



UL 827 – SUMMARY OF REVISED REQUIREMENTS

The following is a summary of the new and revised paragraphs in UL 827, the Standard for Central Station Alarm Services, which have a future effective date of Dec. 31, 2022, and the actions that may be required to determine compliance.

Paragraphs	General Subject and Comment
11.5.1	Secondary Power— Requires that stations with a new factor over 50K have two generators
11.7.1	Storage Battery Type—Reworded for clarity
11.7.4	Battery Marking—Batteries must be marked with the date they were manufactured and the date of replacement, based on the manufacturer
11.7.5	Battery Installation & Maintenance—Batteries need to be installed and maintained in accordance with the manufacturer
11.8.1	Overcurrent Protection for External Batteries—Adds alternative mechanical enclosure and wiring protection
11.9	Battery Charging Method—Reworded for clarity
11.10A	Trickle- or Float-charged Batteries—Edited, reorganized for clarity and replaces Section 11.10. Adds alternative self-test
11.12A	Stationary, Engine-driven Generators—Edited, reorganized for clarity and replaces Section 11.12
11.12A4	Engine-driven Generator Maintenance—Adds trained central station personnel as an alternative to contracted service provider
11.13	Security of Secondary Power Supplies—Edited for clarity
11.13.9	Security of Secondary Power Supplies—Reduces the distance between station and shut-off valves that require supervision from 150 ft to 100 ft, adds alternatives for valve supervision
11.14A	Uninterruptible Power Supply Units—Edited, reorganized for clarity and replaces Section 11.14
11.14A.7	Uninterruptible Power Supply Units—Requires that batteries connected to a UPS meet the UPS manufacturer’s specifications
11.15A	Alternate Secondary Power Sources—Edits material covering UPS for clarity and adds options such as diesel rotary uninterruptible power supplies (DRUPS) or renewable energy sources such as photovoltaic wind
Section 12	Communication Infrastructure—Editorial and clarification changes, addition of surveillance or other techniques as alternatives to physical securement or electrical supervision

13.1	Subsidiary Station Connection to Central Station or Residential Monitoring Station—Adds requirement that connectivity is treated as WAN connections and in compliance with requirements in Sec 17.12
14.2A	Remote Signal Management Center Connection to Central Station or Residential Monitoring Station—Adds requirement that connectivity is treated as WAN connections and in compliance with requirements in Sec 17.12
17.6.1.2 j)	Adds items required to be included on dated diagram or printed description of the current configuration of the alarm monitoring automation system including: all communications channels that enter into the operating room; and all WAN communications channels that penetrate the Central-station company facilities, that connect into the LAN
17.3.6.3 c)	MEW Factor 10,000 to 99,999—When a central station locates required IT components in a remote location connecting channels are treated as WAN connections and in compliance with requirements in Sec 17.12
Table 17.4	Logical Security Measures for Communications with the Automation System—Revised to reflect changes in requirements including Assignment of Domain Level Access privileges
17.12.5.1	Connections to the Automation System—Where WAN Security measures are called for, requires that, at all times, communication paths employ advanced encryption and measures specified in Sec 17.15
17.12.6	Connections to the Automation System—Definition and specification of LAN and WAN simplified; requires the use of advanced encryption and other security measures for WAN connections; revises requirements for temporary connections to add clarity and adds requirement to employ access control requirements specified in Table 17.5
17.12A	Facilities Remote from the Central Station—Enumerates requirements for central station connections to Independent dealers, Remote data entry facilities, and Service centers, Technicians, and Subscribers
17.12A1.1	Facilities remote from the central-station—Requires the connection at the central-station be protected and restricted per Tables 17.4 and 17.5.
17.12A1.2	Facilities remote from the central-station—Prohibits signal handling outside a UL827 complaint operating room
17.12A.1.3	Facilities remote from the central-station—Requires that personnel of the central-station create and assign the login of remote facility personnel
17.12A.1.4	Facilities remote from the central-station—Requires that connected facilities remote from the central-station be provided with physical access security measures
17.12A.2	Facilities remote from the central-station (Independent Dealer)—requires that dealer staff be trained and allows a central station to authorize dealer staff to modify data per Table 17.5

17.12A.3	Facilities remote from the central-station (Remote Data Entry Facility)—Requires a contractual 30 day notice of intent to cancel/amend agreement, requires that dealer staff be trained and allows a central station to authorize dealer staff to modify data per Table 17.5
17.12A.4	Facilities remote from the central-station (Service Center)—Defines a service center and type of staff allowed to modify data per Table 17.5
Table 17.5	Access and Remote Functions—Enumerates access and data edit rights for UL827 compliant operating room staff and for the staff/personnel at remote location
17.15.2	Cybersecurity Measures—Requires an ongoing effort to detect unwanted activity in an automation system network, using tools that report & document all unwanted events
17.15.3	Cybersecurity Measures—Requires a central station to stay aware of current/evolving cybersecurity issues and threats
17.15.4	Cybersecurity Measures—Requires that precautions be taken to isolate backup data from cybersecurity threats
17.15.5	Cybersecurity Measures—By reference to Table 17.6, requires that 18 individual measures, covering 8 specific topics, be put in place by central station companies