

Media release



For immediate release

6 November 2020

MetService to retire Metphone from late November

After almost thirty years in operation, MetService will retire the paid 0900 MetPhone service from November 25, 2020.

The software system that MetPhone operates on will no longer be supported from December 2020, which has driven the decision to close the service now.

From its heyday in the 1990's, usage of the paid service has been on the decline over the past 20 years. The rise in usage of the [MetService App](#), [metservice.com](#) and other digital channels Kiwis use to access weather information has contributed to the number of users of MetPhone steadily dropping.

While usage of MetPhone has been in decline, the 0900 service has continued to be of benefit to New Zealanders, particularly to those in remote locations, allowing users to call for over 30 land-based forecasts and 25 marine and coastal forecasts.

For users with limited access of digital platforms, MetService continue to provide regular weather forecast information through television, print and radio.

MetService forecasts and graphics are provided daily for television media to TVNZ, Newshub, Prime and Sky TV networks.

Metservice forecasts are printed in 24 newspapers from Kaitaia to Invercargill.

While detailed regional, long-range, coastal and mountain forecasts from MetService are also available through [Radio New Zealand](#) and other national radio broadcasts.

For users requiring marine forecast information, MetService operate forecast radio schedules on high frequency, RadioFax and International Maritime Satellite. A list of these frequencies is available through www.metservice.com/marine/radio-schedule.

Users of the MetPhone service are encouraged to call the free phone 0800 638 360 [number](#) for additional information and support.

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