

Terms and Conditions

Eligibility for Additional VTS Devices and Dedicated Phone Lines

- Eligibility for both is based on a sites average testing volumes over a 12 month period.
- The opening hours entered on MOT Computerisation are used to calculate the average
- Reports to calculate these averages are run twice a year – in January and July. If a site is eligible for a line or a device then the Site Manager will be contacted by a system message asking them to confirm acceptance and send a system message in return to a specified mailbox by a specified date.
- A VTS will become eligible for a Dedicated Phone Line when the average daily MOT test volume for the period under review equals seven or more completed MOT tests per day.
- A VTS will become eligible for an Additional VTS Device when the average daily test volume for the period under review equals 15 or more completed MOT tests per day. Third and subsequent devices will be offered once multiples of 15 completed MOT tests per day are exceeded (i.e. 30, 45, 60).
- A VTS may, at any time, ask VOSA Service Delivery Team to review the VTS's eligibility for a dedicated phone line or additional device. The review is undertaken using test volumes for the last six complete calendar months at the time of the request. There are raised eligibility thresholds for a dedicated phone line and an additional device. These are:
 - an average of ten tests per day for a dedicated phone line;
 - an average of 20 tests per day for an additional device.
- If there has been a change in Authorised Examiner at a VTS in the review period it will not be assessed.
- Only sites with 12 months test data operating continuously throughout the review period under the same Authorised Examiner are assessed.
- The number of offer notifications for device(s)/line(s) is operated on a '2 strikes' method, i.e. should a VTS not respond to an initial offer, if the VTS remains eligible at the next exercise then a final offer will be made. If no response is received against this final offer, then the VTS will not receive offers in the future whatever its eligibility.
- Newly eligible sites will be contacted by message via the VTS Device, with an offer for the installation of a Dedicated Phone Line and/or an additional Device. Sites will be invited to indicate acceptance of the offer by sending a message to a Central Mailbox.
- The offer will remain valid for one calendar month from the date of the message, after which the offer lapses. The system message will clearly state the closing date for acceptances.
- Dedicated Phone Lines and Additional VTS Device(s) will remain in place for a minimum period of 12 months after which your eligibility to keep these will be assessed.

- If a VTS falls below the daily test average of five tests per day during the period under review it will no longer be eligible for a Dedicated Phone Line and it will be de-activated. Sites no longer eligible will receive a system message informing them of their loss of eligibility. The message will also advise that the VTS should contact their local telephone service provider to apply for an analogue line immediately or to have the dedicated line transferred to your name.
- If a VTS falls below the daily test average of 15 tests per day during the period under review it will no longer be eligible for an additional VTS Device and it will be removed. Sites no longer eligible will receive a system message followed by a letter informing them of their loss of eligibility.
- The VTS will be notified of the option to appeal against the decision to remove the dedicated phone line and/or an additional VTS Device by writing to the VOSA Service Delivery Manager. The appeal must be within one month of the letter date. The system message and letter will clearly state the closing date for appeals.
- If a VTS loses eligibility for an additional device, it can pay a one-off charge to lease the device from Siemens. A leased device will be treated no differently to any other device supplied to a VTS by Atos.
- In addition the Minimum site specification may also apply. See VOSA's 'Requirement for Authorisation for Authorised Examiners'.
- The VTS Device(s) remain the property of Atos at all times.
- A Dedicated Phone Line is for the sole purpose of operating the MOT Computerisation system.
- The provision and scope of service support for Additional VTS Devices remains unchanged from that provided for a vehicle testing station's existing VTS Device. Service support is also provided for Dedicated Phone Lines.