



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

Volume of emergency calls:

- January 2016 to December 2016
- January 2017 to June 2017

Information Notice

**Reference:** ComReg 17/84

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1. BT Ireland is currently the ECAS operator. Fixed and mobile electronic communications service providers pay the CHF to the ECAS operator.
2. 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.
3. In determining the CHF,<sup>1</sup> the volume of emergency calls handled is a relevant factor for the Commission to consider.
4. The Commission considers it appropriate to make stakeholders aware of the trend in call volumes recorded by the ECAS operator.

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<sup>1</sup> See section 58 D (a) of the Act.

5. The table below shows the volume of calls to the ECAS operator for the period January 2016 to December 2016, with a comparison for the same period in 2015.

	2016	2015	difference	% difference
January	156,533	165,315	<8,782>	-5.31%
February	145,609	142,903	2,706	1.89%
March	154,608	159,547	<4,939>	-3.10%
April	141,023	152,329	<11,306>	-7.42%
May	146,416	153,251	<6,835>	-4.46%
June	143,375	151,004	<7,629>	-5.05%
July	150,828	158,923	<8,095>	-5.09%
August	151,352	160,555	<9,203>	-5.73%
September	143,314	142,688	626	0.44%
October	145,828	152,176	<6,348>	-4.17%
November	131,038	147,959	<16,921>	-11.44%
December	151,242	173,685	<22,443>	-12.92%
<b>January to December Total</b>	<b>1,761,166</b>	<b>1,860,335</b>	<b>&lt;99,169&gt;</b>	<b>-5.33%</b>

6. The table below shows the volume of calls to the ECAS operator for the period January 2017 to June 2017, with a comparison for the same period in 2016.

	<b>2017</b>	<b>2016</b>	<b>difference</b>	<b>% difference</b>
January	138,772	156,533	<17,761>	-11.35%
February	133,138	145,609	<12,471>	-8.56%
March	148,747	154,608	<5,861>	-3.79%
April	142,448	141,023	1,425	1.01%
May	152,768	146,416	6,352	4.34%
June	148,026	143,375	4,651	3.24%
<b>January to June Total</b>	<b>863,899</b>	<b>887,564</b>	<b>&lt;23,665&gt;</b>	<b>-2.52%</b>