



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	Chat & Calls Monday – Friday: between 7:30am – 7:30pm Weekends and Public Holidays between: 9am – 7pm
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	All day Between 9pm 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 (at a cost) from any other number	Technical Faults: Monday to Sunday 8am to 9pm Billing Queries: Monday to Friday 8am to 1pm General Queries: Monday to Friday 8am to 1pm
Vanilla Telecoms	2033 2033 (At a cost) 2034 0000 (At a cost)	Weekdays from 8am till 4:30pm

*Urgent requests may include, for example, reporting of faults, SIM blocking, etc.



Other 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 Weekdays from 7am till 7pm Weekends & Public Holidays from 9am till 7pm	Click Here All week from 7am till 10:30pm	Click Here All Day	Click here Weekdays from 8am till 4.30pm
WhatsApp	N/A	+356 7970 7970 All week from 7am till 10:30pm	N/A	+356 2034 0000 Weekdays from 8am till 4.30pm
Online Chat	Click Here All week from 9am till 7pm	Click Here All week from 7am till 10:30pm	Click Here All day	N/A