

SHORT CODE MATRIX

as at July 2026

v84

		Category (see footnote)			Tariff Type (see footnote)			Category 1 Terminating Operator	Comment
1X RANGE		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	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	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		✓		see comment				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		✓		see comment				Higher tariff permitted by MCA
118	(7) Announcement referring to 1182		✓		✓				
	(5) Melita Directory Services - Discontinued								Discontinued
	(9) Vodafone Directory Enquiries - Discontinued								Discontinued
119	Criminal Activity Report	✓			✓			GO plc	
120	Emergency & Complaint Division - Discontinued								Discontinued - Allocated till October 2010
121	Voice Message Retrieval		✓						
122	(1) Roaming Information Service		✓						
123	(1-2) Pay as you GO/GO/Easylines		✓						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	
140	(4) Environment & Resources Authority Helpline	✓			✓			Melita Ltd	
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	
	(8) Helpline for Persons with Disability - Discontinued								Temporary arrangement
	(9) Mental Health Support Helpline	✓			✓			GO plc	Discontinued
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 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	Easylines Customer Care - Discontinued								Discontinued
184									
185	Stutter Tone Activate - Discontinued								Discontinued
186	Stutter 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	(8) 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	(9) 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.