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**Service Providers’ Customer Care Support Services**

**Telephony Support**

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

**Other Support Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Provider** | **GO plc** | **Melita Ltd** | **Vodafone Ltd** | **Vanilla Telecoms** |
| Outlets list | [Click Here](https://www.go.com.mt/our-outlets) | [Click Here](https://www.melita.com/find-a-shop/) | [Click Here](https://www.vodafone.com.mt/vodafonestores) | [Click Here](https://www.cempilli.com/contact-us/) |
| Email address | [customercare@go.com.mt](mailto:customercare@go.com.mt) | [complaints@melitaltd.com](mailto:complaints@melitaltd.com) | [247.mt@vodafone.com](mailto:247.mt@vodafone.com) | [helpdesk@vanilla.net.mt](mailto:helpdesk@vanilla.net.mt) |
| Facebook | [Click Here](https://www.facebook.com/go.com.mt/) | [Click Here](https://www.facebook.com/MelitaNew/) | [Click Here](https://www.facebook.com/vodafonemalta) | [Click Here](https://www.facebook.com/vanillatelecoms/) |
| Online Chat | [Click Here](https://www.go.com.mt/) | [Click Here](https://www.melita.com/) | [Click Here](https://www.vodafone.com.mt/)  All Day | NA |
| 08:00-17:00 Weekdays | All Day |