



**MONITORING & COMPLIANCE REPORT**

**JANUARY - MARCH  
2021**



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**EXECUTIVE SUMMARY**  
**BCJ - Quarterly Monitoring & Compliance Report**  
**(January– March 2021)**

During the period January to March 2021 two (2) Notices of Breach of Licence were issued, one (1) to a broadcast radio licensee and the other to a subscriber television operator. There was an increase of two (2) when compared with the previous quarter, October to December – 2020.

Twenty-nine (29) contacts were recorded for the period January – March 2021. Of this number, four (4) were complaints, which resulted in investigations of broadcast and television operators. Twenty-five (25) were queries and comments about other operational issues pertaining to licensed operators and the work of the Commission.

All four (4) complaints were matters relating to content standards. There was an increase of three (3) when compared with the previous quarter, October – December 2020.

There was no subscriber television technical inspection during the period under review.

In relation to the payment of the annual licence fee, fifteen (15) subscriber television (STVO's) operators, or 35% of all licensees paid in full; five (5) or 12% made partial payments and twenty-three (23) or 53% were non-compliant. There was a decrease of four (4) in the number of full payments recorded when compared to the previous quarter. There was an increase of one (1) in number of licensees who made partial payments and there was a decrease of three (3) in the number of non-compliant licensees.

## INTRODUCTION

### Contacts with the Commission

Twenty-nine (29) contacts were recorded for the period, January – March 2021. There were four (4) content standard investigations and two (2) Notices of Breach of Licence.

### BREAKDOWN OF CONTACTS

	January 2021	February 2021	March 2021	TOTAL
<b>Queries, Requests and Reports:</b>				
Subscriber Television Customer service issues	4	2	2	8
Complaints Received and Investigated	-	2	2	4
Subscriber Television technical issues	2	3	6	11
Other operational issues (with the exception of those indicated above)	3	1	2	6
<b>TOTAL</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>29</b>

## PROGRAMMING CONTENT COMPLIANCE

The Commission investigated four (4) complaints relating to the broadcast of problematic content. The number of complaints investigated increased by three (3) when compared to the period October – December 2020.

**Table 1** details the complaints investigated relating to content standards between January to March, and the nature of the investigations conducted by the Commission.

**Figure 1** illustrates the trend in programming standard complaints investigated in similar reporting periods since 2018.

Table 1

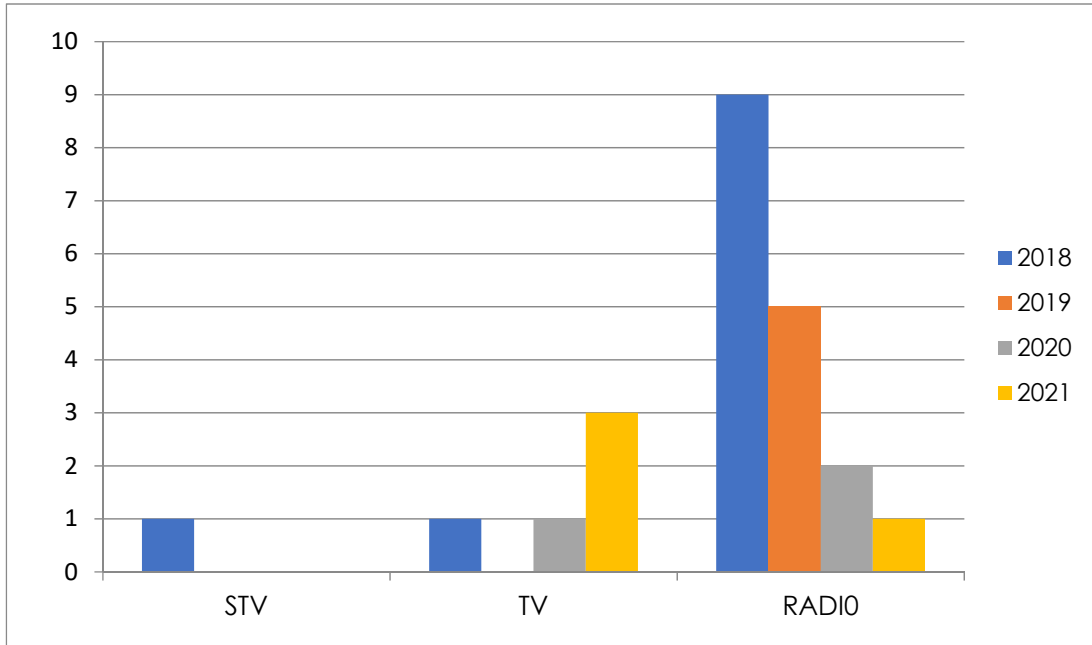
Content Standards Complaints Investigated: January –March 2021

	Transmission of indecent and profane language during the airing of a song.	Transmission of indecent and profane language during a Grammy acceptance speech.	Transmission of 'child' in sensual scene during the airing of a music video	Transmission of a programme that the Host was inappropriately dressed	TOTAL
CVM Television Ltd.			1		1
Television Jamaica Ltd.		1		1	2
S & B Communications Ltd. FYAH 105 FM	1				1
TOTAL	1	1	1	1	4

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

**Figure 1:**

**CONTENT STANDARD COMPLAINTS INVESTIGATED  
Trends for Quarter (January- March) from 2018 to 2021**



	2018	2019	2020	2021
STV	1	0	0	0
TV	1	0	1	3
RADIO	9	5	2	1

## COMPLAINTS RESOLUTION

Except for matters that fall outside of the Commission's mandate, all reports of possible breaches of licence 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.

Three (3) investigations were resolved between January - March, 2021

**Table 2**

### Resolution of Complaints by Licensee Type

	No. of investigated complaints resolved
Subscriber Television	-
Broadcast Television	-
Broadcast Radio	3
<b>Total</b>	<b>3</b>



**Table 3**

**Resolution of Complaints by Category**

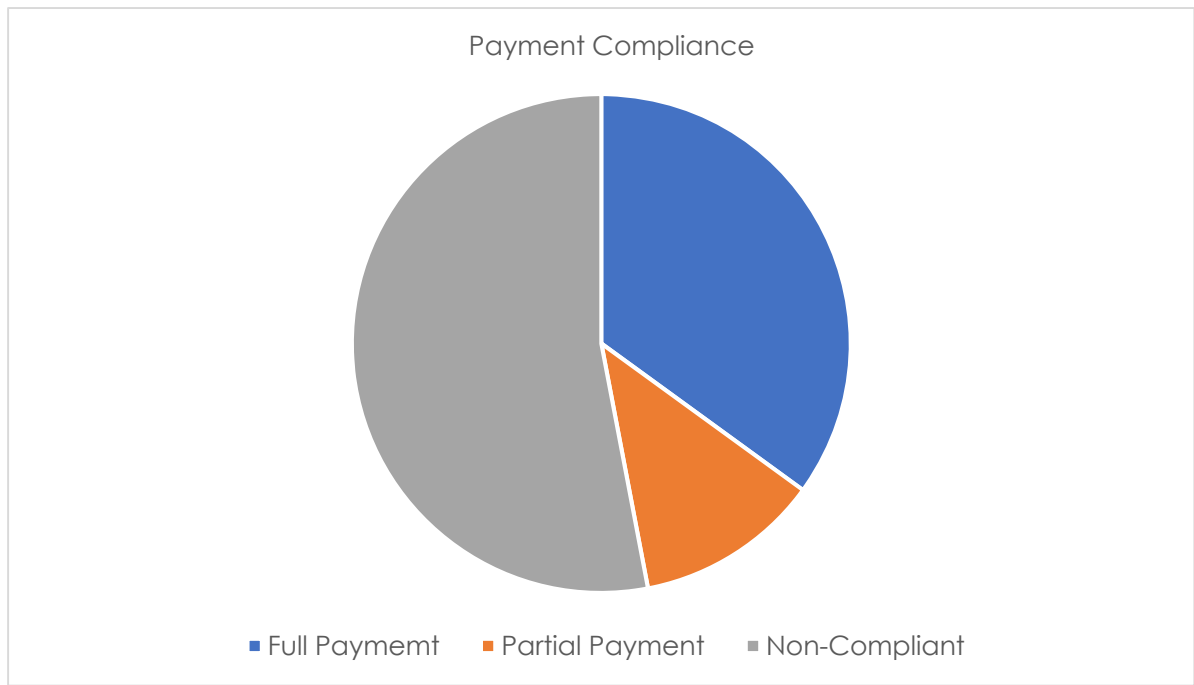
<b>CATEGORY</b>		<b>TOTAL</b>
<b>Closed - Complied with required remedial action for breach of licence</b>		
• <b>Broadcast Radio</b>	2	2
• <b>Broadcast Television</b>	-	-
<b>Closed – No Evidence of Breach</b>		
• <b>Broadcast Radio</b>	-	-
• <b>Broadcast Television</b>	-	-
<b>No Sanction Applied</b>		
• <b>Broadcast Radio</b>	1	1
• <b>Broadcast Television</b>	-	-
<b>Total</b>	<b>3</b>	<b>3</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**



<b>Full Payment</b>	- <b>35 %</b>
<b>Partial Payment</b>	- <b>12 %</b>
<b>Non- Compliant</b>	- <b>53 %</b>

**Table 4**  
**STV Licensees Financial Compliance**  
**For quarter ended March 31, 2021**

LICENSEES		SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS:					LICENCE FEES		
		2016	2017	2018	2019	2020	Paid in Full	Partial Payment	Non-Compliant
1	Advance Cable Systems Ltd.	no	no	no	no	no		✓	
2	Astra Technology Ltd.	no	no	no	no	no			✓
3	Cable One Jamaica Ltd.	yes	yes	yes	yes	no		✓	
4	Cabletron Network Systems Ltd.	no	no	no	no	no			✓
5	Central Clarendon Cable Ltd.	no	no	no	no	no			✓
6	Central Communication Services Ltd.	yes	yes	yes	no	no	✓		
7	Columbus Communications - FLOW	yes	yes	yes	no	no	✓		
8	Combined Communications Ltd.	no	no	no	no	no			✓
9	Communicable Ltd.	no	no	no	no	no			✓
10	Cornwall Communications Ltd.	no	no	yes	yes	no		✓	
11	CTL Limited	no	no	no	no	no	✓		
12	Digicel Jamaica (formerly Telstar Cable Ltd)	yes	yes	yes	no	no			✓
13	Digital Interactive Systems Limited	n/a	no	yes	no	no			✓
14	Direct Cable Systems Ltd.	no	no	no	no	no			?
15	Gemini Cable Network	yes	yes	yes	no	no	✓		
16	General Satellite Network Company	no	no	no	no	no			✓
17	Guthrie's Communications Ltd	no	no	no	no	no			?
18	Home Time Entertainment	no	yes	yes	no	no			✓
19	Horizon Entertainment & Communication	yes	no	no	no	no	✓		
20	Inntech Communications Ltd.	yes	no	no	no	no	✓		
21	JACS	n/a	n/a	no	no	no	✓		
22	Jamaica Cablevision Ltd.	no	no	no	no	no			✓
23	Krisara Cable Co. Ltd.	n/a	no	no	no	no			✓
24	Linscom Network Limited	yes	yes	no	no	no			✓
25	Logic One Limited	yes	no	no	no	no	✓		

## STV Licensees Financial Compliance (contd)

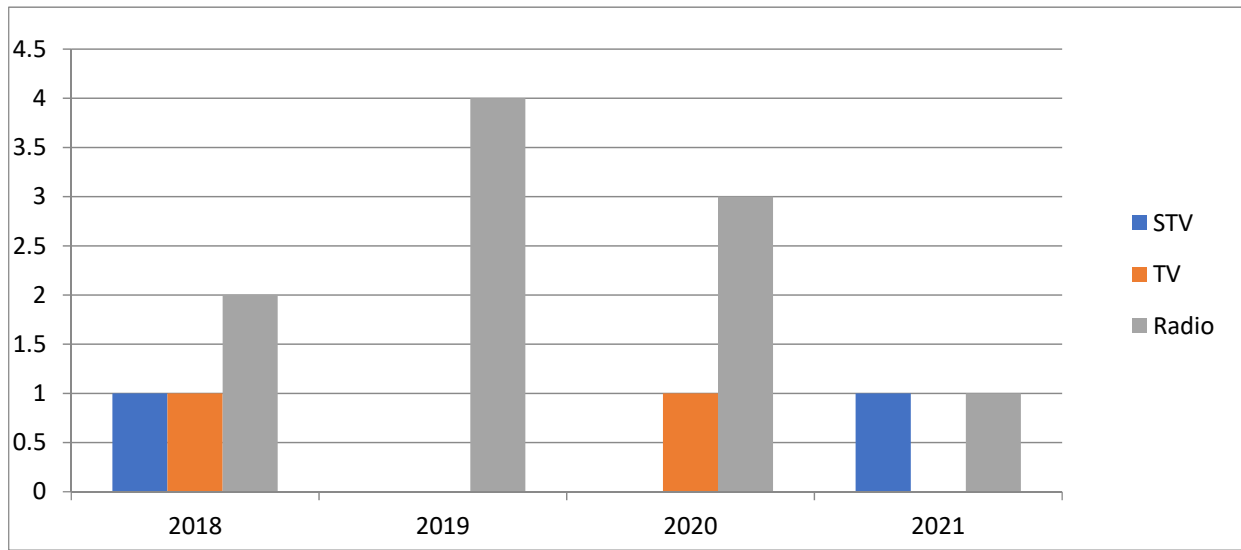
LICENSEES		SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS:					LICENCE FEES		
		2016	2017	2018	2019	2020	Paid in Full	Partial Payment	Non-Compliant
26	Marimaxx Communications Ltd.	no	yes	no	no	no			✓
27	Mars Cable Vision Ltd.	yes	yes	no	no	no			✓
28	McKoy's Cable Television Co. Ltd.	no	no	no	no	no		✓	
29	Mikes Electronics & Cable Network Ltd.	no	no	no	no	no			?
30	Modern Re-Broadcasting Co. Ltd.	yes	yes	no	no	no		✓	
31	Nems Electrical & Satellite Ltd.	no	no	no	no	no			✓
32	Network Cable Service	yes	yes	yes	no	no	✓		
33	Odyssey Cable Vision Limited	yes	yes	no	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.	yes	yes	yes	no	no			✓
39	Somane Pesole Communications Ltd.	no	no	no	no	no			✓
40	Starcom Cablevision Ltd.	no	no	no	no	no			?
41	Stars Cable Company Ltd.	no	no	no	no	no	✓		
42	St. Thomas Cable Network Limited	yes	yes	no	no	no	✓		
43	Summit Satellite Systems Limited	no	no	no	no	no			?
44	Total Cable	no	no	no	no	no	✓		
45	Tru Star Cable Television Network	no	no	no	no	no			?
46	Venus Cable Services	no	no	no	no	no			✓
47	Vere Cable Network Limited	no	no	no	no	no			✓
48	Westar Communications Limited	no	no	no	no	no			✓
49	Wilson Enterprises Limited	no	no	no	no	no			✓

? - Non-operational

### NOTICES OF BREACH

During the period under review, two (2) Notices of Breach were issued to licensee. These notices of Breach arose from the contravention of Content Standards and Technical Standards.

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



	2018	2019	2020	2021
STV	1	0	0	1
TV	1	0	1	0
RADIO	2	4	3	1

**Table 5**  
**BREACHES BY LICENSEES**

**BREACH BY SUBSCRIBER TELEVISION LICENSEE**

**CABLE ONE JAMAICA LIMITED**

<b>DATE OF BREACH:</b>	January 12, 2021
<b>NATURE OF COMPLAINT:</b>	Failure to maintain technical standards
<b>COMMISSION DECISION:</b>	Licensee in Breach
<b>REMEDIAL ACTION</b>	Licensee given deadline to address Breach
<b>STATUS:</b>	Open

**BREACH BY BROADCAST RADIO LICENSEE**

**GROVE BROADCASTING CO. LTD. (ZIP)**

<b>DATE OF NOTIFICATION:</b>	February 5, 2021
<b>COMPLAINT NUMBER:</b>	2020121500
<b>NATURE OF COMPLAINT:</b>	Transmission of excessive language during the airing of a Song
<b>NATURE OF BREACH:</b>	Breach of TSBR and the Code.
<b>COMMISSION DECISION:</b>	Licence in breach
<b>REMEDIAL ACTION:</b>	Commission accepted licensee's internal remedial action.
<b>STATUS:</b>	Closed

**\*\* 'Date of Notification' is meant to indicate the date on which the Commission made a determination that there was a contravention by the licensee, pursuant to Section 20 of the Broadcasting and Radio Re-diffusion Act.**