



Commission for  
**Communications Regulation**

# **Emergency Call Answering Service ("ECAS"):**

**Volume of emergency calls January 2022 –  
December 2022**

Information Notice

**Reference:** ComReg 23/19

**Version:** Final

**Date:** 01/03/2023

1. In Ireland, emergency services are called by dialling 999 or 112, and such calls are initially received by the Emergency Call Answering Service (“ECAS”). In accordance with relevant legislation,<sup>1</sup> emergency calls are free of charge to the caller on all networks.
2. The ECAS is funded entirely through the Call Handling Fee (“CHF”). This is a fee payable by the presenting telephone network operator and/or the telephone call service provider whenever a customer on their network calls the ECAS.
3. BT Communications Ireland Limited is currently the ECAS operator. Fixed and mobile electronic communications service providers pay the CHF to the ECAS operator.
4. ComReg considers it appropriate to make stakeholders aware of the most recently available call volumes recorded by the ECAS operator.

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<sup>1</sup> Regulation 20 of the European Communities (Electronic Networks and Services) (Universal Service and Users’ Rights) Regulations 2011

5. The table below shows the volume of calls to the ECAS operator for the period January 2022 to December 2022, with a comparison for the same period in 2021.

	<b>2022</b>	<b>2021</b>	<b>difference</b>	<b>% difference</b>
January	182,302	184,347	-2,045	-1.1%
February	165,987	176,496	-10,509	-6.0%
March	187,170	197,207	-10,037	-5.1%
April	178,409	194,936	-16,527	-8.5%
May	179,300	208,717	-29,417	-14.1%
June	171,059	199,935	-28,876	-14.4%
July	184,915	222,691	-37,776	-17.0%
August	182,417	211,897	-29,480	-13.9%
September	166,493	204,810	-38,317	-18.7%
October	176,242	195,244	-19,002	-9.7%
November	169,022	175,578	-6,556	-3.7%
December	209,115	198,845	10,270	5.2%
January to December Total	2,152,431	2,370,703	-218,272	-9.2%