



Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS"):

Volume of emergency calls January 2015 - December 2015

Information Notice

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1. On 20 August 2015, the Commission for Communications Regulation (“the Commission”) published an Information Notice¹ outlining the volume of emergency calls for the period January to June 2015 inclusive. This was published to notify all stakeholders of the overall trend in emergency call volumes and because of the significance of this trend in the context of the review of the maximum permitted call handling fee (“CHF”) (i.e. the fee payable by the providers of electronic communications networks and services to the emergency call answering service (“ECAS”) provider)
2. BT Ireland is currently the ECAS operator. Fixed and mobile electronic communications service providers pay the CHF to the ECAS operator.
3. Under Section 58D of the Communications Regulation Act, 2002, as amended, (“the Act”) the Commission is required to conduct an annual review of the maximum permitted call handling fee (“CHF”) that the ECAS operator can charge for handling emergency calls.
4. In determining the reasonable costs of the ECAS operator,² the volume of emergency calls that is handled is a relevant factor for the Commission to consider.
5. The Commission has recently conducted a consultation,³ and determined⁴ the maximum permitted CHF pursuant to section 58D(1) of the Act for the period 12 February 2016 to 11 February 2017.
6. The Commission considers it appropriate to make stakeholders aware of the most recently available trend in call volumes recorded by the ECAS operator.

¹ ComReg Document No. 15/94.

² See section 58 D (a) of the Act.

³ See ComReg Document 15/113

⁴ ComReg Decision 01/16 (See ComReg Document 16/03)

7. The table below shows the volume of calls to the ECAS operator for the period January 2015 to December 2015, with a comparison for the same period in 2014.

	2015	2014	<reduction>	% reduction
January	165,315	200,550	<35,235>	<17.6%>
February	142,903	204,549	<61,646>	<30.1%>
March	159,547	189,158	<29,611>	<15.7%>
April	152,329	179,273	<26,944>	<15.0%>
May	153,251	177,125	<23,874>	<13.5%>
June	151,004	167,838	<16,834>	<10.0%>
January to June Total	924,349	1,118,493	<194,144>	<17.0%>
July	158,923	181,811	<22,888>	<12.6%>
August	160,555	178,627	<18,072>	<10.1%>
September	142,688	164,332	<21,644>	<13.2%>
October	152,176	175,429	<23,253>	<13.3%>
November	147,959	160,765	<12,806>	<8.0%>
December	173,685	169,988	3,697	2.2%
July to December total	935,986	1,030,952	<94,966>	<9.2%>
Annualised	1,860,335	2,149,445	<289,110>	<13.1%>