



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

Emergency Calls – Caller Location Information

Update on recent developments

Information Notice

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Commission for Communications Regulation

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1. On 22 October 2014, ComReg published a Preliminary Consultation¹ seeking the views of Undertakings and other stakeholders on matters relevant to the setting of criteria for accuracy and reliability of emergency caller location information (ECLI), that is, information on the location of the caller supplied to the Emergency Caller Answering Service (ECAS)² in conjunction with the request for an Emergency Service.
2. ComReg received a number of informative and helpful responses to the Preliminary Consultation and these were published³ on 3 March 2015.
3. Amongst the items canvassed in the Preliminary Consultation were respondents' views on "*technical and regulatory aspects of the current mobile ECLI trial being carried out in the UK*" and "*preliminary views of respondents on the suitability and feasibility of this approach in Ireland.*"
4. In the intervening period, a variant of the solution trialled in the UK had been incorporated within the Android mobile phone operating system and deployed in a number of jurisdictions worldwide.⁴
5. On 18 February 2016, ComReg, ECAS and the Department of Communications Climate Action and Environment (DCCAE) facilitated a number of meetings intended to (i) explore the benefits of introducing such a system in Ireland; (ii) assess the technical requirements of so doing; and (iii) ascertain the support amongst stakeholders for such an initiative.
6. The meetings were addressed by representatives of the UK ECAS, who had been involved in the initial trials of the solution; and by the European Emergency Number Association (EENA) which has been advocating the adoption of the solution in EU member states.
7. All Irish mobile network operators who had also responded to ComReg's Preliminary Consultation i.e. Eir, Vodafone and Three attended; as did representatives of the Emergency Services (An Garda Síochána, the National Ambulance Service, the Fire Services and the Irish Coast Guard).

¹ ComReg Document 14/110 "Emergency Calls - Caller Location Information: Setting criteria for accuracy and reliability"

² In 2009, the then Minister for Communications, Climate Action and Environment awarded a contract to BT Communications Ireland Ltd ("BT") to design, build, and implement the ECAS.

³ ComReg Document 14/110s "Emergency Calls - Caller Location Information: Setting criteria for accuracy and reliability - Submissions to Preliminary Consultation Document No. 14/110"

⁴ "Helping emergency services find you when you need it most" accessed 30 November 2017 [here](#)

8. The apparent benefits of the solution were convincing and a proposal by the members of the ComReg ECAS Forum to initiate a trial on Irish mobile networks was supported by all three mobile networks. The trial was co-ordinated and facilitated by BT as ECAS Operator.
9. On 21 February 2017, after completion of extensive solution testing on all networks, DCCAE approved a limited pilot of the solution to determine its impact, if any, on existing emergency communication infrastructure, as well as the accuracy and effectiveness of the solution in an Irish context.
10. Incremental expansion of the solution followed on a phased basis with DCCAE approval based on detailed assessment of impact and effectiveness thus far.
11. Following further detailed assessment of the solution, on 10 August 2017, DCCAE approved full deployment of the solution across all three mobile networks.
12. On 19 October 2017, the solution was launched⁵ by Minister for Communications, Climate Action and Environment, Denis Naughten TD, and Minister for Rural and Community Development Michael Ring TD.
13. Commenting on the solution, ComReg Commissioner Kevin O'Brien expressed appreciation for the work done on this project by BT, Eir, Three and Vodafone describing the solution and its introduction in Ireland as "*an excellent example of what public and private sectors can achieve through co-operation and shared vision.*"
14. ComReg will continue to monitor developments in this area and determine whether market initiatives are leading, or are likely to lead, towards adequate provision of caller location information to the ECAS, or if regulatory intervention is required.

⁵ <https://www.dccae.gov.ie/en-ie/news-and-media/press-releases/Pages/Ministers-Naughten-and-Ring-launch-new-technology-that-will-reduce-delays-and-potentially-save-lives-in-emergencies.aspx>