



Commission for  
**Communications Regulation**

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

## **Volume of emergency calls January 2020 – December 2020**

Information Notice

**Reference:** ComReg 21/22

**Version:** Final

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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 2020 to December 2020, with a comparison for the same period in 2019.

	<b>2020</b>	<b>2019</b>	<b>difference</b>	<b>% difference</b>
January	195,430	178,364	17,066	9.6%
February	207,136	169,305	37,831	22.3%
March	214,053	192,276	21,777	11.3%
April	176,467	185,918	-9,451	-5.1%
May	191,992	187,142	4,850	2.6%
June	194,616	185,079	9,537	5.2%
July	208,885	203,343	5,542	2.7%
August	220,172	207,461	12,711	6.1%
September	191,536	206,505	-14,969	-7.2%
October	190,905	209,053	-18,148	-8.7%
November	178,747	188,901	-10,154	-5.4%
December	200,329	207,623	-7,294	-3.5%
<b>January to December Total</b>	<b>2,370,268</b>	<b>2,320,970</b>	<b>49,298</b>	<b>2.1%</b>