



Service Providers' Customer Care Support Services

Telephony Support

Service Provider	Contact number/s	Support hours
Go plc	146 (free of charge) from a GO mobile number 8007 2121 free of charge from a local fixed number & at a cost from any mobile number	All day Between 11pm and 7am this support service is limited to only assist customers with urgent requests.
Melita Ltd	100 (free of charge) from a Melita mobile number 2727 0270 / 2727 2727 (at a cost) from any other number	Technical Faults: Monday to Sunday 7am to 10pm Billing Queries: Monday to Friday 8am to 1pm General Queries: Monday to Saturday 8am to 1pm
Vanilla Telecoms	2033 2033 (At a cost)	Weekdays: 8:00 – 16:30
Epic	247 (free of charge) from an Epic mobile number 9999 9247 (at a cost) from any other number	All Day Between 10pm and 6am this support service is limited to only assist customers with urgent requests

Other Support Services

Service Provider	GO plc	Melita Ltd	Epic	Vanilla Telecoms
Outlets list	Click Here	Click Here	Click Here	Click Here
Email address	customer care@go.com.mt	complaints@melitaltd.com	247@epic.com.mt	helpdesk@vanilla.net.mt
Facebook	Click Here	Click Here Monday to Friday between 8am and 5pm	Click Here	Click Here
WhatsApp Chat	+356 7970 7970 7am and 11pm	NA	NA	NA
Online Chat	Click Here 07:00-23:00 Monday to Sunday	Click Here All day	Click Here	NA