



2026

USTA Officiating

TECHNIQUES AND PROCEDURES

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CODE OF CONDUCT

A USTA Official is expected to maintain high professional standards. Violations of this code may result in decertification or suspension of USTA-directed assignments.

An Official shall:

1. Wear the official USTA uniform at USTA sanctioned events, or as otherwise designated by the USTA.
2. Be prompt for all assignments.
3. Not socialize with or become intimate with the players. (An Official is not prohibited from staying in the tournament hotel or from attending social functions where players may be present.)
4. Not accept assignments for any match that may cast doubt upon the Official's impartiality. Not only is a bona fide conflict of interest prohibited, but the appearance of a conflict makes the assignment unacceptable.
5. Not solicit specific assignments in tournaments.
6. Not accept an assignment and then withdraw from that assignment in favor of another unless released.
7. Not be interviewed by the media without permission of the Referee or the Referee's designee.
8. Not publicly criticize other Officials.
9. Not participate in, including aiding and abetting whether directly or indirectly, any form of gambling or betting on tennis.
10. Not converse with spectators while on the court.
11. Not request favors or special considerations from a tournament sponsor.
12. Not use title or position to abuse the rules or influence others to do so.
13. Not consume alcoholic beverages or take drugs while in uniform; not consume alcoholic beverages, drugs, or medications that may inhibit performance during an assignment.
14. Cooperate with the efforts of Officials' committees appointed by the National Chairperson.
15. Not take photographs of players while in uniform nor at any time request player autographs.
16. Be professional and ethical.
17. Conform personal conduct to standards of good citizenship and sportsmanship; support and sustain an environment free from discrimination, harassment or sexual harassment; and adhere to the USTA Safe Play guidelines and policies.

CONSIDERATIONS FOR ALL OFFICIALS

1. Aiding a player
 - a. No Official, unless the Official is a qualified medical person or athletic trainer, shall aid a player who is suffering from a medical condition.
 - b. An Official should manage a medical condition consistent with the **USTA Emergency Care Guidelines**. Nonetheless, any Official may provide supplies.
2. Impartiality
 - a. An Official needs to maintain impartiality.
 - b. When no other person is available, it is appropriate for the Official to manage care pursuant to the **USTA Emergency Care Guidelines**.
3. No applause
 - a. No Official shall applaud a player.
4. Infractions observed in non-umpired matches
 - a. In non-umpired matches, the Officials may take appropriate action with respect to any infraction of the rules or regulations they observe.
5. Enforcing instructions as to who enters playing area
 - a. The Official in charge of the match shall enforce the Referee's instructions as to who may enter the playing area, and in the absence of instructions shall determine who may enter the playing area.
6. Betting
 - a. No Official or member of the Tournament Committee shall bet on any match in the tournament.
 - b. If an infraction occurs, the Tournament Committee shall immediately remove the offender from any further connection with the tournament.

TYPES OF OFFICIALS

Name	Description
Referee	<ul style="list-style-type: none"> • The Official who is responsible for assuring that the competition is fair and played under the ITF Rules of Tennis and the USTA Regulations. <ul style="list-style-type: none"> ○ The Referee supervises all aspects of play including, but not limited to, the conduct and actions of players, coaches, parents, spectators, Officials, groundskeepers, and administrative crew.
Roving Umpire	<ul style="list-style-type: none"> • A USTA certified Official who exercises jurisdiction over more than on court. <ul style="list-style-type: none"> ○ The Referee, Site Referee, or Chief Umpire shall advise the Roving Umpires of the courts to which they are assigned, and their responsibilities, the scoring system, ball use, ball change, warm-up and rest periods, and Point Penalty System. ○ The Referee, Site Referee, or Chief Umpire, taking into consideration court configuration and the regulations that apply to the tournament, shall advise the Roving Umpires on how to call foot faults, overrules, and Point Penalty System violations.
Chair Umpire	<ul style="list-style-type: none"> • Conducts the match in accordance with the ITF Rules of Tennis and the USTA Regulations.
Line Umpire	<ul style="list-style-type: none"> • A USTA certified Official whose primary responsibility is to determine whether a ball landed in or out.
Net Umpire	<ul style="list-style-type: none"> • A USTA certified Official whose primary responsibility is to determine whether serves hit the net.
Chief Umpire	<ul style="list-style-type: none"> • Appoints and replaces or reassigns, when necessary, Chair Umpires, Line Umpires, Roving Umpires, and Net Umpires in those tournaments where the Referee has delegated these duties to the Chief Umpire.
Court Monitor	<ul style="list-style-type: none"> • Are not certified Officials, but assume limited duties to help ensure fair and sportsmanlike play at sites lacking a sufficient number of certified Officials.

REFEREE

Referee Responsibilities

1. **Referee on Site** - The Referee should be present whenever matches are being played.
 - a. Because of the requirement of being present, an Official shall not simultaneously serve as Referee or Deputy Referee of multiple tournaments unless they are held at the same site.
 - b. When the Referee is not present or is playing a match, the Referee or Tournament Committee shall appoint a Deputy Referee who shall be present.
2. **Scorecards** - The Referee shall obtain and prepare the scorecards unless the Referee delegates this duty to the Chief Umpire or the Chair Umpire.

Types of Referees

1. **Deputy Referee** - is an Official appointed by the Tournament Committee or the Referee who:
 - a. Assumes the duties of the Referee when the Referee is absent
 - b. Assists the Referee in the performance of the Referee's duties
 - c. Makes the draw when that responsibility has been delegated by the Referee
 - d. Serves as a Site Referee
2. **Site Referee** - is a Deputy Referee at a secondary site or part of a large site who shall:
 - a. Act as the Referee at the site assigned except that the Deputy Referee shall not decide appeals of defaults issued by Officials.
 - i. Decisions are final to the same extent that the Referee's decisions are final
 - b. Provide information to the players or Officials regarding the scoring system, ball change, warm-up, and rest periods
 - c. Advise the other Officials of their responsibilities including enforcement of the Point Penalty System and the foot fault rules
 - d. Oversee the conduct of play for all courts at the site, enforce the **ITF Rules of Tennis**, Point Penalty System, **USTA Regulations**, and **The Code**, and take appropriate actions with respect to any infractions that the Referee or the other Officials observe
 - e. Assure that the singles sticks are installed for singles matches and removed for doubles matches and that the net is measured and properly tensioned at the start of the day and at appropriate times
 - f. Penalize a player who is late under the Point Penalty System
 - g. Avoid umpiring matches whenever possible

ROVING UMPIRE

Roving Umpire Responsibilities

1. The responsibilities of the Roving Umpire are similar to those of a Chair Umpire and include, but are not limited to, the following:
 - a. Ensuring that assigned courts are ready for play
 - b. Enforcing the warm-up time and Point Penalty System
 - c. Promptly reporting to the Referee any code violations
 - d. Resolving scoring disputes
 - e. Overruling line calls and calling foot faults when the Roving Umpire is in direct observation of the court
 - f. Defaulting players for cause
 - g. Controlling spectators

Roving Umpire Procedures

2. The Roving Umpire shall:
 - a. Exercise discretion when calling foot faults or dealing with any infractions so as not to disturb neighboring courts
 - b. Install singles sticks when needed and when time permits, measure the net
 - c. Enforce the warm-up time limit by advising the players when they have two minutes before the start of play
 - d. Help resolve scoring disputes by using judgment
 - i. First, attempt to get the players to reconstruct the score so that they agree on it. Thereafter, the following options are listed in order of preference:
 - Count all points and games agreed on by the players, with only the disputed points or games being replayed (If the players do not agree or recall the court in which the disputed point started, toss a coin to select the court.)
 - Play from a score mutually agreeable to the players
 - Decide the score by a coin toss
 - e. Control spectators
 - f. Enforce the Point Penalty System (code and time violations)
 - g. Overrule a player's line call only when in direct observation of that one court
 - i. When a Roving Umpire overrules a player's out call, that player loses the point.
 - ii. The Roving Umpire may not overrule as a result of a player appeal.
 - iii. Overrules - A Roving Umpire should never overrule an extremely close ball.

- Players are playing under **The Code** and are expected to give their opponents the benefit of the doubt. Therefore, a Roving Umpire should be reluctant to call a ball out that has been played as good.
 - The overrule of an out ball that has been played as good may be made only when a Roving Umpire is stationed on court.
- h. Avoid staying on one court and officiate all courts uniformly
 - i. Be highly visible, but not spy on the players
 - j. Help resolve on-court disputes according to **The Code**
 - k. Allow any player to call a let

CHAIR UMPIRE

Chair Umpire Responsibilities

1. Calls lines when no Line Umpire is assigned
 - a. In the absence of any Line Umpire or Net Umpire, the Chair Umpire assumes all their duties except those delegated to another Umpire or to the players.
2. Assigns Officials to lines
 - a. When the Referee or Chief Umpire has not given specific assignments to the various Line Umpires, then the Chair Umpire makes these assignments in the way best to utilize their services.
3. Reassigns Officials and for good cause requests their replacement
 - a. The Chair Umpire may reassign Umpires.
 - b. If and only if the Chair Umpire determines that there is good and sufficient cause, the Chair Umpire may request that the Referee or Chief Umpire replace an Umpire.
 - c. Play shall continue pending the decision.
4. Enforces instructions as to who enters playing area
 - a. The Chair Umpire shall enforce the Referee's instructions as to who may enter the playing area, and in the absence of instructions the Chair Umpire shall determine who may enter the playing area.
5. Calls score
 - a. The Chair Umpire calls the points, games, and sets at the end of each, respectively, and when asked to call them.
6. Sees that players change ends and play continuously
 - a. The Chair Umpire sees that the players change ends in accordance with the rules (allowing them no delay or rest during a tiebreak).
 - b. The Chair Umpire sees that they resume play promptly at the end of an authorized rest period and sees that play is continuous.
7. Scorecard
 - a. The Chair Umpire records the points, games, and sets on the scorecard.
 - b. The Chair Umpire signs the scorecard at the end of the match and delivers it without delay to the Chief Umpire or the Referee.

- c. The failure of the Chair Umpire to sign or deliver the scorecard does not invalidate the match.
8. When Line Umpire is unable to make call
 - a. When a Line Umpire is unable to make a call, the Chair Umpire may make the call.
 - b. While a replay is to be avoided if at all possible, the Chair Umpire shall order a point replayed if a valid call cannot be made.
9. Suspension of match
 - a. The Chair Umpire shall advise the Referee when playing conditions justify suspension of the match.
 - b. When practicable, the Chair Umpire shall obtain the Referee's approval before suspending play.
10. Alters ball change
 - a. The Chair Umpire may call for a ball change at other than the prescribed time when abnormal conditions warrant so doing.
11. Makes final decisions on fact questions; overrules clear mistakes.
 - a. The Chair Umpire makes the final decision on every question of fact in the match, including the overruling of the Net Umpire or Line Umpire if required to correct a clear mistake.
12. Decides questions of law subject to appeal
 - a. The Chair Umpire decides all questions of law, subject to an appeal by a player to the Referee. (**Appendix VII, Cases 1 and 2 of the ITF Rules of Tennis, USTA Regulation IV.D.8., and USTA Regulation IV.E.4.** refer to this situation.)
 - i. The Referee also decides any question of law that a Chair Umpire is unable to decide.
 - b. When the matter under consideration affects the scoring of a match, the Chair Umpire shall immediately bring it to the Referee's attention and suspend play pending the decision.
 - i. In all other cases of appeal, play shall be continued while the matter is being considered.
 - ii. The Referee's decision in such cases shall be final.
13. Defaults player for cause
 - a. The Chair Umpire may default a player for cause, which includes, but is not limited to, tardiness after an intermission, misconduct, or failure by the player to comply with instructions.
14. Calls service lets and "walking and running" foot faults
 - a. The Chair Umpire calls service lets and foot faults that are in violation of the "walking or running" prohibition.
15. Balls that touch ceiling
 - a. On an indoor court where part of the ceiling area is obstructed from the view of the Chair Umpire and the Net Umpire, the Chair Umpire

may assign the calling of touches in that area to one of the other Umpires.

16. Miscellaneous violations
 - a. The Chair Umpire calls any violations during play in which:
 - i. A ball in play touches a player
 - ii. A player touches the net or the opponent's court while the ball is in play
 - iii. A player strikes the opponent's return before it has passed the net
 - iv. A not-up (double-bounce) occurs
 - v. An illegal carry, double-hit, or other illegal stroke is made
 - vi. A ball in play passes through the net
 - b. These duties, or portions thereof, may be delegated to the Net Umpire.

Chair Umpire Procedures

1. Before going to court
 - a. Learn the basic facts about the match, such as name of tournament, event (men's, women's, singles, doubles, etc.), the round, match format, correct names, and residences of the players, and the ball change.
 - i. This information should be on the scorecard. If it is not, write the information on the card.
 - b. Your supplies should include a stopwatch, measuring device, and eraser-equipped pencils. Optional equipment includes a cap or visor, safety pins, adhesive tape, and bandages.
2. Court Preparation
 - a. Ensure that singles sticks are in place on opposite ends of the court, or removed for doubles
 - b. When you go to the court (preceding the players), check the height of the net.
 - c. Check the ball supply (including used balls) and equipment for the Umpire's chair.
 - d. Confirm the availability of players' supplies, water, towels, sawdust, etc.
3. Have a pre-match conference with players
 - a. Be brief and informative.
 - b. Always bring the players (in doubles at least one member of each team) together at the net near the center strap.
 - c. Discuss only necessary information.
 - i. For example, the number of balls in use, the ball change pattern, and anything unusual, such as longer warm-ups or reduced crews with the chair calling some of the lines.
 - ii. An example of such a discussion: "Gentlemen, we're using four balls; change at nine and eleven."

- d. Toss a coin for winner's choice according to **Rule 9** of the **ITF Rules of Tennis**.
4. Alert the players to the remaining warm-up time with announcements of "Three minutes," "Two minutes," and "One minute."
 - a. The pre-match introduction, which is made after the one or two minute announcement, should be brief:
 - i. "Ladies and gentlemen, this is a third round match, best of three tiebreak sets. To the left of the chair, from Rye, N.Y., Alex Adams and from White Plains, N.Y., Jerry Baker; to the right of the chair, from Greenwich, Conn., Chris Clark and from Hicksville, N.Y., Don Dunn. Adams and Baker won the toss and chose/elected to receive."
 - b. "Time." (Glance to see that the players and Officials are ready.) "Don Dunn to serve...Play!"
 - c. Announcement at one set all with a 3-minute rest period:
 - i. "Ladies and gentlemen, following the 3-minute rest period, a 10-point match tiebreak will be played to decide the match."
 - ii. Match completion: "Game, set, match Smith; 6-2, 1-6, 10-6"
 - d. Announcement at one set all with a 10-minute rest period:
 - i. "Ladies and gentlemen, following the 10-minute rest period, a final set will be played to decide the match."
 - ii. Match completion: "Game, set, match Smith. 2 sets to 1: 6-2, 1-6, 6-4"
 - e. If the match will use No-Ad scoring and a 10-Point Match Tiebreak in lieu of the third set, the introduction should be:
 - i. "Ladies and gentlemen, this third round match will consist of two tiebreak sets with No-Ad scoring. At one set all, a 10-point match tiebreak will be played to decide the match. To the left of the chair, from White Plains, N.Y., Sarah Jones. To the right of the chair, from Albany, N.Y., Jackie Smith. Smith won the toss and chose/elected to serve."
 - ii. At one set all the Chair Umpire should announce: "Ladies and gentlemen, a 10-Point Match Tiebreak will now be played to decide the match."
5. If there is any doubt, ask the players how to pronounce their names before the pre-match conference.
 - a. Announce each player only as the player serves for the first time and again after any intermission.
 - b. In announcing a match involving players from another country, introduce the visitor(s) first.
6. Titles, such as Mr., Mrs., or Ms. are used when directly communicating with a player or issuing a penalty.
 - a. Use only the players' surnames on scoring.

- i. Example: "Advantage Adams."
7. In doubles, use the server's name when the server's team has the advantage and use the name of the player receiving when the receiver's team has the advantage.
8. Scoring Announcements
 - a. Call games as follows:
 - i. "Game, Smith; first game."
 - ii. "Game, Smith; 3 games all, first set."
 - iii. "Game, Jones; first game, second set."
 - iv. "Game, Jones; Jones leads 3 games to 2, second set and by 1 set to love."
 - v. "Game, Jones; Jones leads 3 games to 2, second set; first set, Smith."
 - vi. "Game, Jones; 3 games all, second set."
 - vii. "Game, Smith; first game, final set."
 - b. Call sets as follows: "Game and second set, Smith, 7 games to 5. 1 set all."
 - i. The scores of previous sets are never given.
 - ii. When announcing a tiebreak, use the following: "Game, Smith. 6-all, first set. Tiebreak."
 - iii. In calling the score in a tiebreak, give the leader's score, then the score of the opponent, then the name of the leader, for example:
 - "4-zero, Scott", or "3-2, Jones-Smith" or "3-all."
 - iv. In tiebreaks, use "zero" instead of "love."
 - v. When the score reaches "Deuce" in No-Ad scoring in events other than mixed doubles, announce:
 - "Deuce, Deciding Point, Receivers' Choice."
9. Preventing/Stopping Play Announcements
 - a. To prevent play from starting, say: "Wait, please."
 - b. To interrupt play, say: "Let." Say: "Replay the point," if the interruption requires it.
 - i. Do not say: "Play a let."
 - c. If there is an unusual interruption in play (medical timeout, equipment repair, etc.) be sure to inform the opposing player(s) and the crowd.
 - i. Keep your announcement very brief and simple:
 - To the crowd (if Trainer has been called): "Ladies and gentlemen, the Trainer/Physio has been called to court."
 - To the crowd (if MTO taken): "Ladies and gentlemen, Mr. Adams is taking a medical timeout."
 - ii. The objective is to keep everyone informed of what is occurring on court.
 - d. When a player takes a medical timeout, be sure to start your watch.

- i. To the players if treatment is given (no public announcement): “2 minutes,” “1 minute,” then “30 seconds” to let the players know the time remaining.
 - e. The call for first serve let is: “Let, first serve”; on a second serve: “Let, second serve.”
 - f. Remember at changeovers to call “Time” at 60 seconds.
 - g. On set breaks, call “Time” at 90 seconds.
 - h. If a player is late leaving the courtside chair, you may call “15 seconds” at the end of 75 seconds.
 - i. This warning should be used sparingly and is not mandatory.
10. Code Violations - Always know what you are going to say before announcing a violation.
 - a. A code violation should be announced in accordance with the following examples:
 - i. “Code violation, delay of game, point penalty, Mr. Adams.”
 - ii. “Code violation, ball abuse, game penalty, Mr. Adams.”
 - iii. “Code violation, racket abuse, default, Mr. Adams.”
11. Time Violations - Always know what you are going to say before announcing a violation.
 - a. Time violations should be announced in accordance with the following example:
 - i. “Time violation, warning, Mr. Baker.”
 - ii. Each subsequent delay: “Time violation, point penalty, Mr. Baker.”
 - b. A Chair Umpire may caution a player on a changeover to avoid a future time violation.
 - i. For example, the Chair Umpire may quietly tell a player:
 - “Watch the 25 seconds,” if the player is getting close to a time violation between points.
 - ii. The player is now on notice that if he/she is not ready within 25 seconds, the Chair Umpire will issue a time violation.
12. An accepted method of match control is for an Chair Umpire to caution a player whose behavior is borderline.
 - a. The Chair Umpire should never caution a player whose misconduct is clear; the Chair Umpire should issue a code violation.
13. Suspension of Play
 - a. When play has been suspended, to crowd: “Ladies and gentlemen, play is suspended.”
 - b. If the length of suspension warrants an announcement: “Ladies and gentlemen, this is the resumption of a first round match. To the left of the chair from Orlando, Fla., John Michaels. To the right of the chair from Plantation, Fla., Jessie Collins. Collins leads 4-2 first set. Michaels is serving, 15-love.”
14. Announcing Outcomes

- a. The following is an example of announcing the outcome of a match:
 - i. "Game, set, match Adams; two sets to love, 7-6, 6-2."
- b. In announcing the outcome of a match, use the term "default" when a player fails to appear on time or is guilty of misconduct.
 - i. Example: "Game, set, match; Jones wins 6-4, 2-4, default."
- c. When a player is unable to continue a match because of a medical condition, the record should show the score at the time followed by the word "retired" and a description of the medical condition.
 - i. Scorecard should read: "6-1, 2-4. retired."
 - ii. Announcement to crowd: "Mr./Ms. Smith is retiring due to an injury/illness. Jones wins, 6-1, 2-4, retired."

Chair Umpire Techniques

1. Promptness in announcing the score at the end of a game is one trait of a competent Chair Umpire.
 - a. It gives the players confidence in the Chair Umpire.
 - b. Applause plays an important part in the timing of your score calling.
 - i. Except for game-ending points, you should always try to announce the score just as the applause is subsiding.
 - An example for game-ending points: "Game, Smith," (pause and let applause begin to subside), "Jones leads 2 games to 1."
 - ii. Occasionally, in an exciting match there will be prolonged applause that continues up to the instant the server is ready to start the next point.
 - If the players look to you for the score, give it.
 - iii. In matches where there is frequent applause there will be very brief and routine points. You will be able to quickly announce the new score before the few scattered handclaps start. This is one place where variety and promptness are important.
2. Keep the score and the server in mind to more accurately announce the score and mark your card at the end of the point.
 - a. **Remember:** Do not let your scorecard marking become so extensive that it keeps you from seeing something important between points.
 - b. **Remember:** The two most important things to keep in mind:
 - i. Look at the point-losing player
 - ii. Check the receiver as the server is preparing to serve
3. The Line Umpire's calls should be so loud and clear that normally no repetition is necessary.
 - a. It may be necessary to repeat an occasional call because of crowd noise or as an affirmation of a close call.
 - i. In such cases your comment should be: "The ball was out" (or "good," as the case may be).

- ii. Do not say: “The Line Umpire called it out,” obviously disclaiming responsibility for the call.
4. If there is no Net Umpire, you will call lets.
 - a. Do not announce “Let” unless the serve is good.
5. Make the calls for any uncovered lines in a clear voice so both players can hear you.
6. Always keep the point score in your head, using your scorecard to confirm it.
 - a. Repeating the score silently to yourself is a good habit, particularly when a controversy is brewing.
7. Announcing Overrules
 - a. When a call of good is overruled, the approved wording is, “Out, (give the correct score).”
 - b. Where an out call is overruled, the approved wording is “Correction, the ball was good, replay the point (or give the correct score).”
8. Be alert to the players on close calls.
 - a. Judicious use of a hand signal or a positive nod with eye contact will confirm a call.
 - b. If verbal confirmation is required, the phrasing should be: “I saw the ball good (or out)” or “I agree with the call.”
 - i. DO NOT SAY, “It was not a clear mistake.”
9. Voice
 - a. Four characteristics mark the delivery of a good Chair Umpire:
 - i. A natural sounding but well-projected voice
 - ii. Proper inflection in calling the score
 - iii. Promptness
 - iv. Some variety in timing and intensity
 - b. Avoid the monotony of having all your announcements sound alike.
 - c. Always know what you are going to say before you speak.
 - d. Use a conversational tone of voice and avoid a sing-song delivery.
10. When all the players agree that a line or let call is in error, accept the players’ version.
11. Do not cross your legs during play.

Score Card Marking

1. Keep scorecard marking to a minimum.
 - a. This allows you to spend more time watching the players and coaches for possible conduct violations.
 - b. Before going to court complete as much of the scorecard as possible including the players’ names in cumulative game columns, first ball change, and ball number.
2. Brief examples of a modified scorecard are shown:

Category	Markings
Serves	<ul style="list-style-type: none"> • Aces are shown with As • Double faults with Ds • Missed first serves with a small dot in mid-line.
Code violations	<ul style="list-style-type: none"> • A point penalty for a code violation is shown by a “C” in the box of the player who was not penalized. (See third point of second game in Scorecard Appendix.) • A game penalty is shown by writing “Game Penalty” on the line of the player who was not penalized. (See second game in Scorecard Appendix.)
Time violations	<ul style="list-style-type: none"> • A warning given for the first time violation is shown by a “T” in the box of the offender • You should circle the “T.” (See seventh point of second game.) • Subsequent time violations are shown by a “T” in the box of the player who was not penalized.
Placement of the server’s initials and names	<ul style="list-style-type: none"> • The placement of the server’s initials indicates the end of the court (for example the Chair Umpire’s right or left) from which the service is delivered.
Cumulative game score	<ul style="list-style-type: none"> • The cumulative score is shown in the example with each player’s score written after each game. • You may also write only the score of the winner of each game.
Service breaks	<ul style="list-style-type: none"> • An “X” through the game number in the column captioned “GAME” indicates a service break. (See example in the third game.)
Ball changes	<ul style="list-style-type: none"> • Underline the server’s column and the set score column to indicate a ball change. • The wavy line after the fourth game means that a ball change should follow game 4. • Some Chair Umpires also lightly shade the set score boxes or use a highlighter.
Significant events	<ul style="list-style-type: none"> • You should make notes about significant events such as an injured player, cramps, toilet breaks, and the precise nature of a conduct violation. • Use the appropriate table on the back of the card.
Service order in tiebreak	<ul style="list-style-type: none"> • As soon as you know who serves first in the set, place the initials of the players in proper order over each box on the tiebreak section.

Solo Chair Umpire

1. When only a Chair Umpire is available to conduct a match, the Official is called a Solo Chair Umpire.
 - a. A Solo Chair Umpire will, in general, have the same duties and authority as the Chair Umpire with Line Umpires.
2. The responsibilities of the Solo Chair Umpire and the players are described below. Depending on the sophistication of the players, the Solo Chair Umpire should cover some or all of these responsibilities in a brief pre-match meeting.
 - a. The Solo Chair Umpire is there to help the players by assuring that the match is played under the fairest circumstances possible.
 - b. The players shall call all lines promptly and loudly.
 - i. Any doubt about a line call should be resolved in favor of the opponent.
 - c. The Solo Chair Umpire overrules clear mistakes.
 - i. This includes “good” balls that are called “out.”
 - ii. This includes obviously “out” balls that are called “good.”
 - iii. It does not include close “out” balls that are called “good.”
 - iv. If the Solo Chair Umpire overrules an “out” or “fault” call, then the player who made the call loses the point.
 - d. The Solo Chair Umpire makes all other calls including, but not limited to, foot faults, lets, not-ups, and code violations.
 - e. The Solo Chair Umpire should explain the ball change policy and should conclude the meeting by asking if there are any questions.
3. The Referee or the Solo Chair Umpire may modify the above line-calling procedure with the exception that the overrule shall continue to be exercised.
 - a. Two examples are that the Solo Chair Umpire might call all the lines or the service line only.
4. Sectional Associations may authorize Solo Chair Umpires to call all lines in designated tournaments.
5. In certain professional and ITF tournaments, the Solo Chair Umpire may be required to call all lines.

LINE UMPIRE

Line Umpire Responsibilities

1. Calls line - The Line Umpire calls all shots relating to the assigned lines.
2. Unsighted Signal - The Line Umpire promptly indicates to the Chair Umpire by an unsighted signal when the Line Umpire is unable to make a call.
3. Corrections - When a Line Umpire calls a ball out in error, the Line Umpire shall immediately make a correction.

- a. If a ball that was out was not called out immediately, the Line Umpire shall remain silent.
4. Foot Faults - When assigned to a baseline, a sideline, or a centerline, the Line Umpire calls foot faults that pertain to a player's touching the line or the imaginary extension thereof.
 - a. The Line Umpire should answer when a player asks what occasioned a call of foot fault.
5. Code Violations - The Line Umpire shall report to the Chair Umpire any code violations that the Line Umpire saw or heard that were not heard or seen by the Chair Umpire.
6. A Line Umpire is accountable to the Chair Umpire only.

Line Umpire Procedures

1. A Line Umpire's only calls are: "out," "fault," "foot fault," "correction," "safe," and "unsighted."
 - a. "Safe" and "unsighted" are indicated by visual signals only.
 - i. A "safe" signal is used to reassure the Chair Umpire of a call when the ball has hit on, or within approximately 18 inches inside of a line.
 - ii. An "unsighted" call is used to tell the Chair Umpire that the Line Umpire was unable to see a shot.
 - b. "Fault" is used only with respect to a serve that is out.
 - c. "Correction" is used to indicate immediately that an erroneous call has been made.
 - d. Not making any call on a ball is tantamount to calling it good.
2. A Line Umpire shall not call a "touch," "not-up," "carry," "double-hit," "through," "invasion," or "foul shot."
3. Visual signals for calls
 - a. "Out" and "Fault" - follow the oral calls and are made by extending the arm with the palm of the hand held vertically, fingers together, shoulder high, in the direction in which the ball is out.
 - i. If the Line Umpire and the Chair Umpire are located on the same side of the court, the Line Umpire's hand should be extended forward (not to the side) to facilitate the Chair Umpire seeing the signal.
 - b. "Foot Fault" is signaled by raising either arm to the vertical position.
 - c. "Correction" is signaled by raising either arm to the vertical position followed by the corrected signal.
 - d. "Safe" or a call of good is signaled by holding both hands together, backs of hands to chair, approximately knee high in front of the body
 - i. The Line Umpire's hands should be tilted in the direction of the Chair Umpire when both Officials are located on the same side of the court.

- e. "Un sighted" is signaled by placing the back of the hands to the Chair Umpire in a vertical position just below the eyes.
4. Making a Call
 - a. Make "out," "fault," "foot fault," and "correction" calls loudly and crisply followed by the proper hand signal.
 - i. This is particularly important on balls that are hit at a high rate of speed or land near the line.
 - b. To be valid, a Line Umpire's out call on A's shot to B's court that B plays must be made before B's shot has either gone out of play or has been hit by A.
5. The Line Umpire should give the server the benefit of any doubt in calling a foot fault.
 - a. Do not make any call until the ball has touched the racket of the server.
6. If play continues after a fault, foot fault, or out call, the Line Umpire should immediately repeat the call.
 - a. If the score that the Chair Umpire announces varies from the Line Umpire's call or if the Chair Umpire is making a procedural error such as allowing the wrong player to serve, the Line Umpire shall immediately bring this to the attention of the Chair Umpire.
7. A Line Umpire who observes a code violation not seen or heard by the Chair Umpire shall report this to the Chair Umpire without interrupting a point.
 - a. This should be done before the start of the next point.
8. Overrules - A Line Umpire who has been overruled should accept the overrule without comment.
 - a. Any query from a player concerning a line call should be referred to the Chair Umpire.
9. When a Line Umpire's relief does not appear on schedule, the Line Umpire shall continue working until the relief arrives.
10. With the exception of shoes and socks, white is a prohibited color for the clothing of a Line Umpire.

Line Umpire Techniques

1. Any hand signal should be given with a fully extended arm and should be held momentarily to give the Chair Umpire the opportunity to observe the signal.
 - a. A ball should never be called out until it has touched the ground or a permanent fixture.
2. A Line Umpire should sell calls with decisiveness, a crisp tone of voice, and a prompt hand signal following the voice.
 - a. The Line Umpire should make some intelligent differentiation in the relative volume and urgency of calls.

- i. It is not necessary for a service Line Umpire to shout “fault” loudly on a serve that hits the top of the net and lands 10 feet beyond the service line.
 - ii. This is not to encourage anyone to be overly casual or tardy in making calls.
3. In doubles, the Line Umpire calling the sideline also calls the side service line.
 - a. In making these calls, a Line Umpire should be in a position with an unobstructed view.
4. A Line Umpire who is in a player’s way should make a definite effort to avoid the player while maintaining his or her position.
5. A Line Umpire should not assume the role of a Ballperson.
 - a. This does not preclude handing a ball within easy reach to a player or a Ballperson or catching a towel thrown by a player and handing it to a Ballperson.
6. A Line Umpire must maintain concentration and alertness.
7. When seated, a Line Umpire should never relax completely or cross the legs during play.
8. A Line Umpire should avoid distractions such as conversing with a spectator.
9. Line Umpires should warm-up their eyes before going on court or during the warm-up.
10. Tracking a ball (all lines except serve):
 - a. Look to where the action is.
 - b. As the ball passes the net and you have the possibility of a call, turn your eyes and head to the line in the area where the ball is going to land, thereby giving yourself the best chance to make the correct call.
 - c. Focus directly on the line.
11. Positioning
 - a. Baseline - Chair angled properly, maximum angle not farther than the intersection of the service line and the far side line.
 - i. Body positioned so that head is directly on the line.
 - ii. Sit forward to look alert.
 - iii. Watch for foot faults.
 - b. Long Lines - Assume “ready position” as server prepares to toss ball and maintain ready position throughout point.
 - i. The ready position should not be rigid or uncomfortable.
 - ii. Calls and signals are made from the ready position.
 - iii. Assume “at ease” position at point’s end.
 - iv. When calling the serve from behind the receiver, select the best position from which to make the call.

The following are acceptable:

- On the line, crouched low.
 - Inside the line in a normal ready position.
 - Outside the line in a normal ready position.
- v. Choose the option most comfortable for you which allows you to make the most accurate call.
- After the serve, move quickly into position to call the long line during play.
 - The center service Line Umpire goes to “at ease” position just after the serve hits the court unless this Line Umpire makes a call.
12. Service Line Techniques
- a. Positioning
- i. Chair is straight on the line.
 - ii. Do not angle the chair.
 - iii. Lean forward to get best angle and view of server preparing to serve.
- b. Technique - When server is ready to toss ball, turn your head and focus your eyes directly on the near quarter of the line being served to.
- i. Lean forward if this will enable you to call the line with accuracy.
 - ii. If you still have a problem with served balls slipping under your vision, focus closer to you.
 - iii. Focus directly on the line.

NET UMPIRE

Net Umpire Responsibilities

1. Call “net” on lets - Makes a call of “net,” followed by a hand signal, any time a served ball touches the net in passing it.
2. Make calls delegated - If asked to do so by the Chair Umpire, the miscellaneous violations that otherwise are the responsibility of the Chair Umpire.
3. Handle ball change - Sees that balls are changed at the proper times and checks each new ball for suitability.
4. Check net - Adjusts the net to the proper height before play begins, on set breaks, and at such other times as the Chair Umpire may desire, and makes sure that singles sticks are in place or removed, as required.
5. Keep alternate scorecard - Keeps an alternate scorecard as a check for the Chair Umpire if requested.

Net Umpire Procedures

1. The Net Umpire’s primary duty is to call “nets”.
 - a. Sees that balls are changed at the proper times.
 - b. The Chair Umpire may assign other duties such as setting up the court and calling “throughs.”

2. Position - Should sit comfortably, feet slightly apart but not protruding into the court.
 - a. The Net Umpire should place a hand along the side of the net band and ahead of the net post (or singles stick) and sight along the top of the band.
 - b. The hand away from the net should be used to touch the net.
3. Verbal “net” call and hand signal - The hand should be raised and a verbal “net” call made to indicate a “net.”
 - a. The hand should be removed from the net once the ball is in play.
 - b. Eyes and ears are by far the key elements in detecting nets.
4. Net Adjustment - Stand on the side opposite the buckle of the strap, so if you have to change the height you can depress the net with your body as you lean over it.
 - a. This relieves any strain on the strap while you change the setting.

CHIEF UMPIRE

Chief Umpire Responsibilities

1. Before the Tournament
 - a. Obtains from the Referee the court availability, the number of Officials to be used for each match, the ball change, and other pertinent information.
 - b. Recruits the necessary competent Umpires, establish their availability, and schedule their daily court assignments.
 - c. After coordinating the time and place with the Referee, schedules a pre-tournament meeting of all Umpires in order to discuss the general conditions involved in working the tournament.
2. During the Tournament
 - a. Conducts a meeting of the involved Umpires before each session of the tournament to give direction, inform them of changes in procedures or to review previous matches as a means to improve future performance.
 - b. Evaluates the work of all Umpires and offers constructive criticisms and suggestions.
 - c. Prepares the scorecard for each match and maintain a file of all completed scorecards.
 - d. Furnishes the media with any factual information they may request, subject to the approval of the Referee.
 - e. Designates the method of deployment of on-court Officials during a match, following USTA standard procedures.

COURT MONITOR

Based on the experience and training of the Court Monitors, the Referee or Site Referee shall advise them of the courts to which they are assigned and their responsibilities, which may include some or all of the following:

1. Maintain control over assigned courts.
2. Measure the net at the beginning of the first match and at other appropriate times.
3. Time warm-ups and, when possible, announce “two minutes” at two minutes before the end of the warm-up, and announce “time” when play is to begin.
4. Call foot faults, remembering that there is never a warning.
5. Stop play when the monitor observes a code violation and seek assistance from the Referee or other Official.
6. File suspension point reports with the Referee concerning offenses they personally observed or heard.
7. Settle scoring disputes on a limited basis.
8. Overrule clear mistakes.
9. Time rest periods.
10. Record scores of matches.
11. Inform the desk of open courts and of the progress of matches in play.
12. Send for a USTA certified Official if there is a question of rule interpretation.
13. Call the score if assigned to only one court.

CLAY COURT BALL INSPECTION PROCEDURES

Chair Umpire

1. The Ball Mark Inspection Procedures for a Chair Umpire in **Appendix VII** of the **ITF Rules of Tennis** apply.

Referee, Deputy Referee, and Roving Umpire

1. To the extent applicable, the Ball Mark Inspection Procedures for a Chair Umpire in **Appendix VII** of the **ITF Rules of Tennis**, also apply to a Referee, Deputy Referee, or Roving Umpire.
2. The following additional procedures apply when one of these Officials is called to the court.
 - a. The Official shall find out if the players agree on which mark is the ball mark.
 - i. If the players agree on the mark but disagree on the reading of the mark, the Official shall decide if the mark is in or out.
 - ii. If the players disagree on the mark, the Official shall find out from the players the kind of shot that was played and the direction in which the ball was hit.
 1. If this enables the Official to determine which mark is the ball mark, the Official shall decide if this mark is in or out.
 - b. If the Official is unable to determine which mark is the ball mark, then the determination of the player at the end with the mark stands.
 - i. The Official then decides if this mark is in or out.

Line Umpire

1. Line Umpires are not responsible for inspecting ball marks, but the Chair Umpire may ask for help in locating a mark.
2. If a Line Umpire thinks that the Chair Umpire may need help in locating a mark, the Line Umpire should keep their eyes on the ball mark instead of giving immediate eye contact to the Chair Umpire.
3. If a Line Umpire is working on a short crew, the Line Umpire should stay in position until they are sure that the mark does not have to be checked.
4. Do not get into a discussion with the player about the mark.

APPENDIX: SCORECARD



3 sets

OFFICIAL SCORECARD

EVENT 3/06

Tournament <i>USTA Invitational</i>			Date <i>Jan 1, 2024</i>		
			Court # <i>1</i> Match # <i>3</i>		
Round <i>F</i>	Division <i>Men Singles</i>	No. of sets <i>3</i>	Format:	Advantage	<i>1 2 3</i>
Scoring: <input type="checkbox"/> Regular <input checked="" type="checkbox"/> No-Ad <input type="checkbox"/>				Tiebreak	<i>1 2 3</i>
Supervisor <i>Bob Smith</i>			Ball Change (quantity) <i>7 & 9 (6)</i>	# of Officials <input checked="" type="checkbox"/> Chair (+) <i>Solo</i>	
Referee <i>Jane Wilson</i>			Chair Umpire <i>Amy Zhu</i>		

MATCH

Player(s) <i>John Garcia</i>	From <i>Orlando</i>	Won	Elect
	<i>Florida</i>	<i>X</i>	<i>Rec.</i>

VS.

TOSS

Player(s) <i>Tyler Jones</i>	From <i>Montvale</i>	Won	Elect
	<i>New Jersey</i>		

RESULTS

Time called <i>1:05 pm</i>	Time started <i>1:10 pm</i>	Time finished <i>3:29 pm</i>	Duration <i>2:19 pm</i>			
Winner(s) <i>Tyler Jones</i>			S C O R E	<i>7</i>	<i>3</i>	<i>7</i>
				<i>5</i>	<i>6</i>	<i>6</i>
			TB	<i>4</i>		

CHAIR UMPIRE

Signature <i>Amy Zhu</i>	Certification <i>USTA</i>
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SCORECARD

Tie-break		Set No. 3										Ball #'s 4		Mark ball change? <input checked="" type="checkbox"/>		Games	
Garcia	Jones	Server Side	G A M E	<input type="checkbox"/> Advantage <input checked="" type="checkbox"/> Tie-break <input type="checkbox"/> Other			Doubles receivers _____ CM		Start Time 2:26PM		Garcia	Jones	Net check? <input checked="" type="checkbox"/>				
1	0	G	1	A							1	0					
1	1	J	2	C							1	1					
1	2	J	2	D							1	1					
1	3	G	3	A							1	2					
2	3	G	3	X							1	2					
3	3	J	4								1	3					
3	4	J	4								1	3					
3	5	G	5								2	3					
4	5	G	5	D							2	3					
4	6	J	6	A							3	3					
4	7	J	6	D							3	3					
		G	7								4	3					
		J	8	A							4	4					
		G	9								5	4					
		J	10								5	5					
		G	11								6	5					
		J	12	A							6	6					
4	7										6	7					

Team / Player(s)	Set # 1	Set # 2	Set # 3	Finish Time
John Garcia	5	6	6	3:29PM
Tyler Jones	7	3	7	

CODE VIOLATIONS (POINT PENALTY SCHEDULE)

Team / (Players) <i>Garcia</i>						
Step	Set	Games	Points	Player	Code	Description
W		—				
P	3	1—0	15—15	JG	BA	After losing point, hit the ball with anger out of the court, landing 3 courts down.
G	3	1—0	AD Jones	JG	VA	Screamed "you stupid idiot" at chair umpire.
D		—	—			

ABBREVIATIONS (CODE OF CONDUCT)

Del	Unreasonable Delays	BA	Ball Abuse	PhA	Physical Abuse
AOb	Audible Obscenity	RA	Racquet Abuse	CC	Coaching, Coaches
VOB	Visible Obscenity	VA	Verbal Abuse	UnC	Unsportsmanlike Conduct

INTERRUPTIONS / TOILET BREAKS, ETC.

Team / (Players)						
Set	Games	Points	From	To	Player	Reason
		—				
		—				
		—				
		—				

TIME VIOLATIONS

Team / (Players) <i>Garcia</i>							Team / (Players) <i>Jones</i>						
Step	Set	Games	Points	Player	25	90	Step	Set	Games	Points	Player	25	90
W	3	1-0	Deuce	JG	X								

APPENDIX: UMPIRE ASSIGNMENT, SELECTION, CERTIFICATION, AND TRAINING

PART 5—Umpire Assignment, Selection, Certification, And Training

I. USTA POLICY

A. Diversity and Inclusion: A Key Element of the USTA's Core Values

Just as any good investor knows that you have to diversify your portfolio if you want to maximize its value, so the USTA knows that by making tennis open and accessible to all people of varied backgrounds, the value of the sport, the overall crowd appeal and the potential for high returns will increase. The USTA has made Diversity and Inclusion a Primary Strategic Priority and is committed to growing the game through outreach and inclusion, as defined by our USTA Board of Directors Approved Diversity Statement:

We, the United States Tennis Association, recognize diversity as essential to achieving our mission: to promote and develop the growth of tennis. For us, diversity refers to differences of culture, ethnicity, race, age, gender, beliefs, religion, social and economic status, sexual orientation, family status, physical ability, appearance, and ideas.

We are committed to achieving greater diversity throughout the sport and fostering a tennis environment that is more inclusive.

Pursuant to its overall diversity policy, the USTA hereby promulgates this statement on diversity in Umpire assignment, selection, certification, and training.

B. Assignment & Selection of Chair Umpires for Tournaments

1. The USTA does not permit discrimination on the basis of gender, race, or any other prohibited basis in the selection and assignment of Chair Umpires to tournaments and matches.
2. All qualified Chair Umpires will be afforded equal opportunities to Chair men's and women's matches regardless of their gender. The USTA, where it has the authority to do so, will seek to assign qualified female Chair Umpires to men's tournaments and matches in numbers approximating their representation in the qualified pool of applicants available for these tournaments and matches. The USTA will urge USTA Pro Circuit tournament officials and the Chief Umpires assigned to these tournaments to do the same, and will take best efforts to include these assignment goals in future contracts with entities holding USTA Pro Circuit tournaments. When asked to recommend Chair Umpires for ATP tournaments, the USTA will seek to recommend qualified female Chair Umpires in numbers approximating their representation in the pool of Umpires qualified and available to chair these tournaments.

3. All qualified Chair Umpires will be afforded equal opportunities to chair tournaments and specific matches regardless of their race. The USTA, where it has the authority to do so, will seek to assign qualified Chair Umpires, regardless of their demographic background (i.e., race, gender, sexual orientation, etc.), to matches, including later-round matches, in numbers approximating their demographic representation in the qualified pool of applicants available for these matches. The USTA will urge USTA Pro Circuit tournament officials and the Chief Umpires assigned to these tournaments to do the same, and will take affirmative steps to include these assignment goals in future contracts with entities holding USTA Pro Circuit tournaments. When asked to recommend Chair Umpires for ATP and WTA tournaments, the USTA will seek to recommend qualified minority Chair Umpires in numbers approximating their demographic representation in the pool of Umpires qualified and available to chair these tournaments.
- 4.a. The process for applying for Chair Umpire positions at USTA Pro Circuit events is:
 - Step One. Work to achieve a Chair Certification by the USTA.
 - Step Two. Register work availability with the USTA Officials Department in the National Office (ITF certification encouraged but not required).
- 4.b. The process for applying for Chair Umpire positions at the US Open is:
 - Step One. Work to achieve a Chair Certification by the USTA.
 - Step Two. Register work availability with the USTA Officials Department in the National Office (ITF certification not required).
 - Step Three. Achieve Silver Badge or better certification. All Bronze or White Badge certified Chair Umpires who are accepted to the US Open are primarily accepted as Line Umpires.
 - Step Four. File an application to work the US Open by the annual US Open deadline with the USTA Officials Department.
- 5.a. In selecting Chair Umpires and assigning them to USTA Pro Circuit matches, the USTA will rely primarily on job related criteria such as: (Not in any particular order)
 - Availability
 - Performance rating or evaluation from USTA/ITF Certified Chair Umpires/Referees
 - Experience
 - ITF Badge Level (encouraged but not required for Pro Circuit events)
 - Adherence to the USTA Officials' Code of Conduct
- 5.b. In selecting Chair Umpires and assigning them to US Open matches, the USTA will rely primarily on job related criteria such as: (Not in any particular order)
 - US Open Application accepted

- Performance rating or evaluation from USTA/ITF Certified Chair Umpires/Referees
- Experience
- ITF Badge Level
- Adherence to the USTA Officials' Code of Conduct
- Nationality of the Umpire
- Whether a player exists on the Umpire's "NO List"

C. Certification and Training of Chair Umpires

1. The USTA does not permit discrimination on the basis of gender, race, or any other prohibited basis in the USTA certification of Umpires and in the selection of USTA-certified Umpires to be recommended for admission to the ITF for Badge School.
2. All qualified Chair Umpires will be afforded equal opportunities to obtain each USTA certification level and to be recommended for admission into an ITF Badge School, regardless of their demographic background (i.e., race, gender, sexual orientation, etc.). The USTA will seek to recommend for ITF Badge School admission all qualified Umpires who express written interest in attending ITF Badge Schools.
3. The process for USTA-Certified Umpires to obtain recommendations for admission to ITF Badge Schools is:
 - Step One.* Work to achieve a Chair Certification by the USTA which includes attendance at a USTA Officiating In-Person Workshop.
 - Step Two.* Seek chair assignments at Junior events, Collegiate events, or any events to gain experience.
 - Step Three.* Express interest to the USTA to attend and then successfully complete a Chair Umpire Center of Excellence training.
 - Step Four.* Seek Chair assignments at USTA Pro Circuit events.
 - Step Five.* Obtain applications from the ITF website or seek assistance to obtain an application from the USTA Officials Department and submit as instructed.
- Selections for schools are made by the ITF. Should more Americans seek admission than seats available, ITF requires USTA to endorse candidates based on the following criteria, Performance rating or evaluation from USTA/ITF Certified Chairs/ Referees;
- Pro Circuit and ITF event experience;
- Adherence to the USTA Officials' Code of Conduct.
4. Decisions for selecting Umpires certified by the USTA to attend USTA-operated Centers of Excellence will be based primarily on job related criteria such as:
 - Recommendation from USTA In-Person workshop trainers;
 - Experience;
 - Adherence to the USTA Officials' Code of Conduct.

5. The USTA maintains records of the names of USTA-Certified Umpires recommended for admission into ITF Badge Schools, as well as the names of USTA-Certified Umpires who attend USTA-operated Centers of Excellence.

II. DISCRIMINATION COMPLAINT AND RESOLUTION PROCESS

A. Umpire Equal Opportunity Policy

The USTA does not permit discrimination on the basis of gender, race, color, religion, national origin, marital status, citizenship status, veteran status, sexual orientation, age, disability, or any prohibited basis in the selection and assignment of Chair Umpires to tournaments and matches, or in the certification of Umpires and the selection of USTA-Certified Umpires to be recommended to the ITF for Badge School admission.

B. Umpire Complaint and Investigation Procedure

1. Any Umpire who believes that he or she has been subjected to discrimination in violation of the Umpire Equal Opportunity Policy may file a complaint in writing with the Chief Diversity Officer of the USTA, either by mail USTA National Campus, 10000 USTA Boulevard, Orlando, FL 32827, or via email at diversity@usta.com. The complaint shall include:
 - a. the date, time, and location of the acts or actions complained of;
 - b. the identities of the person or persons taking the disputed acts or actions and any witnesses to them; and
 - c. the basis on which the acts or actions are believed to be discrimination in violation of the Umpire Equal Opportunity Policy.
2. The USTA will promptly and thoroughly investigate each complaint in an impartial manner and, to the fullest extent possible, shall maintain the confidentiality of all complaints and Umpire complainants. The Umpire complainant shall be informed of the results of the investigation.
3. If the USTA determines that discrimination in violation of the Umpire Equal Opportunity Policy has occurred, it will immediately take appropriate remedial and/or disciplinary action, up to and including termination of the employment or contract of the responsible party if the USTA has this authority.
4. The USTA will maintain the records of the Umpire Complaint and Investigation Procedure, including those reflecting the nature of the complaint, the investigation conducted, the results of the investigation, and any actions taken as a result of the investigation, in accordance with applicable legal standards.
5. No Umpire shall be subjected to retaliation or other detriment in his or her relations with the USTA for filing, assisting with, or supporting in any manner a complaint of discrimination in violation of the Umpire Equal Opportunity Policy. If any retaliation or detriment occurs, the affected Umpire may file an amended or a separate complaint with the Umpire Diversity Officer to be processed and resolved in the manner specified above.

We are USTA Officials.

**THE ULTIMATE TENNIS EXPERIENCE
BEGINS WITH US.**

We don't just make calls.

We make our sport fun and fair.

We don't just oversee the game.

We are ambassadors for the sport.

We teach, learn, listen and lead.

Our diversity gives us strength.

Our mission unites us all.

**SET THE STAGE FOR
TENNIS AT ITS BEST**

