



# Hostage Negotiation LEA Feature Module

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This document describes the Hostage Negotiation LEA feature for Release 6.0 of the Cisco BTS 10200 Softswitch and explains how to use it.

## Understanding the Hostage Negotiation LEA Feature

If a Cisco BTS 10200 Softswitch subscriber hostage is involved in a hostage situation, the Hostage Negotiation LEA feature allows the hostage subscriber to make immediate contact with the Law Enforcement Authority (LEA).

The Hostage Negotiation LEA feature enables you to provision a BTS 10200 subscriber as a subscriber hostage for hostage negotiation calls. The feature restricts incoming calls to and outgoing calls from the subscriber hostage. Regardless of the directory number (DN) the hostage subscriber dials, the outgoing call terminates at HOSTAGE\_OUTBOUND\_DN, which connects the hostage subscriber directly to the LEA.

With releases prior to 6.0, the Cisco BTS 10200 Softswitch did not have a feature to support a hostage situation. If a BTS 10200 subscriber was involved in a hostage crisis situation, there was no direct means of restricting calls originated by or terminating to the subscriber hostage. Such restrictions enable the LEA to facilitate negotiations. Also, certain features associated with the subscriber hostage, such as Selective Call Acceptance (SCA) and Anonymous Call Rejection (ACR), had the potential to impede LEA efforts to contact the hostage.

The Hostage Negotiation LEA feature addresses these problems by

- Allowing a subscriber to be defined as a hostage subscriber so calls can receive special handling
- Restricting incoming and outgoing calls as required by the LEA
- Restricting certain features which would impede the LEA from effectively handling the hostage situation



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## Feature Description

The BTS 10200 allows only those inbound calls that originate from a preassigned set of numbers to terminate to the hostage subscriber. The BTS 10200 forwards all inbound calls that you do not specify in the Hostage Negotiation-Selective Call Acceptance (HN-SCA) list to HN\_FWD\_DN, which is a preassigned LEA number. If you do not specify a value for HN\_FWD\_DN, the BTS provides the caller with a busy signal and releases the call. The BTS 10200 supports up to five entries in the HN-SCA list.

The BTS 10200 impedes all features that can interrupt the hostage negotiation process, such as Selective Call Acceptance and Anonymous Call Rejection, for hostage subscribers, as required by the LEA.

### Centrex Subscribers

The Hostage Negotiation LEA feature does not restrict the Custom Dial Plan (CDP) feature so any hostage subscriber can have an extension or associated Centrex group code as HN-OUTBOUND-DN and HN-FWD-DN. This ensures that the BTS 10200 routes the call from the subscriber hostage within the Centrex group or outside the Centrex group as appropriate.

You can enter an extension, POTS-access, or attendant number as the value for HN-OUTBOUND-DN and HN-FWD-DN. However, you must enter a 10-digit number as the HN-SCA-DN value.

### Multiline Hunt Groups

You cannot apply the feature to an entire multiline hunt group (MLHG), but you can apply it to individual group members. If there is a hostage situation, the BTS 10200 impedes hunting for the MLHG subscriber. If a hostage subscriber is busy with any type of call, the BTS 10200 attempts to match any incoming calls to the HN-SCA-LIST. If the system does not find a match for such a call, it forwards the call to HN-FWD-DN.

## Feature Interactions

The BTS 10200 inhibits all features, both originating and terminating, and including 9-1-1, for the hostage subscriber except CDB. If you provision HN\_OUTBOUND\_DN or HN\_FWD\_DN 9-1-1, the BTS 10200 routes the call to the preassigned LEA number.

## Restrictions and Limitations

You cannot provision a ported-out subscriber as a hostage subscriber on the BTS 10200, although you can provision HN\_OUTBOUND\_DN and HN\_FWD\_DN as ported out numbers.

The Hostage Negotiation LEA feature is the highest-priority feature in the BTS 10200 unless you give an external feature in the FIM/XML file a higher priority. If you do that, the hostage negotiation feature will no longer work and the subscriber may be able to make regular outgoing calls and receive incoming calls.

# Provisioning

This section explains how to provision, delete, and modify the Hostage Negotiation LEA feature.

## Provisioning the Hostage Negotiation LEA Feature

The following steps are the logical sequence for you to follow to provision the Hostage Negotiation LEA feature:

**Step 1** Add the hostage negotiation feature.

```
CLI> add feature fname=HN; tdp1=TERMINATION_ATTEMPT; tid1=TRIGGER_HOSTAGE; ttype1=R;
tdp2=COLLECTED_INFO;tid2=TRIGGER_HOSTAGE;ttyp2=R;description=Hostage Negotiation;
feature_server_id=FSPTC235;
```

**Step 2** Add the hostage negotiation feature service.

```
CLI> add service id=HN;fname1=HN;
```

**Step 3** Add the hostage subscriber.

```
CLI> add subscriber-service-profile sub id=hostage;service-id=HN;
```

**Step 4** Add hostage information.

```
CLI> add hostage-info sub-id=hostage; HN-OUTBOUND-DN=outbound_dn; HN-FWD-DN=Forwar_dn;
HN-SCA-DN1=allowed_dn1...; HN-SCA-DN5=allowed_dn5
```

In the sample script above, HN-SCA-DN1... represents an entry in the HN-SCA list.

## Deleting the Hostage Subscriber

The subscriber remains designated as a subscriber hostage until you delete the subscriber. Use the following command to delete a hostage subscriber:

```
CLI> delete subscriber-service-profile
```

## Changing the Hostage Subscriber Information

Use the following command to change hostage subscriber information:

```
CLI> change hostage_info sub_id=hostage; HN_FWD_DN=forward_dn1;
HN_OUTBOUND_DN1=outbound_dn1; HN_SCA_DN1=allowed_dn6;
```

## Showing a Hostage Subscriber

Use the following command to query hostage subscriber information:

```
show hostage_info sub_id=hostage
```

For a Centrex subscriber, you must specify all outbound DN's in the following format:

```
<POTS_ACCESS><DN>
```

# Cause Codes

The following cause codes are associated with the Hostage Negotiations LEA feature:

**Table 1** *Hostage Negotiations LEA Feature Cause Codes*

| Cause Code                     | Description                        |
|--------------------------------|------------------------------------|
| HN_FWD_DN_NOT_PROVISIONED      | HN_FWD_DN is not provisioned.      |
| HN_OUTBOUND_DN_NOT_PROVISIONED | HN-OUTBOUND-DN is not provisioned. |

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