



## Service Providers' Customer Care Support Services

### Telephony Support

Service Provider	Contact number/s	Support hours
Go plc	<b>146</b> (free of charge) from a GO mobile number <b>8007 2121</b> free of charge from a local fixed number & at a cost from any mobile number	All day
Melita Ltd	<b>100</b> (free of charge) from a Melita mobile number <b>2727 0270 / 2727 2727</b> (at a cost) from any other number	Weekdays: 7am - 11pm, weekends: 8am - 10pm
Vanilla Telecoms	<b>2033 2033</b> (At a cost)	Weekdays: 8:00 – 16:30
Vodafone Malta Ltd	<b>247</b> (free of charge) from a Vodafone Malta mobile number <b>9999 9247</b> (at a cost) from any other number	All Day

### Other Support Services

Service Provider	GO plc	Melita Ltd	Vodafone Malta Ltd	Vanilla Telecoms
Outlets list	<a href="#">Click Here</a>	<a href="#">Click Here</a>	<a href="#">Click Here</a>	<a href="#">Click Here</a>
Email address	<a href="mailto:customercare@go.com.mt">customercare@go.com.mt</a>	<a href="mailto:complaints@melitaltd.com">complaints@melitaltd.com</a>	<a href="mailto:247.mt@vodafone.com">247.mt@vodafone.com</a>	<a href="mailto:helpdesk@vanilla.net.mt">helpdesk@vanilla.net.mt</a>
Facebook	<a href="#">Click Here</a>	<a href="#">Click Here</a>	<a href="#">Click Here</a>	<a href="#">Click Here</a>
WhatsApp Chat	+356 7970 7970 Monday to Sunday between 7am and 11pm	NA	NA	NA
Online Chat	<a href="#">Click Here</a> 08:00-17:00 Weekdays	<a href="#">Click Here</a> All Day	<a href="#">Click Here</a> All Day	NA