



## Service Providers' Remote Customer Care Support Services

### Telephony Support

|              | Contact number/s  | Support hours                                 |
|--------------|---|---|
| Go plc       | <b>146</b> (free of charge) from a GO mobile number<br><b>8007 2121</b> (at a cost) from any other number                 | All day                                       |
| Melita Ltd   | <b>100</b> (free of charge) from a Melita mobile number<br><b>2727 0270 / 2727 2727</b> (at a cost) from any other number | Weekdays: 7am - 11pm, weekends:<br>8am - 10pm |
| Vodafone Ltd | <b>247</b> (free of charge) from a Vodafone mobile number<br><b>9999 9247</b> (at a cost) from any other number           | All Day                                       |

### Other Support Services

|               | GO plc   | Melita Ltd   | Vodafone Ltd   |
|---------------|--|--|--|
| 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> |
| Facebook      | <a href="#">Click Here</a>   | <a href="#">Click Here</a>   | <a href="#">Click Here</a>                                   |
| Online Chat   | <a href="#">Click Here</a><br>08:00-17:00 Weekdays                 | <a href="#">Click Here</a><br>All Day                                  | NA   |