



**MONITORING & COMPLIANCE REPORT**

**JANUARY-MARCH**

**2024**



# TABLE OF CONTENTS

<b>Executive Summary</b> .....	1
<b>Contacts with the Commission</b> .....	2
<b>Content Standards Complaints</b> .....	3
<b>Technical Compliance</b> .....	6-7
<b>Complaints Resolution</b> .....	8
<b>Financial Compliance</b> .....	9
<b>Notices of Breach</b> .....	13
<b>Breaches by Licensees</b> .....	14-18

## Tables:

Table 1 - Breakdown of Contacts .....	2
Table 2 - Content Standards Complaints Investigated.....	4
Table 3 - STV Licensee Inspections.....	6-7
Table 4 - Resolution of Complaints by Licensee Type .....	8
Table 5 - Resolution of Complaints by Category .....	8
Table 6 - STV Financial Compliance .....	10-12

## Figures:

Figure 1 - Content Standards Reports Trends: 2021-2024 .....	5
Figure 2 - STV Licence Fee Payment .....	.9
Figure 3 - Trends in Total Breaches: 2021-2024 .....	13

## EXECUTIVE SUMMARY

### BCJ - Quarterly Monitoring & Compliance Report (January – March 2024)

During the period January - March 2024, sixteen (16) Notices of Breach of Licence were issued, all of which related to broadcast radio licensees.

Forty-six (46) contacts were recorded for the period under review. Of this number, fourteen (14) were complaints which resulted in investigations of broadcasters. Thirty-two (32) were queries and comments about CSport (online service) and other operational issues pertaining to licensed operators and the work of the Commission.

All fourteen (14) complaints were matters relating to content standards. This represented an increase of two (2) 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.

In relation to the payment of the annual licence fee, eleven (11) STV operators, or 28% of all licensees paid in full; four (4) or 10% made partial payments and twenty-four (24) or 62% 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

Forty-six (46) contacts were recorded for the period January – March 2024 as seen in Table 1 below.

**Table 1: BREAKDOWN OF CONTACTS**

QUERIES, REQUESTS, AND REPORTS:	January 2024	February 2024	March 2024	TOTAL
<b>Complaints Received and Investigated</b>	4	8	2	14
<b>Complaints Received, Not Investigated<sup>1</sup></b>	-	19	1	20
<b>Subscriber Television technical issues</b>	3	-	2	5
<b>Other operational Issues</b>	4	1	2	7
<b>TOTAL</b>	<b>11</b>	<b>28</b>	<b>7</b>	<b>46</b>

---

<sup>1</sup> Subscribers to CSport.tv and the CSport app, which offer a paid subscription streaming service to the public, complained about not being able to see English Premier League Games.

## CONTENT STANDARDS COMPLAINTS

The Commission investigated fourteen (14) complaints relating to the broadcast of problematic content. The number of complaints investigated increased by two (2) when compared to the previous quarter.

**Table 2** details the nature of the investigations conducted by the Commission between January and March 2024.

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

**Table 2**

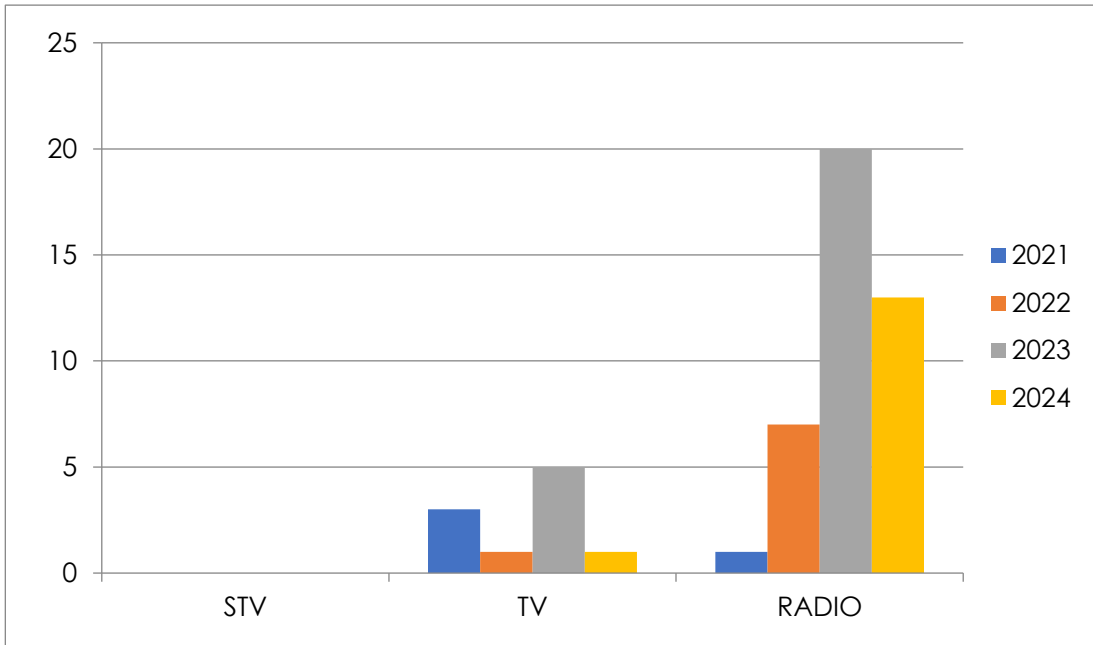
**Content Standards Complaints Investigated: January – March 2024**

Licensees	Nature of Complaints						Total
	Transmission of violent lyrics in a song	Transmission of indecent and profane language in a song	Transmission of sexually suggestive lyrics in a song	Transmission of lyrics in breach of the October 11, 2022 Directive	Transmission of lyrics promoting violence	Misleading advertising	
<b>Mother in Crisis (SUNCITY RADIO)</b>				<b>1</b>			<b>1</b>
<b>Grove Broadcasting Company Limited (ZIP 103FM)</b>				<b>2</b>			<b>2</b>
<b>Radio Jamaica Limited (FAME 95 FM)</b>	<b>1</b>			<b>2</b>	<b>1</b>		<b>4</b>
<b>S &amp; B Communications (FYAH 105 FM)</b>	<b>1</b>	<b>1</b>		<b>2</b>			<b>4</b>
<b>St. BESS Radio FM Company Limited (Bess 100 FM)</b>				<b>1</b>			<b>1</b>
<b>Caribbean Global Network Inc. (The Bridge 99 FM)</b>			<b>1</b>				<b>1</b>
<b>CVM Television Limited</b>						<b>1</b>	<b>1</b>
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>1</b>		<b>14</b>

**\* 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 2021 to 2024**



	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
<b>STV</b>	0	0	0	0
<b>TV</b>	3	1	5	1
<b>RADIO</b>	1	7	20	13

## TECHNICAL COMPLIANCE

During the quarter, two STV licensees were inspected by the technical department (see Tables 3a & 3b).

**Table 3a: STV licensee inspection**

LICENSEE	PARISH OF INSPECTION	ZONE(S) SERVED	DATE OF INSPECTION	BREACHES DETECTED	ACTION TAKEN BY THE COMMISSION
Hometime Entertainment (Marimaxx Communications Limited)	St. Elizabeth & Kingston	Black River, Passmore Town, Franklyn Town, Rollington Town, Bournemouth Gardens, Norman Gardens, D'Aguiar Town, Swallowfield & Vineyard Town	February 19, 20, 21, & 27, 2024	<u>Yes</u>	The licensee is to be issued a post-inspection letter and given an opportunity to address the areas of non-compliance detected during the inspection.



**Table 3b. STV licensee inspection**

LICENSEE	PARISH OF INSPECTION	ZONE(S) SERVED	DATE OF INSPECTION	BREACHES DETECTED	ACTION TAKEN BY THE COMMISSION
Cabletron Network System Limited (Managed by Hometime Entertainment)	Westmoreland	Savanna-la-Mar, Dunbar Corner, Peters Field, Ferris Cross, Frome, Grange Hill & Little London	March 11 & 12, 2024	<u>Yes</u>	The licensee is to be issued a post-inspection letter and given an opportunity to address the areas of non-compliance detected during the inspection.

**Note:** No activity was conducted by the Technical Department for January 2024 due to members being vacation leave.

## COMPLAINTS RESOLUTION

Seventeen (17) investigations were resolved between January – March 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 4**

**Resolution of Complaints by Licensee Type**

	NO. OF INVESTIGATED COMPLAINTS RESOLVED
<b>Subscriber Television</b>	-
<b>Broadcast Television</b>	-
<b>Broadcast Radio</b>	<b>17</b>
<b>TOTAL</b>	<b>17</b>

**Table 5**

**Resolution of Complaints by Category**

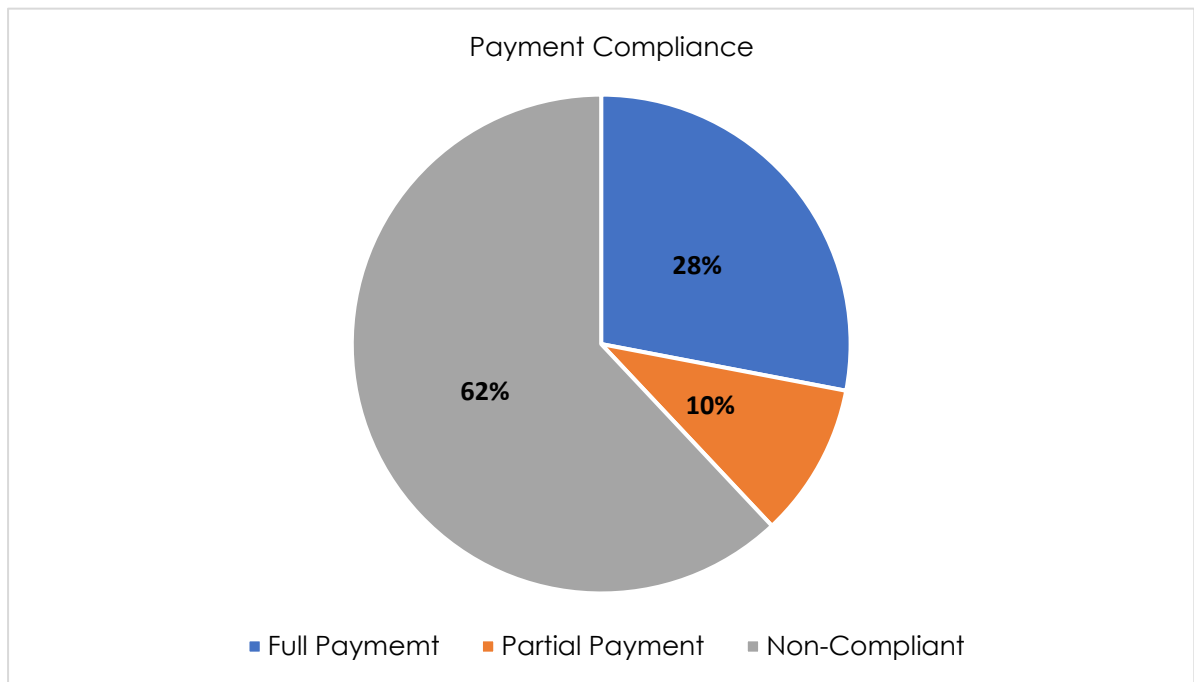
CATEGORY	TOTAL
<b>Closed - Complied with required remedial action for breach of licence</b>	
Broadcast Radio	<b>9</b>
Broadcast Television	-
<b>Closed – No Evidence of Breach</b>	
Broadcast Radio	<b>3</b>
Broadcast Television	-
<b>No Sanction Applied/ Commission accepted licensee remedial action</b>	
Broadcast Radio	<b>5</b>
Broadcast Television	-
<b>TOTAL</b>	<b>17</b>

## 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** - 28% (11 STV operators)  
**Partial Payment** - 10% (4 STV operators)  
**Non-Compliant** - 62% (24 STV operators)

**Table 6**

**STV Licensees Financial Compliance  
For the quarter ended March 31, 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	no	no	no	✓		
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	no	✓		
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	Kisara 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	no			✓
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. <i>(managed by Odyssey Cable Vision Limited)</i>	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).

\* 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.

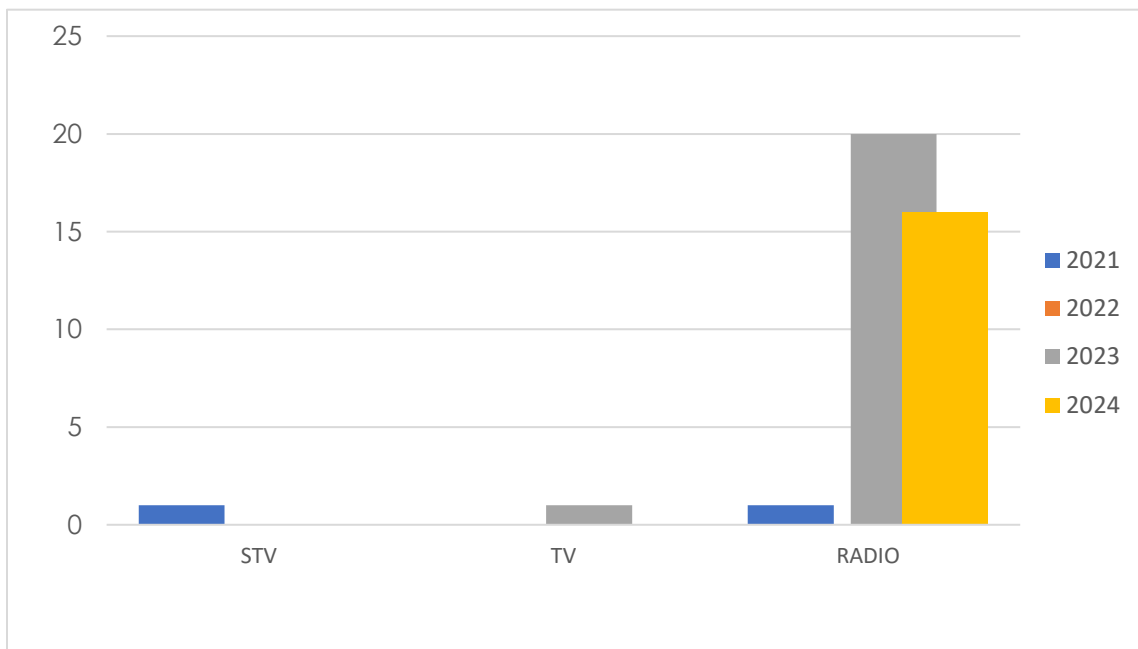
\*\*\* The licensee is not operating; however, it had submitted an application for renewal of licence which is being processed.

\*\*\*\* 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, sixteen (16) Notices of Breach were issued to licensees. These Notices of Breach arose from contraventions of the Television and Sound Broadcasting Regulations, Broadcasting and Radio Re-Diffusion Act, Children's Code for Programming and the October 11, 2022 Directive.

**Figure 3**  
**TRENDS IN BREACHES COMMITTED (BY SERVICE)**



	2021	2022	2023	2024
<b>STV</b>	1	0	0	0
<b>TV</b>	0	0	1	0
<b>RADIO</b>	1	0	20	16

## 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

### 1. S & B COMMUNICATIONS LIMITED (FYAH 105 FM)

**DATE OF NOTIFICATION:** February 16, 2024  
**COMPLAINT NUMBERS:** 2023110101 & 2023110102  
**NATURE OF COMPLAINT:** Transmission of songs in breach of the October 11, 2022 Directive.  
**NATURE OF BREACH:** Breach of the October 11, 2022 Directive  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

### 2. ISLAND BROADCASTING SERVICES LIMITED (KLAS Sports Radio)

**DATE OF NOTIFICATION:** February 16, 2024  
**COMPLAINT NUMBERS:** 2023060202, 2023070700 & 2023070701  
**NATURE OF COMPLAINT:** Transmission of statements about the ownership of KLAS, which could be interpreted as misleading.  
**NATURE OF BREACH:** Breach of Section 17 of the BRRA  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee attended meeting with the Commission's Executive Director  
**STATUS:** Closed

### 3. MOTHER IN CRISIS (SUNCITY RADIO)

**DATE OF NOTIFICATION:** February 16, 2024  
**COMPLAINT NUMBER:** 2023111701  
**NATURE OF COMPLAINT:** Transmission of a song in breach of the October 11, 2022 Directive.  
**NATURE OF BREACH:** Breach of the October 11, 2022 Directive  
**COMMISSION DECISION:** Licensee in breach  
**REMEDIAL ACTION:** Commission accepted the licensee's remedial action  
**STATUS:** Closed



**4. GROVE BROADCASTING COMPANY LIMITED (ZIP 103 FM)**

**DATE OF NOTIFICATION:** February 16, 2024  
**COMPLAINT NUMBER:** 2023112900  
**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 received a warning; no remedial action was required  
**STATUS:** Closed

**5. GROVE BROADCASTING COMPANY LIMITED (ZIP 103 FM)**

**DATE OF NOTIFICATION:** February 16, 2024  
**COMPLAINT NUMBER:** 2023111700  
**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 transmitted prescribed apology  
**STATUS:** Closed

**6. MOTHER IN CRISIS (SUNCITY RADIO)**

**DATE OF NOTIFICATION:** March 6, 2024  
**COMPLAINT NUMBER:** 2024010900  
**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 transmitted prescribed apology  
**STATUS:** Closed

**7. GROVE BROADCASTING COMPANY LIMITED. (ZIP 103 FM)**

**DATE OF NOTIFICATION:** March 6, 2024  
**COMPLAINT NUMBER:** 2024012300

**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 transmitted prescribed apology  
**STATUS:** Closed

#### 8. S & B COMMUNICATIONS LIMITED (FYAH 105 FM)

**DATE OF NOTIFICATION:** March 6, 2024  
**COMPLAINT NUMBER:** 2024012302  
**NATURE OF COMPLAINT:** Transmission of songs which contained lyrics promoting violence against women; and lyrics with sexual connotations.  
**NATURE OF BREACH:** Breach of Regulations 30(k) of the TSBR and the Code  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

#### 9. RADIO JAMAICA LIMITED (FAME 95 FM)

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023051101  
**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 to transmit prescribed apology  
**STATUS:** Open

#### 10. RADIO JAMAICA LIMITED (FAME 95 FM)

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023051905  
**NATURE OF COMPLAINT:** Transmission of a 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 to transmit prescribed apology  
**STATUS:** Open

**11. RADIO JAMAICA LIMITED (FAME 95 FM)**

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023060200  
**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:** March 11, 2024  
**COMPLAINT NUMBER:** 2023062004  
**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

**13. RADIO JAMAICA LIMITED (FAME 95 FM)**

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023072004  
**NATURE OF COMPLAINT:** Transmission of songs which contained lyrics with sexual connotations  
**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

**14. RADIO JAMAICA LIMITED (FAME 95 FM)**

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023091503

**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

#### 15. RADIO JAMAICA LIMITED (FAME 95 FM)

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023100300  
**NATURE OF COMPLAINT:** Transmission of songs 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

#### 16. RADIO JAMAICA LIMITED (FAME 95 FM)

**DATE OF NOTIFICATION:** March 11, 2024  
**COMPLAINT NUMBER:** 2023101300  
**NATURE OF COMPLAINT:** Transmission of a song with sexual connotations  
**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