UL 827

STANDARD FOR SAFETY

Central-Station Alarm Services

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UL Standard for Safety for Central-Station Alarm Services, UL 827

Ninth Edition, Dated November 8, 2022

Summary of Topics

This revision of ANSI/UL 827 dated August 24, 2026 includes the following changes in requirements:

– Operator Connectivity Supervision (OCS); 5.2.41A, 5.2.41B, 35.3 and 35.4.

– Section 17 Tables; 5.2.73A, 17.10.2, 17.11.4, 17.11.7, Table 17.3, and Table 17.4.

Text that has been changed in any manner or impacted by ULSE's electronic publishing system is marked with a vertical line in the margin.

The new and revised requirements are substantially in accordance with Proposal(s) on this subject dated March 3, 2026 and July 10, 2026.

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Comments or proposals for revisions on any part of the Standard may be submitted to ULSE at any time. Proposals should be submitted via a Proposal Request in ULSE's Collaborative Standards Development System (CSDS) at https://csds.ul.com.

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ANNEX A (Informative) – STANDARD FOR COMPONENTS

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ANNEX B (Informative) – INTRODUCTION

ANNEX C (Informative) – SAMPLE WORKSHEET

ANNEX D (Informative) – COMMUNICATIONS DATA INTEGRITY STANDARDS

ANNEX E (Informative) – EXAMPLES OF LAN AND WAN CONNECTIONS

ANNEX F (Informative) – EXPLANATION OF THE FOUR OBJECTIVES ADDRESSED IN THIS UPDATE

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INTRODUCTION

1 Scope

1.1 These requirements apply to:

a) Central-stations providing Central-Station Fire-Alarm Service and that may monitor Remote Supervising Station System type fire-alarm systems 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) Central-stations that monitor burglar-alarm systems that are not central-station burglar-alarm-type as defined by this Standards;

d) Residential monitoring stations monitoring residential alarm systems;

e) Redundant sites;

f) Remote signal management centers; and

g) Hosted central-station service providers.

1.2 These requirements apply to monitoring stations that are intended to be located in buildings constructed in accordance with building codes, such as the Building Officials and Code Administrators (BOCA) National Building Code, the International Building Code, the Standard Building Code, and the Uniform Building Code.

1.3 The central-station burglar- and fire-alarm or residential alarm systems covered by these requirements are systems in which the operation of electrical protection circuits and devices are signaled automatically to, recorded in, and supervised from a central-station or residential monitoring station having trained operators on duty at all times.

1.4 Requirements covering the construction and operation of burglar-alarm units used in the burglar-alarm systems covered by this Standard are contained in the Standard for Commercial Premises Security Alarm Units and Systems, UL 2610.

1.5 Burglar-alarm protective devices installed on individual properties as part of a central-station system are classified as to the extent of protection at each location. Requirements covering installation and classification (of extent) of alarm protective equipment at individual locations are contained in the Standard for Installation and Classification of Burglar and Holdup Alarm Systems, UL 681.

1.6 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.

1.7 Burglar-alarm protective devices installed in residential alarm systems at individual properties are classified as to the extent of protection at each location. Requirements covering installation and classification (of extent) of alarm protective equipment at individual locations are contained in the Standard for Installation and Classification of Residential Burglar Alarm Systems, UL 1641.

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1.8 Requirements covering the construction and operation of fire-protective signaling equipment used in the systems covered by this standard are contained in the Standard for Control Units and Accessories for Fire Alarm Systems, UL 864.

1.9 Requirements for the installation of fire-alarm initiating devices and notification appliances installed at individual properties are contained in the National Fire Alarm and Signaling Code, NFPA 72.

1.10 Systems covered by these requirements operate within the limits of the National Electrical Code, NFPA 70, as applied by the local authority having jurisdiction. The Articles of the National Electrical Code that apply are:

a) Article 725, within the limits of Class 2 or Class 3 remote-control and signaling circuits for burglar-alarm systems;

b) Article 760 for fire-alarm systems;

c) Article 800 for outside wiring and protectors;

d) Article 820 for protectors for radio antennas; and

e) Article 830 for Network-Powered Broadband Communications Systems.

1.11 Requirements for software and hardware, and the installation and operation of an automation system in a central-station, remote signal management center, redundant site, subsidiary station or residential monitoring station are covered by the Standard for Central-Station Automation Systems, UL 1981, or by the Standard for Control Units and Accessories for Fire Alarm Systems, UL 864, and/or the Standard for Commercial Premises Security Alarm Units and Systems, UL 2610.

1.12 A reference made to "station" refers to a central-station (burglary or fire), remote signal management center, subsidiary station, or residential monitoring station, depending upon the context in which it is used.

1.13 These requirements do not cover the communication channel between the protected property and the station unless the communication company is owned and operated by the station. This includes:

a) The company that provides the communication channel; and

b) The equipment that is used to provide the communication channel.

1.14 The units, devices, and systems covered by the above standards shall operate, and be applied as defined therein, unless this Standard indicates otherwise.

2 Components

2.1 Except as indicated in 2.2, a component used in a station or a burglar-alarm or fire-alarm installation covered by this Standard shall comply with the requirements for that component. See Annex A for a list of standards covering components generally used to provide the services covered by this Standard.

2.2 A component is not required to comply with a specific requirement that:

a) Involves a feature or characteristic not required in the application of the component in the product covered by this standard, or

b) Is superseded by a requirement in this standard.

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