



MONITORING & COMPLIANCE REPORT

APRIL - JUNE

2024



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EXECUTIVE SUMMARY

BCJ - Quarterly Monitoring & Compliance Report (April – June 2024)

During the period April – June 2024, eighteen (18) Notices of Breach of Licence were issued, all of which related to broadcast radio licensees.

Sixty-three (63) contacts were recorded for the period under review. Of this number, twenty-two (22) were complaints which resulted in investigations of broadcast and subscriber television licensees. Forty-one (41) were queries and comments about other operational issues pertaining to licensed operators and the work of the Commission.

Twenty-one (21) of the complaints related to content standards while the other concerned copyright infringement. This represented an increase of eight (8) when compared with the previous quarter.

Regarding technical matters, two (2) subscriber television (STV) licensees were inspected. The two (2) inspections were conducted to determine the licensees' technical compliance. One subscriber television licensee (STV) was investigated for signal leakage.

In relation to the payment of the annual licence fee, seven (7) STV operators, or 18% of all licensees paid in full; one (1) or 3% made partial payments and thirty-one (31) or 79% were non-compliant. There was a decrease in the number of full payments recorded when compared to the previous quarter and there was also a decrease in the number of licensees who made partial payments. There was an increase in the number of non-compliant licensees.

CONTACTS WITH THE COMMISSION

Sixty-three (63) contacts were recorded for the period April – June 2024 as seen in Table 1 below.

Table 1: BREAKDOWN OF CONTACTS

| QUERIES, REQUESTS, AND REPORTS: | April 2024 | May 2024 | June 2024 | TOTAL |
|---|---------------|-------------|--------------|-------|
| Complaints Received and Investigated | 4 | 15 | 3 | 22 |
| Complaints Received, Not Investigated | - | 1 | 1 | 2 |
| Subscriber Television technical issues | - | 4 | 1 | 5 |
| Other operational Issues | 8 | 13 | 9 | 30 |
| <u>Enquiries</u> about the progress of the CSport investigation | 3 | - | - | 3 |
| Broadcast Radio technical issues | - | 1 | - | 1 |
| | | | | |
| TOTAL | 15 | 34 | 14 | 63 |

CONTENT STANDARDS COMPLAINTS

The Commission investigated twenty-one (21) complaints relating to the broadcast of problematic content and one (1) copyright infringement. The number of complaints investigated increased by eight (8) when compared to the previous quarter.

Table 2 details the nature of the investigations conducted by the Commission between April and June 2024.

Figure 1 illustrates the trends in content standards complaints investigated in similar reporting periods since 2021.

Table 2

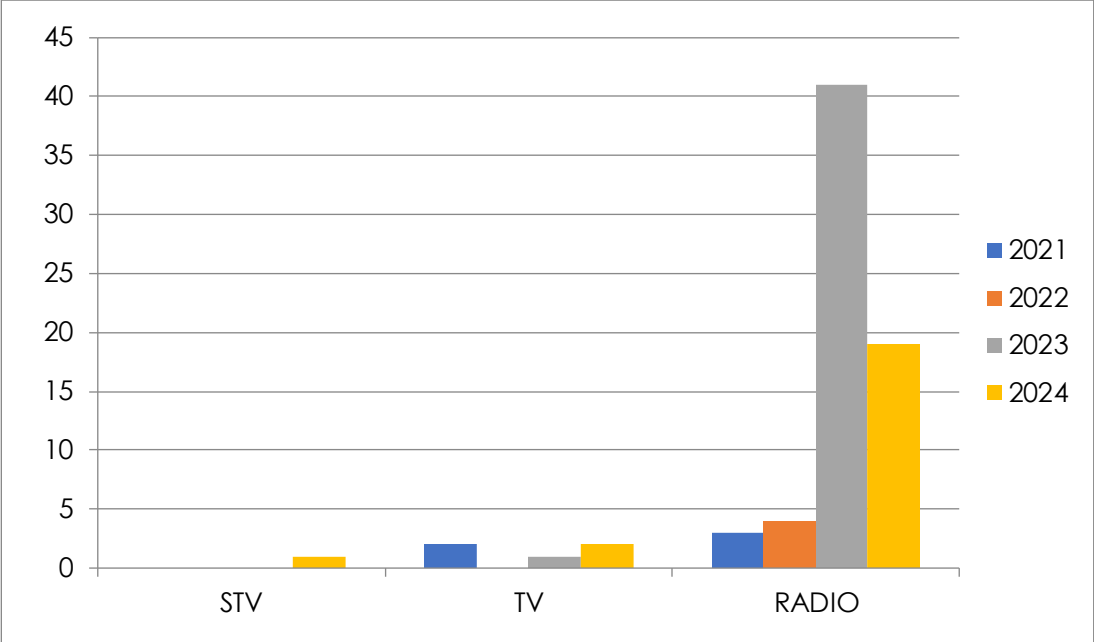
Content Standards Complaints Investigated: April –June 2024

| Licensee | Nature of Complaints | | | | | | | | | | | | | | | Total |
|--|----------------------|---|--|--|--|---|---|---|---|---|--|---|--|--|--|-------|
| | | Transmission of indecent and profane language in a song | Transmission of sexual suggestive lyrics in a song | Transmission of lyrics in breach of the October 11, 2022 Directive | Transmission of violent lyrics in a song | Transmission of material in breach of licence | Transmission of songs in breach of broadcasting regulations | Transmission of lyrics endorsing jungle justice | Transmission of profane language during the broadcast of the Jamaica Athletics Invitational | Alleged violation of VeritiCast' s exclusive rights to the English Premier League | Transmission of lyrics inciting violence | Transmission of a song with arabic violent lyrics | | | | |
| Television Jamaica Ltd. (TVJ) | | | | | | 1 | | | 1 | | | | | | | 2 |
| St. Bess Radio FM Company Limited (BESS FM) | | 1 | | | | | | | | | | | | | | 1 |
| Radio Jamaica Limited (FAME 95 FM) | | 2 | 2 | 1 | | | | 1 | | | | | | | | 6 |
| Grove Broadcasting Company Ltd. (ZIP 103 FM) | | | | 1 | 1 | | | | | | | | | | | 2 |
| Digicel Jamaica Limited | | | | | | | | | | 1 | | | | | | 1 |
| Black Roses Enterprises Ltd. (Roses FM) | | | 3 | | | | 1 | | | | | | | | | 4 |
| S & B Communications (FYAH 105 FM) | | 1 | | | | | | | | | | | | | | 1 |
| Western Broadcasting Service Limited (Riddim FM) | | 1 | | | | | | | | | | | | | | 1 |
| Native Broadcasting Company Limited (Stylz FM) | | 1 | | | | | | | | | | | | | | 1 |
| Radio Jamaica Limited (Hitz 92 FM) | | | | 2 | | | | | | | | | | | | 2 |
| S & B Communications (The Edge FM) | | 1 | | | | | | | | | | | | | | 1 |
| TOTAL | | | | | | | | | | | | | | | | 22 |

* Complaints listed above include allegations that may not have necessarily resulted in findings of breach.

Figure 1:

CONTENT STANDARDS COMPLAINTS INVESTIGATED
Trends for Quarter (April- June) from 2021 to 2024



| | 2021 | 2022 | 2023 | 2024 |
|-------|------|------|------|------|
| STV | 0 | 0 | 0 | 1 |
| TV | 2 | 0 | 1 | 2 |
| RADIO | 3 | 4 | 41 | 19 |

TECHNICAL COMPLIANCE

During the quarter three STV licensees were inspected by the technical department see tables 3 and 4.

Table 3: STV licensee inspection

| No. | LICENSEE | PARISH OF INSPECTION | ZONE(S) SERVED | DATE OF INSPECTION | BREACHES DETECTED | ACTION TAKEN BY THE COMMISSION |
|-----|-----------------------------|--|--|----------------------|-------------------|---|
| 1. | Rural Cable Company Limited | St. Andrew St. Catherine & St. Mary | Lawrence Tavern, Essex Hall, Harkers Hall, and Friendship Gap | May 20 & 21, 2024 | <u>Yes</u> | The licensee was issued a post-inspection letter on June 26, 2024, and given a deadline of July 26, 2024, to address the breaches. He was also advised that failure to address them could negatively impact his track record of performance which would be considered should he apply for a renewal of licence. |

Table 3 continued

| No. | LICENSEE | PARISH OF INSPECTION | ZONE(S) SERVED | DATE OF INSPECTION | BREACHES DETECTED | ACTION TAKEN BY THE COMMISSION |
|-----|---|----------------------|----------------|--------------------|-------------------|---|
| 2. | Central Communications Services Limited | St. Ann | Discovery Bay | June 18, 2024 | <u>Yes</u> | *The licensee is to be issued a post-inspection letter and allowed to address the areas of non-compliance detected during the inspection. |

*Licensee was notified in July 2024.

Note: No field activity was conducted by the Technical Department for April 2024 due to the postponement of the scheduled inspection of Nems Electric & Satellite Limited. The inspection was rescheduled and carried out on July 1, 2024.

Table 4: Cable signal leakage investigation

| No. | LICENSEE | NATURE OF INVESTIGATION | LOCATION OF INVESTIGATION | DATE OF INVESTIGATION | BREACHES DETECTED | ACTION TAKEN BY THE COMMISSION |
|-----|--------------------------------|---|---|-----------------------|--|--|
| 1. | Network Cable Services Limited | Follow up Investigation into high cable signal leakages | <div>-At 28 Heron Road In Southborough in Naggo Head in the Naggo Head Zone,</div> <div>-Along South Circular Road in Naggo Head near Fernando Road in the Naggo Head Zone.</div> | June 24, 2024 | <div>Yes</div> <div>High leakage was detected at the one (1) location visited.</div> | The licensee was notified in a letter sent on July 12, 2024, and given a deadline of July 25, 2024, to provide the Commission with a report on the corrective actions taken in addressing this matter. |

COMPLAINTS RESOLUTION

Thirteen (13) investigations were resolved between April – June 2024. Except for matters that fall outside of the Commission's mandate, all complaints are investigated. As soon as investigations are completed, the complainants and the relevant licensees are notified of the outcome, and the Commission then considers the matter resolved.

Table 5

Resolution of Complaints by Licensee Type

| | NO. OF INVESTIGATED COMPLAINTS RESOLVED |
|------------------------------|---|
| Subscriber Television | - |
| Broadcast Television | - |
| Broadcast Radio | 13 |
| TOTAL | 13 |

Table 6

Resolution of Complaints by Category

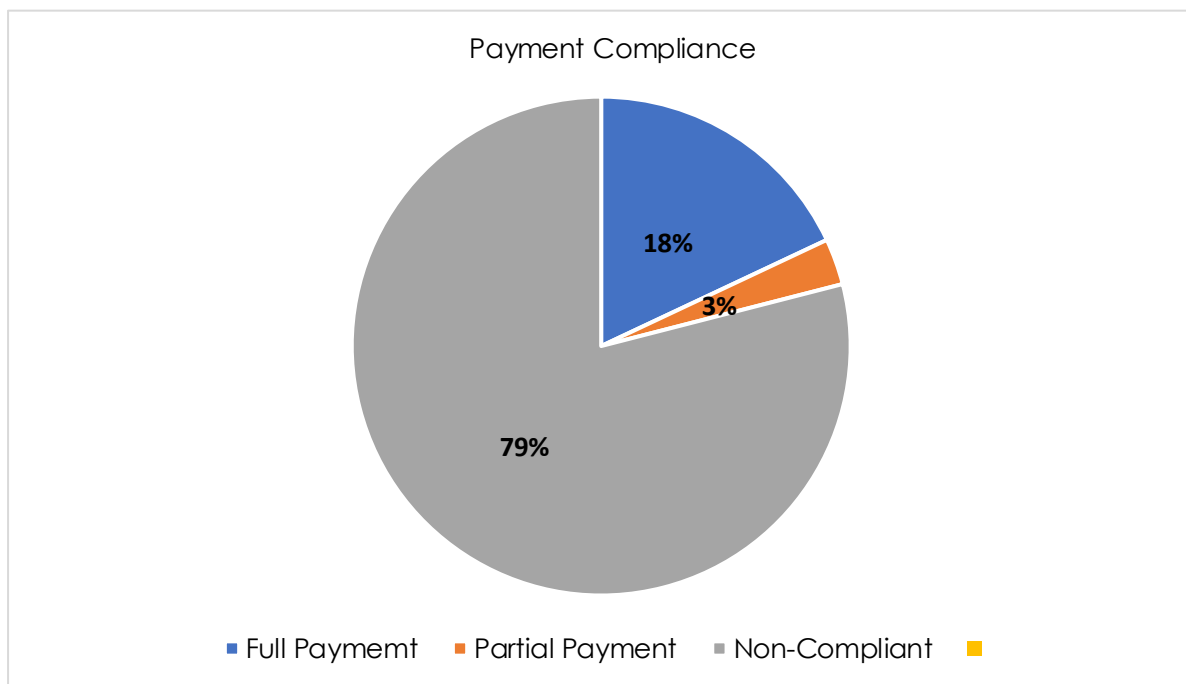
| CATEGORY | TOTAL |
|--|-----------|
| Closed - Complied with required remedial action for breach of licence | |
| Broadcast Radio | 10 |
| Broadcast Television | - |
| No Sanction Applied / Commission accepted licensee remedial action | |
| Broadcast Radio | 3 |
| Broadcast Television | - |
| | |
| TOTAL | 13 |

FINANCIAL COMPLIANCE

STV operators are required to pay an annual licence fee of five percent (5%) of their gross subscription income.

Aggregate payment performance is illustrated in **Figure 2**.

Figure 2



| | |
|------------------------|--------------------------|
| Full Payment | - 18% (7 STV operators) |
| Partial Payment | - 3% (1 STV operators) |
| Non-Compliant | - 79% (31 STV operators) |

Table 7

STV Licensees Financial Compliance
For the quarter ended June 30, 2024

| LICENSEES | | SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS: | | | | | LICENCE FEES | | |
|-----------|---|---|------|------|------|------|--------------|--------------------|-------------------|
| | | 2019 | 2020 | 2021 | 2022 | 2023 | Paid in Full | Partial Payment | Non- Compliant |
| 1 | Advance Cable Systems Ltd. | no | yes | no | no | no | | | ✓ |
| 2 | Astra Technology Ltd. | no | no | no | no | no | | | ✓ |
| 3 | Best TV Communications Group Ltd | -- | -- | n/a | no | no | | | ✓ |
| 4 | Cable One Jamaica Ltd. | no | yes | yes | no | no | * | | ✓ |
| 5 | Cabletron Network Systems Ltd. <i>(managed by Home Time Entertainment Limited)</i> | yes | no | no | no | no | | | ✓ |
| 6 | Central Clarendon Cable Ltd. | no | no | no | no | no | | | ** |
| 7 | Central Communication Services Ltd. | yes | no | no | no | no | | | ✓ |
| 8 | Columbus Communications - FLOW | no | yes | yes | yes | yes | ✓ | | |
| 9 | Combined Communications Ltd. | no | yes | no | no | no | | ✓ | |
| 10 | Communicable Ltd | no | no | no | no | no | | | ✓ |
| 11 | Cornwall Communications Ltd. | yes | yes | no | no | no | | | ✓ |
| 12 | CTL Limited | yes | yes | yes | no | no | ✓ | | |
| 13 | Digicel Jamaica | no | yes | yes | yes | yes | ✓ | | |
| 14 | Digital Interactive Systems Limited | yes | yes | yes | no | no | | | ✓ |
| 15 | Direct Cable Systems Ltd. | no | no | no | no | no | | | *** |
| 16 | Gemini Cable Network | no | no | no | no | no | ✓ | | |
| 17 | General Satellite Network Company | yes | no | no | no | no | | | *** |
| 18 | Guthrie's Communications Ltd <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | **** |
| 19 | Home Time Entertainment Limited | no | yes | yes | no | no | | | ✓ |
| 20 | Horizon Entertainment & Communication <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |
| 21 | Inntech Communications Ltd. | yes | yes | yes | no | no | * | | ✓ |
| 22 | JACS | yes | yes | yes | no | no | ✓ | | |
| 23 | Jamaica Cablevision Ltd. <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |
| 24 | Krisara Cable Co. Ltd. | no | no | no | no | no | | | ✓ |
| 25 | Linscom Network Limited | no | no | no | no | no | | | ✓ |
| 26 | Marimaxx Communications Ltd. <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |

STV Licensees Financial Compliance Contd.

| LICENSEES | | SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS: | | | | | LICENCE FEES | | |
|-----------|---|---|------|------|------|------|--------------|--------------------|-------------------|
| | | 2019 | 2020 | 2021 | 2022 | 2023 | Paid in Full | Partial Payment | Non- Compliant |
| 27 | Mars Cable Vision Limited | yes | yes | yes | no | no | | | ✓ |
| 28 | McKoy's Cable Television Co. Ltd. | no | no | no | no | no | | | ✓ |
| 29 | Mikes Electronics & Cable Network Ltd. | no | no | no | no | no | | | *** |
| 30 | Modern Re-Broadcasting Co. Ltd. | no | no | no | no | no | | | ✓ |
| 31 | Nems Electrical & Satellite Ltd. | no | no | no | no | yes | | | ✓ |
| 32 | Network Cable Service | yes | no | yes | no | no | ✓ | | |
| 33 | Odyssey Cable Vision Limited | yes | yes | yes | no | no | * | | ✓ |
| 34 | Procables Network Limited | no | no | no | no | no | ✓ | | |
| 35 | QES 46 Limited | no | no | no | no | no | | | ✓ |
| 36 | Quality Cable Service | no | no | no | no | no | | | ? |
| 37 | Rural Cable Company Limited | no | no | no | no | no | | | ✓ |
| 38 | Santastic Cable Systems Ltd. (managed by Odyssey Cable Vision Limited) | yes | yes | no | no | no | | | ✓ |
| 39 | Somane Pesole Communications Ltd. | no | no | yes | yes | no | | | ✓ |
| 40 | Stars Cable Company Ltd. | yes | yes | yes | no | no | | | ✓ |
| 41 | St. Thomas Cable Network Limited | no | no | no | no | no | | | ✓ |
| 42 | Summit Satellite Systems Limited | no | no | no | no | no | | | **** |
| 43 | Total Cable | no | yes | yes | yes | no | | | ✓ |
| 44 | Tru Star Cable Television Network | no | no | no | no | no | | | ***** |
| 45 | Venus Cable Services | no | no | no | no | no | | | *** |
| 46 | Vere Cable Network Limited | no | no | no | no | no | | | ✓ |
| 47 | Westar Communications Limited | no | no | no | no | no | | | ✓ |
| 48 | Wilson Enterprises Limited | no | yes | yes | yes | no | | | ✓ |

-- Licence Not Issued.

n/a - Not Applicable (Licence granted during year. A licensee is not expected to submit audited financial statements in the year that a licence is granted).

* Licensee usually fully or partially compliant. Indicated challenges due to damage to infrastructure/equipment caused by Hurricane Beryl and requested leniency.

** The licensee is currently not operating and has indicated that it intends to pull out of the STV business. The licence expired on March 30, 2024.

*** The licensee has reported that it is no longer operating. The Commission will conduct an independent inspection to verify, and determine appropriate next steps.

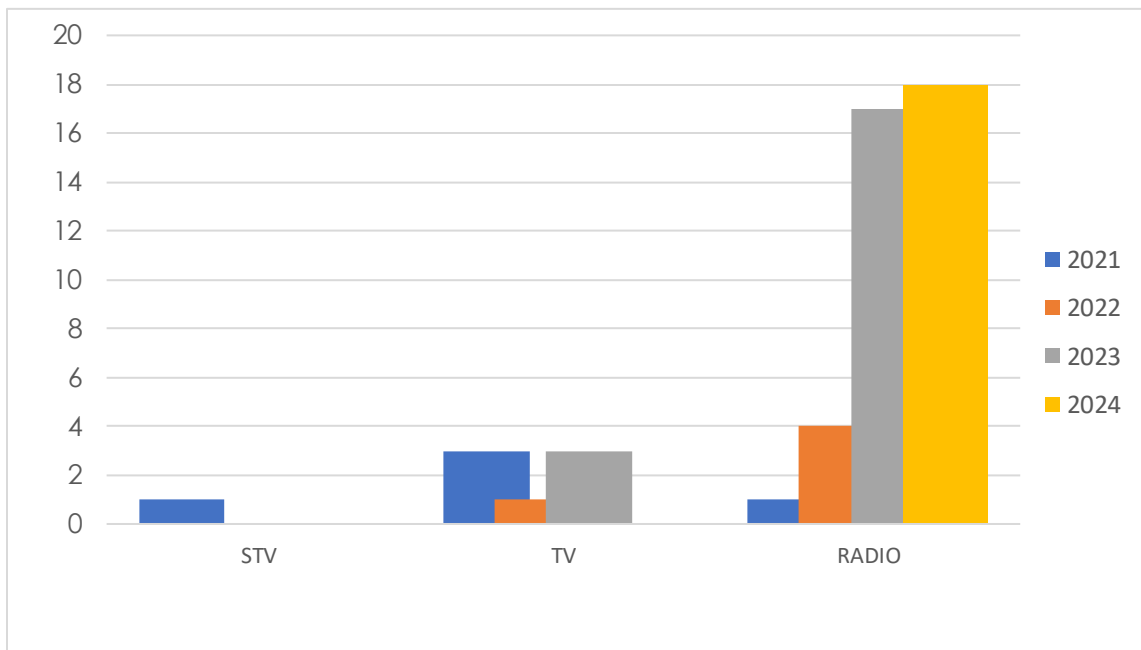
**** The licensee is not operating; however, it had submitted an application for renewal of licence which is being processed.

***** The licensee is not operating and has formally advised the Commission of its intention to transfer ownership of its operations to another licensee

NOTICES OF BREACH

During the period under review, eighteen (18) Notices of Breach were issued to licensees. These Notices of Breach arose from contraventions of the Television and Sound Broadcasting Regulations, and Broadcasting and Radio Re-Diffusion Act.

Figure 3
TREND IN BREACHES COMMITTED (BY SERVICE)



| | 2021 | 2022 | 2023 | 2024 |
|-------|------|------|------|------|
| STV | 1 | 0 | 0 | 0 |
| TV | 3 | 1 | 3 | 0 |
| RADIO | 1 | 4 | 17 | 18 |

BREACHES BY LICENSEES

BREACHES BY BROADCAST RADIO LICENSEES

- 'Date of Notification' is meant to indicate the date on which the notice of breach was issued, pursuant to Section 20 of the Broadcasting and Radio Re-diffusion Act.
- TSBR - Television and Sound Broadcasting Regulations
- Code - Children's Code for Programming

1. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2023060701
NATURE OF COMPLAINT: Transmission of song in breach of the October 11, 2022 Directive.
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee received a warning; no further regulatory action was taken
STATUS: Closed

2. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2024020900
NATURE OF COMPLAINT: Transmission of song which contained lyrics promoting violence
NATURE OF BREACH: Breach of Regulation 30(k) of the TSBR
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee was cautioned; no further regulatory action was taken
STATUS: Closed

3. S & B COMMUNICATIONS LIMITED (FYAH 105)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBERS: 2024020901 & 2024020902
NATURE OF COMPLAINT: Transmission of songs in breach of Regulation 30(d) of the TSBR and the October 11, 2022 Directive
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Closed

4. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2024012301 & 2024022600
NATURE OF COMPLAINT: Transmission of a song in breach of the October 11, 2022 Directive.
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licensee in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

5. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2023071400
NATURE OF COMPLAINT: Transmission of a song in breach of the October 11, 2022 Directive.
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

6. CARIBBEAN GLOBAL NETWORK INC. (THE BRIDGE 99 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2024020903
NATURE OF COMPLAINT: Transmission of a songs which contained lyrics with strong sexual content.
NATURE OF BREACH: Breach of the Regulation 30(d) of the TSBR and the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Closed

7. St. BESS RADIO FM COMPANY LIMITED (BESS 100 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2024022100

NATURE OF COMPLAINT: Transmission of songs in breach of the October 11, 2022 Directive and Regulation 30(k) of the TSBR
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

8. GROVE BROADCASTING COMPANY LIMITED (ZIP 103 FM)

DATE OF NOTIFICATION: April 12, 2024
COMPLAINT NUMBER: 2024020904
NATURE OF COMPLAINT: Transmission of song in breach of the October 11, 2022 Directive
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

9. NATIVE BROADCASTING NETWORK LIMITED (STYLZ FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 2024042303
NATURE OF COMPLAINT: Transmission of a song with indecent and profane language
NATURE OF BREACH: Breach of Regulation 30(d) of the TSBR
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Closed

10. GROVE BROADCASTING COMPANY LIMITED (ZIP 103 FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 2024042302
NATURE OF COMPLAINT: Transmission of a song which contained lyrics with violent connotations
NATURE OF BREACH: Breach of Scheduling requirements of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Commission accepted the licensee's remedial action
STATUS: Closed

11. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 2024042301
NATURE OF COMPLAINT: Transmission of a song which contained lyrics which breached the scheduling requirements of the Code
NATURE OF BREACH: Breach of the Scheduling requirements of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

12. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 2024042300
NATURE OF COMPLAINT: Transmission of a song in breach of the October 11, 2022 Directive, Regulation 30(d) of the TSBR and the Code
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

13. RADIO JAMAICA LIMITED (HITZ 92 FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 2024050200 & 2024050201
NATURE OF COMPLAINT: Transmission of a song in breach of the October 11, 2022 Directive
NATURE OF BREACH: Breach of the Directive
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee complied with required remedial action.
STATUS: Closed

14. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 202450202

NATURE OF COMPLAINT: Transmission of a song which contained lyrics which breached the scheduling requirements of the Code
NATURE OF BREACH: Breach of Regulation 30(d) of the TSBR and the Scheduling requirements of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

15. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: May 31, 2024
COMPLAINT NUMBER: 202450203
NATURE OF COMPLAINT: Transmission of a song which contained lyrics which breached the scheduling requirements of the Code
NATURE OF BREACH: Breach of Regulation 30(d) of the TSBR and the Scheduling requirements of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

16. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: May 10, 2024
COMPLAINT NUMBER: 2024032700
NATURE OF COMPLAINT: Transmission of song in breach of the October 11, 2022 Directive
NATURE OF BREACH: Beach of the Directive and Regulation 30(k) of the TSBR
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

17. RADIO JAMAICA LIMITED (FAME 95 FM)

DATE OF NOTIFICATION: May 10, 2024
COMPLAINT NUMBER: 2023100200
NATURE OF COMPLAINT: Transmission of song in breach of Regulation 30(a) of the TSBR
NATURE OF BREACH: Beach of Regulation 30(a) of the TSBR
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open

18. S & B COMMUNICATIONS LIMITED (FYAH 105 FM)

DATE OF NOTIFICATION: May 10, 2024
COMPLAINT NUMBER: 2024031300
NATURE OF COMPLAINT: Transmission of song in breach of the October 11, 2022 Directive
NATURE OF BREACH: Beach of the Directive
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Closed