



Emergency Call Answering Service ("ECAS"):

**Volume of emergency calls January 2014 -
December 2014**

Information Notice

Reference: ComReg 15/05

Version: Final

Date: 23/01/2015

1. On 12 September 2014, the Commission for Communications Regulation (“the Commission”) published an Information Notice¹ outlining the volume of emergency calls for the period January to June 2014 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.
5. The Commission has recently conducted a consultation,³ and determined⁴ the maximum permitted CHF pursuant to section 58D(1) of the Act for the period 12 February 2015 to 11 February 2016.
6. The Commission considers it appropriate to make stakeholders aware of the most recently available trend in call volumes recorded by the ECAS operator.

¹ ComReg Document No. 14/98.

² See section 58 D (a) of the Act.

³ See ComReg Document 14/109 and 14/109a

⁴ ComReg Decision 01/15 (See ComReg Document 15/02)

7. The table below shows the volume of calls to the ECAS operator for the period January 2014 to December 2014, with a comparison for the same period in 2013.

	2014	2013	<reduction>	% reduction
January	200,550	230,372	<29,822>	<12.9%>
February	204,549	212,139	<7,590>	<3.6%>
March	189,158	230,024	<40,866>	<17.8%>
April	179,273	225,073	<45,800>	<20.3%>
May	177,125	219,687	<42,562>	<19.4%>
June	167,838	220,439	<52,601>	<23.9%>
January to June Total	1,118,493	1,337,734	<219,241>	<16.4%>
July	181,811	246,054	<64,243>	<26.1%>
August	178,575	236,147	<57,572>	<24.4%>
September	164,332	210,313	<45,981>	<21.9%>
October	175,429	229,006	<53,577>	<23.4%>
November	160,765	199,995	<39,230>	<19.6%>
December	169,988	225,075	<55,087>	<24.5%>
July to December total	1,030,900	1,346,590	<315,690>	<23.3%>
Annualised	2,149,393	2,684,324	<534,931>	<19.9%>