

Dear \*\*\*\*\*

I am writing in response to your request for information about 0870 and 0845 telephone numbers operated by VOSA. You raised three points, which I deal with in turn;

1. The geographic telephone numbers to access VOSA's call centre services from overseas are as follows:

(0870) 6060440 routes to \*\*\*\*\* - VOSA Call Centre  
(0845) 6005977 routes to \*\*\*\*\* - MoT Validation and Enquiries

One of the services VOSA used to deliver on the (0845) 6005977 number was MoT Certificate Validation; this is now outsourced to SBS (Siemens Business Services) and directs callers to ring (0870) 3300444. This number routes to \*\*\*\*\*.

2. VOSA provided an 0845 number over 6 years ago for Enquiries on the MoT scheme. This number is charged to UK landline callers at a local rate and does not currently generate any revenue. VOSA pay part of every call to this number.

The 0870 number was established in 1999 to provide the routing functionality not available to geographic numbers. The revenue currently received from this number is around £50k per annum; this revenue helps offset the cost of providing the call centre.

3. VOSA is an agency of the Department for Transport. Within this department, VOSA is a member of a group of agencies called the DVO (Driver, Vehicle and Operator) Group, which is focused at delivering services within these three areas. The DVO Group has an initiative called the SVCC (Shared Virtual Contact Centre) project. The project is aware of the recent publicity around 0870 numbers, but the consensus of the members at the time was that the rebate they get from the 0870 number offsets what they would need to charge for their services.

Yours sincerely

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