



Emergency Call Answering Service ("ECAS"):

**Volume of emergency calls January 2019 –
December 2019**

Information Notice

Reference: ComReg 20/14

Version: Final

Date: 11/03/2020

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,¹ 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.

¹ 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 2019 to December 2019, with a comparison for the same period in 2018.

	2019	2018	difference	% difference
January	178,364	166,816	11,548	6.9%
February	169,305	157,426	11,879	7.5%
March	192,276	169,720	22,556	13.3%
April	185,918	149,589	36,329	24.3%
May	187,142	157,711	29,431	18.7%
June	185,079	164,847	20,232	12.3%
July	203,343	170,069	33,274	19.6%
August	207,461	165,680	41,781	25.2%
September	206,505	166,567	39,938	24.0%
October	209,053	177,004	32,049	18.1%
November	188,901	172,046	16,855	9.8%
December	207,623	190,531	17,092	9.0%
January to December Total	2,320,970	2,008,006	312,964	15.6%