



## MONITORING & COMPLIANCE REPORT

*July - September*

*2024*



## TABLE OF CONTENTS

<b>Executive Summary .....</b>	<b>1</b>
<b>Contacts with the Commission.....</b>	<b>2</b>
<b>Content Standards Complaints.....</b>	<b>3</b>
<b>Technical Compliance .....</b>	<b>6-13</b>
<b>Complaints Resolution .....</b>	<b>14</b>
<b>Financial Compliance .....</b>	<b>15</b>
<b>Notices of Breach .....</b>	<b>19</b>
<b>Breaches by Licensees .....</b>	<b>20-22</b>

### Tables:

Table 1 - Breakdown of Contacts .....	2
Table 2 - Content Standards Complaints Investigated.....	4
Tables 3-6 - STV Licensee Inspections.....	6-16
Table 7 - Resolution of Complaints by Licensee Type .....	14
Table 8 - Resolution of Complaints by Category .....	14
Table 9 - STV Financial Compliance .....	16-18

### Figures:

Figure 1 - Content Standards Reports Trends: 2021-2024 .....	5
Figure 2 - STV Licence Fee Payment .....	15
Figure 3 - Trends in Total Breaches: 2021-2024 .....	19

## EXECUTIVE SUMMARY

### **BCJ - Quarterly Monitoring & Compliance Report (July – September 2024)**

During the period July - September 2024, nine (9) Notices of Breach of Licence were issued: seven (7) to broadcast radio licensees and two (2) to broadcast television licensees.

Thirty-nine (39) contacts were recorded for the period under review. Of this number, thirteen (13) were complaints which resulted in investigations of broadcast radio and broadcast television licensees. Twenty-six (26) were queries and comments about other operational issues pertaining to licensed operators and the work of the Commission.

All thirteen (13) complaints were matters relating to content standards. This represented a decrease of nine (9) when compared with the previous quarter.

Regarding technical matters, nine (9) subscriber television (STV) operators were inspected during the quarter: one (1) was inspected to assess its level of compliance with technical and operational standards; five (5) were inspected to verify damage sustained to their systems during passage of Hurricane Beryl; and three (3) were inspected further to reports of low-hanging cables in sections of the corporate area. There was also an investigation into an alleged illegal free-to-air broadcast television transmission.

In relation to the payment of the annual licence fee, nine (9) STV operators, or 24% of all licensees paid in full; four (4) or 10% made partial payments and twenty-six (26) or 66% were non-compliant. There was an increase in the number of full payments recorded when compared to the previous quarter and there was also an increase in the number of licensees who made partial payments. There was a decrease in the number of non-compliant licensees.

CONTACTS WITH THE COMMISSION

Thirty-nine (39) contacts were recorded for the period July – September 2024 as seen in Table 1 below.

Table 1: BREAKDOWN OF CONTACTS

QUERIES, REQUESTS, AND REPORTS:	July 2024	August 2024	September 2024	TOTAL
Complaints Received and Investigated	5	4	4	13
Complaints Received, Not Investigated	-	-	1	1
Subscriber Television technical issues	-	5	4	9
Other operational Issues	1	5	3	9
Subscriber Television customer service issues	2	-	1	3
Unavailability of CSport on CVM Television	2	-	-	2
Queries concerning rebate	2	-	-	2
TOTAL	12	14	13	39

## CONTENT STANDARDS COMPLAINTS

The Commission investigated thirteen (13) complaints relating to the broadcast of problematic content. The number of complaints investigated decreased by nine (9) when compared to the previous quarter.

**Table 2** details the nature of the investigations conducted by the Commission between July and September 2024.

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

Table 2

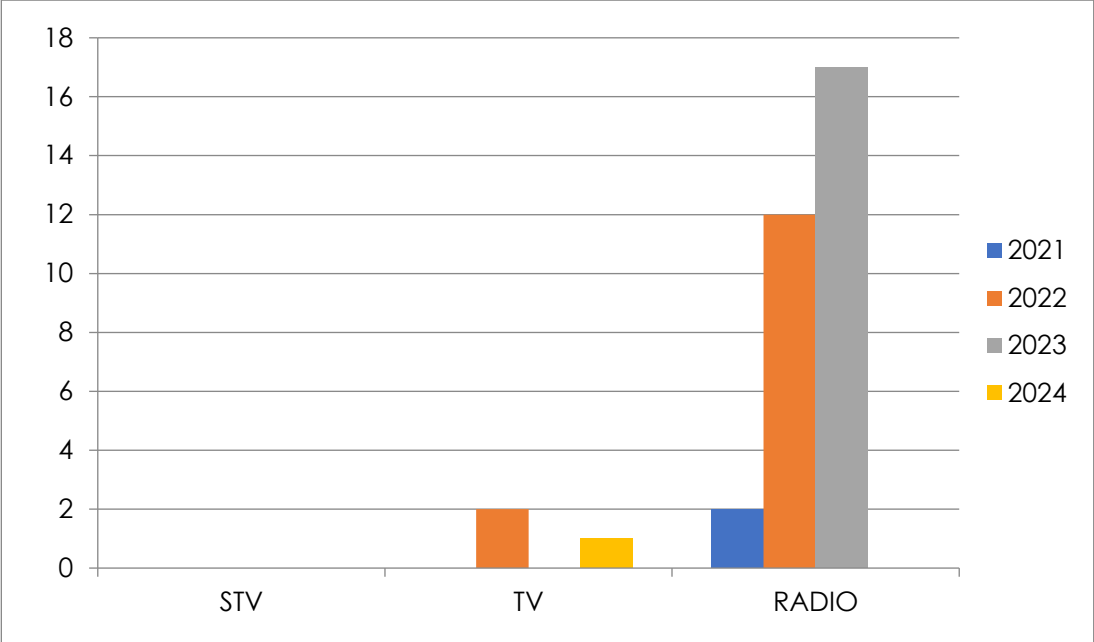
Content Standards Complaints Investigated: July – September 2024

Licensee	Nature of Complaints							Total
	Transmission of indecent and profane language in song	Transmission of sexual suggestive lyrics in song	Transmission of lyrics in breach of the October 11, 2022 Directive	Transmission of violent and sexual scenes during soap opera.	Transmission of songs in breach of the broadcasting regulations	Transmission of song with sexually explicit lyrics	Transmission of lyrics promoting violence	
CVM Television Limited (CVM TV)				1				1
St. Bess Radio FM Company Limited (BESS FM)	1							1
Grove Broadcasting Company Ltd. (IRIE FM)	1	1					1	3
Mother In Crisis (SUNCITY RADIO)	1				1			2
Earth Enterprises Limited (EARTH FM)		3						3
Western Broadcasting Service Limited (RIDDIM FM)						1		1
S & B Communications Limited (The Edge FM)					1	1		2
TOTAL								13

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

Figure 1:

CONTENT STANDARDS COMPLAINTS INVESTIGATED  
Trends for Quarter (July- September) from 2021 to 2024



	2021	2022	2023	2024
STV	0	0	0	0
TV	0	2	0	1
RADIO	2	12	17	12

TECHNICAL COMPLIANCE

The main activities conducted by the technical department during the quarter were:

- 1. Inspection of to assess its level of compliance with technical and operational standards - **Table 3**
- 2. Investigations further to reports of low-hanging cables in sections of the corporate area - **Table 4**
- 3. Inspections to verify damage sustained to STV operators' systems during passage of Hurricane Beryl - **Table 5 (A), (B), (C), (D), (E)**
- 4. Investigation into alleged illegal free-to-air broadcast television transmission - **Table 6**

Table 3: STV licensees’ inspection

No.	LICENSEE	PARISH OF INSPECTION	ZONE(S) SERVED	DATE OF INSPECTION	BREACHES DETECTED	ACTION TAKEN BY THE COMMISSION
1.	Nems Electric and Satellite Limited	Clarendon	Nine Turns, Frankfield, Mocho	July 1, 2024	<u>Yes</u>	Licensee to be notified of findings.

**Note:** Evaluation of the licensee’s application for renewal of licence commenced during the quarter.

Table 4: Complaint Investigations into low-hanging cables in sections of Kingston & St. Andrew

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	BREACHES DETECTED	ACTION TAKEN BY THE COMMISSION
1.	Flow Jamaica Limited	Investigations into low-hanging cables	Kingston and St. Andrew	July 19, 2024 & July 23, 2024	<u>Yes</u>	Licensees were notified of the findings, directed to rectify the situation, and provide the Commission with reports on the corrective actions taken along with pictorial evidence to confirm that the matter had been satisfactorily addressed.  *All licensees complied.
2.	Digicel Jamaica Limited					
3.	Logic One Limited  (Home Time Entertainment Limited)					

Table 5 (A): Investigation into damage sustained by STV systems during the passage of Hurricane Beryl - Inntech Communications Limited

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	DAMAGE SUSTAINED	ACTION TAKEN BY THE COMMISSION
1.	Inntech Communications Limited	Investigation into damage sustained to cable infrastructure in the Buff Bay zone in Portland from the passing of Hurricane Beryl.	Buff Bay zone in Portland	July 22, 2024	<u>YES</u>  The investigation confirmed significant damage to Inntech's distribution system.	Commission to review licensee's request for a waiver of fees for the April – June 2024 quarter.

**Table 5 (B): Investigation into damage sustained by STV systems during the passage of Hurricane Beryl - Cable One Jamaica Limited**

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	DAMAGE SUSTAINED	ACTION TAKEN BY THE COMMISSION
2.	Cable One Jamaica Limited	Investigation into damage sustained to cable infrastructure in the Highgate East and West zones in St. Mary and Sandy Bay zone in Clarendon from the passing of Hurricane Beryl.	Highgate East, and Highgate West zones in St. Mary  Sandy Bay zone, Clarendon	July 24, 2024 & August 14, 2024	<u>Yes</u>  The investigation confirmed damage to the licensee's distribution system.  The licensee was also found to be operating illegally in the Richmond and Orange River cable zones which are not covered under its licence.	Cable One Jamaica Limited was: <ul style="list-style-type: none"><li>• advised of the findings of the investigation.</li><li>• directed to discontinue the illegal service in the Orange River and Richmond Zones which are not covered under its licence and formally apply to vary the licence if it wished to resume operations in these zones.</li><li>• advised that the Commission would consider its request for additional time to pay licence fees.</li></ul>

**Table 5 (C): Investigation into damage sustained by STV systems during the passage of Hurricane Beryl - McKoy’s Cable Television Limited**

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	DAMAGE SUSTAINED	ACTION TAKEN BY THE COMMISSION
3.	McKoy’s Cable Television Limited	Investigation into damage sustained to Mckoy's cable infrastructure in St. Elizabeth.	Junction and Southfield zones in St. Elizabeth	August 20, 2024	<u>YES</u>  The Commission's team observed significant damage to the licensee's cable distribution system including its mainline fibre and coaxial distribution cables.	The licensee was notified of the findings of the investigation and requested to provide the Commission with an update on the status of its operation - whether cable service had been restored to all subscribers - and a restoration plan for service to customers who were still without service, if applicable.

**Table 5 (D): Investigation into damage sustained by STV systems during the passage of Hurricane Beryl - Total Cable Limited**

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	DAMAGE SUSTAINED	ACTION TAKEN BY THE COMMISSION
4.	Total Cable Limited	Investigation into damage sustained to cable infrastructure in the Santa Cruz zone in St. Elizabeth from the passing of Hurricane Beryl.	Santa Cruz zone in St. Elizabeth	August 21, 2024	<u>YES</u>  The Commission's team observed damage to the licensee's distribution system including its mainline fibre and coaxial distribution cables.	The licensee was notified of the findings of the investigation and required to provide the Commission with an update on the status of its operation - whether cable service had been restored to all subscribers - and a restoration plan for service to customers who were still without service, if applicable.

Table 5 (E): Investigation into damage sustained by STV systems during the passage of Hurricane Beryl cont'd

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	DAMAGE SUSTAINED	ACTION TAKEN BY THE COMMISSION
5.	Home Time Entertainment Limited	Investigation into damage sustained to cable infrastructure in the Lacovia, Santa Cruz, and Black River cable zones in St. Elizabeth from the passing of Hurricane Beryl.	Lacovia, Santa Cruz, and Black River zones in St. Elizabeth	September 17, 18, 2024	<u>Yes</u>  The Commission's team observed damage to the licensee's cable distribution system including mainline cables.	Follow-up investigation to be carried out in the Mountain Side zone.

**Table 6: Investigation into alleged illegal free-to-air television broadcast transmission**

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF INVESTIGATION	MAIN FINDING	ACTION TAKEN BY THE COMMISSION
1.	Digital Interactive Services Limited (Ready TV)	Investigation into alleged illegal free-to-air broadcast television transmission.	Kingston and St. Andrew	August 30, 2024 to September 19, 2024	The Commission's monitoring team confirmed the operation of an illegal free-to-air television service being transmitted on channel 45 (656 to 662 MHz frequency) which is assigned to Ready TV for the provision of subscriber television service.	The licensee is to be notified of the Commission's finding and directed to ensure the immediate cessation of the illegal operation and update the Commission on the current status of its operation.

**Note:** Licensee notified on October 4, 2024.

## COMPLAINTS RESOLUTION

Twelve (12) investigations were resolved between July - September 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 7**

### Resolution of Complaints by Licensee Type

	NO. OF INVESTIGATED COMPLAINTS RESOLVED
<b>Subscriber Television</b>	-
<b>Broadcast Television</b>	2
<b>Broadcast Radio</b>	10
<b>TOTAL</b>	12

**Table 8**

### Resolution of Complaints by Category

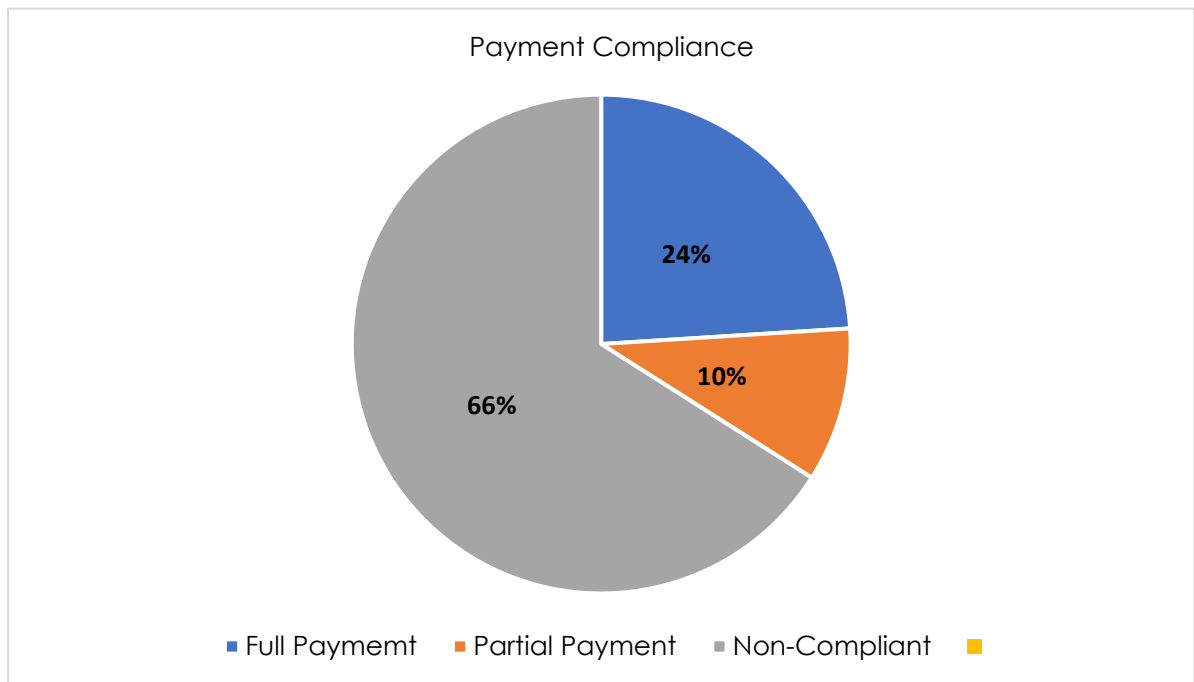
CATEGORY	TOTAL
<b>Closed - Complied with required remedial action for breach of licence</b>	
Broadcast Radio	2
Broadcast Television	1
<b>Closed- Licensees not in breach</b>	
Broadcast Radio	2
Broadcast Television	-
<b>No Sanction Applied/ Commission accepted licensee remedial action</b>	
Broadcast Radio	6
Broadcast Television	1
<b>TOTAL</b>	12

## 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**



<b>Full Payment</b>	- <b>24% (9 STV operators)</b>
<b>Partial Payment</b>	- <b>10% (4 STV operators)</b>
<b>Non-Compliant</b>	- <b>66% (26 STV operators)</b>

Table 9

**STV Licensees Financial Compliance**  
**For the quarter ended September 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.

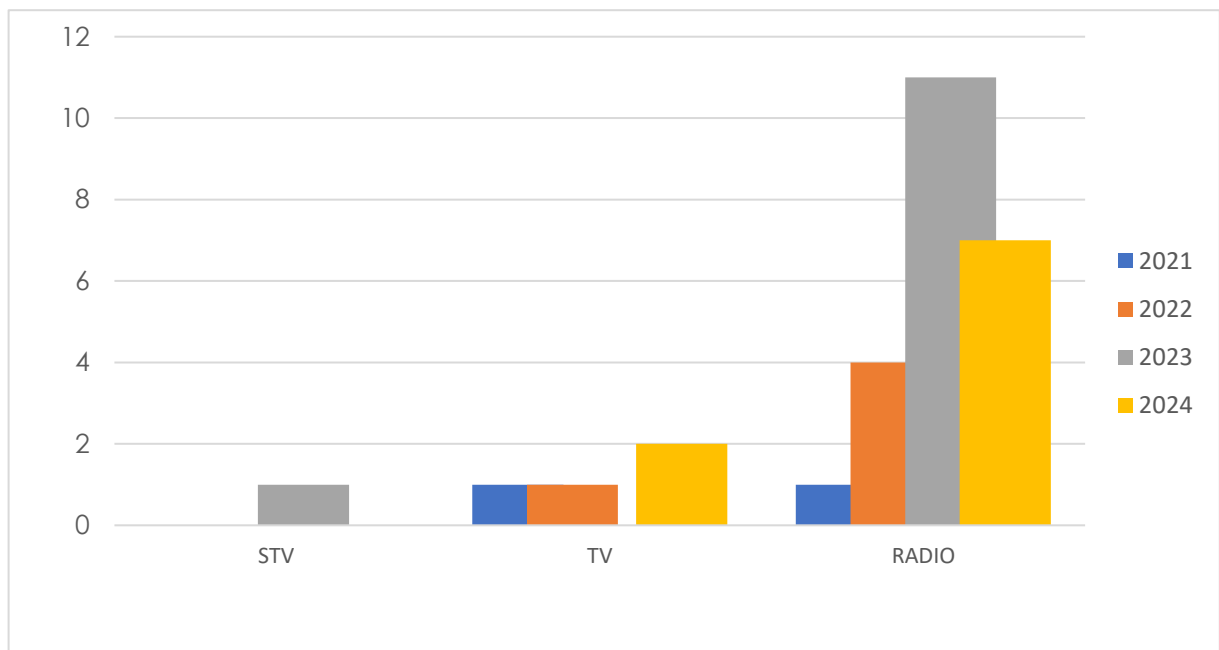
\*\*\*\* The licensee is not operating; however, it had submitted an application for renewal of licence which is being processed.

\*\*\*\*\* 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, nine (9) 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	0	0	1	0
TV	1	1	0	2
RADIO	1	4	11	7

## 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. TELEVISION JAMAICA LIMITED (TVJ)

**DATE OF NOTIFICATION:** July 1, 2024  
**COMPLAINT NUMBER:** 2024051300  
**NATURE OF COMPLAINT:** Transmission of a news story in which images of the uncovered dead bodies of two men were shown.  
**NATURE OF BREACH:** Breach of the Children's Code for Programming  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Commission accepted the licensee's remedial action  
**STATUS:** Closed

#### 2. BLACK ROSES ENTERPRISES LIMITED (ROSES FM)

**DATE OF NOTIFICATION:** July 1, 2024  
**COMPLAINT NUMBERS:** 2024052801 & 2024052802 & 2024052803  
**NATURE OF COMPLAINT:** Transmission of songs 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 received a warning; no remedial action was required  
**STATUS:** Closed

#### 3. GROVE BROADCASTING COMPANY LIMITED (ZIP 103 FM)

**DATE OF NOTIFICATION:** July 1, 2024  
**COMPLAINT NUMBERS:** 2024052902  
**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 received a warning; no remedial action was required  
**STATUS:** Closed

#### **4. WESTERN BROADCASTING LIMITED (RIDDIM FM)**

**DATE OF NOTIFICATION:** July 1, 2024  
**COMPLAINT NUMBER:** 2024052900  
**NATURE OF COMPLAINT:** Transmission of a song with indecent and profane language.  
**NATURE OF BREACH:** Breach of Regulations 30(d) of the TSBR  
**COMMISSION DECISION:** Licensee in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

#### **5. ST. BESS RADIO FM COMPANY LIMITED (BESS 100 FM)**

**DATE OF NOTIFICATION:** July 1, 2024  
**COMPLAINT NUMBER:** 2024052901  
**NATURE OF COMPLAINT:** Transmission of a song with indecent and profane language.  
**NATURE OF BREACH:** Breach of Regulations 30(d) of the TSBR  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

#### **6. RADIO JAMAICA LIMITED (FAME 95 FM)**

**DATE OF NOTIFICATION:** July 30, 2024  
**COMPLAINT NUMBER:** 2024061700  
**NATURE OF COMPLAINT:** Transmission of a song which contained lyrics inciting violence  
**NATURE OF BREACH:** Breach of Regulations 30(k) of the TSBR  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee was cautioned; no further regulatory action was taken  
**STATUS:** Closed

## 7. TELEVISION JAMAICA LIMITED. (TVJ)

<b>DATE OF NOTIFICATION:</b>	July 30, 2024
<b>COMPLAINT NUMBER:</b>	2024052200
<b>NATURE OF COMPLAINT:</b>	Transmission of profane language
<b>NATURE OF BREACH:</b>	Breach of Regulations 30(d) and 30(k) of the TSBR, the Directive and the Code
<b>COMMISSION DECISION:</b>	Licence in breach
<b>REMEDIAL ACTION:</b>	Licensee transmitted prescribed apology
<b>STATUS:</b>	Closed