

## STANDARD INFORMATION

**Standard:** UL 827

**Standard ID:** Central-Station Alarm Services [UL 827:2014 Ed.8+R:15Sep2021]

**Previous Standard ID:** Central-Station Alarm Services [UL 827:2014 Ed.8+R:27Oct2020]

## EFFECTIVE DATE OF NEW/REVISED REQUIREMENTS

**Effective Date:** **September 15, 2023**

## 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 Reports not updated to this version by the effective date above will be withdrawn.

**Overview of Changes:** Addition of work from home requirements. 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 – Please immediately identify any current Listing Reports or products that are no longer active and should be removed from our records.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 <del>lined-out</del> below.</i>
20	Info	<b>Personnel (Operators and Runners)</b>
20.1		The central station shall have sufficient personnel (at least two persons), trained as operators, on duty at the station, <u>in a remote location that complies with the requirements of the Virtual Operator Workspace, Sections 52 – 54, or a combination of both</u> at all times to provide immediate attention to signals requiring action. No other operator activity shall take precedence over receiving and acting on these signals.
29	Info	<b>Personnel (Operators and Runners)</b>
29.1		The burglar-alarm central-station shall have sufficient personnel (at least two persons), trained as operators, on duty at the station, <u>in a remote location that complies with the requirements of the Virtual Operator Workspace, Sections 52 – 54, or a combination of both</u> at all times to provide immediate attention to signals requiring action. No other operator activity shall take precedence over receiving and acting on these signals.
44	Info	<b>Personnel (Operators)</b>
44.1		The residential monitoring station shall have sufficient personnel (at least two persons), trained as operators, on duty at the station, <u>in a remote location that complies with the requirements of the Virtual Operator Workspace, Sections 52 – 54, or a combination of both</u> at all times to provide immediate attention to signals requiring action. No other operator activity shall take precedence over receiving and acting on these signals.
	Info	<b>VIRTUAL OPERATOR WORKSPACE</b>
52	Info	<b>General</b>
		<b><i>New clause added;</i></b>
52.1		A central-station company may employ remotely located operators to process signals from any system except those that comply with UL 2050, CAN/ULC S301 or CAN/ULC S561. When the MEW factor requires there be two or more central-stations, as referenced in 17.6.4, the operators working remotely in support of the redundant site, shall also diverse as referenced in 17.6.4.2.
53		<b>Operation within the Central-Station</b>
		<b><i>New clause added;</i></b>
53.1		The central-station company shall not be unstaffed at any time.



CLAUSE	VERDICT	COMMENT
53.2		<p><i>New clause added;</i></p> <p>Staffing shall be by central-station company employees trained to perform tasks in the manner and timeframes required by this Standard.</p>
54		<p><i>New section added;</i></p> <p><b>Operators Working Remotely</b></p> <p>The data and voice communication technology connections required for remote operators to perform their job functions shall be made to the central-station company network through a secure, remote access technology (e.g. virtual private network (VPN), virtual desktop infrastructure (VDI) and remote desktop protocol (RPD) that complies with 17.12 for the remote workstation to the network at the monitoring station or automation system host.</p> <p>See standard for details.</p>