



Commission for
Communications Regulation

Information Notice

**ComReg encourages all Authorised
Undertakings to engage with the new
Emergency Call Answering Service Provider**

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The Commission for Communications Regulation (ComReg) has today called for all Authorised Undertakings to begin the process of engagement with the new Emergency Call Answering Service (ECAS) provider, BT Ireland in an effort to ensure the smooth transition of service over the coming number of months from the current provider eircom.

In February 2009, the Minister for Communications, Energy and Natural Resources, Mr Eamon Ryan TD, appointed BT Ireland as the new ECAS provider following an open tender process seeking a supplier for the ECAS. BT Ireland who takes over from the existing provider eircom towards the end of 2009, has begun engaging with all relevant Authorised Undertakings and stakeholders as part of its consultation process. Given the critical nature of this infrastructure, ComReg would encourage all Authorised Undertakings to liaise with BT Ireland and access some of the primary offer and specification documents which are available to access from the BT Ireland wholesale website.

<http://www.btwholesale.ie/ecas.html>

ComReg also wishes to take this opportunity to remind all consumers to call 112 from a fixed or mobile phone, if assistance is required from the emergency services. 112 is the pan-European emergency number and it can be used to call the emergency services whilst travelling within Europe. Please note that in Ireland and the UK, 999 or 112 can be used to call the emergency services.

The emergency number 112 was introduced in 1991 to complement national emergency numbers and make emergency services more accessible in all EU Member States. Since 1998, EU rules require Member States to ensure that all fixed and mobile phone users can call 112 free of charge.

For further information, please visit ComReg's consumer website www.askcomreg.ie/ecas

