| **Table 7c:** Letters and SMS—Centrelink, Medicare and Child Support - SMS | | | |
| --- | --- | --- | --- |
| **SMS** | **2011–12** | **2012–13** | **% change** |
| Centrelink | 15,200,145 | 26,981,490 | +77.5 |
| Medicare2 | NA | NA | NA |
| Child Support4 | 102,089 | NA | NA |

2. Letters requested via Medicare Online Services for consumers are sent to a person’s mailing address.

4. The 2011–12 figure represents a pilot activity trialling SMS as a reminder for certain Child Support customer interactions. The pilot finished at the end of 2011.