

SHORT CODE MATRIX

as at September 2024

v80

1X RANGE	Category (see footnote)	Tariff Type (see footnote)			Category 1 Terminating Operator	Comment
		1	2	3		
100	Operator/Customer services		✓			Accessible by epic and Melita Mobile subscribers
101						
102	(1) GO Carrier Selection Code	n/a	n/a	n/a	n/a	1021 GO Carrier Selection Code
103	Reserved for Carrier Selection Codes					
104	Reserved for Carrier Selection Codes					
105	(5) Ozone Carrier Selection Code - Discontinued					Discontinued
106	(0) SIS Carrier Selection Code - Discontinued					Discontinued
107	Reserved for Carrier Selection Codes					
108	Reserved for Carrier Selection Codes					
109	(9) epic Carrier Selection Code	n/a	n/a	n/a	n/a	1099 epic Carrier Selection Code
110						
111	COVID-19 Helpline	✓				GO plc
112	Emergency	✓				GO plc
113						
114						
115	(2) Overseas Operator Services		✓			Accessible by GO Subscribers; Higher tariff permitted by MCA
	(7) Operator services		✓			
	Reserved for HESC					Accessible by all refer to MCA website for tariff information etc.
116	(000) Hotline for missing children	✓				GO plc
	(006) Helpline for Victims of Crime	✓				GO plc
	(111) Child Helplines	✓				GO plc
	(123) Emotional support helplines	✓				GO plc
117						
	(1) Melita Directory Services - Discontinued					Discontinued
	(2) GO fixed Directory Services		✓			Higher tariff permitted by MCA
118	(7) Announcement referring to 1182		✓			
	(a) Malta Directory Services - Discontinued					Discontinued
	(b) Vodafone Directory Enquiries - Discontinued					Discontinued
119	Criminal Activity Report	✓				GO plc
120	Consumer & Competition Division - Discontinued					Discontinued - Allocated till October 2010
121	Voice Message Retrieval		✓			
122	(1) Roaming Information Service		✓			
123	(1-2) Pay as you GO/Easyline		✓			Remain indefinitely harmonisation unpractical-GO-retail varies from free to SMS rate; VML's 123 (PPRTU) discontinued
124	Voice Message Deposit		✓			
125	Pre-pay top up		✓			
126						
127	Electricity Information Service - Discontinued					Discontinued
128	Advanced Messaging Services - Discontinued					Discontinued
129	Voice Message Retrieval - Discontinued					Discontinued
130	Fault follow-up		✓		✓	May continue indefinitely
131						
132						
133	Telephone Faults		✓		✓	
134						
135						
136						
137	Test codes for operator internal use		✓		n/a	Operators are requested to use code for internal testing
138	BCA / OHSA Customer Care Support Service	✓				GO plc
139						
140	(0) Primary Health Care 24/7 Telemedicine Support	✓			✓	GO plc
140	(1) One-Stop Shop f/Public Officers/Employees	✓			✓	GO plc
140	(2) Employee Support Programme f/Public Employees	✓			✓	GO plc
141	Message retrieval		✓			MCA recommends run in parallel with 121 & migrate in the long term
142	Insertion of Message		✓			MCA recommends run in parallel with 124 & migrate in the long term
143						
144	Business First	✓			✓	GO plc
145	Anti-COVID-19 National Vaccination Helpline	✓			✓	GO plc
146	GO Mobile Customer Services		✓			May continue indefinitely. Run in parallel with 100
147	Pay as you GO Club/ Sports		✓			To migrate to network specific or 5 range 18 months after Premium Rate Services Decision
148						
149	Message retrieval - Discontinued					Discontinued
150	Star Services		✓			Operators should introduce supplementary services under 150
151	Drugs & Alcohol support	✓			✓	GO plc
152	Advanced Messaging Services		✓			MCA recommends that all operators open access to this service
153	G'ment Info Services (All)	✓			✓	GO plc
154	NECC - Discontinued					Operators should introduce innovative messaging services on this number
155	Wake Up services		✓			Temporary arrangement - Discontinued
156	Shipyards Workers Information - Discontinued					May continue indefinitely
	(1) Education Reform	✓			✓	GO plc
	(2) Report of illicit and unlicensed trade - Discontinued					Temporary arrangement - Discontinued
	(5) DIER Helpline - Workers	✓			✓	GO plc
	(6) DIER Helpline - Employers	✓			✓	GO plc
	(7) Report abuse of Government Property	✓			✓	GO plc
	(8) Helpline for Persons with Disability - Discontinued					Temporary arrangement
	(9) Mental Health Support Helpline	✓			✓	GO plc
158	St Luke's - Mater Dei Information - Discontinued					Discontinued
159	Social Policy Info. Services (All)	✓			✓	GO plc
160	GO Network Specific Services					New code for network specific services that are not harmonised
161	Reserved for Network Specific Services					
162	epic Network Specific Services					New code for network specific services that are not harmonised
163	Reserved for Network Specific Services					
164	GO Mobile Network Specific Services					New code for network specific services that are not harmonised
165	Reserved for Network Specific Services					
166	Reserved for Network Specific Services					
167	Ozone Network Specific Services - Discontinued					Discontinued
168	Melita Mobile/Melita Network Specific Services					New code for network specific services that are not harmonised
169	Reserved for Network Specific Services					
170	Census of Population and Housing - Discontinued					Discontinued
	(0) Census of Population and Housing	✓			✓	GO plc
	(1) Jobsplus Info Services	✓			✓	GO plc
	(2) Malta Skills Survey	✓			✓	GO plc
	(7) Animal Welfare, Promotion and Services Helpline	✓			✓	GO plc
	(8) Cleansing Awareness Campaign	✓			✓	GO plc
172						
173						
174						
175	Blocked - Int. Incoming Home Country Direct					
176						
	(0) Richmond Foundation Helpline	✓			✓	GO plc
	(1) National 24/7 Dementia Helpline	✓			✓	GO plc
	(2) Loneliness Helpline	✓			✓	GO plc
	(4) Malta National Poisons Centre Helpline	✓			✓	GO plc
	(7) Responsible Gaming Foundation Helpline	✓			✓	GO plc
	(8) 24/7 Fostering Service	✓			✓	GO plc
178	Blocked - Incoming International Freephones					
179	Child & Adult abuse	✓			✓	GO plc
180	NP Tariff Warning		✓			MCA recommends that all operators open access to this service
181	(1) NP Subscriber Authentication		✓			Accessible by ALL
182						Used by MNP subscribers to authenticate their porting request
183	Easyline Customer Care - Discontinued					Discontinued
184						
185	Slutter Tone Activate - Discontinued					Discontinued
186	Slutter Tone De-activate - Discontinued					Discontinued
187						
188	Information on Government Initiatives - Discontinued					Discontinued
189						
190	Announcement to 1182 change					To be phased out
191	Police	✓			✓	GO plc
192						
193						
194	Announcement to 1152 change					To be phased out
195	Timecheck		✓			MCA recommends other operators to adopt this number for timecheck services
196	Ambulance	✓			✓	GO plc
197						
198						
199	Emergency	✓			✓	GO plc
2X RANGE						
242	(0) GO Chat					Discontinued
247	epic Customer Care				✓	May continue indefinitely. Run in parallel with 100
4X RANGE						
400	(0) Sports Notification					Discontinued
404	(0-1) Vatican					Discontinued
420	(2) Request ringtones & logos					Discontinued
425	(2,4) OTA settings					Discontinued
440	(0) Pay As You GO service					Discontinued
441	(1) MMS Bundle					Discontinued
442	(2) Pay As You GO service					Discontinued
443	(3) Pay As You GO service					Discontinued
444	(0) Pay As You GO service					Discontinued
448	(0&8) Pay As You GO service					Discontinued
449	(0) Pay As You GO service					Discontinued
9X RANGE						
909	Personal Mail Box					Discontinued
991	(23) E talk				✓	To be migrated to Cat. 2 code or a network specific code 18 months after Premium Rates Services Decision
	(45) E talk Family & Friends					Discontinued
	(90) Information Service					Discontinued
996	(98) MIA weather forecast					Discontinued

Category definitions:

- Category 1 - Short Codes are those that are the same on each network and support interconnected services.
- Category 2 - Short Codes are those that have the same value for similar services but are normally provided "on-net" and not necessarily interconnected
- Category 3 - Codes that are completely uncoordinated and are served only on-net. They may relate to the operation of the network or involve connection to third parties.

Tariff Types:

- Tariff Type A: Free to caller from fixed and mobile** - Subscribers calling/texting short code numbers falling under this tariff type are not charged whether they originate the call from a fixed telephone, or a mobile phone.
- Tariff Type B: Free to caller from fixed, charged from mobile** - Subscribers calling/texting short code numbers falling under this tariff type are not charged if they originate the call from a fixed telephone, but charged a charge not exceeding that for a call to a fixed network if the call originates from a mobile phone. In the case of SMSs, a charge not exceeding that of a conventional SMS to the same network is applicable.
- Tariff Type C: Charged to caller from fixed and mobile** - Subscribers calling/texting short code numbers falling under this tariff type are charged a charge not exceeding that for a call to a fixed network whether the call originates from a fixed telephone or mobile phone. In the case of SMSs, a charge not exceeding that of a conventional SMS to the same network is applicable.

Legacy: A service arrangement on a short code that was in operation before the revision of the numbering plan in 2006. In many cases these services have become well known to users and need to be continued for the foreseeable future.

Migration: The process of changing a code involving opening access to the service on a new code and running the new and old code in parallel until the traffic using the old code drops to a negligible level and the old code may be withdrawn. This allows the code to be changed without causing inconvenience to the users.