



Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS"):

Volume of emergency calls January 2017 - December 2017

Information Notice

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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,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. Pursuant to Section 58D of the Communications Regulation Act, ComReg is required to conduct an annual review of the maximum permitted CHF that the ECAS operator can charge for handling emergency calls.
5. In determining the reasonable costs of the ECAS operator,² the volume of emergency calls that is handled is a relevant factor for ComReg to consider.
6. 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

² Communications Regulation Act, 2002, as amended.

7. The table below shows the volume of calls to the ECAS operator for the period January 2017 to December 2017, with a comparison for the same period in 2016.

	2017	2016	difference	% difference
January	138,772	156,533	<17,761>	<11.3%>
February	133,138	145,609	<12,471>	<8.6%>
March	148,747	154,608	<5,861>	<3.8%>
April	142,448	141,023	1,425	1.0%
May	152,768	146,416	6,352	4.3%
June	148,026	143,375	4,651	3.2%
July	155,121	150,828	4,293	2.8%
August	150,947	151,352	<405>	<0.3%>
September	147,114	143,314	3,800	2.7%
October	170,157	145,828	24,329	16.7%
November	151,476	131,038	20,438	15.6%
December	168,854	151,242	17,612	11.6%
January to December Total	1,807,568	1,761,166	46,402	2.6%