

From: betstop compliance
Sent: Tuesday, 23 January 2024 12:10 PM
To: support@terrybet.com.au; betstop compliance
Cc: [REDACTED]
Subject: RE: Obligations related to BetStop - the National Self-Exclusion Register - Terrybet [SEC=OFFICIAL]

Hi [REDACTED]

Thanks for the information below. This is helpful. Once we receive confirmation of your licence, you will be added to the [ACMA's Register of licenced interactive wagering providers](#). We will then ask the register operator for BetStop, the National Self-Exclusion Register (IXUP Ltd) to get in touch with you to onboard you to the register.

Kind regards,
[REDACTED]
National Self-Exclusion Register Section

Australian Communications and Media Authority
[REDACTED]
acma.gov.au



The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.

From: support@terrybet.com.au <support@terrybet.com.au>
Sent: Tuesday, January 23, 2024 11:48 AM
To: betstop compliance <betstop.compliance@acma.gov.au>
Cc: [REDACTED]
Subject: Re: Obligations related to BetStop - the National Self-Exclusion Register - Terrybet [SEC=OFFICIAL]

You don't often get email from support@terrybet.com.au. [Learn why this is important](#)

CAUTION: This email is from an external sender. Do NOT click on links or open attachments unless you recognise the sender and KNOW the content is safe. If you are in doubt, please contact the Corporate Service Desk.

Many thanks for your email [REDACTED] as mentioned we are still awaiting our approval from Liquor and Gaming NSW.

See below the information you have requested:

Key Contacts:	[REDACTED]
Estimated Launch Date:	14 th February 2024
IT Platform:	Betmakers

Is there anything else we need to do at this stage?

As soon as our approval comes through we will be in touch.

Many thanks,

[REDACTED]



On 12 Jan 2024, at 9:23 am, betstop compliance <betstop.compliance@acma.gov.au> wrote:

Dear [REDACTED]

We have received your contact details through the ACMA's customer service centre. I am contacting you as the Australian Communications and Media Authority (ACMA) understands that Terrybet is applying for a licence to provide interactive wagering services. As you may be aware, the ACMA provides [BetStop – the National Self-Exclusion Register](#) (the register) which allows people experiencing or at risk of gambling harm to self-exclude from online and phone wagering services.

When you receive your licence to provide internet and/or telephone betting, you will be required to comply with the requirements regarding the register. These include that licensed interactive wagering providers must:

- not open new accounts for self-excluded individuals
- not provide wagering services to self-excluded individuals
- not market to self-excluded individuals
- close accounts of self-excluded individuals
- not disclose information about self-excluded individuals unless authorised
- promote BetStop – the National Self-Exclusion Register.

The ACMA has published information for industry, including compliance guidance, on our website at:<https://www.acma.gov.au/interactive-wagering-providers>. We highly recommend that you read the guidance.

What you need to do:

Please advise us of:

- a key contact in your organisation for any further contact
- your expected launch date
- the IT platform you are using for your service. This IT platform will assist with your connection to BetStop – the National Self-Exclusion Register.

You should also be aware of your obligations to comply with Australia’s telemarketing and spam laws. These are set out in the *Spam Act 2003*, the *Do Not Call Register 2006* and associated rules and also extend to where a business engages a third party to send these messages or make these calls on their behalf. Businesses must have a consumer’s consent to send them commercial electronic messages. These messages must also clearly identify the sender, include a way to contact you, and provide a way to easily unsubscribe from further messages. Businesses also must not make a telemarketing calls to a number registered on the Do Not Call Register unless they have consent to do so and cannot make these calls outside of certain hours. You can find out more about how to comply by visiting www.acma.gov.au/avoid-sending-spam and <https://www.donotcall.gov.au/industry/industry-overview/>

Please feel free to give me a call on the below number if it would be helpful to discuss the above.

Kind regards,

[Redacted]

[Redacted]

National Self-Exclusion Register Section

Australian Communications and Media Authority

[Redacted]

acma.gov.au

<image001.png> <image002.png> <image003.png>

<image004.png>

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