



*MONITORING & COMPLIANCE REPORT*

*JULY - SEPTEMBER*

*2023*



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## EXECUTIVE SUMMARY

During the period July - September 2023, twelve (12) Notices of Breach of Licence were issued: eleven (11) to broadcast radio licensees and one (1) to a subscriber television (STV) licensee.

Thirty-one (31) contacts were recorded for the period under review. Of this number, seventeen (17) were complaints which resulted in investigations of broadcast radio operators. Fourteen (14) were queries and comments about other operational issues pertaining to licensed operators and the work of the Commission.

All seventeen (17) complaints were matters relating to content standards. This represented a decrease of twenty-five (25) when compared with the previous quarter.

Regarding technical matters, three (3) STV licensees were inspected. One of the inspections resulted from a complaint while the other two were conducted to determine the licensees' technical compliance.

In relation to the payment of the annual licence fee, thirteen (13) STV operators, or 34% of all licensees paid in full; six (6) or 15% made partial payments and twenty (20) or 51% were non-compliant. There was a decrease in the number of full payments recorded when compared to the previous quarter while increases were recorded for the number of licensees who made partial payments and the number of non-compliant licensees.

**CONTACTS WITH THE COMMISSION**

Thirty-one (31) contacts were recorded for the period July – September 2023 as seen in Table 1 below.

**Table 1: BREAKDOWN OF CONTACTS**

	July 2023	August 2023	September 2023	TOTAL
<b>QUERIES, REQUESTS, AND REPORTS:</b>				
<b>Complaints Received and Investigated</b>	10	2	5	17
<b>Subscriber Television technical issues</b>	3	4	-	7
<b>Other operational issues</b>	3	4	-	7
<b>TOTAL</b>	<b>16</b>	<b>10</b>	<b>5</b>	<b>31</b>

## CONTENT STANDARDS COMPLAINTS

The Commission investigated seventeen (17) complaints relating to the broadcast of problematic content. The number of complaints investigated decreased by twenty-five (25) when compared to the previous quarter.

**Table 2** details the nature of the investigations conducted by the Commission between July and September 2023.

**Figure 1** illustrates the trends in content standards complaints investigated in similar reporting periods since 2020.

**Table 2**

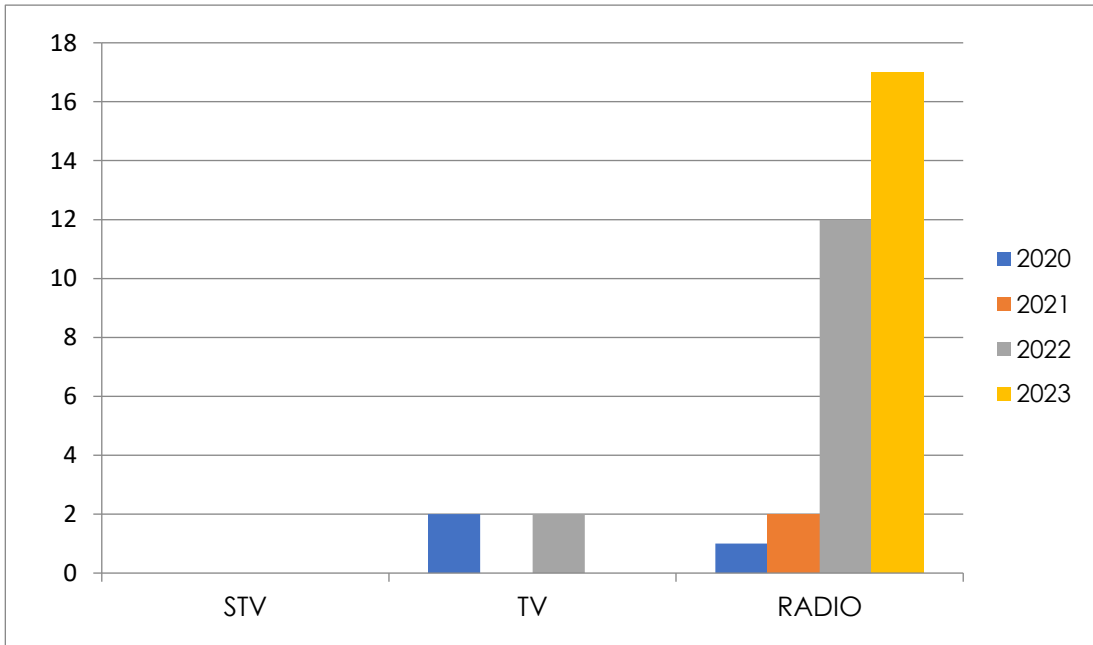
**Content Standards Complaints Investigated: July–September 2023**

Licensees	Nature of Complaints					Total
	Transmission of statements in breach of licence	Transmission of indecent and profane language in song	Transmission of sexually suggestive lyrics in song	Transmission of lyrics in breach of the October 11, 2022 Directive	Transmission of lyrics inciting criminal activity.	
Island Broadcasting Services Ltd. (KLAS Sports Radio Ltd.)	2					2
Nationwide News Network (NNN)	1					1
Radio Jamaica Limited (FAME 95 FM)			1		2	3
Caribbean Global Network Inc. (The BRIDGE 99)			1		1	2
S & B Communications (FYAH 105 FM)					1	1
S & B Communications (THE EDGE FM)					2	2
Black Roses Enterprises Ltd. (ROSES FM)		1			1	2
Native Broadcasting Network Ltd. (STYLZ FM)		1				1
Kommerical Suites Ltd. (MEGA JAMZ 98 FM)			1			1
Mother in Crisis (SUNCITY RADIO)			2			2
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>17</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 (July- September) from 2020 to 2023**



	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
<b>STV</b>	0	0	0	0
<b>TV</b>	2	0	2	0
<b>RADIO</b>	1	2	12	17

## TECHNICAL COMPLIANCE

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

1. Technical complaints investigations (Table 3)
2. STV licensee inspections (Table 4)

**Table 3: Technical Complaints Investigations**

No.	LICENSEE	NATURE OF INVESTIGATION	LOCATION OF INVESTIGATION	DATE OF FOLLOW-UP TO VALIDATE LICENSEE'S ACTION	BREACHES DETECTED	ACTION TAKEN BY THE COMMISSION
1.	Cornwall Communications Limited	Follow-up Investigation into high signal leakage	The intersection of Catherine Hall Drive and Montego Crescent (Lot 909) in Montego Bay St. James	July 19, 2023	<u>Yes</u>	<p>The licensee by notice via an email sent on July 27, 2023, was advised that the remedial actions taken had not resolved the problem resulting from the follow-up investigation conducted by the Commission on July 19, 2023.</p> <p>A deadline of August 21, 2023, was therefore given to have this matter addressed.</p>



**Table 4: STV Licensee Inspections**

No.	LICENSEE	PARISH OF INSPECTION	ZONE(S) SERVED	DATE OF INSPECTION	BREACHES DETECTED	ACTION TAKEN BY THE COMMISSION
1.	ProCable Network Limited	St. Andrew St. Catherine St. Mary  (4 Zones)	Essex Hall Lawrence Tavern Harker's Hall Friendship Gap	July 10, 11, 2023	<u>Yes</u>	The licensee is to be issued with a post-inspection letter and given an opportunity to address the areas of non-compliance detected during the inspection.
2.	Gemini Cable Network Limited (Formerly Silly Video Cable Network)	St. Mary	Annotto Bay	July 27, 2023	<u>Yes</u>	The licensee is to be issued with 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 the month of August 2023 and most of September 2023. This was due to members of the department being on vacation leave.

## COMPLAINTS RESOLUTION

Twenty-seven (27) investigations were resolved between July – September 2023. 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
<b>Subscriber Television</b>	-
<b>Broadcast Television</b>	1
<b>Broadcast Radio</b>	26
<b>TOTAL</b>	<b>27</b>

**Table 6**

**Resolution of Complaints by Category**

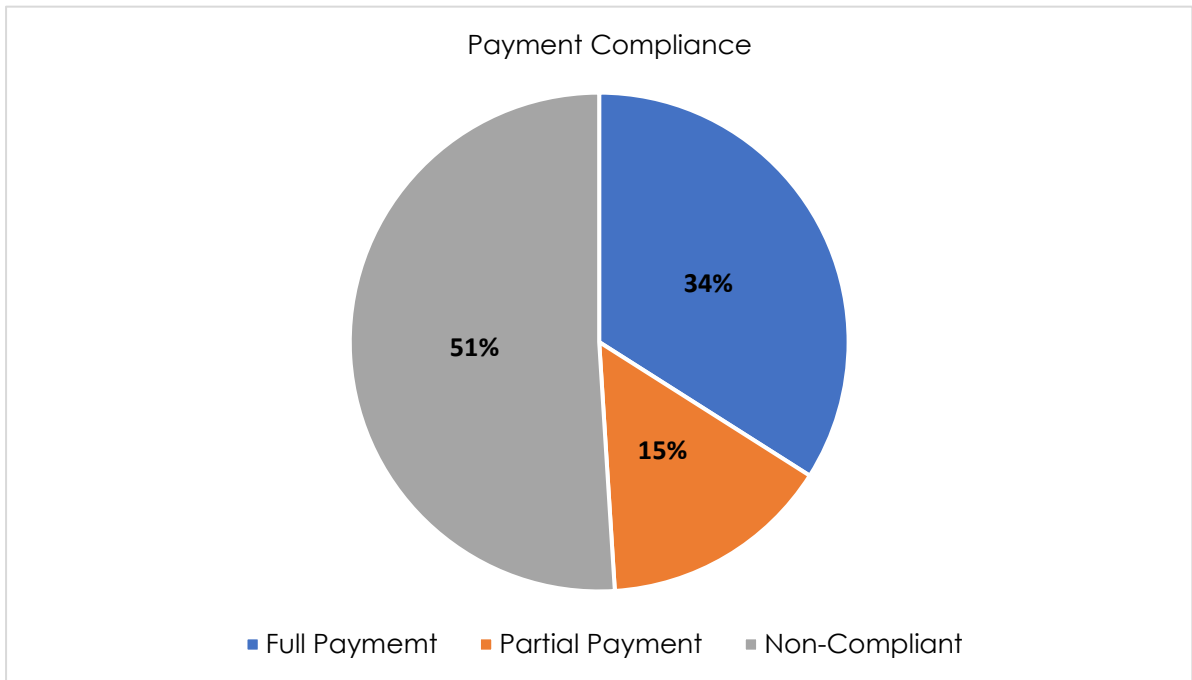
CATEGORY	TOTAL
<b>Closed - Complied with required remedial action for breach of licence</b>	
Broadcast Radio	<b>16</b>
Broadcast Television	<b>1</b>
<b>Closed – No Evidence of Breach</b>	
Broadcast Radio	<b>6</b>
Broadcast Television	<b>-</b>
<b>No Sanction Applied/ Commission accepted licensee remedial action</b>	
Broadcast Radio	<b>4</b>
Broadcast Television	<b>-</b>
<b>TOTAL</b>	<b>27</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** - 34% (21 STV operators)  
**Partial Payment** - 15% (5 STV operators)  
**Non-Compliant** - 51 % (13 STV operators)

**Table 7**  
**STV Licensees Financial Compliance**  
**For quarter ended September 30, 2023**

LICENSEES		SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS:					LICENCE FEES		
		2018	2019	2020	2021	2022	Paid In Full	Partial Payment	Non-Compliant
1	Advance Cable Systems Ltd.	no	no	yes	no	no		✓	
2	Astra Technology Ltd.	no	no	no	no	no			✓
3	Best TV Communications Group Ltd	--	--	--	n/a	no			✓
4	Cable One Jamaica Ltd.	yes	no	yes	yes	no		✓	
5	Cabletron Network Systems Ltd. <i>(managed by Home Time Entertainment Limited)</i>	yes	yes	yes	no	no			✓
6	Central Clarendon Cable Ltd.	no	no	no	no	no			*
7	Central Communication Services Ltd.	yes	yes	no	no	no	✓		
8	Columbus Communications - FLOW	yes	no	yes	no	no	✓		
9	Combined Communications Ltd.	no	no	yes	no	no		✓	
10	Communicable Ltd	no	no	no	no	no			✓
11	Cornwall Communications Ltd.	yes	yes	yes	no	no		✓	
12	CTL Limited	yes	no	yes	yes	no	✓		
13	Digicel Jamaica	yes	no	yes	yes	yes	✓		
14	Digital Interactive Systems Limited	yes	yes	yes	yes	no			✓
15	Direct Cable Systems Ltd.	no	no	no	no	no			**
16	Gemini Cable Network	yes	no	no	no	no	✓		
17	General Satellite Network Company	yes	yes	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	no	yes	yes	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	yes	no	✓		
22	JACS	no	yes	yes	yes	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		
		2018	2019	2020	2021	2022	Paid in Full	Partial Payment	Non-Compliant
27	Mars Cable Vision Limited	yes	yes	yes	yes	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	yes	no	yes	no	✓		
33	Odyssey Cable Vision Limited	yes	yes	yes	yes	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	yes	no	no		✓	
39	Somane Pesole Communications Ltd.	no	no	no	no	no	✓		
40	Stars Cable Company Ltd.	no	yes	yes	yes	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	no	yes	no	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	no	yes	yes	yes			✓

-- 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 expires 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 has submitted an application for renewal of licence which is being processed.

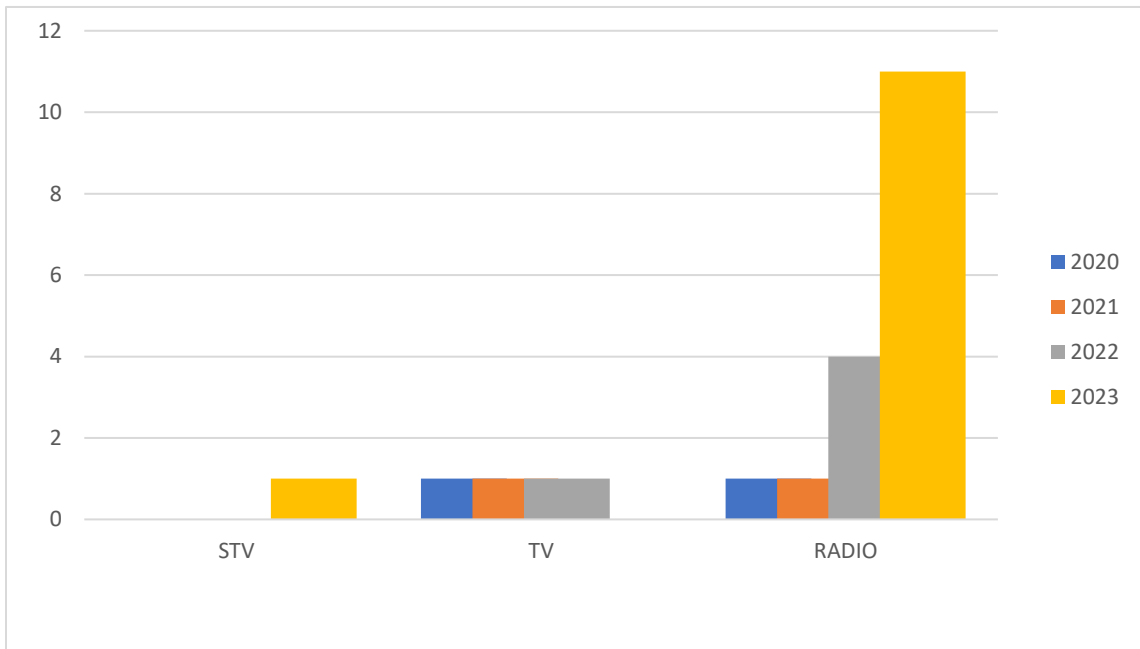
\*\*\*\* The licensee is not operating and has formally advised the Commission of its intention to transfer ownership of its operations to another licensee.

## NOTICES OF BREACH

During the period under review, twelve (12) Notices of Breach were issued to licensees. Eleven (11) arose from the contravention of Content Standards and one (1) as a result of non-compliance with Technical Standards.

Figure 3

### TREND IN BREACHES COMMITTED (BY SERVICE)



	2020	2021	2022	2023
STV	0	0	0	1
TV	1	1	1	0
RADIO	1	1	4	11

## 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 & Sound Broadcasting Regulations
- Code - Children's Code for Programming

#### 1. GROVE BROADCASTING COMPANY LIMITED (IRIE FM)

**DATE OF NOTIFICATION:** July 11, 2023  
**COMPLAINT NUMBER:** 2023051100  
**NATURE OF COMPLAINT:** Transmission of song 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. GROVE BROADCASTING COMPANY LIMITED (ZIP 103 FM)

**DATE OF NOTIFICATION:** July 11, 2023  
**COMPLAINT NUMBER:** 2023051900  
**NATURE OF COMPLAINT:** Transmission of song 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:** Commission accepted licensee's remedial action  
**STATUS:** Closed

#### 3. GROVE BROADCASTING COMPANY LIMITED (IRIE FM)

**DATE OF NOTIFICATION:** July 11, 2023  
**COMPLAINT NUMBER:** 2023051904  
**NATURE OF COMPLAINT:** Transmission of 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:** No further remedial action required  
**STATUS:** Closed



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

**DATE OF NOTIFICATION:** July 11, 2023  
**COMPLAINT NUMBER:** 2023051901  
**NATURE OF COMPLAINT:** Transmission of song 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

#### 5. NATIONWIDE NEWS NETWORK LIMITED (NNN)

**DATE OF NOTIFICATION:** July 11, 2023  
**COMPLAINT NUMBER:** 2023050100  
**NATURE OF COMPLAINT:** Transmission of song 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

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

**DATE OF NOTIFICATION:** August 10, 2023  
**COMPLAINT NUMBER:** 2023060100  
**NATURE OF COMPLAINT:** Transmission of song with expletives  
**NATURE OF BREACH:** Breach of Regulation 30(d) of the TSB and the Code  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

#### 7. GROVE BROADCASTING COMPANY LIMITED (IRIE FM)

**DATE OF NOTIFICATION:** August 11, 2023  
**COMPLAINT NUMBER:** 2023060201  
**NATURE OF COMPLAINT:** Transmission of song with indecent and profane language  
**NATURE OF BREACH:** Breach of Regulations 30(d) of the TSB and the Code  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

**8. CARIBBEAN GLOBAL NETWORK INC. (The Bridge 99 FM)**

**DATE OF NOTIFICATION:** August 10, 2023  
**COMPLAINT NUMBER:** 2023062000  
**NATURE OF COMPLAINT:** Transmission of song in breach of the October 11, 2022 Directive  
**NATURE OF BREACH:** Breach of the October 11, 2022 Directive  
**COMMISSION DECISION:** Licence in breach of the October 11, 2022 Directive  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

**9. CARIBBEAN GLOBAL NETWORK INC. (The Bridge 99 FM)**

**DATE OF NOTIFICATION:** August 10, 2023  
**COMPLAINT NUMBER:** 2023062000  
**NATURE OF COMPLAINT:** Transmission of song with violent and sexual lyrics.  
**NATURE OF BREACH:** Breach of Regulations 30(d) of the TSBR and the Code  
**COMMISSION DECISION:** Licence in breach of the October 11, 2022 Directive  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

**10. KOMMERCIAL SUITES LIMITED (Mega Jamz 98 FM)**

**DATE OF NOTIFICATION:** August 10, 2023  
**COMPLAINT NUMBER:** 2023062001  
**NATURE OF COMPLAINT:** Transmission of song with sexual suggestive lyrics  
**NATURE OF BREACH:** Breach of scheduling requirements of the Code  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** Licensee transmitted prescribed apology  
**STATUS:** Closed

**11. GROVE BROADCASTING COMPANY LIMITED (IRIE FM)**

**DATE OF NOTIFICATION:** August 10, 2023  
**COMPLAINT NUMBER:** 2023062900  
**NATURE OF COMPLAINT:** Transmission of song with indecent and profane language  
**NATURE OF BREACH:** Breach of Regulations 30(d) of the TSBR and the Code  
**COMMISSION DECISION:** Licence in breach  
**REMEDIAL ACTION:** No remedial action was required  
**STATUS:** Closed

## TECHNICAL BREACHES BY SUBSCRIBER TELEVISION LICENSEES

### 1. VERE CABLE COMPANY LIMITED.

<b>DATE OF NOTIFICATION:</b>	<b>August 11, 2023</b>
<b>NATURE OF BREACH:</b>	<b>Failure to comply with technical standards</b>
<b>COMMISSION DECISION:</b>	<b>Licensee in Breach</b>
<b>REMEDIAL ACTIONS:</b>	<b>Licensee required to address breaches within 1 – 3 months.</b>
<b>STATUS:</b>	<b>Open</b>