

May 21, 2023 Launch Date is delayed



What is it?

In May 2022, BCLC updated our Retailer partners that new Lottery Terminals would be launching on May 21, 2023. This announcement was important as we prepared for retail operational readiness activities, such as Pre-Installations, Retailer training and other programs that were to commence in January 2023, in support of the launch.

BCLC has made the difficult decision to **delay the launch** date for new Lottery Terminals, as development and testing of the new lottery system is ongoing and the May 21, 2023, date that we shared with you last May will no longer be possible. Providing a seamless experience for our players and Retailers is one of our top priorities, and additional time for testing of the new terminals and systems will better support this objective as well as our collective success in the transition.



What is next?

The Lottery Terminal Pre-Installation activity is our next significant milestone and Retailers can expect Pre-Installations to start in the near future. Detailed timelines, updates to related activities and scheduling are to follow on this activity.



Important Information

- BCLC is actively replanning towards a new launch date for Lottery Terminals
- Your BCLC Territory Manager will keep you informed of timing updates as they become available
- The Lotto Transformation page on BCLCRetailerHub.com will always house the most up to date information
- We appreciate your patience, and are committed to communicating a new launch timeline as soon as possible



Contact your Territory Manager or
Lottery Retail Support: [1-800-667-1649](tel:1-800-667-1649)





Frequently Asked Questions

Q: Why has BCLC delayed the launch of the new Lottery Terminals?

An equipment and system upgrade, of this size and scope, is complex and requires significant system development and rigorous testing. With testing phases still in progress, the May 21, 2023, launch date will not be possible.

Q: When can I expect to know the new launch date to receive my new Lottery Terminal?

Currently, BCLC does not have a new launch date; however, we do not expect the launch date to be before August 2023. BCLC expects to inform our retail partners of the new Lottery Terminal launch date early in new year, once project replanning is complete.

Q: Will BCLC still be doing Pre-Installations at my site?

Yes. While the start of Pre-Installations will be delayed beyond January 2023, Retailers can expect this activity to start in the near future. BCLC will provide a detailed update on this activity when it is available and once Pre-Installation begins, LVI will contact your location to schedule a time for your location(s).

The Pre-Installation activity is a key requirement for the new terminals, so expectations are that this delay will not be lengthy.

Q: Will the existing Lottery Terminals and other equipment last until the new Terminals launch?

BCLC is continually monitoring the health of its legacy lottery equipment (Altura terminals, Self-Serve Terminals, Check-a-Ticket terminals and printers) and will ensure that the remaining equipment is best positioned to support the needs of our existing retailer network.

In the meantime, if your location has any Lottery Equipment problems, please call Lottery Retail Support at 1-800-667-1649.

Q: When will I find out more information about the new terminals?

BCLC has created a very clear and easy to follow training program designed to support our Lottery Retailers as they prepare for the new Lottery Equipment. Once we have a new launch date, we will be able to share with you all the ways in which BCLC will support your store's readiness to ensure a smooth transition from the existing lottery equipment to the new Lottery Terminal.



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