



Emergency Call Answering Service ("ECAS"):

**Volume of emergency calls January 2016 –
June 2016**

Information Notice

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1. On 11 January 2016, the Commission for Communications Regulation (“the Commission”) published an Information Notice¹ outlining the volume of emergency calls for the period January to December 2015 inclusive. This was published to notify all stakeholders 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”) (i.e. the fee payable by the providers of electronic communications networks and services to the emergency call answering service (“ECAS”) provider)
2. BT Ireland is currently the ECAS operator. Fixed and mobile electronic communications service providers pay the CHF to the ECAS operator.
3. 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.
4. In determining the reasonable costs of the ECAS operator,² the volume of emergency calls handled is a relevant factor for the Commission to consider.
5. The Commission plans to commence a public consultation in the near future as part of its review of the maximum permitted CHF for the period 12 February 2017 to 11 July 2017.
6. The Commission considers it appropriate to make stakeholders aware of the most recently available trend in call volumes recorded by the ECAS operator.

¹ ComReg Document No. 16/04.

² See section 58 D (a) of the Act.

7. The table below shows the volume of calls to the ECAS operator for the period January 2016 to June 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>	-3.09%
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%
January to June Total	887,564	924,349	<36,785>	-3.98%