



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

## **Volume of emergency calls January 2013 - December 2013**

### **Information Notice**

**Reference:** ComReg 14/17

**Date:** 24/02/2014

1. On 26 July 2013, the Commission for Communications Regulation (“ComReg”) published an Information Notice<sup>1</sup> outlining the volume of emergency calls for the period January to June 2013 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. 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”) ComReg 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,<sup>2</sup> the volume of emergency calls that is handled is a relevant factor for ComReg to consider.
5. ComReg published a Consultation<sup>3</sup> and a Response to Consultation and Final Determination<sup>4</sup> as part of the review of the maximum permitted CHF pursuant to section 58D(1) of the Act for the period 12 February 2014 to 11 February 2015.
6. ComReg considers it appropriate to make stakeholders aware of the most recently available trend in call volumes.

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<sup>1</sup> ComReg Document No. 13/73.

<sup>2</sup> See section 58 D (a) of the Act.

<sup>3</sup> ComReg Document No 13/96a: Emergency Call Answering Service - Call Handling Fee Review 2014/2015

<sup>4</sup> ComReg Document No 14/04 (D02/14): Response to Consultation and Final Determination regarding the Emergency Call Answering Service Call Handling Fee Review 2014/2015

7. The table below shows the volume of calls to the ECAS operator for the period January 2013 to December 2013, with a comparison for the same period in 2012.

	2012	2013	Difference	% Difference
January	245,126	230,372	-14,754	-6.0%
February	222,636	212,139	-10,497	-4.7%
March	241,281	230,024	-11,257	-4.7%
April	231,510	225,073	-6,437	-2.8%
May	222,724	219,687	-3,037	-1.4%
June	221,589	220,439	-1,150	-0.5%
<b>January to June Total</b>	<b>1,384,866</b>	<b>1,337,734</b>	<b>-47,132</b>	<b>-3.3%</b>
July	241,584	246,054	+4,470	+1.9%
August	247,813	236,147	-11,666	-4.7%
September	224,782	210,313	-14,469	-6.4%
October	244,059	229,006	-15,053	-6.2%
November	224,342	199,995	-24,347	-10.9%
December	234,960	225,075	-9,885	-4.2%
<b>July to December total</b>	<b>1,417,540</b>	<b>1,346,590</b>	<b>-70,950</b>	<b>-5.1%</b>
<b>Annualised</b>	<b>2,802,406</b>	<b>2,684,324</b>	<b>-118,082</b>	<b>-4.2%</b>