



Commission for
Communications Regulation

Emergency Call Answering Service (ECAS)

Volume of Emergency Calls: January 2013 - June 2013

Information Notice

Reference: ComReg 13/73

Date: 26/07/2013

**An Coimisiún um Rialáil Cumarsáide
Commission for Communications Regulation**

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1. On 18 January 2013, the Commission for Communication Regulation ("the Commission") published an Information Note¹ outlining the volume of emergency calls for the period January to December 2012 inclusive. This was published to make all stakeholders aware of call volumes over a defined period in the context of the review of the maximum Call Handling Fee ("CHF") payable by the providers of electronic communications networks and services to the Emergency Call Answering Service ("ECAS") operator.
2. BT Ireland is currently the ECAS operator.
3. On 11 January 2013, the Commission published an Information Notice² specifying the maximum permitted CHF for the period 12 February 2013 to 11 February 2014.³
4. Under Section 58D of the Communications Regulation Act, 2002, as amended ("the Act"), the Commission is required⁴ to conduct an annual review of the maximum permitted CHF that the ECAS operator can charge for handling emergency calls.
5. In determining the reasonable costs of the ECAS operator, the volume of emergency calls handled is a relevant factor for the Commission 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 2014 to 11 February 2015.
7. The table below shows the volume of calls to the ECAS operator for the period January 2013 to June 2013, with a comparison for the same period in 2012.

¹ ComReg Document No. 13/07

² ComReg Document No. 13/03

³ For this purpose ComReg considered an annualised rate of decline of 2.0% in call volumes to be appropriate.

⁴ See Section 58D(1) of the Act

	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%
January to June Total	1,384,866	1,337,734	-47,132	-3.3%