



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# Response to Consultation and Final Determination regarding the Emergency Call Answering Service Call Handling Fee for 2026/2027

Decision D01/26

Response to Consultation

**Reference:** ComReg 26/01

**Decision No:** D01/26

**Version:** Final

**Date:** 12/01/2026

**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

1 Lárcheantar na nDugaí, Sráid na nGildeanna, BÁC 1, Éire, D01 E4X0.  
One Dockland Central, Guild Street, Dublin 1, Ireland, D01 E4X0.  
Teil | Tel +353 1 804 9600 Suíomh | Web [www.comreg.ie](http://www.comreg.ie)

# Content

Section	Page
1 Executive Summary .....	3
1.1 Operating costs .....	4
1.2 Depreciation .....	5
1.3 Increase in call volumes .....	5
1.4 Redactions .....	5
1.5 Determination .....	5
2 Consultation Questions .....	6
2.1 Forecast call volumes.....	6
2.2 Any matters arising.....	6
2.3 The determination .....	6
3 Final Decision Instrument.....	7

## Chapter 1

# 1 Executive Summary

- 1.1 The Communications Regulation Act, 2002 (as amended) ("the Act") sets out ComReg's statutory role in respect of the Emergency Call Answering Service ("ECAS") and, in particular, its functions relating to the review of the maximum permitted call handling fee ("CHF") that the ECAS operator is allowed to charge for handling emergency calls.<sup>1</sup>
- 1.2 Under section 58D of the Act, ComReg must conduct a review of the maximum permitted CHF that the ECAS operator can charge for handling emergency calls, and as soon as practicable after conducting that review, ComReg has to determine the maximum CHF that the ECAS operator can charge for handling emergency calls on an annual basis. This Determination is made under section 58D of the Act and pursuant to the Consultation on this matter held during October and November of 2025.
- 1.3 The ECAS receives emergency calls made to 112 or 999 through dedicated Public Safety Answering Points ("PSAP") and forwards these calls, as appropriate, to the relevant Emergency Service on the basis of the service required and the location of the incident.
- 1.4 BT provides the ECAS on a 24-hour, 365-day basis, using two PSAPs located in Ballyshannon, County Donegal and Navan, County Meath. The two PSAPs act as one "virtual" centre, with emergency calls being handled on a "next available agent" basis. ComReg conducted visits to the two call centres in 2025.
- 1.5 This Response to Consultation and Determination is published to make the review process appropriately transparent and to summarise ComReg's consideration of stakeholder responses to the Consultation and draft Determination<sup>2</sup> ("the Consultation"). In addition, this Response to Consultation and Determination contains ComReg's determination on the maximum CHF that the ECAS operator is allowed to charge for handling emergency calls for the period from 12 February 2026 to 11 February 2027.
- 1.6 ComReg did not receive any responses to the Consultation which was published on 24 October 2025 and closed on 24 November 2025.

---

<sup>1</sup> See section 58D of the Act, as inserted by section 16 of the Communications Regulation (Amendment) Act 2007.

<sup>2</sup> ComReg Document No 25/75 accompanied by a consultant's report 25/75a.

- 1.7 In discharging its functions under the Act, ComReg is mindful of the agreement (“the Agreement”) between the Department of Culture, Communications and Sport (“DCCS”) <sup>3</sup> and the ECAS operator, BT Business Telecoms Ireland Limited (“BT”) <sup>4</sup>.
- 1.8 ComReg is not a party to the Agreement and the terms of same are not within ComReg’s remit. Therefore, in most instances, ComReg does not have discretion in relation to the treatment of certain cost categories. Furthermore, it is not appropriate for ComReg to comment on the specifications or the requirements of the ECAS as detailed in the Agreement.
- 1.9 ComReg has reviewed the costs incurred by the ECAS operator in providing the service. As noted in the Consultation, ComReg considered the costs incurred by the ECAS operator to be reasonable. ComReg remains of this view.
- 1.10 The draft Determination contained in the Consultation proposed a maximum permitted CHF of €3.96 based on a forecast annualised rate of 2.25 million calls. In the present Determination, ComReg considers a forecast annualised rate of 2.25 million calls remains appropriate.
- 1.11 As identified in the Consultation the following are the movements in the CHF:

2025 CHF	€3.93
Operating costs	€<(-)
Depreciation	€<(+)
Increase in call volumes	€<(-)
<b>2026 CHF</b>	<b>€3.96</b>

## 1.1 Operating costs

- 1.12 Underlying operating costs have largely remained static. There have been marginal increases and decreases throughout all categories.
- 1.13 The impact of the increase in operating costs is to decrease the CHF by €<.

<sup>3</sup> Previously the Department of the Environment, Climate and Communications (“DECC”) and the Department of Communications, Climate Action and Environment (“DCCA”) before that.

<sup>4</sup> The Agreement was assigned from BT Communications (Ireland) Limited to BT Business Telecoms Ireland Limited

## 1.2 Depreciation

- 1.14 The increase in depreciation reflects additional costs incurred to ensure the operation of NG eCall which, in accordance with legislative requirements, has to be fully operational by Q1 2026. These costs will be written off over the remaining life of the Agreement.
- 1.15 The impact of the increase in depreciation is to increase the CHF by €X.

## 1.3 Increase in call volumes

- 1.16 In the Consultation call volumes were expected to be 2.25m calls per annum, a marginal increase from the previous year. ComReg remains of the view that forecast call volumes of 2.25m calls per annum remains appropriate.
- 1.17 The impact of the variation in call volumes is to decrease the CHF by €X.

## 1.4 Redactions

- 1.18 ComReg, as in previous reviews, has redacted commercially sensitive and confidential information from the review in order to respect the interests of the ECAS operator and its third-party suppliers. ComReg is satisfied that these redactions are appropriate, but that, notwithstanding the redactions, sufficient detail is provided for stakeholders to properly understand the basis for the Determination of the CHF. The redactions are made in accordance with Section 24 of the Act and in accordance with ComReg's Guidelines on the treatment of confidential information (ComReg Document No. 05/24).

## 1.5 Determination

- 1.19 In making this Determination, ComReg has taken full account of the recommendations made by its consultants, Analysys Mason. As noted in the Consultation, DCCS does not propose to release any funds from the Sinking Fund as part of this Determination.
- 1.20 ComReg remains of the view that the costs incurred by the ECAS operator are reasonable.
- 1.21 **ComReg determines that a maximum permitted CHF of €3.96 should apply for the period 12 February 2026 to 11 February 2027.**

## Chapter 2

# 2 Consultation Questions

2.1 In the Consultation, ComReg asked the views of respondents to three questions. These related to:

1. Forecast call volumes;
2. Any matters arising; and
3. The draft determination.

ComReg received no submissions of views to the Consultation.

## 2.1 Forecast call volumes

2.2 Based on an analysis of the most recent call volumes ComReg considers that a call volume forecast of 2.25m calls remains appropriate.

## 2.2 Any matters arising

2.3 ComReg is of the view that there are no further matters arising as a result of the Consultation or since the Consultation was published.

## 2.3 The Determination

2.4 ComReg concludes that a maximum permitted CHF of €3.96 should apply for the period 12 February 2026 to 11 February 2027. A twelve-month review period is in line with ComReg's statutory obligations.<sup>5</sup>

---

<sup>5</sup> Section 58 (D) of the Communications Regulation Act 2002 (as amended)

## Chapter 3

# 3 Final Decision Instrument

### Definitions

#### 3.1 In this determination:

*"the Act"* means the Communications Regulation Act 2002(as amended);

*"the Commission"* means the Commission for Communications Regulation established under section 6 of the Act;

*"emergency call"* has the same meaning as in section 58A of the Act; and

*"the emergency provider"* means BT Business Telecoms Ireland Limited.

### Determination

#### 3.2 The Commission makes this determination:

- In exercise of its powers under section 58D (2) of the Act;
- Pursuant to the review conducted by it under section 58D (1) of the Act;
- Having had due regard to section 58D (3) of the Act;
- Pursuant to Commission Document No. 25/75 and Commission Document No. 25/75a;
- Having regard to the reasoning and analysis conducted by the Commission and set out in this response to consultation and determination.

#### 3.3 The Commission hereby determines that for the period from 12 February 2026 to 11 February 2027 the maximum permitted call handling fee that the emergency provider may charge to entities who forward emergency calls to it for handling such a call shall be €3.96.

#### 3.4 This determination is effective from the date of the publication of this response to consultation and determination.