



Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS"):

**Volume of emergency calls January 2024 –
December 2024**

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. 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 2024 to December 2024, with a comparison for the same period in 2023.

	2024	2023	difference	% difference
January	177,025	192,714	-15,689	-8.1%
February	171,065	185,739	-14,674	-7.9%
March	185,058	214,741	-29,683	-13.8%
April	171,599	210,088	-38,489	-18.3%
May	187,862	243,886	-56,024	-23.0%
June	180,893	255,604	-74,711	-29.2%
July	185,651	207,563	-21,912	-10.6%
August	192,628	205,960	-13,332	-6.5%
September	179,339	195,488	-16,149	-8.3%
October	188,897	187,991	906	0.5%
November	172,835	169,323	3,512	2.1%
December	183,872	188,533	-4,661	-2.5%
January to December Total	2,176,724	2,457,630	-280,906	-11.4%