Messaging Citizens Outside an Organization

Sending Messages to Users Who Are Not Members of Your Organization

NGOs and Enterprise organizations can message members of their organization with an active subscription to the PubSafe Pro or Enterprise mobile app. All members must be "joined" to an organization to be a member.

Users can switch between organizations but they will only receive messages from the organization active in the mobile app. A user can only be signed into a single organization on the app and/or portal at one time.

Message Citizens (Government only)

Citizens refer to people using the PubSafe mobile app. They typically use the free version of PubSafe and are not interested in directly volunteering to help others in a Responder capacity.

Only government organizations can message any PubSafe user in their direct area of responsibility. This includes citizens or people within a region entrusted to the messaging agency through a formal treaty, agreement, or memorandum of understanding between nations, communities, or other formal relationships. A government that messages users outside of the established guidance may be banned or fined by PubSafe.

Maximum Recipients in a Single Message

There is a limit on the number of users that can message simultaneously. The current limit is 100,000. This is subject to change without notice. This is sufficient to message most every user in many of the largest NGOs in the world.

Maximum Messages in 30 Day Period

There is limit on the number of messages that can be sent in a 30-day period. The current limit is 300,000 in a 30 day period. If additional messaging is needed, email sales@pubsafesos.net. This is subject to change.

Government Messaging Capabilities

Government organizations can message citizens on the free app, not connected to their organization as members, at the city or county level. Each message sent to a PubSafe user not a member of the organization will incur a per message charge. The fee is displayed before the message is sent and is considerably cheaper than SMS. There are not fees to message members of your organization.

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