



Emergency Call Answering Service ("ECAS"):

Change in Call Handling Fee ("CHF")

Information Notice

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1. 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.
2. On 19 October 2012, the Commission for Communications Regulation (“the Commission”) published a Consultation¹ proposing a CHF of €2.96 for the period from 12 February 2013 to 11 February 2014. Following a review of the responses to the Consultation, ComReg completed its annual review of the maximum permitted CHF on 12 December 2012. ComReg’s determination is contained in ComReg document No. 13/02².
3. **ComReg has determined that the CHF the period from 12 February 2013 to 11 February 2014 will be €2.93.** The change from the proposed CHF of €2.96 to the determined CHF of €2.93 is as a result of the actual call volumes for October and November 2012 becoming available and their inclusion in ComReg’s final calculations. This determined CHF of €2.93 results in a reduction of approximately 13% from the previous CHF of €3.35.
4. BT Ireland is currently the ECAS operator. Fixed and mobile electronic communications service providers pay the CHF to the ECAS operator.
5. In determining the reasonable costs of the ECAS operator,³ the volume of emergency calls that is handled is a relevant factor for the Commission to consider. The rate of decline in call volumes has slowed significantly.

¹ ComReg Document No. 12/112.

² Response to Consultation and Final Determination regarding the Emergency Call Answering Service Call Handling Fee Review 2013/2014

³ See section 58 D (a) of the Act.