Service Providers' Customer Care Support Services

Telephony Support

Service Provider	Contact number/s	Support hours
Epic	**247** (free of charge) from an Epic mobile number **9999 9247** (at a cost) from any other number	Monday to Friday: 7:30am - 7:30pm Saturday and Public Holidays: 8am - 7pm Sundays: 9am - 6pm (chat only and chat/calls for roaming support)
Go plc	**80072121** or **146** (free of charge) from all local fixed lines and GO mobile numbers when calling locally and at cost from any other mobile number	**Billing:** Mon to Fri 8am - 1pm, Sat & Sun Closed **Sales:** Mon to Fri 8am - 5pm, Sat & Sun 8am – 1pm **Service:** Mon to Fri 8am - 5pm, Sat & Sun 8am – 1pm **Technical Support:** Mon to Sun 8am - 9pm **SIM Blocking:** 24/7
Melita Ltd	**100** (free of charge) from a Melita mobile number **2727 0270** (at a cost) from any other number	**Technical Support:** Mon to Sun 8am - 9pm **Billing:** Mon to Fri 8am - 1pm **General Queries:** Mon to Fri 8am - 1pm
Vanilla Telecoms	**2033 2033** (At a cost) **2034 0000** (At a cost)	Weekdays 8am - 4:30pm

Updated October 2026

Support Services

Service Provider	Epic	Go plc	Melita Ltd	Vanilla Telecoms
Outlets list	Click Here	Click Here	Click Here	162 Canon Road, Santa Venera
Email address	247@epic.com.mt	customercare@go.com.mt	info@melitaltd.com	sales@vanilla.net.mt
Online Form	Click here	Click here	Click here	Click here
Facebook	Click Here You can leave a comment on Epic's Facebook page and send a message via WhatsApp but not via Messenger.	Click Here All week 7am - 10:30pm	Click Here All Day	Click here Monday, Tuesday, Thursday & Friday: 8am - 4:30pm
WhatsApp	+356 9986 3750 Mon to Fri: 9am - 7pm Sat: 9am – 6:30pm Sun: 9am – 5:30pm	+356 7970 7970 All week 7am - 10:30pm	N/A	+356 2034 0000 Weekdays 8am - 4.30pm
Online Chat	Click Here Mon to Fri: 9am - 7pm Saturday and Public Holidays: 9am – 6:30pm Sundays: 9am – 5:30pm (chat only and chat/calls for roaming support)	Click Here All week 7am - 10:30pm	Click Here All day	Click here

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