



Issue Date:	April 21, 2026
Code/Section:	2024 Phoenix Fire Code / Section 1009.8.1
Developed By:	Life Safety

Issue:

IFC 1009.8.1 states “*Two-way communication systems shall provide communication between each required location and the fire command center or a central control point location approved by the fire department. Where the central control point is not a constantly attended location, the two-way communication system shall have a **timed automatic telephone dial-out capability** that provides two-way communication with an approved supervising station or emergency services. The two-way communication system shall include both audible and visible signals. Systems shall be listed in accordance with UL 2525 and installed in accordance with NFPA 72*”.

Interpretation:

The maximum timeout period between call initiation and response by an approved supervising station shall be **45 seconds**.

A prompt response to a request for assistance is an essential component of two-way communication for rescue assistance. Callers requesting assistance should reasonably expect to reach an emergency contact in a timely manner. Due to the life safety risks of delayed responses, it is hereby determined that the maximum timeout period between call initiation and response by an approved supervising station shall be 45 seconds. This is consistent with the analogous provision requiring timed dial-out for in-car two-way communications systems from 2022 ASME A17.1 Section 2.27.1.1.2.

The intent of Section 1009.8.1 is to ensure an approved supervising station answers the call for assistance and initiates or requests aid for a person who needs help. To ensure a timely response to a call for assistance, the call should be forwarded to an approved off-site, constantly attended location, typically the same type of supervising station that monitors fire alarm signals. When communication with the caller is possible, monitoring personnel are expected to quickly identify both the exact location of the building and the location within the building the call was made from and relay this information to the emergency responders. If the person initiating the call is unable to provide the specific location within the building (or unable to communicate at all), the appropriate emergency responders will be dispatched to the specific building address.