



MONITORING & COMPLIANCE REPORT

JANUARY-MARCH

2025



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EXECUTIVE SUMMARY

BCJ - Quarterly Monitoring & Compliance Report (January – March 2025)

During the period January - March 2025, six (6) Notices of Breach of Licence were issued: four (4) to broadcast radio licensees and two (2) to broadcast television licensees.

Thirty-five (35) contacts were recorded for the period under review. Of this number, six (6) were complaints which resulted in investigations of broadcast radio and broadcast television licensees. Twenty-nine (29) were queries, requests and reports about other operational issues pertaining to licensed operators and the work of the Commission.

All six (6) complaints concerned matters relating to content standards. This represented a decrease of eleven (11) when compared with the previous quarter.

Regarding technical matters, twenty-three (23) broadcast licensees were inspected to determine their coverage in Westmoreland while three (3) subscriber television operators were inspected further to complaints about low hanging cables in Manchester.

In relation to the payment of the annual licence fee, ten (10) STV operators, or 26% of all licensees paid in full; six (6) or 15% made partial payments and twenty-three (23) or 59% 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

Thirty-five (35) contacts were recorded for the period January – March 2025 as seen in Table 1 below.

Table 1: BREAKDOWN OF CONTACTS

| QUERIES, REQUESTS, AND REPORTS | January 2025 | February 2025 | March 2025 | TOTAL |
|---|--------------|---------------|------------|-------|
| Complaints Received and Investigated | 2 | - | 4 | 6 |
| Broadcast Television technical issue | - | - | 3 | 3 |
| Subscriber Television technical issues | 3 | 3 | 1 | 7 |
| Subscriber Television customer service issues | - | 2 | 3 | 5 |
| Request for information regarding broadcast application | - | 2 | - | 2 |
| Other operational issues and queries | 2 | 3 | 7 | 12 |
| TOTAL | 7 | 10 | 18 | 35 |

CONTENT STANDARDS COMPLAINTS

The Commission investigated six (6) complaints relating to the broadcast of problematic content. The number of complaints investigated decreased by eleven (11) when compared to the previous quarter.

Table 2 details the nature of the investigations conducted by the Commission between January and March 2025

Figure 1 illustrates the trends in content standards complaints investigated in similar reporting periods since 2022.

Table 2

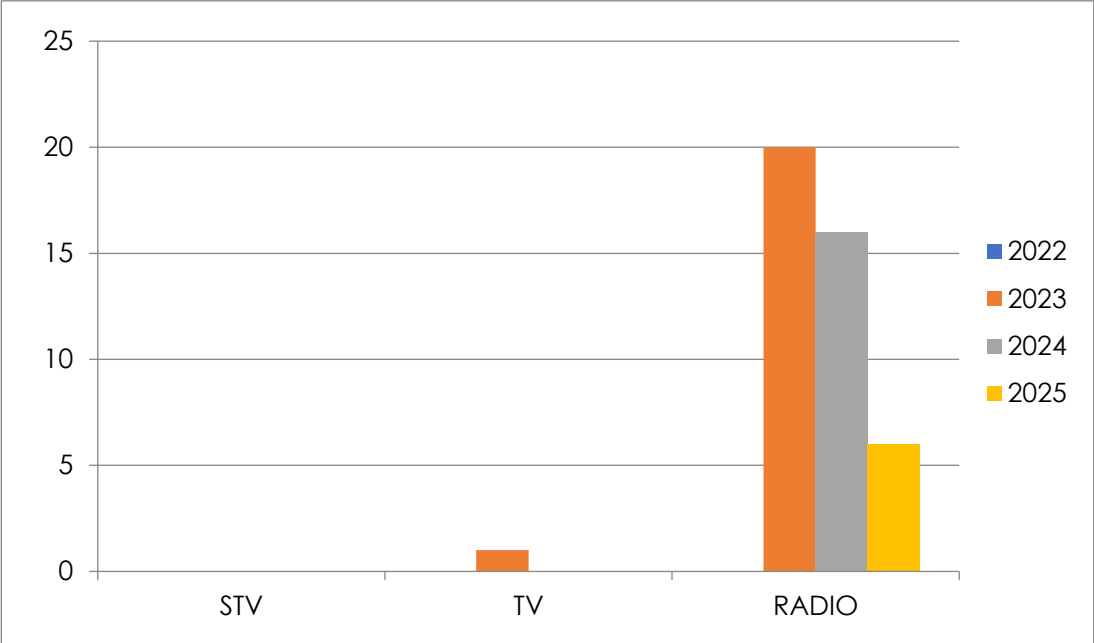
Content Standards Complaints Investigated: January – March 2025

| Licensee | Nature of Complaints | | | | Total |
|---|---|--|--|--|-------|
| | Transmission of indecent and profane language in a song | Transmission of sexually explicit lyrics in a song | Transmission of lyrics in breach of the October 11, 2022 Directive | Transmission of political commentary inclusive of statements which were deemed abusive, indecent, slanderous and defamatory, during an early morning radio programme | |
| Cornwall Broadcasting Company Ltd. (Mello FM) | 1 | | | | 1 |
| Earth Enterprises Ltd. (Earth FM) | | | 1 | | 1 |
| S & B Communications (FYAH 105 FM) | 1 | | | | 1 |
| Radio Jamaica Limited (HITZ 92 FM) | | 1 | | | 1 |
| Radio Jamaica Limited (FAME 95 FM) | | | 1 | | 1 |
| Nationwide News Network (NNN) | | | | 1 | 1 |
| TOTAL | 2 | 1 | 2 | 1 | 6 |

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

Figure 1

CONTENT STANDARDS COMPLAINTS INVESTIGATED
Trends for Quarter (January - March) from 2022 to 2025



| | 2022 | 2023 | 2024 | 2025 |
|-------|------|------|------|------|
| STV | 0 | 0 | 0 | 0 |
| TV | 1 | 5 | 1 | 0 |
| RADIO | 7 | 20 | 13 | 6 |

TECHNICAL COMPLIANCE

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

1. Technical monitoring of broadcast licensees' coverage for Westmoreland (**Table 3**). The secretariat will review the findings and determine appropriate next steps.
2. Investigations into Low-Hanging Cables in Barker District, New Green, Manchester - **Table 4**

Table 3: Stations monitored in Westmoreland

| # | Call Sign | All Island Coverage | Limited Area Coverage |
|----|---------------------------|---------------------|-----------------------|
| 1 | BBC World Service | ✓ | |
| 2 | Bridge 99 FM | ✓ | |
| 3 | Riddim FM | ✓ | |
| 4 | FAME 95 FM | ✓ | |
| 5 | Radio Jamaica 94 FM | ✓ | |
| 6 | HITZ 92 FM | ✓ | |
| 7 | IRIE FM | ✓ | |
| 8 | Power 106 FM | ✓ | |
| 9 | Nationwide News Network | ✓ | |
| 10 | Mega Jamz 98 FM | ✓ | |
| 11 | News Talk 93 FM | ✓ | |
| 12 | KLAS Sports Radio Limited | ✓ | |
| 13 | ZIP 103 FM | ✓ | |
| 14 | Love 101 FM | ✓ | |
| 15 | KOOL FM | ✓ | |
| 16 | NCU FM | ✓ | |
| 17 | FYAH 105 FM | ✓ | |
| 18 | The Edge FM | ✓ | |
| 19 | Gospel JA | | ✓ |
| 20 | MELLO FM | | ✓ |
| 21 | Energy FM | | ✓ |
| 22 | BESS 100 FM | | ✓ |
| 23 | VYBZ FM | | ✓ |

Table 4: Investigations further to reports of low-hanging cables in Barker District, New Green, Manchester

| No. | LICENSEE | NATURE OF INVESTIGATION | LOCATION OF INVESTIGATION | DATE OF INVESTIGATION | BREACHES DETECTED | ACTION TAKEN BY THE COMMISSION |
|-----|-------------------------|--|--|-----------------------|-------------------|--|
| 1. | Flow Jamaica Limited | Low-hanging cables in Barker District, New Green, Mandeville | Barker District, New Green, Manchester | February 20, 2025 | <u>Yes</u> | <p>Flow Jamaica Limited was notified of the finding in a letter dated January 14, 2025, and directed to rectify the situation and provide the Commission with a report on the corrective actions taken.</p> <p>A field visit conducted on February 20, 2025, confirmed that the remedial actions taken by Flow were satisfactory. However, during the visit, the Commission also observed low-hanging Flow cables at another location. This was subsequently addressed by Flow.</p> |
| 2. | Digicel Jamaica Limited | Low-hanging cables in Barker District, New Green, Mandeville | Barker District, New Green Mandeville | February 20, 2025 | <u>Yes</u> | <p>Digicel Jamaica Limited was notified of the finding in a letter dated January 14, 2025, and directed to rectify the situation and provide the Commission with a report on the corrective actions taken.</p> <p>A field visit conducted on February 20, 2025, confirmed that Digicel's remedial actions were satisfactory.</p> |

| No. | LICENSEE | NATURE OF INVESTIGATION | LOCATION OF INVESTIGATION | DATE OF INVESTIGATION | BREACHES DETECTED | ACTION TAKEN BY THE COMMISSION |
|-----|---------------------------|--|---------------------------------------|-----------------------|-------------------|--|
| 3. | Mars Cable Vision Limited | Low-hanging cables in Barker District, New Green, Mandeville | Barker District, New Green Mandeville | February 20, 2025 | <u>Yes</u> | <p>Mars Cable Vision Limited was notified of the finding in a letter dated January 14, 2025, and directed to rectify the situation and provide the Commission with a report on the corrective actions taken.</p> <p>A field visit conducted on February 20, 2025, confirmed that Mars Cable's remedial actions were satisfactory.</p> |

COMPLAINTS RESOLUTION

Fourteen (14) investigations were resolved between January – March 2025. 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 | 1 |
| Broadcast Radio | 13 |
| TOTAL | 14 |

Table 6

Resolution of Complaints by Category

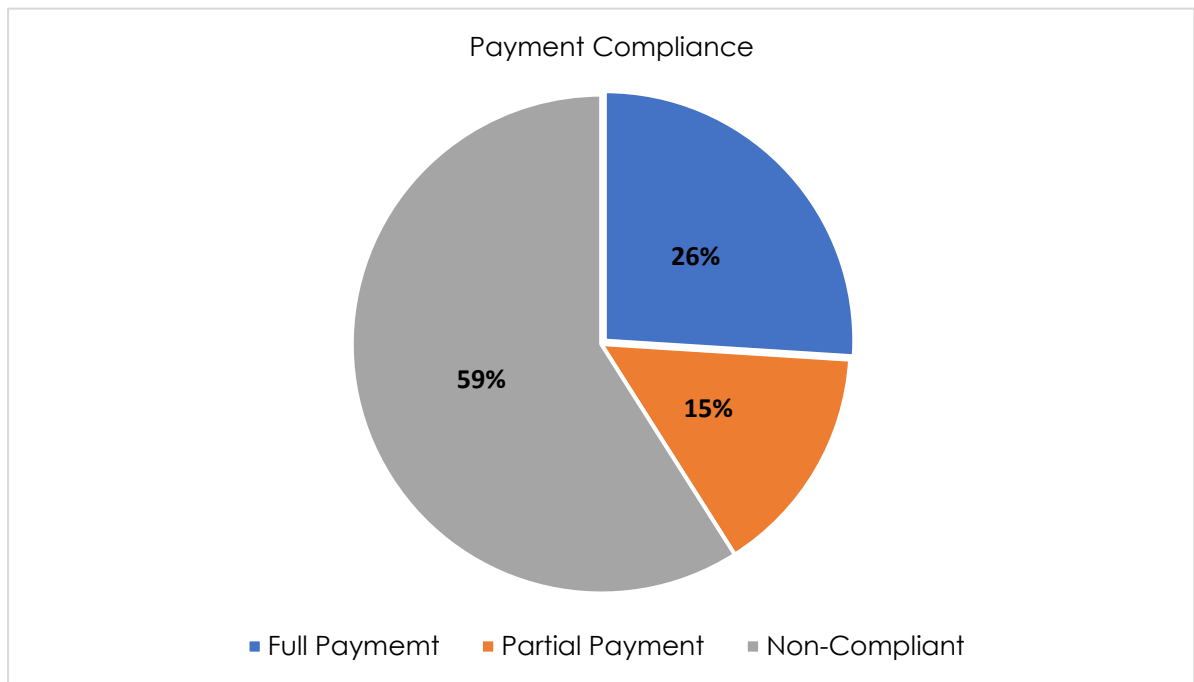
| CATEGORY | TOTAL |
|--|-------|
| Closed - Complied with required remedial action for breach of licence | |
| Broadcast Radio | 13 |
| Broadcast Television | - |
| Closed – No Evidence of Breach | |
| Broadcast Radio | - |
| Broadcast Television | 1 |
| No Sanction Applied/ Commission accepted licensee remedial action | |
| Broadcast Radio | - |
| Broadcast Television | - |
| TOTAL | 14 |

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 | - 26% (10 STV operators) |
| Partial Payment | - 15% (6 STV operators) |
| Non-Compliant | - 59% (23 STV operators) |

Table 7**STV Licensees Financial Compliance****For the quarter ended March 31, 2025**

| LICENSEES | | SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS: | | | | | LICENCE FEES | | |
|-----------|---|---|------|------|------|------|--------------|--------------------|-------------------|
| | | 2020 | 2021 | 2022 | 2023 | 2024 | Paid in Full | Partial Payment | Non- Compliant |
| 1 | Advance Cable Systems Ltd. | yes | no | no | yes | no | | ✓ | |
| 2 | Astra Technology Ltd. | no | no | no | no | no | | | ✓ |
| 3 | Best TV Communications Group Ltd | -- | n/a | no | no | no | | | ✓ |
| 4 | Cable One Jamaica Ltd. | yes | yes | no | no | no | * | | ✓ |
| 5 | Cabletron Network Systems Ltd. <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |
| 6 | Central Communication Services Ltd. | no | no | no | no | no | | | ✓ |
| 7 | Columbus Communications - FLOW | yes | yes | yes | yes | no | ✓ | | |
| 8 | Combined Communications Ltd. | yes | no | no | no | no | ✓ | | |
| 9 | Communicable Ltd | no | no | no | no | no | | | ✓ |
| 10 | Cornwall Communications Ltd. | yes | no | no | no | no | | | ✓ |
| 11 | CTL Limited | yes | yes | no | no | no | ✓ | | |
| 12 | Digicel Jamaica | yes | yes | yes | yes | no | ✓ | | |
| 13 | Digital Interactive Systems Limited | yes | yes | no | no | no | | | ✓ |
| 14 | Direct Cable Systems Ltd. | no | no | no | no | no | | | ** |
| 15 | Gemini Cable Network | no | no | no | no | no | ✓ | | |
| 16 | General Satellite Network Company | no | no | no | no | no | | | ** |
| 17 | Guthrie's Communications Ltd <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | *** |
| 18 | Home Time Entertainment Limited | yes | yes | no | no | no | | | ✓ |
| 19 | Horizon Entertainment & Communication <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |
| 20 | Inntech Communications Ltd. | yes | yes | no | yes | no | ✓ | | |
| 21 | JACS | yes | yes | no | no | no | ✓ | | |

| LICENSEES | | SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS: | | | | | LICENCE FEES | | |
|-----------|--|---|------|------|------|------|--------------|--------------------|-------------------|
| | | 2020 | 2021 | 2022 | 2023 | 2024 | Paid in Full | Partial Payment | Non- Compliant |
| 22 | Jamaica Cablevision Ltd. <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |
| 23 | Krisara Cable Co. Ltd. | no | no | no | no | no | | | ✓ |
| 24 | Linscom Network Limited | no | no | no | no | no | | | ✓ |
| 25 | Marimaxx Communications Ltd. <i>(managed by Home Time Entertainment Limited)</i> | no | no | no | no | no | | | ✓ |
| 26 | Mars Cable Vision Limited | yes | yes | no | no | no | | ✓ | |
| 27 | McKoy's Cable Television Co. Ltd. | no | no | no | no | no | | | ✓ |
| 28 | Mikes Electronics & Cable Network Ltd. | no | no | no | no | no | | | ** |
| 29 | Modern Re-Broadcasting Co. Ltd. | no | no | no | no | no | | | ✓ |
| 30 | Nems Electrical & Satellite Ltd. | no | no | no | yes | no | | ✓ | |
| 31 | Network Cable Service | no | yes | no | no | no | ✓ | | |
| 32 | Odyssey Cable Vision Limited | yes | yes | no | no | no | * | ✓ | |
| 33 | Procables Network Limited | no | no | no | no | no | ✓ | | |
| 34 | QES 46 Limited | no | no | no | no | no | | | ✓ |
| 35 | Quality Cable Service | no | no | no | no | no | | | ** |
| 36 | Rural Cable Company Limited | no | no | no | no | no | | | ✓ |
| 37 | Santastic Cable Systems Ltd. <i>(managed by Odyssey Cable Vision Limited)</i> | yes | no | no | no | no | | ✓ | |
| 38 | Somane Pesole Communications Ltd. | no | yes | yes | no | no | ✓ | | |
| 39 | Stars Cable Company Ltd. | yes | yes | no | no | no | | | ✓ |
| 40 | St. Thomas Cable Network Limited | no | no | no | no | no | | | ✓ |
| 41 | Total Cable | yes | yes | yes | no | no | | | ✓ |
| 42 | Tru Star Cable Television Network | no | no | no | no | no | | | **** |
| 43 | Venus Cable Services | no | no | no | no | no | | | ** |
| 44 | Vere Cable Network Limited | no | no | no | no | no | | | ✓ |
| 45 | Westar Communications Limited | no | no | no | no | no | | ✓ | |
| 46 | Wilson Enterprises Limited | yes | yes | yes | no | no | | | ✓ |

Key

-- 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).

* The licensee is usually fully or partially compliant. It has indicated ongoing challenges due to damage to infrastructure/equipment caused by Hurricane Beryl and requested leniency.

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

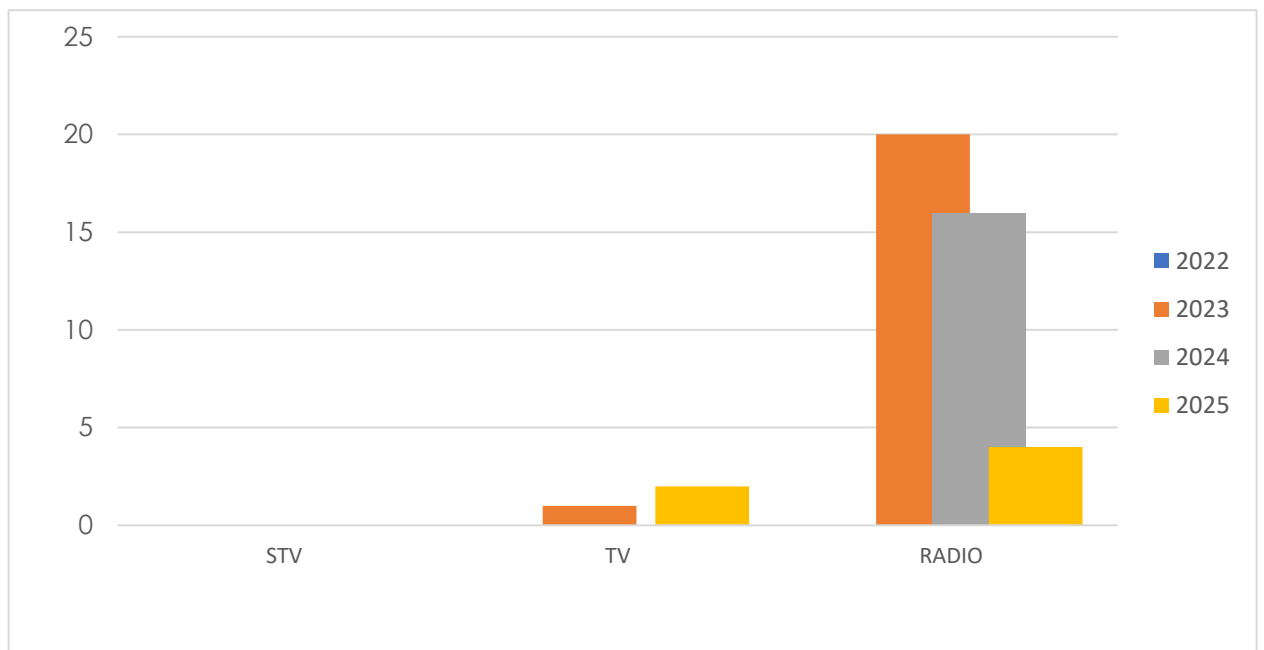
*** The licensee is not operating; however, it had submitted an application for renewal of licence which is being processed.

**** 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, six (6) Notices of Breach¹ 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)



| | 2022 | 2023 | 2024 | 2025 |
|-------|------|------|------|------|
| STV | 0 | 0 | 0 | 0 |
| TV | 0 | 1 | 0 | 2 |
| RADIO | 0 | 20 | 16 | 4 |

¹ There are instances in which a notice of breach may address multiple investigations/violations.

BREACHES BY 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

BREACHES BY BROADCAST TELEVISION LICENSEES

1. TELEVISION JAMAICA LIMITED (TVJ)

DATE OF NOTIFICATION: February 18, 2025
COMPLAINT NUMBERS: 2024121900
NATURE OF COMPLAINT: Transmission of news containing sensitive material without the provision of an advisory
NATURE OF BREACH: Breach of the advisory requirement of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee transmitted the prescribed apology
STATUS: Closed

2. CVM TELEVISION LIMITED (CVM)

DATE OF NOTIFICATION: February 18, 2025
COMPLAINT NUMBERS: 2024111102
NATURE OF COMPLAINT: Transmission of song which contained lyrics promoting/glorifying scamming
NATURE OF BREACH: Breach of the October 11, 2022 Directive, 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

BREACHES BY BROADCAST RADIO LICENSEES

3. WESTERN BROADCASTING LIMITED (RIDDIM FM)

DATE OF NOTIFICATION: February 18, 2025
COMPLAINT NUMBER: 2024111100
NATURE OF COMPLAINT: Transmission of a song which contained explicit language
NATURE OF BREACH: Breach of the scheduling requirements of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Closed

4. MOTHER IN CRISIS (SUN CITY RADIO)

DATE OF NOTIFICATION: February 18, 2025
COMPLAINT NUMBER: 2024111101
NATURE OF COMPLAINT: Transmission of a song which contained lyrics glorifying/promoting scamming
NATURE OF BREACH: Breach of the October 11, 2022 Directive
COMMISSION DECISION: Licensee in breach
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Open

5. S & B COMMUNICATIONS LIMITED (THE EDGE FM)

DATE OF NOTIFICATION: February 18, 2025
COMPLAINT NUMBERS: 2024121802 & 2024121804
NATURE OF COMPLAINT: Transmission of songs which contained lyrics with strong sexual connotations, sexual overtones and innuendo
NATURE OF BREACH: Breach of scheduling requirements of the Code
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Closed

6. ST. BESS RADIO FM COMPANY LIMITED (BESS 100 FM)

DATE OF NOTIFICATION: March 10, 2025
COMPLAINT NUMBER: 2024121800
NATURE OF COMPLAINT: Transmission of a song which contained profane language
NATURE OF BREACH: Breach of Regulation 30(d) of the TSBR
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Licensee to transmit prescribed apology
STATUS: Open