



Commission for  
**Communications Regulation**

## **Information Notice**

**Emergency Call Answering Service (“ECAS”):**

**Volume of emergency calls for the period  
January-June 2011**

<b>Document No:</b>	<b>11/65</b>
<b>Date:</b>	<b>13 September, 2011</b>

## The volume of emergency calls for the period January to June 2011 (inclusive)

On 11 January 2011, the Commission for Communications Regulation (“the Commission”) published an Information Notice specifying the maximum permitted CHF for the period 12 February 2011 to 11 February 2012.<sup>1</sup>

Under Section 58D of the Communications Regulation (Amendment) Act, 2007 (“the Act”) the Commission is required to conduct a review of the maximum permitted call handling fee (“CHF”) that the emergency call answering service (“ECAS”) operator can charge for handling emergency calls. BT Ireland is currently the ECAS operator. Fixed and mobile electronic communications service providers pay the CHF to the ECAS operator.

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 the Commission to consider. The Commission intends to begin a public consultation next month as part of the review of the maximum permitted CHF pursuant to 58D (1) of the Act for the period 12 February 2012 to 11 February 2013. The Commission also intends to hold quarterly meetings with all affected operators and further details on these meetings will be announced shortly.

In advance of the public consultation, the Commission considers that other operators, who pay the CHF to the ECAS operator, will wish to be aware of volumes of calls to the ECAS operator.

The Table below indicates the volume of calls for the first six months of 2011, with a comparison for the same period in 2010.

**Table:** Volume of emergency calls to the ECAS operator

	2010		2011	Difference	% Difference
<b>Jan</b>	307,283	<b>Jan</b>	249,480	-57,803	<b>-18.8%</b>
<b>Feb</b>	267,718	<b>Feb</b>	240,324	-27,394	<b>-10.2%</b>
<b>Mar</b>	294,817	<b>Mar</b>	236,994	-57,823	<b>-19.6%</b>
<b>Apr</b>	273,357	<b>Apr</b>	232,753	-40,604	<b>-14.9%</b>

<sup>1</sup> See ComReg Document No 11/02.

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

<b>May</b>	283,936	<b>May</b>	228,079	-55,857	<b>-19.7%</b>
<b>Jun</b>	267,424	<b>Jun</b>	218,909	-48,515	<b>-18.1%</b>
<b>Total</b>	<b>1,694,535</b>	<b>Total</b>	<b>1,406,539</b>	<b>-287,996</b>	<b>-17.0%</b>

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