



Information Notice

**Information Notice:
Adjustment to the maximum permitted charge
for the provision of Emergency Call Answering
Service (ECAS) for the period 12 February
2011 to 11 February 2012**

Document No:	11/02
Date:	11 January , 2011

Adjustment to the charge for the provision of ECAS for the period 12 February 2011 to 11 February 2012

Under the provisions in Part 6 of the Communications Regulation Act 2002, as amended by the Communications Regulation (Amendment) Act 2007, ('the Act') BT Ireland is the designated Emergency Call Answering Service ('ECAS') operator, appointed by the Minister for Communications, Energy and Natural Resources on 12th February 2009.

Under Section 58H(2) of the Act, ComReg may, by notice published in *Iris Oifigiuil*, fix the amount of the maximum call handling fee payable to the ECAS operator and may, from time to time, by similar order, vary the amount of that maximum fee. The maximum call handling fee applies to every electronic communication (such as a telephone call) that is forwarded from an undertaking to BT Ireland, for onward transmission to an emergency service.

Following on from ComReg Information Notice 10/113 - '*industry meeting regarding the maximum call handling fee permitted for handling emergency calls*' - and in accordance with its review of the reasonable costs incurred by the ECAS operator completed under Section 58D of the Act, ComReg has determined to adjust the maximum call handling fee permitted to €3.35 per emergency call. This adjusted fee will take effect by a notice published in *Iris Oifigiuil* and will come into operation from 12th February 2011.

In line with Article 26(1) of Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services (as inserted by Article 1 of Directive 2009/136/EC) calls to the emergency services are free of charge to the end-user.