



Emergency Call Answering Service ("ECAS"):

**Volume of emergency calls January 2014 –
June 2014**

Information Notice

Reference: ComReg 14/98

Date: 12/09/2014

1. On 24 February 2014, the Commission for Communications Regulation (“ComReg”) published an Information Notice¹ outlining the volume of emergency calls for the period January to December 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. On 10 January 2014, the Commission published a Decision² specifying the maximum permitted CHF for the period 12 February 2014 to 11 February 2015.³
4. 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.
5. In determining the reasonable costs of the ECAS operator,⁴ the volume of emergency calls that is handled is a relevant factor for ComReg to consider.
6. 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 2015 to 11 February 2016.
7. The table below shows the volume of calls to the ECAS operator for the period January 2014 to June 2014, with a comparison for the same period in 2013.

¹ ComReg Document No. 14/17

² ComReg Document No. 14/04 (D02/14)

³ For this purpose ComReg considered an annualised rate of decline of 3.0% in call volumes to be appropriate.

⁴ See section 58 D (a) of the Act.

	2013	2014	Difference	% Difference
January	230,372	200,550	-29,822	-12.9%
February	212,139	204,549	-7,590	-3.6%
March	230,024	189,158	-40,866	-17.8%
April	225,073	179,273	-45,800	-20.3%
May	219,687	177,125	-42,562	-19.4%
June	220,439	167,838	-52,601	-23.9%
January to June Total	1,337,734	1,118,493	-219,241	-16.4%