



Compliance Requirement Determinations

The Independent Commercial and Compliance Committee (previously the NPP Governance Committee) meets approximately 6 times per year to review cases of non-compliance to the NPP's Compliance Requirements (also known as Mandatory Compliance Requirements or 'MCRs'). Determinations for any non-compliance activity and Non-Compliance Charges, in accordance with the AP+ Scheme Rules and NPP Product Rules, are published below.

For further information relating MCR's please refer to: [NPPA-Mandatory-Compliance-Requirements \(auspayplus.com.au\)](https://auspayplus.com.au)

Enforcement Notice 2021/001 Issued: 26 April 2021

The NPP Governance Committee has determined that an NPP Participant (Medium Band Shareholder) breached the **Availability MCR** which is a designated Category B MCR, in January 2021 and February 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced scheduled outages of several hours in January 2021 and February 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/002 Issued: 26 April 2021

The NPP Governance Committee has determined that an NPP Participant (Low Band Shareholder) breached the **Availability MCR** which is a designated Category B MCR, in January 2021.

The reasons for the determination are summarised below:

1. The NPP Participant experienced unplanned outages of several hours in January 2021 (Outages) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/003 Issued: 26 April 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Availability MCR** which is a designated Category B MCR, in January 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced unplanned outages and scheduled outages of several hours in January 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/007 Issued: 2 July 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Availability MCR**, which is a designated Category B MCR, in April 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in April 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/008 Issued: 2 July 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Availability MCR**, which is a designated Category B MCR, in March 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in March 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/010 Issued: 2 July 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Category Purpose Code MCR**, which is a designated Category A MCR.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR for the period of the referral.
2. The NPP Participant did not disclose any information to indicate that the breach was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/014 & 2021/015 Issued: 20 September 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Availability MCR**, which is a designated Category B MCR, in May 2021 and June 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in May 2021 and June 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/016 Issued: 20 September 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Availability MCR**, which is a designated Category B MCR, in May 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in May 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/017 Issued: 20 September 2021

The NPP Governance Committee has determined that an NPP Participant (Medium Band Shareholder) breached the **Availability MCR**, which is a designated Category B MCR, in June 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in June 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2021/18 Issued: 20 September 2021

The NPP Governance Committee has determined that an NPP Participant (High Band Shareholder) breached the **Category Purpose Code MCR**, which is a designated Category A MCR.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR for the period of the referral.
2. The NPP Participant did not disclose any information to indicate that the breach was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/003 Issued: 26 April 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in October 2021.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in October 2021 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/006 Issued: 26 April 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Eligible Payments- IFTI Payments MCR**, which is a designated Category A MCR, from May 2021 to December 2021.

The reasons for the determination are summarised below:

1. The NPP Participant breached the MCR.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/007 Issued: 15 June 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in January 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in January 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/010 Issued: 15 June 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in February 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in February 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/012 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in May 2022 (Outages) in contravention of the MCR.

3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/014 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in June 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in June 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/017.1 & 2022/018.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Low Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs, in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with each of the MCRs from the Effective Compliance Date of 30 June 2022;
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCRs was caused by events outside its control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to Non-Compliance Charges calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/021.1 & 2022/022.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs**, in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs, in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/023.1 & 2022/024.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management

requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/025.1 & 2022/026.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Low Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/027.1 & 2022/028.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/029.1 & 2022/030.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/031.1 & 2022/032.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Low Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/033.1 & 2022/034.1 Issued: 19 August 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs**, in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/021.2 & 2022/022.2 Issued: 18 October 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs**, in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/027.2 & 2022/028.2 Issued: 18 October 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.

2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/029.2 & 2022/030.2 Issued: 18 October 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/031.2 & 2022/032.2 Issued: 18 October 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/033.2 & 2022/034.2 Issued: 18 October 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/039 Issued: 8 December 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in May 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/040 Issued: 8 December 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR** which is a designated Category B MCR, in June 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in June 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/041 Issued: 8 December 2022

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR** which is a designated Category B MCR, in June 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in June 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/042 Issued: 8 December 2022

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR** which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced outages of several hours in May 2022 (Outages) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/021.3 & 2022/022.3 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs**, in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/023.2 & 2022/024.2 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/027.3 & 2022/028.3 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/029.3 & 2022/030.3 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.

2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/031.3 & 2022/032.3 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/033.3 & 2022/034.3 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/002 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in October 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in Oct 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/004 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in July 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in July 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/005 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR** which is a designated Category B MCR, in November 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in Nov 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/006 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR** which is a designated Category B MCR, in November 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in Nov 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/007 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR** which is a designated Category B MCR, in October 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in Oct 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/008 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in Sep 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in Sep 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/009 Issued: 15 February 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in May 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/010 Issued: 08 May 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in November 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2022/029.4 & 2022/030.4 Issued: 08 May 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Mandated Payment Service MCRs** in relation to the mandate management requirements and mandate payment processing, both of which are designated as Category A MCRs in October 2019.

The reasons for the determination are summarised below:

1. The NPP Participant was unable to comply with the MCRs on the go live date of 30 June 2022.
2. The NPP Participant did not disclose any information to indicate that non-compliance of the MCR's were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/011 Issued: 19 June2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in November 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/012 Issued: 19 June2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in November 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/013 Issued: 19 June2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2022.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in November 2022 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/014 Issued: 31 August 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in February 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.

2. The NPP Participant experienced an outage in February 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/015 Issued: 31 August 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, twice in May 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliances.
2. The NPP Participant experienced 2 outages in May 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/016 Issued: 31 August 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in April 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in April 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/017 Issued: 31 August 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the Availability MCR, which is a designated Category B MCR, in May 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in May 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/019 Issued: 29 November 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in June 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in June 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/022 Issued: 29 November 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in August 2023

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in August 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/021 Issued: 29 November 2023

The NPP Governance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in **June 2023**.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in June 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/024 Issued: 29 November 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the Availability MCR, which is a designated Category B MCR, in **June 2023**.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in June 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/023 Issued: 29 November 2023

The NPP Governance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in September 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage in September 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The NPP Governance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/025 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the Activation of Business Reference Data Tables MCR, which was designated as a Category B MCR in November 2019.

The reasons for the determination are summarised below:

1. The NPP Participant breached the MCR in June 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/026 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the IFTI Payments MCR, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/027 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the [IFTI Payments MCR](#), which was designated as a Category A MCR in September 2020.,

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/029 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.,

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/030 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/031 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/032 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Technical Requirements MCR**, which was designated as a Category A MCR in November 2019.,

The reasons for the determination are summarised below:

1. The NPP Participant failed to implement a NPP Major Release on the compliance date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/034 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Low Band Participant) breached the **Availability MCR**, which is a designated Category B MCR in November 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in November 2023 (Outage) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/035 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in October 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in October 2023 (Outage) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/037 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in September 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in September 2023 (Outage) in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2023/039 Issued: 29 February 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Activation of Business Reference Data Tables MCR**, which was designated as a Category B MCR in November 2019.

The reasons for the determination are summarised below:

1. The NPP Participant breached the MCR in December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/001 & 2024/002 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in December 2023.

The reasons for the determination are summarised below:

1. The NPP Participant admitted inability to comply with the MCR and had no approved Remediation Plan in place in relation to the non-compliance.
2. The NPP Participant experienced an outage of several hours in December 2023 in contravention of the MCR.
3. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/004 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Technical Requirements MCR**, which was designated as a Category A MCR in November 2019.,

The reasons for the determination are summarised below:

1. The NPP Participant failed to implement a NPP Major Release on the compliance date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/005 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and

3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this beach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/007 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this beach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/008 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this beach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/009 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this beach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/010 Issued: 7 May 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in January 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in January 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/011 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/012 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/014 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/015 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/016 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Technical Requirements MCR**, which was designated as a Category A MCR in November 2019.

The reasons for the determination are summarised below:

1. The NPP Participant failed to implement a NPP Major Release on the compliance date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/018 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in March 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in March 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/019 Issued: 17 June 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in April 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in April 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/023 Issued: 29 August 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/028 Issued: 29 August 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in May 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/029 Issued: 29 August 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in May 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in May 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/031 Issued: 26 November 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in June 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in June 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/032 Issued: 26 November 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in August 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in August 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/033 Issued: 26 November 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in August 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in August 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/034 Issued: 26 November 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the Activation of Business Reference Data Tables **MCR**, which was a designated Category B MCR, in November 2019.

The reasons for the determination are summarised below:

1. The NPP Participant did not meet Obligation to meet Business Reference Data Table activation requirements in September 2024 in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the breach was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/035 Issued: 26 November 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/042 Issued: 26 November 2024

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in July 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in July 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/035 Issued: 18 February 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/050 Issued: 18 February 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments MCR**, which was designated as a Category A MCR in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the MCR on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from MCR enforcement for this breach.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/047&48 Issued: 18 February 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in September 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced 2 outages of several hours each in September 2024 (Outages) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outages were caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/049 Issued: 18 February 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in October 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in October 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice 2024/051 Issued: 18 February 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Low Band Participant) breached the **Availability MCR**, which is a designated Category B MCR, in November 2024.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in November 2024 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Regulation 3.8(k).

Enforcement Notice CMP0020633/1 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in January 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in January 2025 (Outage) in contravention of the Compliance Requirement.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020633/2 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in February 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in February 2025 (Outage) in contravention of the MCR.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from MCR enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020633/3 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in March 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in March 2025 (Outage) in contravention of the Compliance Requirement.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020637 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in March 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in March 2025 (Outage) in contravention of the Compliance Requirement.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020611 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Eligible Payments** Compliance Requirement, which was designated as a Category A Compliance Requirement in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant breached the Compliance Requirement.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020634 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **IFTI Payments** Compliance Requirement, which was designated as a Category A Compliance Requirement in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the Compliance Requirement on the go live date of 1 December 2023.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020643 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Receiving and responding to Confirmed Data Record Lookup Requests** Compliance Requirement, which was a designated Category A Compliance Requirement in February 2024.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the Compliance Requirement on the go live date of 30 April 2025.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020647 Issued: 22 May 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Receiving and responding to Confirmed Data Record Lookup Requests** Compliance Requirement, which was a designated Category A Compliance Requirement, in February 2024.

The reasons for the determination are summarised below:

1. The NPP Participant failed to comply with the Compliance Requirement on the go live date of 30 April 2025.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020667 Issued: 18 June 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in April 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in April 2025 (Outage) in contravention of the Compliance Requirement.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020749 Issued: 27 August 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in May 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in May 2025 (Outage) in contravention of the Compliance Requirement.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020729 Issued: 27 August 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Medium Band Participant) breached the **Eligible Payments** Compliance Requirement, which was designated as a Category A Compliance Requirement in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant breached the Compliance Requirement.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020823 Issued: 27 November 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (High Band Participant) breached the **Service Availability** Compliance Requirement, which is a designated Category B Compliance Requirement, in August 2025.

The reasons for the determination are summarised below:

1. The NPP Participant experienced an outage of several hours in August 2025 (Outage) in contravention of the Compliance Requirement.
2. The NPP Participant did not disclose any information to indicate that the Outage was caused by events outside its control or to otherwise provide a basis for granting relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).

Enforcement Notice CMP0020759 & CMP0020760 Issued: 27 November 2025

The Independent Commercial and Compliance Committee has determined that an NPP Participant (Low Band Participant) breached the **Eligible Payments** Compliance Requirement, which was designated as a Category A Compliance Requirement in September 2020.

The reasons for the determination are summarised below:

1. The NPP Participant breached the Compliance Requirement.
2. The evidence does not suggest that the failure to comply was caused by events outside of the NPP Participant's control; and
3. The NPP Participant has not disclosed any information which would provide a basis for relief from enforcement.

The Independent Commercial and Compliance Committee determined that the NPP Participant is liable to a Non-Compliance Charge calculated in accordance with NPP Product Rule N3.8(f).