



MONITORING & COMPLIANCE REPORT

JULY - SEPTEMBER
2021



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EXECUTIVE SUMMARY
BCJ - Quarterly Monitoring & Compliance Report
(July– September 2021)

During the period July– September 2021, two (2) Notices of Breach of Licence were issued, one (1) to a broadcast radio licensee and the other to a broadcast television licensee. There was a decrease of three (3) when compared with the previous quarter, April to June – 2021.

Thirty - nine (39) contacts were recorded for the period July – September 2021. Of this number, two (2) were complaints, which resulted in investigations of broadcast operators. Thirty-seven (37) were queries and comments about other operational issues pertaining to licensed operators and the work of the Commission.

Both complaints were matters relating to content standards. There was a decrease of three (3) when compared with the previous quarter, April – June 2021.

In relation to the payment of the annual licence fee, fifteen (15) subscriber television (STV) operators, or 35% of all licensees paid in full; nine (9) or 21% made partial payments and nineteen(19) or 44% were non-compliant. There was no change in the number of full payments recorded when compared to the previous quarter. The number of licensees who made partial payments increased by three (3) and there was a decrease of three (3) in the number of non-compliant licensees.

INTRODUCTION

Contacts with the Commission

Thirty-nine (39) contacts were recorded for the period, July – September 2021. There were two (2) content standard investigations and two (2) Notices of Breach of Licence.

BREAKDOWN OF CONTACTS

| | July 2021 | August 2021 | September 2021 | TOTAL |
|--|-----------|-------------|----------------|-----------|
| Queries, Requests and Reports: | | | | |
| Licence Application process | 2 | 1 | - | 3 |
| Subscriber Television Customer service issues | 2 | 2 | 3 | 7 |
| Complaints Received and Investigated | - | 1 | 1 | 2 |
| Subscriber Television technical issues | 6 | 5 | 10 | 21 |
| Other operational issues (with the exception of those indicated above) | 3 | 2 | 1 | 6 |
| TOTAL | 13 | 11 | 15 | 39 |

PROGRAMMING CONTENT COMPLIANCE

The Commission investigated two (2) complaints relating to the broadcast of problematic content. The number of complaints investigated decreased by three (3) when compared to the period April – June 2021.

Table 1 details the complaints investigated relating to content standards between July to September, 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

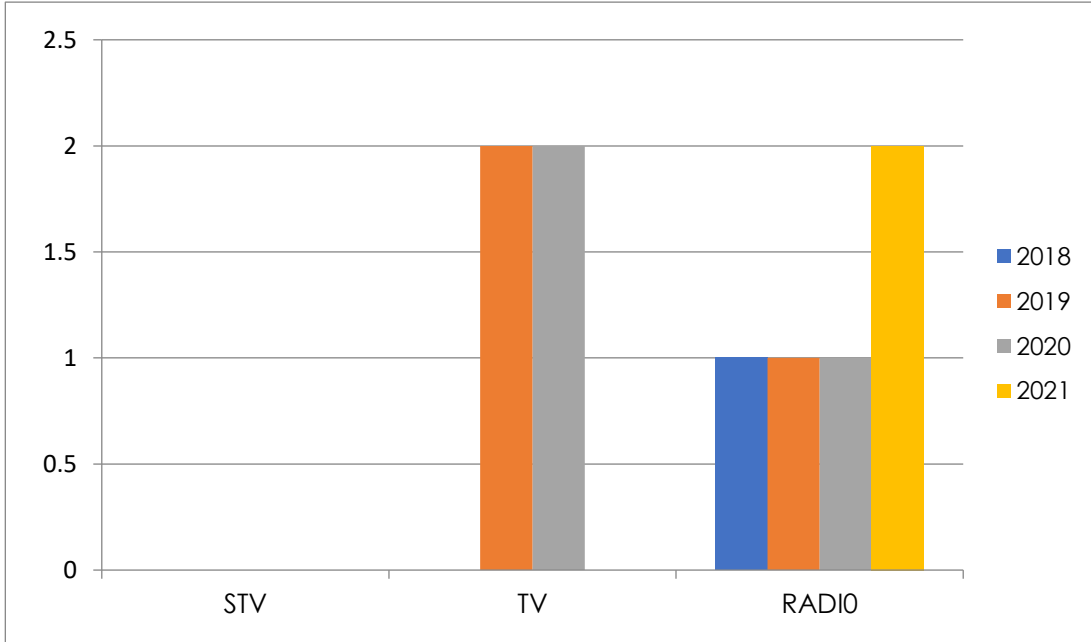
Content Standards Complaints Investigated: July –September 2021

| | | Transmission of suggestive material during the airing of a song. | Transmission of indecent and profane matter. | | TOTAL |
|-----------------------------------|--|--|--|--|----------|
| | | | | | |
| The Bridge 99 Limited (Bridge 99) | | 1 | | | 1 |
| Nationwide News Network (NNN) | | | 1 | | 1 |
| | | | | | |
| TOTAL | | 1 | 1 | | 2 |

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

Figure 1:

**CONTENT STANDARD COMPLAINTS INVESTIGATED
Trends for Quarter (July- September) from 2018 to 2021**



| | 2018 | 2019 | 2020 | 2021 |
|-------|------|------|------|------|
| STV | 0 | 0 | 0 | 0 |
| TV | 0 | 2 | 2 | 0 |
| RADIO | 1 | 1 | 1 | 2 |

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 considers the matter resolved.

Four (4) investigations were resolved between July - September, 2021.

Table 2

Resolution of Complaints by Licensee Type

| | No. of investigated complaints resolved |
|-----------------------|---|
| Subscriber Television | - |
| Broadcast Television | 2 |
| Broadcast Radio | 2 |
| Total | 4 |

Table 3

Resolution of Complaints by Category

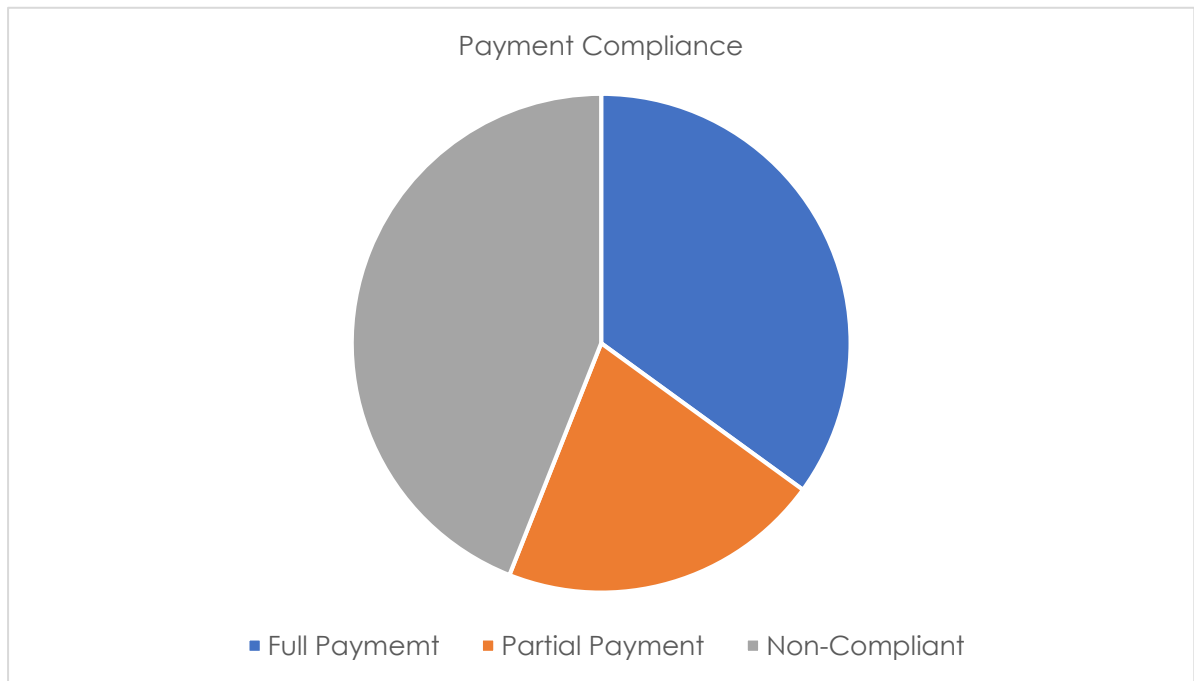
| CATEGORY | | TOTAL |
|--|----------|--------------|
| Closed - Complied with required remedial action for breach of licence | | |
| • Broadcast Radio | 1 | 1 |
| • Broadcast Television | 1 | 1 |
| Closed – No Evidence of Breach | | |
| • Broadcast Radio | 1 | 1 |
| • Broadcast Television | - | - |
| No Sanction Applied | | |
| • Broadcast Radio | - | - |
| • Broadcast Television | 1 | 1 |
| Total | 4 | 4 |

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 - 35 %
Partial Payment - 21 %
Non- Compliant - 44 %

Table 4
STV Licensees Financial Compliance
For quarter ended September 30, 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 | no | 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 | no | no | no | ✓ | | |
| 7 | Columbus Communications - FLOW | yes | yes | yes | no | yes | ✓ | | |
| 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 | yes | no | no | ✓ | | |
| 12 | Digicel Jamaica (formerly Telstar Cable Ltd) | yes | yes | yes | no | yes | ✓ | | |
| 13 | Digital Interactive Systems Limited | n/a | no | yes | yes | yes | | | ✓ |
| 14 | Direct Cable Systems Ltd. | no | no | no | no | no | | | ? |
| 15 | Gemini Cable Network | yes | yes | yes | no | no | ✓ | | |
| 16 | General Satellite Network Company | yes | yes | no | no | no | | | ✓ |
| 17 | Guthrie's Communications Ltd | no | yes | 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 | yes | yes | yes | no | ✓ | | |

STV Licensees Financial Compliance

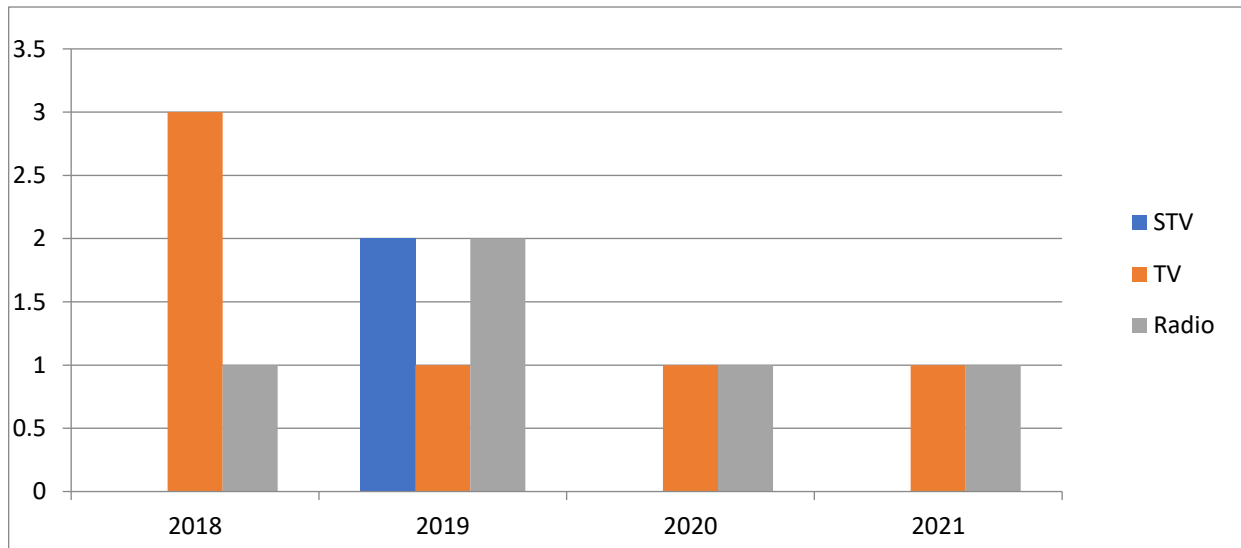
| LICENSEES | | SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS: | | | | | LICENCE FEES | | |
|-----------|--|---|------|------|------|------|--------------|-----------------|---------------|
| | | 2016 | 2017 | 2018 | 2019 | 2020 | Paid in Full | Partial Payment | Non-Compliant |
| 26 | Marimaxx 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 | yes | 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 licensees. Both notices arose from contravention of Content Standards.

Figure 3
TREND IN BREACHES COMMITTED (BY SERVICE)



| | 2018 | 2019 | 2020 | 2021 |
|-------|------|------|------|------|
| STV | 0 | 2 | 0 | 0 |
| TV | 3 | 1 | 1 | 1 |
| RADIO | 1 | 2 | 1 | 1 |

Table 5
BREACHES BY LICENSEES
BREACH BY BROADCAST TELEVISION LICENSEE

TELEVISION JAMAICA LIMITED (TVJ)

DATE OF NOTIFICATION: August 5, 2021
COMPLAINT NUMBER: 2021060800
NATURE OF COMPLAINT: Transmission of misleading information
NATURE OF BREACH: Breach of the TSBR and the Code.
COMMISSION DECISION: Licensee in breach
REMEDIAL ACTION: The Commission accepted licensee's internal remedial actions.
STATUS: Closed

BREACH BY BROADCAST RADIO LICENSEE

NATIONWIDE NEWS NETWORK (NNN)

DATE OF NOTIFICATION: September 30, 2021
COMPLAINT NUMBER: 2021081200
NATURE OF COMPLAINT: Transmission of indecent and excessive language
NATURE OF BREACH: Breach of TSBR and the Code.
COMMISSION DECISION: Licence in breach
REMEDIAL ACTION: Commission accepted licensee's internal remedial action.
STATUS: 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.**