



Emergency Call Answering Service ("ECAS"):

Volume of emergency calls January 2012- December 2012

Information Notice

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1. On 20 September 2012, the Commission for Communications Regulation (“the Commission”) published an Information Notice¹ outlining the volume of emergency calls for the period January to June 2012 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 that is handled is a relevant factor for the Commission to consider. The Commission has published a response³ to ComReg Document 12/112⁴ as part of the review of the maximum permitted CHF pursuant to section 58D(1) of the Act for the period 12 February 2013 to 11 February 2014.
5. The Commission considers it appropriate to make stakeholders aware of the most recently available trend in call volumes.

¹ ComReg Document No. 12/105.

² See section 58 D (a) of the Act.

³ ComReg Document No. 13/02

⁴ Emergency Call Answering Service: Call Handling Fee Review 2013/2014

6. The table below shows the volume of calls to the ECAS operator for the period January 2012 to December 2012, with a comparison for the same period in 2011.

	2011	2012	Difference	% Difference
January	249,480	245,126	-4,354	-1.7%
February	240,324	222,636	-17,688	-7.4%
March	236,994	241,281	+4,287	+1.8%
April	232,753	231,510	-1,243	-0.5%
May	228,079	222,724	-5,355	-2.3%
June	218,909	221,589	+2,680	+1.2%
January to June Total	1,406,539	1,384,866	-21,673	-1.5%
July	232,872	241,584	+8,712	+3.7%
August	237,187	247,813	+10,626	+4.5%
September	231,706	224,782	-6,924	-3.0%
October	249,962	244,059	-5,903	-2.4%
November	226,757	224,342	-2,397	-1.1%
December	248,781	234,960	-13,821	-5.6%
July to December total	1,427,265	1,417,540	-9,725	-0.7%
Annualised	2,833,804	2,802,406	-31,398	-1.1%