

SHORT CODE MATRIX

as at April 2026

| 1X RANGE | Category (see footnote) | | | Tariff Type (see footnote) | | | Category 1 Terminating Operator | Comment |
|----------|---|-----|-----|-------------------------------|-----|-----|---------------------------------|--|
| | 1 | 2 | 3 | A | B | C | | |
| 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 | 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 | 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. |
| | (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 | | ✓ | | | | | |
| | (8) Malta Directory Services - Discontinued | | | | | | | Discontinued |
| | (9) 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 | n/a | 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 | MCA recommends that all operators open access to this service |
| 152 | Advanced Messaging Services | ✓ | ✓ | | | | | Operators should introduce innovative messaging services on this number |
| 153 | G'ment Info Services (All) | ✓ | | ✓ | | | GO plc | |
| 154 | NECC - Discontinued | | | | | | | Temporary arrangement - Discontinued |
| 155 | Wake Up services | | ✓ | | | | | May continue indefinitely |
| 156 | Shipyards Workers Information - Discontinued | | | | | | | Temporary arrangement - Discontinued |
| | (0) National Cyber Security Incident Reporting | ✓ | | ✓ | | | GO plc | |
| | (1) Education Reform | ✓ | | ✓ | | | GO plc | Temporary arrangement |
| | (2) Report of illicit and unlicensed trade - Discontinued | | | | | | | Temporary arrangement - Discontinued |
| 157 | (5) DIER Helpline - Workers | ✓ | | ✓ | | | GO plc | |
| | (6) DIER Helpline - Employers | ✓ | | ✓ | | | GO plc | |
| | (7) Report abuse of Government Property | ✓ | | ✓ | | | GO plc | Temporary arrangement |
| | (8) Helpline for Persons with Disability - Discontinued | | | | | | | Discontinued |
| | (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 | |
| 171 | (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 | |
| 177 | (4) Malta National Poisons Centre Helpline | ✓ | | ✓ | | | GO plc | |
| | (5) Helpline for Dar Kenn ghal Sahhtek | ✓ | | ✓ | | | 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 | MCA recommends that all operators open access to this service |
| 180 | NP Tariff Warning | ✓ | ✓ | ✓ | | | | Accessible by ALL |
| 181 | (1) NP Subscriber Authentication | ✓ | | ✓ | | | | Used by MNP subscribers to authenticate their porting request |
| 182 | | | | | | | | |
| 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 | 10100 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 | (3) 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 | (38) 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.