

SHORT CODE MATRIX

as at June 2024

v79

1X RANGE	Category (see footnote)			Tariff Type (see footnote)			Category 1 Terminating Operator	Comment
	1	2	3	A	B	C		
100 Operator/Customer services		✓		✓				Accessible by epic and Melita Mobile subscribers
101								
102 (1) GO Carrier Selection Code	n/a	n/a	n/a	n/a	n/a	n/a		1021 GO Carrier Selection Code
103 Reserved for Carrier Selection Codes								
104 Reserved for Carrier Selection Codes								
105 (5) Ozone Carrier Selection Code - Discontinued								Discontinued
106 (0) SIS Carrier Selection Code - Discontinued								Discontinued
107 Reserved for Carrier Selection Codes								
108 Reserved for Carrier Selection Codes								
109 (9) epic Carrier Selection Code	n/a	n/a	n/a	n/a	n/a	n/a		1099 epic Carrier Selection Code
110								
111 COVID-19 Helpline	✓			✓			GO plc	
112 Emergency	✓			✓			GO plc	
113								
114								
115 (2) Overseas Operator Services		✓						Accessible by GO Subscribers; Higher tariff permitted by MCA
(7) Operator services		✓						
Reserved for HESC								
(000) Hotline for missing children	✓			✓			GO plc	Accessible by all refer to MCA website for tariff information etc.
(006) Helpline for Victims of Crime	✓			✓			GO plc	
(111) Child Helplines	✓			✓			GO plc	
(123) Emotional support helplines	✓			✓			GO plc	
117								
(1) Melita Directory Services - Discontinued								Discontinued
(2) GO fixed Directory Services		✓						Higher tariff permitted by MCA
(7) Announcement referring to 1182		✓		✓				
(8) Malta Directory Services - Discontinued								Discontinued
(9) Vodafone Directory Enquiries - Discontinued								Discontinued
119 Criminal Activity Report	✓			✓			GO plc	
120 Consumer & Competition Division - Discontinued								Discontinued - Allocated till October 2010
121 Voice Message Retrieval		✓						
122 (1) Roaming Information Service		✓						
123 (1-2) Pay as you GO/GO/Easyline		✓						Remain indefinitely, harmonisation unpractical-GO-retail varies from free to SMS rate; VML's 123 (PPRTU) discontinued
124 Voice Message Deposit		✓						
125 Pre-pay top up		✓						
126								
127 Electricity Information Service - Discontinued								Discontinued
128 Advanced Messaging Services - Discontinued								Discontinued
129 Voice Message Retrieval - Discontinued								Discontinued
130 Fault follow-up		✓				✓		May continue indefinitely
131								
132								
133 Telephone Faults		✓				✓		
134								
135								
136								
137 Test codes for operator internal use		✓		n/a	n/a	n/a		Operators are requested to use code for internal testing
138 BCA / OHSa Customer Care Support Service	✓			✓			GO plc	
139								
140 (0) Primary Health Care 24/7 Telemedicine Support	✓					✓	GO plc	
141 Message retrieval		✓						MCA recommends run in parallel with 121 & migrate in the long term
142 Insertion of Message		✓						MCA recommends run in parallel with 124 & migrate in the long term
143								
144 Business First	✓					✓	GO plc	
145 Anti-COVID-19 National Vaccination Helpline	✓			✓			GO plc	
146 GO Mobile Customer Services		✓		✓				May continue indefinitely. Run in parallel with 100
147 Pay as you GO Club/ Sports		✓						To migrate to network specific or 5 range 18 months after Premium Rate Services Decision
148								
149 Message retrieval - Discontinued								Discontinued
150 Star Services		✓						Operators should introduce supplementary services under 150
151 Drugs & Alcohol support	✓					✓	GO plc	MCA recommends that all operators open access to this service
152 Advanced Messaging Services		✓						Operators should introduce innovative messaging services on this number
153 G'ment Info Services (All)	✓			✓			GO plc	
154 NECC - Discontinued								Temporary arrangement - Discontinued
155 Wake Up services		✓						May continue indefinitely
156 Shipyard Workers Information - Discontinued								Temporary arrangement - Discontinued
(1) Education Reform	✓			✓			GO plc	Temporary arrangement
(2) Report of illicit and unlicensed trade - Discontinued								Temporary arrangement - Discontinued
(5) DIER Helpline - Workers	✓			✓			GO plc	
(6) DIER Helpline - Employers	✓			✓			GO plc	
(7) Report abuse of Government Property	✓			✓			GO plc	
(8) Helpline for Persons with Disability - Discontinued								Temporary arrangement
(9) Mental Health Support Helpline	✓			✓			GO plc	Discontinued
158 St Lukes - Meter Dis Information - Discontinued								Discontinued
159 Social Policy Info. Services (All)	✓					✓	GO plc	
160 GO Network Specific Services		✓						New code for network specific services that are not harmonised
161 Reserved for Network Specific Services								New code for network specific services that are not harmonised
162 epic Network Specific Services		✓						New code for network specific services that are not harmonised
163 Reserved for Network Specific Services								New code for network specific services that are not harmonised
164 GO Mobile Network Specific Services		✓						New code for network specific services that are not harmonised
165 Reserved for Network Specific Services								New code for network specific services that are not harmonised
166 Reserved for Network Specific Services								New code for network specific services that are not harmonised
167 Ozone Network Specific Services - Discontinued								Discontinued
168 Melita Mobile/Melita Network Specific Services		✓						New code for network specific services that are not harmonised
169 Reserved for Network Specific Services								
170 Census of Population and Housing - Discontinued								Discontinued
(0) Census of Population and Housing	✓			✓			GO plc	
(1) Jobsplus Info Services	✓			✓			GO plc	
(2) Malta Skills Survey	✓			✓			GO plc	
(7) Animal Welfare, Promotion and Services Helpline	✓			✓		✓	GO plc	
(8) Cleansing Awareness Campaign	✓			✓			GO plc	
172								
173								
174								
175 Blocked - Int. Incoming Home Country Direct								
176								
(0) Richmond Foundation Helpline	✓			✓			GO plc	
(1) National 24/7 Dementia Helpline	✓			✓			GO plc	
(2) Loneliness Helpline	✓			✓		✓	GO plc	
(4) Malta National Poisons Centre Helpline	✓			✓			GO plc	
(7) Responsible Gaming Foundation Helpline	✓			✓			GO plc	
(8) 24/7 Fostering Service	✓			✓			GO plc	
178 Blocked - Incoming International Freephones								
179 Child & Adult abuse	✓			✓			GO plc	MCA recommends that all operators open access to this service
180 NP Tariff Warning	✓			✓				Accessible by ALL
181 (1) NP Subscriber Authentication	✓			✓				Used by MNP subscribers to authenticate their porting request
182								
183 Easyline Customer Care - Discontinued								Discontinued
184								
185 Stutter Tone Activate - Discontinued								Discontinued
186 Stutter Tone De-activate - Discontinued								Discontinued
187								
188 Information on Government Initiatives - Discontinued								Discontinued
189								
190 Announcement to 1182 change		✓						To be phased out
191 Police	✓			✓			GO plc	
192								
193								
194 Announcement to 1152 change		✓						To be phased out
195 Timecheck		✓						MCA recommends other operators to adopt this number for timecheck services
196 Ambulance	✓			✓			GO plc	
197								
198								
199 Emergency	✓			✓			GO plc	
2X RANGE								
242 (8) GO Chat								Discontinued
247 epic Customer Care		✓		✓				May continue indefinitely. Run in parallel with 100
4X RANGE								
400 (0) Sports Notification								Discontinued
404 (0-1) Vatican								Discontinued
420 (2) Request ringtones & logos								Discontinued
425 (2,4) OTA settings								Discontinued
440 (0) Pay As You GO service								Discontinued
441 (1) MMS Bundle								Discontinued
442 (2) Pay As You GO service								Discontinued
443 (3) Pay As You GO service								Discontinued
444 (0) Pay As You GO service								Discontinued
448 (0&8) Pay As You GO service								Discontinued
449 (9) Pay As You GO service								Discontinued
9X RANGE								
909 Personal Mail Box								Discontinued
991 (23) E talk		✓						To be migrated to Cat. 2 code or a network specific code 18 months after Premium Rates Services Decision
(25) E talk Family & Friends								Discontinued
(30) Information Service								Discontinued
996 (38) MIA weather forecast								Discontinued

Category definitions:

Category 1 - Short Codes are those that are the same on each network and support interconnected services.

Category 2 - Short Codes are those that have the same value for similar services but are normally provided "on-net" and not necessarily interconnected

Category 3 - Codes that are completely uncoordinated and are served only on-net. They may relate to the operation of the network or involve connection to third parties.

Tariff Types:

Tariff Type A: Free to caller from fixed and mobile - Subscribers calling/texting short code numbers falling under this tariff type are not charged whether they originate the call from a fixed telephone, or a mobile phone.

Tariff Type B: Free to caller from fixed, charged from mobile - Subscribers calling/texting short code numbers falling under this tariff type are not charged if they originate the call from a fixed telephone, but charged a charge not exceeding that for a call to a fixed network if the call originates from a mobile phone. In the case of SMSs, a charge not exceeding that of a conventional SMS to the same network is applicable.

Tariff Type C: Charged to caller from fixed and mobile - Subscribers calling/texting short code numbers falling under this tariff type are charged a charge not exceeding that for a call to a fixed network whether the call originates from a fixed telephone or mobile phone. In the case of SMSs, a charge not exceeding that of a conventional SMS to the same network is applicable.

Legacy: A service arrangement on a short code that was in operation before the revision of the numbering plan in 2006. In many cases these services have become well known to users and need to be continued for the foreseeable future.

Migration: The process of changing a code involving opening access to the service on a new code and running the new and old code in parallel until the traffic using the old code drops to a negligible level and the old code may be withdrawn. This allows the code to be changed without causing inconvenience to the users.