

NEWSLINE

OUR APOLOGIES

In the May edition of the *WSO Newsline*, we presented a list of new speaker tapes available from WSO. The entry for Billy E.'s tape contained a serious error in the description of the tape.

We became aware of the error at the World Service Conference, when it was pointed out to us. We were extremely shocked and upset that such an error had appeared in the *Newsline*, and we immediately reported the situation to the WSO Board of Directors. After considering the situation, the board acted at its June meeting by reprimanding the executive management of the office and by instructing that any and all necessary steps be taken to ensure that such an error would never happen again.

The World Service Office has worked very hard over the past several years to improve where necessary, and institute where absent, procedures that promote both accuracy and efficiency. For many of our tasks, a small margin of human error is inevitable. But there are things that must always be done in a manner befitting the trust the fellowship has invested in us. The *Newsline* is one of these things, particularly when the possibility of affecting an individual's reputation is at stake.

The error in the May *Newsline* has brought about a significant change in our production of all literature and periodicals. We have instituted stringent quality-control mechanisms into each stage of our periodical development process. These mechanisms will ensure direct accountability of any and all staff who assist in producing our periodicals.

We regret most sincerely this error, and we deeply appreciate Billy E.'s patience and understanding throughout what had to be a very upsetting and emotional experience. We received a piece of correspondence about this error that expressed our own feelings about Billy so well that we decided to quote part of it here.

"I have known Billy for a good many years, and he is probably more responsible than anyone or anything for helping me to stay clean. I have heard Billy speak on several occasions and have spent countless hours talking to him. I can assure you that his message is anything but impersonal and his honesty, no matter how blunt it was at

times, has helped to save my life. This man has dedicated the last fifteen years of his life to NA."

We have to say that we couldn't agree more with the sentiments expressed in this letter, and we want to take this opportunity to tell Billy and anyone else affected that we are truly sorry. The recovery Billy exhibited during this episode truly demonstrated his commitment to our principles. Billy, we thank you for your understanding.

HOW TO CONTACT US IN OUR NEW OFFICES

We want to make sure that everyone is able to contact us. Therefore we are reprinting our new address and phone and fax numbers in this issue of the *Newsline*.

We will be keeping the same post office box that we have been using for the past ten years. It is: PO Box 9999, Van Nuys, CA 91409. Please continue to use this PO Box for all First and Third Class mail (particularly literature orders).

Our new street address is: 19737 Nordhoff Place, Chatsworth, CA 91311. This is the address to use for overnight mail, literature returns, or other mail that cannot be sent to a post office box.

Our new telephone number is (818) 773-9999. Our new fax number is (818) 700-0700.

IN THIS ISSUE:

| | |
|--|---|
| Our apologies | 1 |
| How to contact us in our new offices | 1 |
| Our move: expecting the unexpected | 2 |
| Codirectors receive official appointment | 2 |
| WSB bulletins | 2 |
| Intellectual property bulletins | 3 |
| World convention update | 3 |
| WSO financial summary | 3 |
| World NA calendar | 4 |

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