



Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS"):

Volume of emergency calls January 2018 - December 2018

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 20 of the European Communities (Electronic Networks and Services) (Universal Service and Users’ Rights) Regulations 2011

5. The table below shows the volume of calls to the ECAS operator for the period January 2018 to December 2018, with a comparison for the same period in 2017.

	2018	2017	difference	% difference
January	166,816	138,772	28,044	20.2%
February	157,426	133,138	24,288	18.2%
March	169,720	148,747	20,973	14.1%
April	149,589	142,448	7,141	5.0%
May	157,711	152,768	4,943	3.2%
June	164,847	148,026	16,821	11.4%
July	170,069	155,121	14,948	9.6%
August	165,680	150,947	14,733	9.8%
September	166,567	147,114	19,453	13.2%
October	177,004	170,157	6,847	4.0%
November	172,046	151,476	20,570	13.6%
December	190,531	168,854	21,677	12.8%
January to December Total	2,008,006	1,807,568	200,438	11.1%