



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS")

Volume of emergency calls January to June
2026

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.
5. The table below shows the volume of calls to the ECAS operator for the period January 2026 to June 2026, with a comparison for the same period in 2025.

¹ Regulation 93 of S.I. 444/2022 - European Union (Electronic Communications Code) Regulations 2022

Month	2026	2025	Difference	% Difference
January	180,848	171,127	9,721	5.7%
February	166,949	159,723	7,226	4.5%
March	187,827	175,075	12,752	7.3%
April	182,542	174,801	7,741	4.4%
May	202,431	196,881	5,550	2.8%
June	199,874	185,993	13,881	7.5%
January to June Total	1,120,471	1,063,600	56,871	5.4%