



MONITORING & COMPLIANCE REPORT

JANUARY - MARCH 2026



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EXECUTIVE SUMMARY

Regulatory Actions

During the period January–March 2026, three (3) Notices of Breach were issued: two (2) to broadcast radio licensees and one (1) to a broadcast television licensee.

Contacts Recorded

For the quarter, forty-six (46) contacts were recorded. Of these, one (1) was a complaint which resulted in an investigation of a broadcast radio licensee regarding a content standards matter. This represented a decrease of one (1) complaint compared with the previous quarter. The remaining forty-four (44) contacts related to queries, requests, and reports concerning operational matters involving licensees and the work of the Commission.

Technical Matters

During the quarter, twenty-three (23) broadcast radio stations in St. James were monitored to assess service levels and identify gaps. In addition, the investigation into the alleged illegal free-to-air broadcast television operation was concluded. Two (2) subscriber television (STV) operators were inspected - one (1) in Portland and one (1) in St. Catherine.

Licence Fee Compliance

With respect to the payment of the annual licence fee, ten (10) subscriber television operators, representing 26% of all licensees, paid in full. Three (3) operators, or 8%, made partial payments, while twenty-five (25), or 66%, were non-compliant. Compared with the previous quarter, there was an increase in the number of licensees who made full and partial payments, and a corresponding decrease in the number of non-compliant licensees.

Investigation into Channel Changes by Flow and Digicel

The Commission also opened an investigation into channel changes made by STV operators Flow and Digicel, further to public concerns regarding fairness and the preservation of consumer value.

CONTACTS WITH THE COMMISSION

Forty-six (46) contacts were recorded for the period January - March 2026 as seen in Table 1 below.

Table 1: BREAKDOWN OF CONTACTS

QUERIES, REQUESTS, AND REPORTS	January 2026	February 2026	March 2026	TOTAL
Programming Complaints received and investigated	1	-	-	1
Programming Complaints assessed but not investigated		1		1
Complaints regarding removal of cable channels	15	1	-	16
Subscriber Television technical issues	-	3	1	4
Subscriber Television customer service issues	-	-	1	1
Poor broadcast service	2	-	2	4
Other operational issues and queries	7	5	5	17
Broadcast licence application process	-	-	2	2
TOTAL	25	10	11	46

CONTENT STANDARDS COMPLAINTS

The Commission investigated one (1) complaint relating to the broadcast of problematic content. The number of complaints investigated decreased by one (1) when compared to the previous quarter.

Table 2 details the nature of the investigations conducted by the Commission between January and March 2026

Figure 1 illustrates the trends in content standards complaints investigated in similar reporting periods since 2023.

Table 2

Content Standards Complaints Investigated: January – March 2026

Licensee	Nature of Complaint	Total
	Transmission of lyrics in breach of the October 11, 2022 Directive	
Cornwall Broadcasting Limited (RIDDIM FM)	1	1
TOTAL	1	1

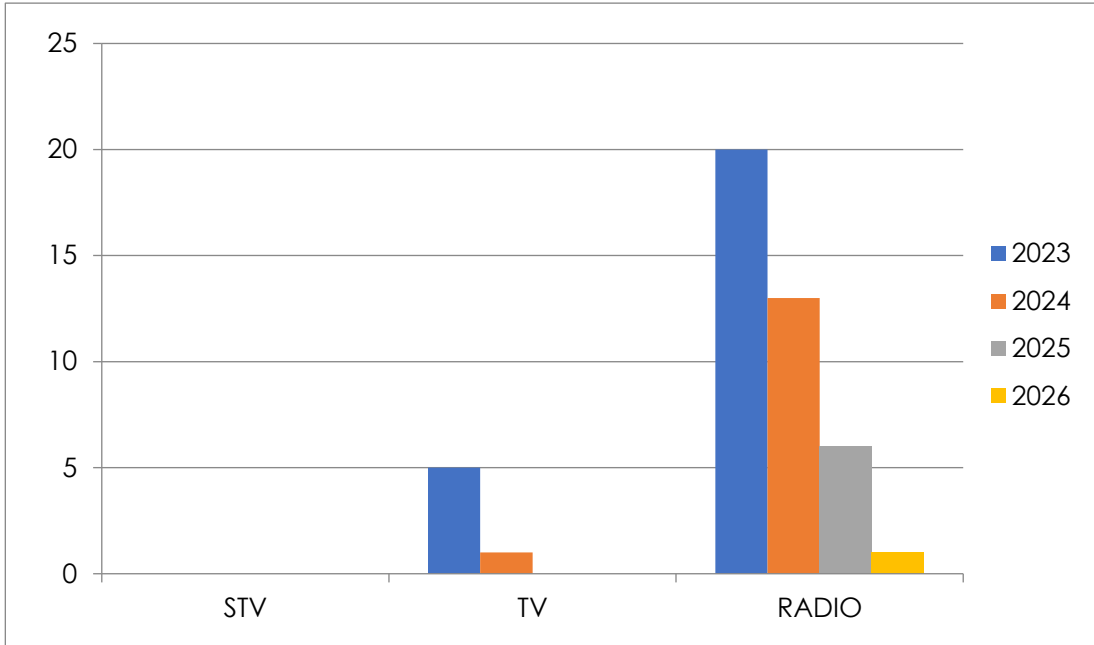
Investigation into Channel Changes by Digicel and Flow

Between November 2025 and February 2026, Flow and Digicel removed several channels from their cable subscription packages. The Commission opened an investigation to determine whether the manner in which these changes were implemented was in breach of their STV licences.

As part of the investigation, the licensees were requested to provide detailed information on the channels removed, any replacement programming, measures taken to preserve consumer value, and the nature and effectiveness of notices issued to subscribers. The investigation has been carried over into the April–June quarter, where it is expected to be completed. Following its conclusion, the Commission will determine the appropriate next steps.

Figure 1

**CONTENT STANDARDS COMPLAINTS INVESTIGATED
Trends for Quarter (January - March) from 2023 to 2026**



	2023	2024	2025	2026
STV	0	0	0	0
TV	5	1	0	0
RADIO	20	13	6	1

TECHNICAL COMPLIANCE

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

1. Broadcast Monitoring: St. James

Technical monitoring of radio stations' coverage in St. James to assess service levels and identify gaps commenced in March. The exercise involved twenty-three (23) FM stations, comprising both islandwide and limited-area stations serving the parish, and will be completed in the April–June quarter.

2. Investigation re Alleged Illegal Free-to-Air Service by Ready TV

The investigation into the alleged free-to-air broadcast operation by subscriber television operator, Ready TV, which commenced in November 2025, was completed. No free-to-air broadcast was detected on any of the channels assigned to Ready TV during the period of monitoring.

3. Subscriber Television Inspections: Jamaica Cable Vision Limited – St. Catherine (Managed by Home Time Entertainment) & Inntech Communications Limited - Portland

Inspections were carried out on the subscriber television systems of both licensees. Breaches were detected in each case, and the Commission will direct the operators to address the areas of non-compliance.

COMPLAINTS RESOLUTION

Nine (9) investigations were resolved between January – March 2026. 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 3

Resolution of Complaints by Licensee Type

	NO. OF INVESTIGATED COMPLAINTS RESOLVED
Subscriber Television	-
Broadcast Television	1
Broadcast Radio	8
TOTAL	9

Table 4

Resolution of Complaints by Category

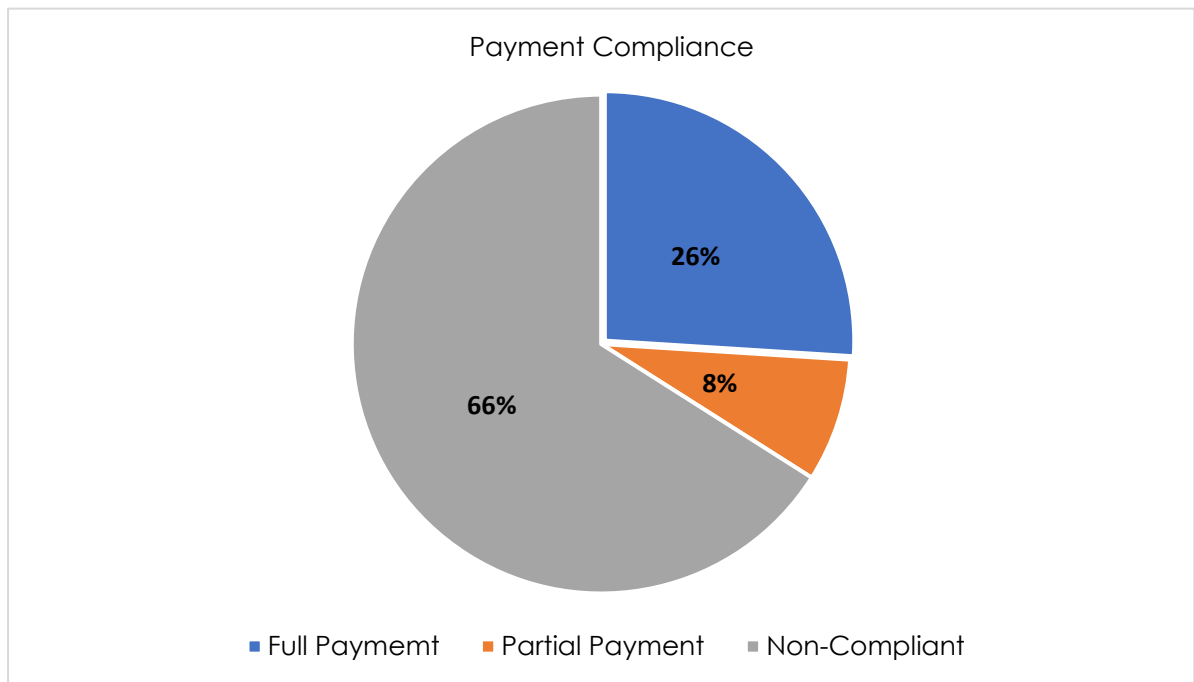
CATEGORY	TOTAL
Closed - Complied with required remedial action for breach of licence	
Broadcast Radio	8
Broadcast Television	1
Closed – No Evidence of Breach	
Broadcast Radio	-
Broadcast Television	-
No Sanction Applied/ Commission accepted licensee remedial action	
Broadcast Radio	-
Broadcast Television	-
TOTAL	9

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 - 8% (3 STV operators)
Non-Compliant - 66% (25 STV operators)

Table 5
STV Licensees Financial Compliance
For the quarter ended March 31, 2026

LICENSEES		SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS:					LICENCE FEES		
		2022	2023	2024	2025	2026	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	no	no	no	no	no			✓
4	Cable One Jamaica Ltd.	no	no	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	no	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	no	no	no			✓
11	CTL Limited	no	no	no	no	no	✓		
12	Digicel Jamaica	yes	yes	yes	yes	no	✓		
13	Digital Interactive Systems Limited	no	no	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	no	no	no	no	no			✓
19	Horizon Entertainment & Communication <i>(managed by Home Time Entertainment Limited)</i>	no	no	no	no	no			✓
20	Inntech Communications Ltd.	no	yes	no	no	no	✓		
21	JACS	no	no	no	no	no	✓		
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			✓

STV Licensees Financial Compliance Contd.

LICENSEES		SUBMISSION OF AUDITED FINANCIAL STATEMENTS FOR YEARS:					LICENCE FEES		
		2022	2023	2024	2025	2026	Paid In Full	Partial Payment	Non-Compliant
26	Mars Cable Vision Limited	no	no	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	yes	no	no	no			✓
31	Network Cable Service	no	no	no	no	no	✓		
32	Odyssey Cable Vision Limited	no	no	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>	no	no	no	no	no			✓
38	Somane Pesole Communications Ltd.	yes	no	no	no	no	✓		
39	Stars Cable Company Ltd.	no	no	no	no	no			✓
40	St. Thomas Cable Network Limited	no	no	no	no	no			✓
41	Total Cable	yes	no	no	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	no	no	no	no			✓

Key

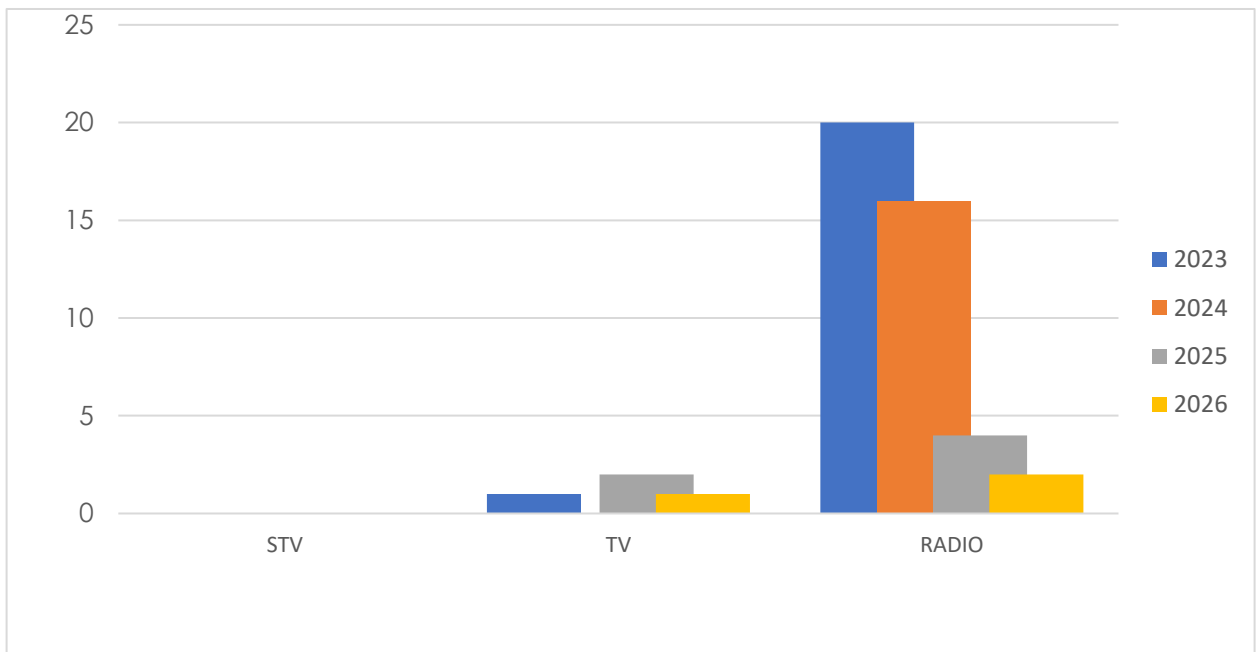
*Non-operational.

NB: Regulatory forbearance was applied to all licensees that made partial payments or were non-compliant for this quarter, due to the disruption caused by Hurricane Melissa.

NOTICES OF BREACH

During the period under review, three (3) Notices of Breach were issued to licensees. These Notices 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)



	2023	2024	2025	2026
STV	0	0	0	0
TV	1	0	2	1
RADIO	20	16	4	2

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

BROADCAST RADIO LICENSEES

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

DATE OF NOTIFICATION: February 5, 2026
COMPLAINT NUMBER: 2025121200
NATURE OF COMPLAINT: Alleged transmission of statements purported to be malicious, scandalous and defamatory.
NATURE OF BREACH: Breach of Regulation 30(c) of the TSBR
COMMISSION DECISION: Licensee in breach
REMEDIAL ACTION: Licensee transmitted prescribed apology
STATUS: Closed

2. CORNWALL BROADCASTING LIMITED (RIDDIM FM)

DATE OF NOTIFICATION: March 13, 2026
COMPLAINT NUMBER: 2025093000
NATURE OF COMPLAINT: Transmission of a song which contained profane language
NATURE OF BREACH: Breach of the Regulations 30(d) and 11(3) of the TSBR and Section 17 of the BRRA
COMMISSION DECISION: Licensee in breach
REMEDIAL ACTION: The Commission accepted the licensee's voluntary airing of apologies but directed the licensee to submit a report detailing the technical challenge that led to its failure to supply the requested recording, together with the remedial actions taken to resolve the issue.
STATUS: Open

BROADCAST TELEVISION LICENSEE

3. CVM TELEVISION LIMITED (CVM TV)

DATE OF NOTIFICATION: March 13, 2026
COMPLAINT NUMBER: 2025100900
NATURE OF COMPLAINT: Transmission of profane language and other harmful material during broadcast of CVM News at 7
NATURE OF BREACH: Breach of Regulation 30(d) of the TSBR and the scheduling requirements of the Code
COMMISSION DECISION: Licensee in breach
REMEDIAL ACTION: The Commission accepted the licensee's voluntary airing of apologies but directed the licensee to submit the findings of the internal review conducted by department heads and technical personnel following the transmission.
STATUS: Open