



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS")

Volume of emergency calls January to December 2025

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 Business Telecoms 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 93 of S.I. 444/2022 - European Union (Electronic Communications Code) Regulations 2022

5. The table below shows the volume of calls to the ECAS operator for the period January 2025 to December 2025, with a comparison for the same period in 2024.

	2025	2024	Difference	% Difference
January	171,127	177,025	-5,898	-3.3%
February	159,723	171,065	-11,342	-6.6%
March	175,075	185,058	-9,983	-5.4%
April	174,801	171,599	3,202	1.9%
May	196,881	187,862	9,019	4.8%
June	185,993	180,893	5,100	2.8%
July	195,819	185,651	10,168	5.5%
August	200,907	192,628	8,279	4.3%
September	184,016	179,339	4,677	2.6%
October	187,843	188,897	-1,054	-0.6%
November	179,286	172,835	6,451	3.7%
December	190,731	183,872	6,859	3.7%
January to December Total	2,202,202	2,176,724	25,478	1.2%