



FOI REF:	14773
RESPONSE SENT:	21/10/24

Request:

I would like to request data relating to using Notify.gov.uk email and text service.
What platform did you use before Notify?

How easy is it to use?

what's the delivery rate and open or read messages?

How does it compare financially to the previous platform used.

Response:

Previously used outlook before Notify.Gov.uk

Very easy to use

Delivery rate is good and whilst it doesn't say when the message is opened or read, we do know it has been delivered.

Its free when using emails. There is a charge for text messages if you exceed a certain limit, but WCC don't exceed the limit.

