| **Table 50**: SMS letter alert messages sent to Centrelink, Medicare and Child Support customers | | | | |
| --- | --- | --- | --- | --- |
|  | **2011-121** | **2012-13** | **2013-142** | **% change since 2012–13** |
| Total SMS | 15,302,234 | 26,981,490 | 29,145,841 | +8.0 |

1. The 2011–12 figure includes a pilot activity trialling SMS as a reminder for certain Child Support customers. The pilot finished at the end of 2011.

2. Medicare and Child Support SMS commenced with the implementation of myGov Inbox on 29 March 2014.