



Commission for  
**Communications Regulation**

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

## **Volume of emergency calls July-December 2011 and overall volume for 2011**

### **Information Notice**

**Reference:** ComReg 12/36

**Version:** Final

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1. On 13 September 2011, the Commission for Communications Regulation ("the Commission") published an Information Notice<sup>1</sup> outlining the volume of emergency calls for the period January to June 2011 inclusive. This was published so as to make all stakeholders aware of the overall trend in emergency call volumes and the significance of this trend in the context of the review of the maximum permitted call handling fee ("CHF") payable by the providers of electronic communications networks and services to the emergency call answering service ("ECAS") provider.
2. Under Section 58D of the Communications Regulation (Amendment) Act, 2007 ("the Act") the Commission is required to conduct a review of the CHF annually. The volume of emergency calls has a bearing on the Commission's annual review and the amount of the CHF. This is because the costs of the ECAS are divided by the volume of calls, in order to produce the CHF. Accordingly, the Commission considers it appropriate to make stakeholders aware of the most recently available trend in call volumes.
3. The table below shows the volume of calls to the ECAS operator for the period July to December 2011, with a comparison for the same period in 2010 and totals for 2010 and 2011.

	2010	2011	Difference	% Difference
July	294,444	232,872	-61,572	-20.9%
August	263,570	237,187	-26,383	-10.0%
September	238,958	231,706	-7,252	-3.0%
October	247,691	249,962	2,271	+0.9%
November	237,907	226,757	-11,150	-4.7%
December	253,158	248,781	-4,377	-1.7%
<b>July to December Total</b>	<b>1,535,728</b>	<b>1,427,265</b>	<b>-108,463</b>	<b>-7.1%</b>
<b>Jan – June Total<sup>2</sup></b>	<b>1,694,535</b>	<b>1,406,539</b>	<b>-287,996</b>	<b>-17.0%</b>
<b>Jan to December Total</b>	<b>3,230,263</b>	<b>2,833,804</b>	<b>-396,459</b>	<b>-12.3%</b>

<sup>1</sup> ComReg Document No. 11/65.

<sup>2</sup> As published in ComReg Document No. 11/65.

4. In overall terms, the volume of emergency calls fell from 3,230,263 in 2010 to 2,833,804 in 2011; a decline of approximately 12.3%.