



March 21, 2013

Nevada Gaming Commission

Gentlemen:

There was a recent news clip that you were asking for comments about on-line gaming. I came to Nevada in 1964 and had the opportunity to meet and in some cases get to know many of the northern Nevada gaming leaders of the time. That list ranges from Pappy Smith, Dick Graves, Cy Redd, Ernie Primm, Bill Harrah and Joe Dini to many of the elders of the business today such as John Ascuaga.

Many years ago, I had an occasion to overhear one side of a Bill Harrah conversation while he was on the phone essentially firing someone or at least directing someone be fired. He was at the auto collection using a phone a rather open area of the shop. He was very adamant the person must be terminated because they had "cheated a customer and a cheated customer will never return to our properties and perhaps not to our state." The quote is certainly not exactly right, but the essence of the message is exactly his message. Our guests do not leave this state feeling like they have been "cheated". Mr. Harrah believed deeply that was an absolute core value for not only their properties, but the state as well.

I have no idea how you maintain that essential element of our success as a state as you move into the world of on-line gaming, but I believe it is essential to maintain the integrity and creditability of Nevada gaming companies and this state that no player can ever feel "cheated" while engaging in our games regardless of the venue. Loosing is NOT the same mindset as being cheated to our customers.

You could mandate a notice to the on-line game player to report suspected abuse or some type of acknowledgement of the rules at the start of play each time or perhaps you have an idea which is easier. However, I firmly believe it is essential to the integrity of this state that no on-line customer feels "cheated" playing games on their computer from a clearly Nevada based operation. **This is a personal viewpoint and not one from the Association or its members.**

Regards,

A handwritten signature in blue ink that reads 'Ray Bacon'.

Ray Bacon

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