



Commission for
Communications Regulation

Emergency Call Answering Service ("ECAS"):

**Volume of emergency calls January 2023 –
December 2023**

Information Notice

Reference: ComReg 24/16

Version: Final

Date: 05/03/2024

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 2023 to December 2023, with a comparison for the same period in 2022.

| | 2023 | 2022 | difference | % difference |
|---------------------------------|-------------|-------------|-------------------|---------------------|
| January | 192,714 | 182,302 | 10,412 | 5.7% |
| February | 185,739 | 165,987 | 19,752 | 11.9% |
| March | 214,741 | 187,170 | 27,571 | 14.7% |
| April | 210,088 | 178,409 | 31,679 | 17.8% |
| May | 243,886 | 179,300 | 64,586 | 36.0% |
| June | 255,604 | 171,059 | 84,545 | 49.4% |
| July | 207,563 | 184,915 | 22,648 | 12.2% |
| August | 205,960 | 182,417 | 23,543 | 12.9% |
| September | 195,488 | 166,493 | 28,995 | 17.4% |
| October | 187,991 | 176,242 | 11,749 | 6.7% |
| November | 169,323 | 169,022 | 301 | 0.2% |
| December | 188,533 | 209,115 | -20,582 | -9.8% |
| January to December Total | 2,457,630 | 2,152,431 | 305,199 | 14.2% |