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WORLD SERVICE OFFICE, INC., P.O. BOX 9999, VAN NUYS, CA 91409; (818) 780-3951 VOLUME 2 NUMBER 7

THE N.A. WAY

We reported some time back that we were shooting for 3,000 subscriptions to the N.A. Way magazine by the end of December in order for the magazine to become solvent. We have come very close to that mark, and are glad to announce the staff is recommending that the magazine effort be continued. To all of you who have supported this

important Fellowship project-thanks.

The magazine is still sorely under-exposed within the Fellowship. It needs regular mention at meetings, with the person who is making the announcement waiving a copy for all to see. Invite members to page through it after the meeting, and have plenty of subscription blanks for them to take. If this magazine is to continue to grow to become an ever more effective and useful tool within the Fellowship, it is important that everyone know about it and see it.

Most of you know that we have large display posters available through the WSO at no charge for just that reason. They are large, colorful posters with a recent copy of the magazine attached along side a tear-off pad of subscription blanks. We are giving these away for the asking, and they're being shipped in large numbers. We have no problem with an Area Service Committee writing to ask for one for each group in the area. That's what they're here for. Just write to us and we'll send

them off.

Again, the magazine is stable and moving forward full steam. We invite anyone who has not yet subscribed to get on board. We are running short of articles, though, so please feel free to avail yourself of this opportunity to be of service. Most of our current contributors probably never thought of themselves as "authors" before they got published here. Don't let anything like that keep you from participating in your "meeting in print." We are not concerned that you know about the mechanics of writing—we'll concern ourselves with that part of it—we need your experience, strength and hope. And by the grace of God, there's an abundance of that in Narcotics Anonymous today!

If it is reasonable to assume that an average of at least four or five people read each copy of the magazine, then you have the opportunity to carry the message to twelve to fifteen thousand addicts at once by writing for your magazine. And this number is growing steadily. We must not underestimate the impact of this Fellowship forum;

let's continue to strive to use it to its full potential. We hope to hear from many more of you soon.

One last note about the magazine: As we were placing the December issue in the envelopes and sealing them, we began to see that there had been errors with the printing of some copies. When we noticed the problem we immediately began inspecting them more closely before stuffing and sealing the envelope. We caught seriously defective magazines—pages missing, ink bled through the page, etc. Unfortunately, we suspect that some of these found their way into sealed envelopes and were sent. Our printer has assured us that we will be reimbursed for any expense we incur in replacing these for you. Please send us any defective magazine you may have received, and we will gladly replace it.

TRANSLATION OF N.A. LITERATURE

An effort has been underway for some time now to translate N.A. Conference-approved literature into foreign languages. At this time, the World Service Office has accomplished the translation of the White Booklet, Group Starter Kit and informational pamphlets into German, French,

Italian and Spanish.

The process that has been used begins with the initial translations being done by a professional translator. The material is then sent to N.A. members in the appropriate country or language area for review. The members have responded with comments about the appropriateness of the translations, including information about colloquial or idiomatic expressions. When necessary, revisions have been made with the professional translator. The Office has then proceeded with typesetting and printing the translated materials for general sales and distribution.

Although this process has been effective, it has not been without some problems. Most of the problems have surrounded the translation of the literature into languages which are spoken in more than one country. For example, Spanish is spoken in Spain, Mexico, Cuba and the various countries in South America, French is spoken in both France and parts of Canada. To the best of our understanding, some discrepancies and disagreements about certain language structures are inevitable when a given language is spoken in more than one country.

Another problem that has emerged is the translation of the name "Narcotics Anonymous." The translators who worked in each language systematically tried to translate the name along with the title of each piece and the particular text. In some cases, this has ended up with some rather strange results. The fact that the first word of our Fellowship's name is "narcotics" rather than a word describing our members such as "drug addicts," or "addicts," brings about some misunderstandings, especially in view of the fact that the N.A. communities are so new in many countries. This dilemma was also discussed by the WSC International Committee (IC) during their recent meeting in Philadelphia. The IC will present a more complete discussion of this issue in the Fellowship Report scheduled for around the first of February.

The WSO has responded to these matters by requesting input from bilingual N.A. members and by engaging the services of a well-known, international professional translation service. We received some very detailed notes from the N.A. membership in Germany which delineated some of the problems found in the current German translations. Necessary changes will be reflected in the next printing of the German literature. A foreign language and special services committee in Florida has also been especially helpful and supportive in providing information about the problems and possible solutions with the Spanish translations. The N.A. members in Quebec, Canada have also been very helpful and cooperative.

After considering all of the available information, it appears the best course of action at this time is to redo some of the translations. We have therefore entered into an agreement with one of the best professional translation companies in the world, and will be working with bilingual N.A. members to develop translated versions of the N.A. literature which we hope will adequately carry the message of recovery to addicts in all countries.

With regard to translating the name "Narcotics Anonymous" and the ensuing problems, we have decided, based upon recommendations from the professional translation service and several members of the Fellowship, that it is best not to try to translate the name of our Fellowship. It seems that our trusty slogan says it well: Keep it Simple! We have been advised that it is common in all languages to encounter names of companies, products, organizations etc. left in their original language. Not translating the name of our Fellowship would be consistent with that common practice. Therefore, all subsequent translations and printings will reflect the English words "Narcotics Anonymous," both on the cover and within the piece of literature. For example, the Italian version of the White Booklet will read Narcotics Anonymous (in English) with the words "Italian version" printed in Italian.

Throughout this process, we have learned a great deal about the delicate and sensitive nature of translating. It is not a simple process, and had it not been for the consistent cooperation and communication with our bilingual members in the

U.S. and abroad, we would never have refined the process to the point where it is today. We are certain that more mistakes will undoubtedly be discovered as we continue on with other languages and other pieces of literature, but we are confident that by working together in a spirit of cooperation and unity, we will be able to effectively carry the message of recovery to addicts all over the world. This translation endeavor has been a powerful example of the strength of the Narcotics Anonymous Fellowship in which the personal recovery of countless addicts really does depend on N.A. unity.

UNAPPROVED LITERATURE

All of us in the N.A. Fellowship need to constantly remember to use unapproved literature only in appropriate ways. Unapproved literature means those pamphlets and booklets which are printed on white paper and say World Literature Committee Unapproved Literature on the front. You may see them at your regular N.A. meetings, your area service committee or local literature committee meeting. These are new pieces of literature that are being developed and they are not yet ready for general distribution and use.

We should all know that unapproved literature is not to be used in N.A. meetings. However, it is also important to remember that it should not be distributed outside the N.A. Fellowship. Unapproved literature should never be sold or brought in to hospitals and institutions. Although most review or approval drafts are quite good, there is always the possibility that they might contain some Tradition violations or erroneous material that could distort the N.A. message. Until a piece of literature becomes N.A. Conference approved, it does not speak for the N.A. Fellowship.

If unapproved literature goes to hospitals and institutions, it will be taken as representative of the N.A. message by persons who are not members of our Fellowship. If hospitals and institutions request unapproved literature, regional offices and area or regional literature committees should explain to them that we only distribute and sell unapproved literature within the Fellowship for review purposes. We could then help those institutions select the literature they need from what is already Conference-approved. At this time Narcotics Anonymous has a great deal of excellent N.A. Conference-approved literature which can carry our message of recovery to suffering addicts in hospitals and institutions.

PUBLIC SERVICE ANNOUNCEMENTS

There seems to be some confusion about ordering the T.V. PSA's now available from the WSO. There are two types available. One is what is designated as "P.O. Box," which means the last frame, or tag as it is sometimes called, shows the

WSO post office box address. The second type is designated as "Phoneline" and simply means that the last frame has been left free of printing. This space allows the individual P.I. subcommittees to have their phoneline number and/or address placed at the end of those PSAs.

The WSO does not provide the service that places new information over taped material. That service must be arranged by the P.I. subcommittee, and is generally provided by T.V. stations at no

charge.

IMPACT STUDY

After much diligent work, the San Diego/Imperial County region has begun its T.V. PSA Impact Study. Trial runs had been originally planned by WSC P.I. to occur simultaneously in three or four regions, but those plans had to change as everyone involved realized the amount

of time and money that would be involved.

San Diego/Imperial County was at a point in its growth which necessitated an upgrade in phonelines whether or not they used the PSAs. That fact, along with other considerations, pointed them out as a good place to begin. The region spent \$1,600.00 to upgrade the phone systems and held workshops to alert the members of the PSA campaign, as well as to encourage more members to volunteer on the phoneline and twelve step lists.

The first PSAs were delivered to eight T.V. stations during the first week of November. After anxiously waiting for almost a month, they began being aired by four of those stations. The majority of the stations in San Diego have been airing the PSAs during prime time. The phoneline volunteers experienced such an increase in phone calls that they found it impossible to complete logs for all the calls. The phoneline subcommittee has not made a decision yet on whether or not to try a different type of log from this point on. Data on specific types of calls is not yet available.

The Tri-State Region had also gone through a preparation period much like San Diego's, and has delivered PSAs to T.V. stations in their region at almost the same time. As of two weeks ago, there was no indication that any PSA had yet been aired. Because the Fellowship is using public service broadcast time, committees are left in the uncomfortable position of having no control over broadcast scheduling. In fact, there is no actual

assurance that a PSA will ever be used.

It is an important part of follow up to any PSA campaign that contact is made on a weekly basis to find out if they've been shown and when, or simply to remind the station that they have the

PSA and ask that it be used.

Most T.V. stations will only run a PSA for a one month period, so part of the reason for follow up is to determine the exact starting date for each station. From that point, records will need to reflect start and finish dates for individual stations, and new requests will need to be made as each broadcast month ends.

As was mentioned in the WSC P.I. report to the Fellowship, copies of Tri-State's preparation and progress report are available from the WSO. Drop us a note if your committee desires a copy.

NON-NA EVENTS AND PUBLIC INFORMATION

At the 1986 World Service Conference, the P.I. Committee will be addressing the issue of providing public information to non-N.A. national organizations. Examples of the types of groups that might be included in the discussion are: the American Medical Association, National Council of Mental Health Centers, Psychiatric Institute, National Association of Social Workers and others whose jobs bring them into contact with addicts.

The Fellowship in general has only recently been actively carrying the message through organized P.I. activities, and already the results are amazing. During the first weeks of December, we have received requests for information about N.A. from four major national publications or news syndicates. Most of the interviewers knew little or nothing about the Fellowship. There is every reason to expect that the number of similar

requests will continue to increase.

Attending seminars and conventions of national organizations is a practical way to respond to requests en mass and help get information about N.A. out to the general public before they have to

ask for it.

The cost of registration, purchase of booth space and a booth and travel and lodging for an N.A. representative to attend non N.A. events will not be inexpensive. There have been discussions on various options for financing this type of action and there is a plan that seems reasonable and fair. The following is a brief outline of how the costs may be equitably shared by the Fellowship as a whole.

 The one time expense of purchasing a transportable booth and transportation and lodging for an N.A. representative would be paid for in full by WSO.

The cost of registration and transportation of the booth would be shared equally by WSO

and WSC P.I.

3. The cost of literature for display and handouts would be shared equally between the WSO, WSC P.I. and the regional service committee within which the event takes place.

Each time a booth is placed at some conference or convention, there will be a need for members to be there to staff it. This will, from the necessity of such activities, be primarily the responsibility of the area or regional service committee in which the facility is located. A plan for working out

these details has not been completed.

There may be ideas or suggestions that have not yet been discussed, and members' input is more than welcome. However, please realize there is very little time left before WSC '86. If you have a better idea, let us know now.

The Fellowship will be asked for their approval of this plan by sending Regional Service Representatives to WSC who are prepared to vote with the group conscience. It is important that RSR's be given a vote of confidence in order to act truly as trusted servants and not simply become messengers.

MAILING LISTS

The World Service Office has made some excellent progress in compiling mailing lists of various contacts during the past year. These include H&I and P.I. subcommittees, RSC's, and of course, the Loner Group. This progress is due almost entirely to the fact that members and service committees have taken the time to mail the office regular updates of new committees and

changes in elected officers.

There are two lists that we haven't yet had much luck with, which would be very beneficial in keeping the Fellowship informed and up to date. They are the list of Area Service Committees (ASR's and other area officers) and corrections for the Newsline. Although some progress has been made in compiling an ASC list, there are huge gaps. We would like to involve everyone in keeping our mail lists accurate and up to date. This is a high priority project for us and we hope for you too.

We need your help!!

We have been unable to adequately manage corrections or changes to the names or addresses we have for the Newsline list. There are many who receive several copies and there are many addresses for some who no longer want it. We ask your indulgence and assistance in correcting our list.

Please, spread the word and designate a trusted servant of your ASC to be responsible for providing new and/or updated area information to the WSO. Many problems are solved and sometimes avoided altogether simply by providing information throughout the Fellowship. Our ability to do that depends on having the largest number of names and addresses possible—which can only come from you.

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LONER GROUP

The Loner Group's bi-monthly publication, A Meeting By Mail, is mailed to loners and other members. Its primary purpose is to carry the message to addicts. If there is no written material,

there can be no message.

Please help by taking the time to mail articles to the Loner Group, c/o WSO. Articles may contain any recovery relating experience, strength through practicing the Twelve Steps of N.A. Remember, many of the members reading A Meeting By Mail are separated from any other addict by great geographical distance. Sometimes the most seemingly inconsequential things strike a note of identification in another addict. It is extremely gratifying to share hope and then read about the beginning of new groups. Those experiences are

possible because a Higher Power worked through people who were willing to lend support to another suffering addict through the rough times until a meeting began and other nearby addicts began recovering.

All members of Narcotics Anonymous are invited to join the Loner Group. Simply drop a note with your name and address. Be sure to specify whether or not you are a loner and want your first name and address printed in A Meeting

By Mail.

If you want to write to loners and have not previously been on the Loner Group mail list, a list of loners is available for the asking. Please remember, this information if for the use of N.A. members only.

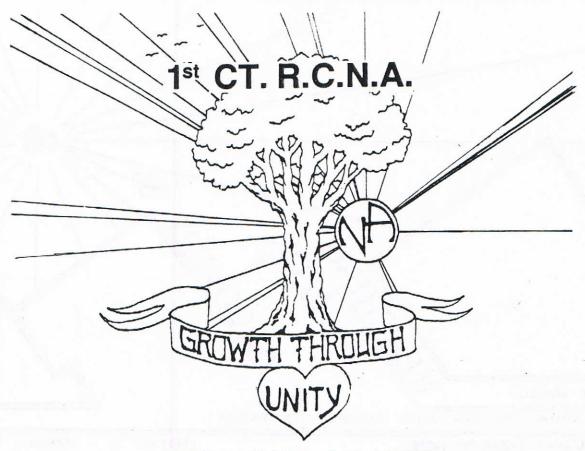
HOSPITALS AND INSTITUTIONS NEWS

In the previous issue we made mention of various projects that were being worked on by several regional H&I committees throughout the Fellowship. The projects being collated and compiled by the Mid-Coast and Colorado Regional H&I Committees concern the transition period that occurs when addicts are released from correctional or treatment settings. Many times these addicts never make it to their first N.A. meeting outside the facility. There are many addicts who have been exposed to N.A. and gotten involved while in treatment or jail. They have every intention of getting involved with the N.A. meetings and the Fellowship upon their release, but they frequently lack the kind of support needed to bolster their desire to continue seeking recovery. We sometimes forget how difficult it is to attend N.A. meetings during this crucial period. The obsession to use is often triggered when we step out of a hospital, treatment center or jail.

We need your input as recovering addicts to help these committees put together a first draft booklet which can assist and guide newly released addicts to these first crucial meetings of Narcotics Anonymous outside of a protective environment. The input you share will assist H&I committees in better serving the addict who still suffers. These committees need to know what you are doing to reach out to newcomers coming out of treatment or jails. How have you effectively closed the gap that sometimes exists in these transitions? If these projects are to be completed, we need all the input you can offer that expresses your collective

experiences.

The third project being worked on by the Alabama/N.W. Florida Region concerns carrying the message to addicts seeking recovery who are housed in psychiatric hospitals or who are currently on methadone. This area of concern is very difficult to address. We need your input to assist in setting down definitive guidelines on how to carry the message to addicts who are faced with these problems. We need to always keep in mind that we are not medical professionals. We cannot offer opinions on medical or moral issues which



JANUARY 3,4,5 1986

UNITY STEPS TRADITIONS

MEETINGS SHARING



SWIMMING DANCES
HEALTH CLUB
HOSPITALITY ROOM

MAKE HOTEL RESERVATIONS DIRECTLY TO:
MARRIOTT HOTEL

15 FARM SPRINGS RD. FARMINGTON, CT 06032 1-800-228-9290

\$50.00 PER NIGHT 1-4 PEOPLE CHECK IN TIME 3:00 P.M. NARANON
PAT (203) 828-3242 JANE (203) 457-1652
FOR MORE INFORMATION CALL:
MIRACLES (203) 347-7856

SEND CHECK OR MONEY ORDER	REGISTRATION FOR	RM	
REGISTRATION @ \$ 15.00 (INCLUDES DANCES)	MAIL TO: 1 st. CT. R.C.N.A., P.O. BOX 902, OLD LYME, CT 06371		
BANQUET @ \$25.00			
TOTAL PACKAGE @ \$80.00 (INCLUDES 4 MEALS)	NAME	LAST	FIRST
PRE-REGISTRATION @ \$75.00 (BEFORE NOV. 1, 1985)	ADDRESS		
□ NA □ NAR-ANON	CITY	STATE	ZIP

public information members to travel to workshops and certain other meetings without having to rely on their own personal income. The result of this effort over two years has been the development of two exceptionally well written and comprehensive handbooks. Also, four television public service announcements were developed, six radio public service announcements and an integrated system for public information assistance from the member through the area, region and world services.

The personal dedication, skills and energy of the individuals involved would not have been able to provide these important tools if funds had not been available to get them to the right place at the

right time, to get the work done.

Another example would be the development of literature since the World Service Conference meeting of 1983. Prior to that time, literature committee activities were regulated by the financial capacities of the principle individuals dedicated enough to pursue the work. However, it excluded many individuals who would add significance to the work, but who were unable or unwilling to endure the direct personal expense to attend literature committee meetings or workshops. The Fellowship and our literature as a whole suffered because we were deprived of the services of these valued trusted servants. The quantity and quality of the literature developed was inconsistent and varied considerably, as it was dependent upon who was financially able to have been at a certain meeting.

More funds were made available to assist in transportation since 1984. This has made possible better consistency, higher quality literary accomplishments and increased quantity of

literature development.

The money expended for transportation can, in part, be identified as a factor in the tremendous growth of the Fellowship. During this period, another area of tremendous significance in which funds were used for transportation is the atmosphere of the World Service Conference. Prior to 1984, tremendous anger and anomosity existed at the World Service Conference. Those who attended WSC meetings were shocked and dismayed at the anger, hostility and resentment witnessed at these meetings. This was, in part, a reflection of the fear, suspicion and jealousy generated through inadequate communication and lack of trust. Starting in 1983 more funds were available for WSC trusted servants and Trustees to travel to different parts of the Fellowship.

Transportation of these trusted servants at the Fellowship's expense to workshops, meetings, conferences and conventions created an entirely new atmosphere at the WSC in 1985. Although there may not have been any changes in philosophical positions of participants from different parts of the Fellowship, there was clearly a substantial change in the trust, understanding and confidence between the participants and the conference officers, committee officers and Trustees. Gone was much of the fear, suspicion and distrust. This resulted in great measure from the trusted servants' ability to meet face to face in

the home ground of RSR's. The various trusted servants become acquainted with the Fellowship in different places, and a better rapport and understanding evolved.

Many of our dedicated and qualified trusted servants are unable, financially, to endure the cost on their own to go to workshops, conferences and meetings. If we can't provide funds, many of these

trusted servants are unable to serve.

If we do not continue to provide funds for these world service needs, then we will have to rely on our more wealthy members who can afford these types of expenditures to do all of this work. It is unfair for the Fellowship to expect trusted servants to endure the personal cost of being of service in this way. It is, however, realistic and appropriate for the Fellowship to expect a trusted servant at the area or regional level to be financially able to meet personal expense requirements for service at that level. World level service, however, frequently requires substantially large transportation and lodging expense. We can not expect or demand our trusted servants to finance their participation at this level.

Most of these expenses are covered in the annual budget of the WSC. There are, however, some expenditures which more specifically relate to the duties of the World Service Office, so some of the expenditures are accounted for in the budget of the World Service Office. The expenses for Committees and Administrative Conference activities which includes the Board of Trustees has grown considerably since 1983. The understanding and support by the Fellowship at large for transportation expenditures has been evidenced by the substantial increase of funds being contributed to the WSC Treasurer. It is reasonable to expect that these transportation needs will level off in the near future and the expenditure rate will become stable. The overall budget of the Conference will, in this way, not continue accelerate as has been witnessed in the last three years.

There appears to be no single factor that has been as important to the evolution of this Fellowship as has been the benefit derived from the investment of funds for transportation.

Bot 2.

COMING EVENTS

In past editions of the Newsline, fliers were included to keep the Fellowship informed about coming conventions and conferences. These fliers were growing in numbers in recent issues, so that half the Newsline was taken up with these extra pages. This has become very expensive. Since the Newsline is distributed free, there is no way to offset this rising cost either by raising the price or increasing distribution. In fact as our distribution list grows, so does our cost. The only solution is to decrease the number of pages taken up by this service. We have elected to go to a format similar to the N.A. Way Magazine's "Comin' Up" section. We will devote an entire paragraph to each event, listing as much information as you send us. Feel free to write this paragraph yourself, or just send us a flier or a description of the event and we'll write it up. For this issue we'll simply include the same information in the same format as this month's N.A. Way. In future issuea these entries will be expanded to include more of the information on the flier.

CALIFORNIA: Mar 7-9; 8th Annl Northern Cal Conv, Monterey Conference Center; 8th Annl NCCNA, PO Box 223115, Carmel, CA 93922

CONNECTICUT: Jan 3-5; Connecticut's 1st RCNA; Marriott Hotel, Farmington; Mike or Al (203) 347-7856

GEORGIA: Feb 20-23; GRCNA V; NW Area Marriott, I-75 & Windy Hill Rd, Marietta, 30062; Ed (404) 436-0311; Tom (404) 429-0239; Bob (404) 589-0697

HAWAII: Feb 14-16; Camp Himelani on Island of Oahu, N.A. Round Up, P.O. Box 23436, Honolulu, HI 86808; (808) Mark 373-9774; Richard M. 261-1037

LOUISIANA: Mar 7-9; LA RCNA; Bossier-Sheraton Inn, 2015 Old Minden Rd, Bossier City; LA 71111; (318) Bob 686-2270; Marlene 865-0856; Dale 425-7951

MASSACHUSETTS: Mar 28-30; 1st Annl New England RCNA; The Westin Hotel, Copley Place, 10 Huntington Ave., Boston, MA 02116; Brian P. (617) 452-7875 MICHIGAN: Jul 3-6; Michigan RCNA; Freedom II; Mich. Inn, Southfield; Contact Michigan Service Office at (313) 544-2011 (open Mon & Wed 10 to 3:30 pm & Friday, 3 to 9 pm), Sharon (313) 777-8089, Jeff (313) 541-6522. Indicate your interest in participating in the amateur talent show and, if you have 1 year or more clean, do you wish to speak or be on a workshop panel?

MISSISSIPPI: Apr 4-6; MRCNA IV; Hilton, Biloxi, MS; Lisa (601) 392-7267; Renee (601) 362-0897; Donna (601) 862-7334

NEVADA: Feb 7-9; 1st S. Nevada Conv for NA; Showboat Hotel, Las Vegas; (702) Corby 737-7357; Anita 382-3550; Dave 870-1357; Box 70591, Las Vegas, NV 89170

NEW JERSEY: May 9-11; The Berkley Carteret, Sunset and Ocean, Asbury Park; Kandi (201) 988-9451; Suzanne (201) 325-1143; Joe (201) 623-6352

NEW YORK: Jun 27-29; 1st Annl Northern New York RCNA; Wells College Campus, Aurora, NY; Mel (315) 548-3610; Ilga (607) 273-8884

NORTH CAROLINA: Jan 3-5; Asheville Area Conv; Holiday Inn West, 275 Smoky Park Hwy, Asheville; Mike R. 191 School Rd, W. Asheville, NC 28806

OHIO: May 23-25; ORCNA IV Conv; Hollenden House, E. Superior; ORCNA IV, P.O. Box 29517, Cleveland, Ohio 44129

OKLAHOMA: Mar 7-9; Fourth Annl Mid-America Convention; MAC-64 E. Woodward, Tulsa OK 74114; Sherilyn D., 918-742-1471; Mary Mc. 918-583-3463

PENNSYLVANIA: Feb 28-Mar 2; Second Annl Learing Conf; George Wash. Motor Lodge, Route 22 & 7th street exit, Allentown; (215) Kristen 867-6827; Barry 433-5866; Bill 398-8438; Dave 791-0773

2) Jun 20-22; 7th East Coast Cenvention; Bloomsburg Univ; 7th ECCNA, Box 211, Taylor, PA 18517; (717) Ron 457-9751; Frank G. 457-0587

TEXAS: Mar 28-30; 1st Lone Star RCNA; Austin Hilton Inn, 6000 Middle Fiskville Rd., Austin, TX 78752; Jimmy (512) 443-7215; Vic (512) 448-2144; Tary O. (512) 443-0136

VIRGINIA: Jan 9-12; Fourth Annl VA Conv of NA; Omni International Hotel; P.O. Box 3903, Charlottesville, VA 22903; (804) 979-8298

WASHINGTON: Feb 28-Mar 2; First Wash/N Idaho RCNA; Sheraton Tacoma Hotel, 1320 Bdwy Plaza, Tacoma, 98402; US 800-325-3535; Canada 800-268-9330