

STANDARD INFORMATION

Standard: UL 827

Standard ID:

Central-Station Alarm Services [UL 827:2022 Ed.9+R:29Mar2023]

Previous Standard ID:

Central-Station Alarm Services [UL 827:2022 Ed.9]

Central-Station Alarm Services [UL 827:2014 Ed.8+R:28Sep2021]

EFFECTIVE DATE OF NEW/REVISED REQUIREMENTS

Effective Date: **May 29, 2025**

IMPACT, OVERVIEW, AND ACTION REQUIRED

Impact Statement: Per our accreditation, Intertek is required to review reports against the standard revisions to confirm compliance. Once compliance is confirmed, the standard reference in the report is updated to show continued compliance to the technical requirements of the standard. Reports not updated to this version by the effective date above will be withdrawn.

All products must be certified to the March 29, 2023 revision prior to the effective date.

Overview of Changes:

November 8, 2022:

- Incorporate ANSI TMA CS-V-01

March 29, 2023:

- Work from Home Performance Language Update

Specific details of new/revise requirements are found in table below.

Current Listings Not Active? – Please immediately identify any current Listing Reports or products that are no longer active and should be removed from our records. We will do this at no charge as long as Intertek is notified in writing prior to the review of your reports.



STANDARD INFORMATION

CLAUSE	VERDICT	COMMENT
		<i>Additions to existing requirements are <u>underlined</u> and deletions are shown lined-out below.</i>
		The following changes reflect the November 8, 2023 revision:
1	Info	Scope These requirements apply to: a) Central-stations providing <u>Central-Station Fire-Alarm Service and that may monitor Remote Supervising Station System type fire-alarm systems (OBJ2)</u> as described in the National Fire Alarm and Signaling Code, NFPA 72; b) Central-station burglar-alarm systems intended and specifically designated for burglary protection use at mercantile and banking premises, on mercantile safes and vaults, and on bank-safes and vaults; c) <u>Central-stations that monitor burglar-alarm systems that are not central-station burglar-alarm-type as defined by this Standards, (OBJ3);</u> d) Residential monitoring stations monitoring residential alarm systems; e) Redundant sites; and f) Remote signal management centers.
1.1	Info	<i>New clause added;</i>
1.6	Info	Requirements covering non-central-station burglar-alarm systems monitored by Central-Stations are contained in the Standard for Installation and Classification of Burglar and Hold up Alarm Systems, UL 681, or may be specified by the alarm service subscriber (OBJ3).
	Info	Alarm Services <i>New section added;</i> General
18		The requirements of this section apply to all Fire-Alarm, Burglar-Alarm and Residential-Monitoring Services described in this Standard, unless otherwise specified. See standard for details.



CLAUSE	VERDICT	COMMENT
19	Info	Fire-Alarm Services <i>New clause added;</i>
19.1.2		Monitoring of remote supervising station systems may be provided by Full-service companies [19.1.1(a)] or Monitoring [19.1.1(b)] companies in accordance with NFPA 72 (OBJ2).
19.8	Info	Maintenance and Service
19.8.2	Info	Alarm, supervisory, and trouble signals <i>New clause added;</i>
19.8.2.2		The Central-Station shall monitor its compliance with 19.4.2.1 and use a management process to identify and correct systemic causes of non-compliance (OBJ2).
20	Info	Burglar-Alarm Services <i>New section added;</i>
		Types of Service
20.1		Central-station service burglar alarm service shall be provided in accordance with Standard by a central-station (see 5.2.8) that provides monitoring, retransmission of signals, and associated record keeping and reporting for signals received from central-station fire-alarm systems (see 5.4.2). See standard for details.
20.11	Info	Alarms and Unauthorized Openings
20.11.1	Info	Alarm investigation
		A burglar-alarm signal, communication outage, or unauthorized opening of a protected property that has been closed and the protection system armed, shall be investigated as an alarm condition. When such a signal is received, the central station operator shall:
20.11.1.1		a) Record the time and date that the signal was received (this may be done automatically when an automation system is used); b) If applicable, initiate the verification procedures in 37.2.1 – 37.2.7 <u>Implement the appropriate action(s) found in ANSI/TMA CS-V-01, Alarm Confirmation, Verification and Notification Procedures, prior to notifying an Emergency Communications Center, Public Safety Answering Point, or law enforcement agency. (OBJ1)</u> c) Dispatch runners to investigate if verification procedures do not determine that the alarm signal is acceptable as an opening or if verification procedures do not apply (see 37.1.2 20.11.1.2); d) Notify the subscriber if keys to the protected premises are not held; and e) Record the date and time of the arrival of the runner(s) representing the central station when the runner(s) arrive at the entrance to the protected premises.



CLAUSE	VERDICT	COMMENT
		<i>New clause added;</i>
20.11.1.2		The time that it takes to perform the action described in 20.11.1.1(b) shall not extend the declared alarm response time for the system or delay the dispatch of runners that are not law enforcement described in 20.11.1.1(c).
21	Info	Signals From Systems Other Than Central-Station Burglar-Alarm Systems (OBJ1) When an alarm or communication failure signal is received from a system that is armed and is not a central-station burglar-alarm-type as defined by this Standard, the central-station shall take the following action: a) Where the system is a mercantile or bank burglar-alarm that complies with UL 681, notify the agency(s) or person(s) specified in writing by the subscriber. In the absence of a written specification, an operator shall <u>employ one of the procedures described in TMA CS-V-01 and if necessary</u> , notify the law enforcement agency having jurisdiction over the protected property in a manner that complies with all applicable laws or ordinances; or b) Where the system does not comply with UL 681, notify the agency(s) or person(s) specified by the subscriber. <u>If the specified agency is an Emergency Communications Center, Public Safety Answering Point, or law enforcement agency, the operator shall employ one of the procedures described in TMA CS-V-01.</u>
25	Info	Records <i>New clause added;</i> For non-central-station service, the alarm record shall include the time, date and details of: (OBJ2) a) The receipt of the alarm signal; b) System identification by number or subscriber's name and address; c) Nature of the alarm; d) Alarm confirmation; e) Notification of the law enforcement agency having jurisdiction or other agency(s) or person(s) specified by the subscriber; f) Identification of law enforcement agency having jurisdiction or other agency(s) or person(s) specified by the subscriber; g) Identification of the subscriber notified of the alarm; and h) Notification of the alarm service company responsible for the alarm system.
21.1		
25.3		



CLAUSE	VERDICT	COMMENT
The following changes reflect the March 29, 2023 revision:		
39	Info	Operators Working Remotely
39.1	Info	Bandwidth and connectivity
39.1.3		<p>Communication between a remote operator workstation and the central-station company shall comply with (a) and (b); or (c) and (d) as follows:</p> <p>a) There shall be primary and backup communication connections between the remote operator workstation and the central-station company complying with 12.1.6.</p> <p>b) The workstation, router, and networking equipment necessary to support communication with the central-station company shall be powered by an uninterruptible power supply that has battery backup for the amount of time needed to transfer active alarm(s) to another operator.</p> <p>c) There shall be sufficient operators on-duty and logged into the automation system, so that loss of communication between a remote operator workstation and the central-station company will not result in the loss of any signals or failure to process signals in the manner and timeframes required by this Standard.</p> <p><u>d) System and workstation monitoring shall be in place to ensure 99.95 % connectivity between workstations and the monitoring center during the time an operator is handling alarms. Connectivity is to be measured as all operator alarm handling time during a rolling 30-day period. Central-station company shall maintain and retain data to substantiate that this connectivity requirement is met.</u></p>