



# **Emergency Call Answering Service ("ECAS"):**

**Volume of emergency calls January 2018 –  
June 2018**

Information Notice

**Reference:** ComReg 18/70

**Version:** Final

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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,<sup>1</sup> 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. Pursuant to Section 58D of the Communications Regulation Act, ComReg is required to conduct an annual review of the maximum permitted CHF that the ECAS operator can charge for handling emergency calls.
5. In determining the reasonable costs of the ECAS operator,<sup>2</sup> the volume of emergency calls that is handled is a relevant factor for ComReg to consider.
6. ComReg considers it appropriate to make stakeholders aware of the most recently available call volumes recorded by the ECAS operator.

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<sup>1</sup> Regulation 20 of the European Communities (Electronic Networks and Services) (Universal Service and Users’ Rights) Regulations 2011

<sup>2</sup> Communications Regulation Act, 2002, as amended.

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

|                              | <b>2018</b> | <b>2017</b> | <b>difference</b> | <b>% difference</b> |
|------------------------------|-------------|-------------|-------------------|---------------------|
| 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%               |
| <b>January to June Total</b> | 966,109     | 863,899     | 102,210           | 12.0%               |