

AT&T Hosted Voice Service

Transform legacy voice with cloud-connected communications on the AT&T network



Features and benefits:

- Simplify voice and messaging across multiple locations through one unified platform.
- Support analog-to-IP conversion for legacy voice services replacement (POTS/PRI* and Centrex) while helping maintain existing analog endpoints.
- Centralize user management, bulk provisioning, real-time reporting, and day-to-day administration through one portal.
- Enable flexible workstyles and collaboration at scale with a mobile and desktop client for voice, video, chat, and optional SMS/MMS.

*Primary Rate Interface

Your fast track to Unified Communications

AT&T Hosted Voice Service (HVS) is a business-class communications platform designed to help businesses replace their legacy phone and Centrex service, as they upgrade to a Unified Communications (UC) platform. It delivers cloud-based voice with a unified experience, a single administrative interface, and integrates seamlessly with the AT&T network. HVS is built to scale for growing business needs, while helping to keep day-to-day management simple.

One experience for all

HVS brings core calling and collaboration into one interface. Users can call, check voicemail, and use collaboration tools on their devices, helping to make it easier to work from anywhere. The mobile and desktop client includes voice, video, chat, and text capabilities.

For collaboration, HVS includes HVS PING, a secure, encrypted client that can replace other UC clients to support customized branding as needed. HVS PING enables 1:1 chat with messaging, calling, and sharing capabilities. The client includes video conferencing and a personal conference room. For call center environments, HVS PING supports Automatic Call Dialer (ACD) control for queue management. HVS PING integrates with Google and Outlook plug-ins to simplify meeting and conference scheduling.

Modernization paths

AT&T Hosted Voice Service (HVS) helps customers to modernize legacy voice with a cloud-based solution. For Centrex replacement, it delivers familiar features while adding centralized administration and scalable architecture. For POTS/PRI replacement services (PRS), it helps transition analog phone and specialty data lines to cloud IP services. A business-grade IP device connects those existing lines and carries traffic via VoIP. This approach supports modernization while helping to preserve critical analog-dependent services.

HVS PRS simplifies analog replacement by providing a single device for sites with 2 to 16 ports. The solution combines a gateway router and battery backup in a single device for added simplicity and reliability. For connectivity, customers can choose a wired primary connection with LTE backup, or a 5G primary connection with LTE backup. This approach helps customers retire legacy circuits while keeping critical analog devices and use cases in place.

Administration and operations

HVS is built for large-scale deployments while keeping administration straightforward. With a centralized portal, administrators can provision users in bulk, make real-time updates, and access reporting more easily. It is especially well suited for organizations with multiple locations or evolving staffing needs that require fast changes and consistent policy management.

A single platform for voice and UC

AT&T Hosted Voice Service (HVS) combines conversations and collaboration in one seamless platform. It enables teams to chat, call, meet, and work efficiently from virtually anywhere. With essential communication tools in one experience, HVS helps employees stay connected, respond quickly, and remain productive across offices, remote settings, and multiple locations.



Why AT&T Business for Voice and Collaboration

Whether your team works on a different floor, across the country, or around the globe, distance doesn't matter. They can collaborate as if sitting in the same room. Let our experts work with you to solve your voice and collaboration challenges and accelerate outcomes. Your business deserves the AT&T Business difference—a new standard for networking.

Contact your AT&T Business representative to learn more about AT&T Hosted Voice Service.

© 2026 AT&T Intellectual Property. AT&T and the Globe logo are registered trademarks of AT&T Intellectual Property. All other marks are the property of their respective owners. The information contained herein is not an offer, commitment, representation or warranty by AT&T and is subject to change | 7715016-060926