

SHORT CODE MATRIX

as at May 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		✓					Accessible by all refer to MCA website for tariff information etc.
	Reserved for HESC							
	(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) Melita 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	Shipyard 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	
	(4) Malta National Poisons Centre Helpline	✓		✓			GO plc	
	(5) Helpline for Dar Kenn għal Sahħtek	✓		✓		✓	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.