\$ 8,120.90

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

August 27, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130819-06789	\$ 437.47
Three Racetrax draws not shown on monitor on 08/19/13.	

TOTAL \$ 437.47

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Howells".

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

August 19, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130813-06779	\$ 620.87
Two Keno draws not shown on monitor 08/13/13.	

TOTAL	\$ 620.87
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

July 29, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130713-06726	\$ 456.89
Five Racetrax draws lost on 07/13/13.	

TOTAL	\$ 456.89
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

June 18, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130518-06663	\$ 112,000.00
Tickets purchased on 05/18/13 using terminal release 1071 were unable to be cashed or canceled. Terminals using emergency release 1140 were able to cash and cancel beginning 05/19/13.	

TOTAL \$ 112,000.00

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Howells", with a long horizontal flourish extending to the right.

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

May 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130506-06645	\$	86.56
Five Racetrax monitor draws lost on 05/06/13		
TOTAL	\$	86.56

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
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Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

April 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

June 25, 2012 – July 01, 2012	\$ 2,853.80
July 02, 2012 – July 08, 2012	\$ 4,222.30
July 09, 2012 – July 15, 2012	\$ 1,484.83
July 16, 2012 – July 22, 2012	\$ 1,584.90
July 23, 2012 – July 29, 2012	\$ 2,361.87
July, 2012 Total	\$12,507.70

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

April 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

July 30, 2012 – August 05, 2012	\$ 4,538.60
August 06, 2012 – August 12, 2012	\$ 1,474.83
August 13, 2012 – August 19, 2012	\$ 1,042.92
August 20, 2012 – August 26, 2012	\$ 804.65
August, 2012 Total	\$ 7,861.00

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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April 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

August 27, 2012 – September 02, 2012	\$ 900.01
September 03, 2012 – September 09, 2012	\$ 1,386.01
September 10, 2012 – September 16, 2012	\$ 624.48
September 17, 2012 – September 23, 2012	\$ 2,541.07
September 24, 2012 – September 30, 2012	\$ 594.09
September, 2012 Total	\$ 6,045.66

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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April 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

October 01, 2012 – October 07, 2012	\$ 1,334.17
October 08, 2012 – October 14, 2012	\$ 399.96
October 15, 2012 – October 21, 2012	\$ 513.16
October 22, 2012 – October 28, 2012	\$ 1,408.37
October, 2012 Total	\$ 3,655.66

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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April 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

October 29, 2012 – November 04, 2012	\$10,100.20
November 05, 2012 – November 11, 2012	\$ 369.94
November 12, 2012 – November 18, 2012	\$ 623.71
November 19, 2012 – November 25, 2012	\$ 2,200.88
November, 2012 Total	\$13,294.73

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

April 15, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

November 26, 2012 – December 02, 2012	\$ 862.84
December 03, 2012 – December 09, 2012	\$ 1,903.02
December 10, 2012 – December 16, 2012	\$ 539.33
December 17, 2012 – December 23, 2012	\$ 805.57
December 24, 2012 – December 30, 2102	\$ 1,325.56

December, 2012 Total \$ 5,436.32

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



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1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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www.mdlottery.com

April 29, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130422-06639	\$	25.51
One Racetrax game lost on 04/22/13		
TOTAL	\$	25.51

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

April 8, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130331-06609	\$ 1,087.53
Five Keno draws lost on 03/31/13.	

TOTAL	\$ 1,087.53
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

April 1, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20130325-06597	\$ 1,596.33
One Racetrax draw lost and two Keno draws lost on 03/25/13.	

TOTAL	\$ 1,596.33
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

March 19, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20130310-06580 Sales were not allowed until 06:25 on 03/10/13.	\$ 4,341.96
Incident Report MD-20130311-06582 Fifteen Keno draws not displayed on monitor on 03/11/13.	\$ 1,045.19
Incident Report MD-20130311-06583 One Racetrax draw lost on 03/11/13	\$ 234.18

TOTAL \$ 5,621.33

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

March 4, 2013

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20130122-06511 Racetrax monitor unavailable for approx. 75 minutes and Keno monitor unavailable for approx. 30 minutes on 01/22/13.	\$ 12,032.44
---	--------------

Incident Report MD-20130125-06516 Keno went to screen saver resulting in one lost draw on 01/25/13.	\$ 364.45
---	-----------

Incident Report MD-20130225-06561 Approximately 500 terminals down for four minutes on 02/25/13.	\$ 446.94
--	-----------

TOTAL	\$ 12,843.83
-------	--------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

Maryland Lottery and Gaming Control Agency

Martin O'Malley, Governor • Stephen Martino, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

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TTY users call Maryland Relay
www.mdlottery.com

December 18, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20121128-06453	\$ 2,792.84
No Keno draws from 5:35-6:29am (13 draws) and no Racetrax draws from 5:35-6:35am (13 draws) on 11/28/12.	

TOTAL \$ 2,792.84

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



December 3, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20121108-06434 Two Racetrax monitor draws lost on 11/08/12.	\$ 71.34
Incident Report MD-20121109-06435 Keno draws did not take place and/or did not show on screen for approx. 54 minutes on 11/09/12.	\$ 18,514.15
Incident Report MD-20121114-06439 One Keno draw was not seen by public on 11/14/12.	\$ 1,165.33

TOTAL \$ 19,750.82

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director or Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



October 22, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

May 28, 2012 – June 3, 2012	\$ 3,597.38
June 4, 2012 – June 10, 2012	\$ 2,122.96
June 11, 2012 – June 17, 2012	\$ 970.21
June 18, 2012 – June 24, 2012	\$ 1,371.01

June, 2012 Total \$ 8,061.56

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

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Martin O'Malley, *Governor* • Stephen Martino, *Director*



October 22, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120925-06385	\$ 25.27
One monitor draw for Keno was not shown on 9/25/12.	

TOTAL	\$ 25.27
-------	----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



October 4, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

April 30, 2012 – May 6, 2012	\$ 2,208.01
May 7, 2012 – May 13, 2012	\$ 1,383.84
May 14, 2012 – May 20, 2012	\$ 5,693.02
May 21, 2012 – May 27, 2012	\$ 3,231.28

May, 2012 Total \$ 12,516.15

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee



September 24, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120912-06366	\$ 50.70
One minute system down and 5 minutes of degraded performance on 09/12/12.	

TOTAL \$ 50.70

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director or Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



September 4, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120823-06339	\$ 824.18
Three Racetrax monitor draws lost on 08/23/12.	

TOTAL \$ 824.18

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director or Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



August 24, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20120709-06273 Racetrax lost six monitor draws on 07/09/12.	\$ 2,019.84
Incident Report MD-20120802-06310 One Racetrax monitor draw lost on 08/02/12	\$ 71.82
Incident Report MD-20120814-06329 One Keno draw lost on 08/14/12	\$ 120.42
TOTAL	\$ 2,212.08

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



August 13, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20120719-06292	\$ 131.83
Racetrax lost two monitor draws on 07/19/12.	

Incident Report MD-20120801-06306	\$ 80.99
Terminals dropped from network for approximately 5 minutes on 08/01/12	

TOTAL	\$ 212.82
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



June 18, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120611-06244	\$ 211.50
Racetrax lost one monitor draw on 6/11/12.	

TOTAL \$ 211.50

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



June 18, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

March 26, 2012 – April 1, 2012	\$ 239.68
April 2, 2012 – April 8, 2012	\$ 778.72
April 9, 2012 – April 15, 2012	\$ 888.82
April 16, 2012 – April 22, 2012	\$ 699.21
April 23, 2012 – April 29, 2012	\$ 2,015.81
April, 2012 Total	\$ 4,622.24

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee



June 18, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

February 27, 2012 – March 4, 2012	\$ 870.54
March 5, 2012 – March 11, 2012	\$ 750.14
March 12, 2012 – March 18, 2012	\$ 1,864.22
March 19, 2012 – March 25, 2012	\$ 952.23
March, 2012 Total	\$ 4,437.13

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330

Baltimore, Maryland 21230

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www.mdlottery.com

Martin O'Malley, *Governor* • Stephen Martino, *Director*



June 13, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120518-06222	\$ 25,595.92
System down and degraded performance on 5/18/12	

TOTAL	\$ 25,595.92
-------	--------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director or Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



June 12, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120529-06233	\$ 272.56
Racetrax lost two monitor draws on 05/29/12	

TOTAL	\$ 272.56
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



May 15, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120508-06213	\$ 406.24
Five Racetrax draws lost on 05/08/12	

TOTAL	\$ 406.24
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director or Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



May 8, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20120426-06202	\$ 268.02
One Keno draw and one Racetrax draw lost on 04/26/12.	

TOTAL \$ 268.02

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330

Baltimore, Maryland 21230

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Martin O'Malley, Governor • Stephen Martino, Director



April 10, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

January 30, 2012 – February 5, 2012	\$ 1,927.65
February 6, 2012 – February 12, 2012	\$ 458.29
February 13, 2012 – February 19, 2012	\$ 495.69
February 20, 2012 – February 26, 2012	\$ 1,068.43
January, 2012 Total	\$ 3,950.06

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

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Baltimore, Maryland 21230

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Martin O'Malley, Governor • Stephen Martino, Director



April 2, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20120326-06163 Two Keno draws lost on 03/26/12, Keno draw and hourly missing on web.	\$ 1,397.74
Incident Report MD-20120326-06165 Three Racetrax draws missed on 03/26/12.	\$ 1,012.89

TOTAL \$ 2,410.63

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director or Procurement

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



April 2, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

December 26, 2011 – January 1, 2012	\$ 310.63
January 2, 2012 – January 8, 2012	\$ 357.22
January 9, 2012 – January 15, 2012	\$ 614.36
January 16, 2012 – January 22, 2012	\$ 800.65
January 23, 2012 – January 29, 2012	\$ 53.45
January, 2012 Total	\$ 2,136.31

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee



April 2, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

November 28, 2011 – December 4, 2011	\$ 476.23
December 5, 2011 – December 11, 2011	\$ 418.78
December 12, 2011 – December 18, 2011	\$ 1,284.49
December 19, 2011 – December 25, 2011	\$ 1,174.41

December, 2011 Total \$ 3,353.91

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Robert W. Howells
Director of Procurement

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330

Baltimore, Maryland 21230

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Martin O'Malley, *Governor* • Stephen Martino, *Director*

March 26, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20120312-06147	\$ 326.97
One Keno draw lost on 03/12/12	

Incident Report MD-20120313-06148	\$ 4,954.38
21 Keno draws lost on 03/13/12	

TOTAL	\$ 5,281.35
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330

Baltimore, Maryland 21230

Phone: 410-230-8800 • TTY users call Maryland Relay

www.mdlottery.com

Martin O'Malley, *Governor* • Stephen Martino, *Director*



March 5, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20111128-06027	\$ 7,989.77
Eighteen Racetrax monitor draws lost on 11/28/11.	

TOTAL	\$ 7,989.77
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330

Baltimore, Maryland 21230

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Martin O'Malley, Governor • Buddy Roogow, Director



February 10, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20120119-06082 \$ 666.50
Six draws not showing on Racetrax monitor
on 01/19/12.

Incident Report MD-20120120-06083 \$ 479.99
Racetrax bonus wheel displayed wrong multiplier
for first three draws and wheel did not spin, and
the next 12 draws were not displayed on monitor
on 01/20/12.

TOTAL \$1,146.49

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



January 9, 2012

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

October 31, 2011 – November 6, 2011	\$ 812.67
November 7, 2011 – November 13, 2011	\$ 93.20
November 14, 2011 – November 20, 2011	\$ 174.23
November 21, 2011 – November 27, 2011	\$ 628.11

November, 2011 Total \$ 1,708.21

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee



November 21, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

September 26, 2011 – October 2, 2011	\$ 0.00
October 3, 2011 – October 9, 2011	\$ 480.60
October 10, 2011 – October 16, 2011	\$ 0.00
October 17, 2011 – October 23, 2011	\$ 179.43
October 24, 2011 – October 30, 2011	\$ 467.82
October, 2011 Total	\$ 1,127.85

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee



November 21, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

August 29, 2011 – September 4, 2011	\$ 441.14
September 5, 2011 – September 11, 2011	\$ 823.79
September 12, 2011 – September 18, 2011	\$ 369.80
September 19, 2011 – September 25, 2011	\$ 1,582.53

September, 2011 Total \$ 3,271.26

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY
Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330
Baltimore, Maryland 21230
Phone: 410-230-8800 • TTY users call Maryland Relay
www.mdlottery.com
Martin O'Malley, *Governor* • Stephen Martino, *Director*



November 21, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20111103-05989	\$ 306.62
One Keno monitor draw lost on 11/03/11.	

TOTAL	\$ 306.62
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330

Baltimore, Maryland 21230

Phone: 410-230-8800 • TTY users call Maryland Relay

www.mdlottery.com

Martin O'Malley, *Governor* • Stephen Martino, *Director*



October 12, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

August 1, 2011 – August 7, 2011	\$ 888.20
August 8, 2011 – August 14, 2011	\$ 2,351.34
August 15, 2011 – August 21, 2011	\$ 1,676.97
August 22, 2011 – August 28, 2011	\$ 1,897.19

August, 2011 Total \$ 6,813.70

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

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October 12, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

June 27, 2011 – July 3, 2011	\$ 3,804.57
July 4, 2011 – July 10, 2011	\$ 3,061.40
July 11, 2011 – July 17, 2011	\$ 774.27
July 18, 2011 – July 24, 2011	\$ 718.52
July 25, 2011 – July 31, 2011	\$ 922.22

July, 2011 Total **\$ 9,280.98**

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

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September 27, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20110904-05905	\$ 589.98
Seventeen draws missed on Racetrax monitor on 09/04/11.	

Incident Report MD-20110910-05912	\$ 7.26
Racetrax wheel stopped spinning for approximately 1 hour 20 minutes on 09/10/11.	

TOTAL	\$ 597.24
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



September 12, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

May 30, 2011 – June 5, 2011	\$ 5,734.00
June 6, 2011 – June 12, 2011	\$ 5,458.00
June 13, 2011 - June 19, 2011	\$ 4,324.00
June 20, 2011 – June 26, 2011	\$ 2,242.00

June 2011 Total **\$ 17,758.00**

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee



September 12, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

April 25, 2011 – May 1, 2011	\$ 1,846.00
May 2, 2011 – May 8, 2011	\$ 1,796.00
May 9, 2011 - May 15, 2011	\$ 6,524.00
May 16, 2011 – May 22, 2011	\$ 6,510.00
May 23, 2011 – May 29, 2011	\$ 1,134.00

May 2011 Total **\$ 17,810.00**

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett



September 12, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following periods:

March 28, 2011 - April 3, 2011	\$ 1,042.00
April 4, 2011 - April 10, 2011	\$ 1,204.00
April 11, 2011 - April 17, 2011	\$ 1,898.00
April 18, 2011 - April 24, 2011	\$ 1,668.00

April, 2011 Total **\$ 5,812.00**

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

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Martin O'Malley, *Governor* • Stephen Martino, *Director*



September 6, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-052911-01 One Keno draw not properly displayed on 05/29/11	\$ 35.95
Incident Report MD-20110621-05808 Two Keno draws went to screen saver on 06/21/11	\$ 671.98
Incident Report MD-20110726-05853 One Racetrax monitor draw lost on 07/26/11	\$ 303.33
Incident Report MD-20110731-05859 Seven Racetrax monitor draws lost on 07/31/11	\$ 59.83
Incident Report MD-20110801-25861 One Racetrax monitor draw lost on 08/01/11	\$ 53.76

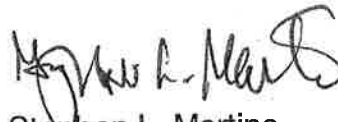
Incident Report MD-20110816-05885
Racetrax monitor lost 1 draw on
08/16/11

\$ 46.94

TOTAL \$ 1,171.79

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen L. Martino".

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett
C. Lee



May 31, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20110508-05749 Two Keno drawings went to screen saver on 05/08/11	\$ 66.47
--	----------

Incident Report MD-20110509-05751 VSAT Hub equipment failure caused VSAT Terminals to drop off network for approximately 55 minutes on 05/09/11	\$ 939.97
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Incident Report MD-20110511-05759 Keno and Racetrax was frozen and VSAT terminals dropped due to HUB Rain Fade for approximately 21 minutes on 05/11/11	\$ 720.23
--	-----------

TOTAL	\$ 1,726.67
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Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Stephen L. Martino', written in a cursive style.

Stephen L. Martino
Director

SLM:jap
Attachments
cc: J. Gallagher
J. Pickett



February 7, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20110118-05622 Keno drawings were not being properly displayed on the monitors on 01/18/11	\$ 1,465.99
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Incident Report MD-20110128-05640 Two Keno drawings did not properly display video on 01/28/11	\$ 418.91
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Incident Report MD-20110129-05642 No wagering or automated drawings took place on 01/29/11 for approx. 42 minutes	\$ 2,446.28
---	-------------

TOTAL	\$ 4,331.18
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachments

cc: J. Gallagher
J. Pickett

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Martin O'Malley, *Governor* • Stephen Martino, *Director*



January 28, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20101213-05582	\$ 4,080.20
Keno drawings went to screen saver on two occasions on 12/13/10.	

TOTAL	\$ 4,080.20
--------------	--------------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachments

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY
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Baltimore, Maryland 21230
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Martin O'Malley, *Governor* • Stephen Martino, *Director*



January 25, 2011

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20101122-05550	\$ 163.54
Two Keno and one Racetrax drawings did not appear on monitor on 11/22/10.	

TOTAL	\$ 163.54
-------	-----------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachments

cc: J. Gallagher
J. Pickett
C. Lee

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Martin O'Malley, Governor • Stephen Martino, Director



December 7, 2010

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20101111-05515	\$ 502.67
Four Racetrax drawings did not properly display on 11/11/10.	

Incident Report MD-20101112-05516	\$ 913.93
Keno and Racetrax went screen saver on multiple occasions on 11/12/10.	

TOTAL	\$ 1,416.60
--------------	--------------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachments

cc: J. Gallagher
J. Pickett
G. Lee

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Baltimore, Maryland 21230

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Martin O'Malley, Governor • Buddy Roogow, Director



October 13, 2010

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20100830-05442	\$ 20.69
Keno did not display 3 drawings and Racetrax did not display 1 drawing on 08/30/10.	

Incident Report MD091110-05453	\$ 2,559.17
Keno and Racetrax frozen and VSAT terminals dropped from network for approximately 6 minutes on 09/11/10.	

TOTAL	\$ 2,579.86
-------	-------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachments

cc: J. Gallagher
J. Pickett

MARYLAND LOTTERY

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Martin O'Malley, Governor • Stephen Martino, Director



July 14, 2010

**Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230**

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20100531-05318 VSAT retailers experienced brief outage after mid-day draw on 05/31/10	\$ 2,521.13
Incident Report MD-20100611-05333 terminals on the Lanham CFE's transitioned to Baltimore CFE's on 06/11/10	\$ 313.35
Incident Report MD-20100615-05340 VSAT terminals dropped off network due to rain fade on 06/15/10	\$12,487.47

Total \$15,321.95

Please deduct this amount from the Lottery's next invoice.

Sincerely,

**Stephen L. Martino
Director**

SLM:dak

Attachments

**cc: J. Gallagher
J. Pickett
C. Lee**

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Baltimore, Maryland 21230

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Martin O'Malley, Governor • Stephen Martino, Director



June 15, 2010

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20100424-00000	\$ 121.77
Two Keno draws and one Racetrax did not display on screen on 04/24/10.	

Incident Report MD-05293-05102010	\$ 31,181.20
Network down until approx. 7:23 am, Keno down until approx. 8:06 am, and Racetrax down until approx. 8:21 am on 05/10/10.	

Incident Report MD-20100526-05311	\$ 934.00
Racetrax graphics did not display until 7:00 am on 05/26/10	

TOTAL	\$ 32,236.97
-------	--------------

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachments

cc: J. Gallagher
J. Pickett
C. Lee

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Martin O'Malley, Governor • Stephen Martino, Director



June 7, 2010

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for late service calls for the following period:

August 1, 2009 – September 2, 2009 \$ 35,885.60

TOTAL \$ 35,885.60

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen L. Martino
Director

SLM:jap

Attachment

cc: J. Gallagher
J. Pickett
C. Lee

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Martin O'Malley, Governor • Stephen Martino, Director



April 29, 2010

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

Attached please find Summary of Penalties that I have approved for the following incident report:

Incident Report MD-20100323-05236	\$ 4,548.01
Racetrax graphics frozen on monitor for approximately 70 minutes on 03/23/10.	

TOTAL \$ 4,548.01

Please deduct this amount from the Lottery's next invoice.

Sincerely,

Stephen Martino
Director

SM:jp

Attachments

cc: J. Gallagher
J. Pickett
C. Lee

MARYLAND LOTTERY

Montgomery Park Business Center • 1800 Washington Boulevard, Suite 330
Baltimore, Maryland 21230

Phone: 410-230-8800 • TTY users call Maryland Relay
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Martin O'Malley, Governor • Gina Smith, Interim Director



March 24, 2010

Mr. Stephen M. Smith
General Manager - Maryland
Scientific Games Int'l
1800 Washington Blvd., Suite 145
Baltimore, Maryland 21230

Dear Steve:

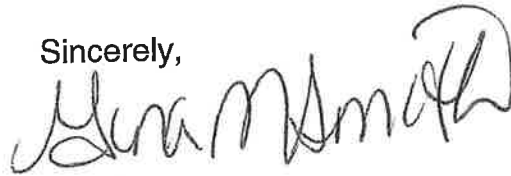
Attached please find Summary of Penalties that I have approved for the following incident reports:

Incident Report MD-20100317-0000 2 Keno draws not viewable in the field on 03/17/10	\$ 36.31
Incident Report MD-2010315-05226 1 Keno draw not displayed in the field on 03/15/10	\$ 189.23
Incident Report MD-20100131-05140 Keno and Racetrax screens were temporarily lost on 01/31/10	\$ 36.29
Incident Report MD-20100113-00000 2 Racetrax draws were not displayed in the field on 01/13/10	\$ 5.09
Incident Report MD-20091220-MD5086 System did not come up on 12/20/09 until approximately 6:33 am.	\$ 3,635.07
Incident Report MD-20091218-05083 Keno and Racetrax games not displayed in the field for approximately 98 minutes on 12/18/09	\$ 3,387.88

TOTAL \$ 7,289.87

Please deduct this amount from the Lottery's next invoice.

Sincerely,

A handwritten signature in black ink, appearing to read "Gina Smith". The signature is fluid and cursive, with the first name "Gina" and last name "Smith" clearly distinguishable.

Gina Smith
Interim Director

GS:jp

Attachments

cc: J. Gallagher
J. Pickett
C. Lee