

STANDARD INFORMATION

Standard: UL 827

Standard ID: Central-Station Alarm Services [UL 827:2022 Ed.9+R:19Oct2023]

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

EFFECTIVE DATE OF NEW/REVISED REQUIREMENTS

Effective Date: **February 19, 2026**

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 Reports not updated to this version by the effective date above will be withdrawn.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: Additional requirements for Operators Working Remotely. Specific details of new/revised requirements are found in table below.

Note: Requirements of UL 827A has been incorporated into UL 827, however, these requirements have no impact on currently listed UL 827 products.

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 – Please immediately identify any current Listing Reports or products that are no longer active and should be removed from our records.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.



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CLAUSE	VERDICT	COMMENT
		<i>Additions to existing requirements are <u>underlined</u> and deletions are shown lined-out below.</i>
	Info	VIRTUAL OPERATOR WORKSPACE
37	Info	General
		<i>New clause added;</i>
37.2		A central-station company shall have a physical presence in countries in which remote operators work. They shall provide materials that validate their presence, such as: certificate of occupancy, a business license, certificate of incorporation, pictures of the facility with signage, utility bills, contacts and phone number(s), and the like.