



Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS"):

Volume of emergency calls January 2021 – December 2021

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 2021 to December 2021, with a comparison for the same period in 2020.

	2021	2020	difference	% difference
January	184,347	195,430	-11,083	-5.7%
February	176,496	207,136	-30,640	-14.8%
March	197,207	214,053	-16,846	-7.9%
April	194,936	176,467	18,469	10.5%
May	208,717	191,992	16,725	8.7%
June	199,935	194,616	5,319	2.7%
July	222,691	208,885	13,806	6.6%
August	211,897	220,172	-8,275	-3.8%
September	204,810	191,536	13,274	6.9%
October	195,244	190,905	4,339	2.3%
November	175,578	178,747	-3,169	-1.8%
December	198,845	200,329	-1,484	-0.7%
January to December Total	2,370,703	2,370,268	435	0.0%