

Frequently Asked Questions

What is Nixle?

The Nixle Community Information Service connects communities like never before! Now community groups and government agencies can send text messages and e-mails to members/residents using a tool built exclusively for secure and reliable communications. The Nixle service is built on the most authenticated, secure, reliable, and high-speed platform.

How much does it cost?

Nixle is completely FREE to all governments, their agencies and organizations, and approved non-governmental and non-profit groups. Residents receive messages by e-mail and by text message as part of their cellular telephone text messaging plan.

How is Nixle funded?

Nixle is a privately funded company.

How can Nixle provide this service to all government agencies and consumers at no cost?

Nixle's business model provides revenue streams for the company through technology licensing and sales to the private sector and international markets.

Does advertising appear with any public safety and/or government messages?

NO. The government communication platform WILL NOT be commingled with any advertising or other content. Nixle's "Municipal Wire" will always be a separate and secure service with no advertising attached.

Is Nixle secure?

Yes. Nixle is a partner with Nlets, the International Public Safety and Justice Network. Nlets is the international, computer-based message switching system that links together local, state, and federal law enforcement and justice agencies for the purpose of exchanging information. Nixle's servers are housed within the Nlets secure facility. All local, state, and federal law enforcement agencies can send out instant, geographically-targeted information from their existing secure law enforcement terminals. Other city and municipal users send information in a similar, yet equally secure and authenticated way.

Why is Nixle important?

Until now, there has never been an authenticated and secure service that connects municipal agencies and community organizations to their residents in real-time, with the same ease and in the same way that current services such as Facebook, MySpace, and Twitter provide users with an unauthenticated platform for connections. Nixle solves this problem by providing ONE standardized service for consumers to receive immediate and credible neighborhood-level public safety and community information, via SMS, email, or web.

Who is authorized to send messages?

Local law enforcement agencies; city and municipal governments, their agencies and representatives; school districts; public, private, and parochial schools; county agencies who provide services to cities, municipalities, unincorporated or undesignated areas; state police patrol divisions who provide public safety services to cities, municipalities, unincorporated or undesignated areas; sheriff departments who provide public safety services to cities, municipalities, unincorporated or undesignated areas; state, federal, and national agencies and NGO's.