

WORLD SERVICE OFFICE
BOARD OF DIRECTORS REPORT
FOR CONFERENCE CALL MEETING
DECEMBER 21, 1991
BOOK 2

THIS BOOK CONTAINS:

Revised Agenda
Communications
Financial Summary
Group Re-registration Information
Holder Agreement
Copyright Registrations
Copy Machine Proposal

**WORLD SERVICE OFFICE, INC.
DEPARTMENTAL COST BREAKDOWN**

FELLOWSHIP SERVICES	LABOR %	LABOR COST	LABOR W/ADMIN	BASE %	RENT	UTILITIES	AUTO	COMPUTER SUPPLIES	EQUIPMT LEASE	GENERAL INSURANCE	OFFICE EXPENSE	POSTAGE T
EUROPEAN SERVICE OFFICE	0.61%	\$7,151.53	\$8,394.69	0.71%	\$581.20	\$120.94	\$7.90	\$53.36	\$113.83	\$177.86	\$436.63	\$724.81
GROUP SERVICES	2.79%	\$32,968.83	\$38,699.86	3.28%	\$2,679.34	\$557.56	\$36.41	\$245.98	\$524.76	\$819.94	\$2,012.90	\$3,341.41
NA WAY MAGAZINE	3.74%	\$44,102.69	\$51,769.13	4.39%	\$3,584.17	\$745.85	\$48.70	\$329.05	\$701.98	\$1,096.84	\$2,692.67	\$4,469.84
BOARD OF TRUSTEES	3.39%	\$40,015.77	\$46,971.78	3.98%	\$3,252.03	\$676.74	\$44.19	\$298.56	\$636.93	\$995.20	\$2,443.15	\$4,055.63
HOSPITALS & INSTITUTIONS	2.58%	\$30,466.29	\$35,762.29	3.03%	\$2,475.96	\$515.24	\$33.64	\$227.31	\$484.93	\$757.70	\$1,860.11	\$3,087.78
INTERNATIONAL	1.55%	\$18,338.29	\$21,526.06	1.82%	\$1,490.33	\$310.13	\$20.25	\$136.82	\$291.89	\$456.08	\$1,119.64	\$1,858.60
TRANSLATIONS	3.82%	\$45,020.90	\$52,846.96	4.48%	\$3,658.79	\$761.38	\$49.71	\$335.90	\$716.60	\$1,119.68	\$2,748.73	\$4,562.90
LITERATURE	4.70%	\$55,428.86	\$65,064.15	5.51%	\$4,504.64	\$937.40	\$61.21	\$413.56	\$882.26	\$1,378.53	\$3,384.19	\$5,617.75
POLICY	0.82%	\$9,659.66	\$11,338.81	0.96%	\$785.03	\$163.36	\$10.67	\$72.07	\$153.75	\$240.24	\$589.77	\$979.01
PUBLIC INFORMATION	1.67%	\$19,702.40	\$23,127.30	1.96%	\$1,601.19	\$333.20	\$21.76	\$147.00	\$313.60	\$490.00	\$1,202.92	\$1,996.85
SPEC PROJ/TRADITIONS	2.99%	\$35,254.67	\$41,383.05	3.51%	\$2,865.10	\$596.22	\$38.93	\$263.04	\$561.15	\$876.79	\$2,152.46	\$3,573.08
SPEC PROJ/DAILY BOOK	2.41%	\$28,444.64	\$33,389.22	2.83%	\$2,311.66	\$481.05	\$31.41	\$212.23	\$452.75	\$707.42	\$1,736.68	\$2,882.88
SPEC PROJ/GUIDE TO SERVICE	1.18%	\$13,913.54	\$16,332.15	1.38%	\$1,130.74	\$235.30	\$15.36	\$103.81	\$221.46	\$346.03	\$849.49	\$1,410.15
SPEC PROJ/STEPS	4.43%	\$52,326.10	\$61,422.03	5.21%	\$4,252.48	\$884.93	\$57.78	\$390.41	\$832.87	\$1,301.36	\$3,194.75	\$5,303.29
WORLD SERVICE CONFERENCE	8.10%	\$95,619.45	\$112,241.14	9.51%	\$7,770.88	\$1,617.09	\$105.59	\$713.42	\$1,521.97	\$2,378.08	\$5,838.01	\$9,691.10
REACHING OUT MAGAZINE	0.73%	\$8,672.10	\$10,179.59	0.86%	\$704.77	\$146.66	\$9.58	\$64.70	\$138.03	\$215.68	\$529.47	\$878.92
MEETING BY MAIL	0.88%	\$10,344.58	\$12,142.80	1.03%	\$840.69	\$174.95	\$11.42	\$77.18	\$164.65	\$257.27	\$631.58	\$1,048.43
PI NEWS	0.42%	\$5,002.41	\$5,871.99	0.50%	\$406.54	\$84.60	\$5.52	\$37.32	\$79.62	\$124.41	\$305.42	\$507.00
PROFESSIONAL NEWSLETTER	0.23%	\$2,729.99	\$3,204.55	0.27%	\$221.86	\$46.17	\$3.01	\$20.37	\$43.45	\$67.90	\$166.68	\$276.69
WSC REPORT/DIGEST	1.57%	\$18,489.88	\$21,704.01	1.84%	\$1,502.65	\$312.70	\$20.42	\$137.95	\$294.30	\$459.85	\$1,128.89	\$1,873.96
TOTALS	48.62%	\$573,652.58	\$673,371.55	57.07%	\$46,620.06	\$9,701.48	\$633.45	\$4,280.06	\$9,130.80	\$14,266.88	\$35,024.14	\$58,140.07

ADMINISTRATIVE DIVISION	LABOR %	LABOR COST	LABOR W/ADMIN	BASE %	RENT	UTILITIES	AUTO	COMPUTER SUPPLIES	EQUIPMT LEASE	GENERAL INSURANCE	OFFICE EXPENSE	POSTAGE T
ACCOUNTING	3.53%	\$41,675.38	\$48,919.88	4.15%	\$9,097.40	\$704.80	\$46.02	\$310.94	\$663.35	\$1,036.48	\$2,544.47	\$4,223.83
CONVENTIONS/OFFICES	0.80%	\$9,395.75	\$11,029.03	0.93%	\$2,051.02	\$158.90	\$10.38	\$70.10	\$149.55	\$233.67	\$573.65	\$952.27
PERSONNEL	3.72%	\$43,846.16	\$51,468.01	4.36%	\$9,571.26	\$741.52	\$48.42	\$327.14	\$697.90	\$1,090.46	\$2,677.01	\$4,443.84
BOARD OF DIRECTORS	2.59%	\$30,560.37	\$35,872.73	3.04%	\$6,671.08	\$516.83	\$33.75	\$228.01	\$486.43	\$760.04	\$1,865.85	\$3,097.31
LEGAL	1.28%	\$15,154.95	\$17,789.36	1.51%	\$3,308.20	\$256.30	\$16.73	\$113.07	\$241.22	\$376.91	\$925.28	\$1,535.96
WORLD CONVENTION CORP.	3.13%	\$36,966.12	\$43,392.00	3.68%	\$8,069.40	\$625.16	\$40.82	\$275.81	\$588.39	\$919.36	\$2,256.95	\$3,746.54
NEWSLINE	0.82%	\$9,658.97	\$11,338.00	0.96%	\$2,108.47	\$163.35	\$10.67	\$72.07	\$153.74	\$240.22	\$589.72	\$978.94
DATA MANAGEMENT	4.92%	\$58,028.54	\$68,115.74	5.77%	\$12,667.16	\$981.36	\$64.08	\$432.96	\$923.64	\$1,443.18	\$3,542.91	\$5,881.23
TOTALS	20.79%	\$245,286.24	\$287,924.75	24.40%	\$53,544.00	\$4,148.22	\$270.85	\$1,830.10	\$3,904.21	\$6,100.33	\$14,975.86	\$24,859.93

SHIPPING DEPARTMENT	LABOR %	LABOR COST	LABOR W/ADMIN	BASE %	RENT	UTILITIES	AUTO	COMPUTER SUPPLIES	EQUIPMT LEASE	GENERAL INSURANCE	OFFICE EXPENSE	POSTAGE T
ORDER ENTRY	3.02%	\$35,597.04	\$41,784.93	3.54%	\$8,486.18	\$602.01	\$39.31	\$265.59	\$566.60	\$885.31	\$0.00	\$0.00
PRODUCTION	5.93%	\$69,945.56	\$82,104.31	6.96%	\$16,674.73	\$1,182.90	\$77.24	\$521.87	\$1,113.32	\$1,739.56	\$0.00	\$0.00
CANADIAN SERVICE OFFICE	0.78%	\$9,171.41	\$10,765.69	0.91%	\$2,186.43	\$155.10	\$10.13	\$68.43	\$145.98	\$228.10	\$0.00	\$0.00
SHIPPING/RECEIVING	6.07%	\$71,564.78	\$84,005.00	7.12%	\$17,060.74	\$1,210.29	\$79.02	\$533.95	\$1,139.09	\$1,779.83	\$0.00	\$0.00
TOTALS	15.79%	\$186,278.79	\$218,659.94	18.53%	\$44,408.08	\$3,150.30	\$205.70	\$1,389.84	\$2,964.99	\$4,632.80	\$0.00	\$0.00

ALLOCATED ADMINISTRATION 14.81% \$174,738.62 (\$174,738.62)

OVERALL TOTALS 100.00% \$1,179,956.23 \$1,005,217.61 100.00% \$144,572.14 \$17,000.00 \$1,110.00 \$7,500.00 \$16,000.00 \$25,000.00 \$50,000.00 \$83,000.00

**WORLD SERVICE OFFICE, INC.
DEPARTMENTAL COST BREAKDOWN**

LABOR COST	LABOR W/ADMIN	BASE %	RENT	UTILITIES	AUTO	COMPUTER SUPPLIES	EQUIPMT LEASE	GENERAL INSURANCE	OFFICE EXPENSE	POSTAGE	TELEPHONE	TRAVEL	TOTALS	OVERHEADS ALLOCATED
\$7,151.53	\$8,394.69	0.71%	\$581.20	\$120.94	\$7.90	\$53.36	\$113.83	\$177.86	\$436.63	\$724.81	\$391.29	\$7,000.00	\$18,002.52	\$23,010.90
\$32,968.83	\$38,699.86	3.28%	\$2,679.34	\$557.56	\$36.41	\$245.98	\$524.76	\$819.94	\$2,012.90	\$3,341.41	\$1,803.87	\$1,000.00	\$51,722.03	\$66,111.33
\$44,102.69	\$51,769.13	4.39%	\$3,584.17	\$745.85	\$48.70	\$329.05	\$701.98	\$1,096.84	\$2,692.67	\$4,469.84	\$2,413.06	\$1,000.00	\$68,851.31	\$88,006.04
\$40,015.77	\$46,971.78	3.98%	\$3,252.03	\$676.74	\$44.19	\$298.56	\$636.93	\$995.20	\$2,443.15	\$4,055.63	\$2,189.44	\$6,000.00	\$67,563.64	\$86,360.14
\$30,466.29	\$35,762.29	3.03%	\$2,475.96	\$515.24	\$33.64	\$227.31	\$484.93	\$757.70	\$1,860.11	\$3,087.78	\$1,666.95	\$1,000.00	\$47,871.92	\$61,190.09
\$18,338.29	\$21,526.06	1.82%	\$1,490.33	\$310.13	\$20.25	\$136.82	\$291.89	\$456.08	\$1,119.64	\$1,858.60	\$1,003.37	\$5,000.00	\$33,213.18	\$42,453.23
\$45,020.90	\$52,846.96	4.48%	\$3,658.79	\$761.38	\$49.71	\$335.90	\$716.60	\$1,119.68	\$2,748.73	\$4,562.90	\$2,463.30	\$1,000.00	\$70,263.96	\$89,811.70
\$55,428.86	\$65,064.15	5.51%	\$4,504.64	\$937.40	\$61.21	\$413.56	\$882.26	\$1,378.53	\$3,384.19	\$5,617.75	\$3,032.76	\$1,000.00	\$86,276.44	\$110,278.93
\$9,659.66	\$11,338.81	0.96%	\$785.03	\$163.36	\$10.67	\$72.07	\$153.75	\$240.24	\$589.77	\$979.01	\$528.52	\$1,000.00	\$15,861.24	\$20,273.90
\$19,702.40	\$23,127.30	1.96%	\$1,601.19	\$333.20	\$21.76	\$147.00	\$313.60	\$490.00	\$1,202.92	\$1,996.85	\$1,078.01	\$1,000.00	\$31,311.84	\$40,022.93
\$35,254.67	\$41,383.05	3.51%	\$2,865.10	\$596.22	\$38.93	\$263.04	\$561.15	\$876.79	\$2,152.46	\$3,573.08	\$1,928.94	\$0.00	\$54,238.76	\$69,328.23
\$28,444.64	\$33,389.22	2.83%	\$2,311.66	\$481.05	\$31.41	\$212.23	\$452.75	\$707.42	\$1,736.68	\$2,882.88	\$1,556.33	\$0.00	\$43,761.64	\$55,936.32
\$13,913.54	\$16,332.15	1.38%	\$1,130.74	\$235.30	\$15.36	\$103.81	\$221.46	\$346.03	\$849.49	\$1,410.15	\$761.27	\$0.00	\$21,405.77	\$27,360.94
\$52,326.10	\$61,422.03	5.21%	\$4,252.48	\$884.93	\$57.78	\$390.41	\$832.87	\$1,301.36	\$3,194.75	\$5,303.29	\$2,863.00	\$0.00	\$80,502.89	\$102,899.15
\$95,619.45	\$112,241.14	9.51%	\$7,770.88	\$1,617.09	\$105.59	\$713.42	\$1,521.97	\$2,378.08	\$5,838.01	\$9,691.10	\$5,231.77	\$5,000.00	\$152,109.04	\$194,426.45
\$8,672.10	\$10,179.59	0.86%	\$704.77	\$146.66	\$9.58	\$64.70	\$138.03	\$215.68	\$529.47	\$878.92	\$474.49	\$0.00	\$13,341.89	\$17,053.66
\$10,344.58	\$12,142.80	1.03%	\$840.69	\$174.95	\$11.42	\$77.18	\$164.65	\$257.27	\$631.58	\$1,048.43	\$566.00	\$0.00	\$15,914.98	\$20,342.59
\$5,002.41	\$5,871.99	0.50%	\$406.54	\$84.60	\$5.52	\$37.32	\$79.62	\$124.41	\$305.42	\$507.00	\$273.70	\$0.00	\$7,696.13	\$9,837.23
\$2,729.99	\$3,204.55	0.27%	\$221.86	\$46.17	\$3.01	\$20.37	\$43.45	\$67.90	\$166.68	\$276.69	\$149.37	\$0.00	\$4,200.05	\$5,368.52
\$18,489.88	\$21,704.01	1.84%	\$1,502.65	\$312.70	\$20.42	\$137.95	\$294.30	\$459.85	\$1,128.89	\$1,873.96	\$1,011.66	\$0.00	\$28,446.39	\$36,360.31
\$573,652.58	\$673,371.55	57.07%	\$46,620.06	\$9,701.48	\$633.45	\$4,280.06	\$9,130.80	\$14,266.88	\$35,024.14	\$58,140.07	\$31,387.13	\$30,000.00	\$912,555.61	\$1,166,432.58

LABOR COST	LABOR W/ADMIN	BASE %	RENT	UTILITIES	AUTO	COMPUTER SUPPLIES	EQUIPMT LEASE	GENERAL INSURANCE	OFFICE EXPENSE	POSTAGE	TELEPHONE	TRAVEL	TOTALS	OVERHEADS ALLOCATED
\$41,675.38	\$48,919.88	4.15%	\$9,097.40	\$704.80	\$46.02	\$310.94	\$663.35	\$1,036.48	\$2,544.47	\$4,223.83	\$2,280.25	\$0.00	\$69,827.42	\$0.00
\$9,395.75	\$11,029.03	0.93%	\$2,051.02	\$158.90	\$10.38	\$70.10	\$149.55	\$233.67	\$573.65	\$952.27	\$514.08	\$4,000.00	\$19,742.65	\$25,235.14
\$43,846.16	\$51,468.01	4.36%	\$9,571.26	\$741.52	\$48.42	\$327.14	\$697.90	\$1,090.46	\$2,677.01	\$4,443.84	\$2,399.02	\$0.00	\$73,464.57	\$0.00
\$30,560.37	\$35,872.73	3.04%	\$6,671.08	\$516.83	\$33.75	\$228.01	\$486.43	\$760.04	\$1,865.85	\$3,097.31	\$1,672.10	\$43,000.00	\$94,204.13	\$0.00
\$15,154.95	\$17,789.36	1.51%	\$3,308.20	\$256.30	\$16.73	\$113.07	\$241.22	\$376.91	\$925.28	\$1,535.96	\$829.20	\$1,000.00	\$26,392.23	\$0.00
\$36,966.12	\$43,392.00	3.68%	\$8,069.40	\$625.16	\$40.82	\$275.81	\$588.39	\$919.36	\$2,256.95	\$3,746.54	\$2,022.58	\$2,000.00	\$63,937.02	\$81,724.57
\$9,658.97	\$11,338.00	0.96%	\$2,108.47	\$163.35	\$10.67	\$72.07	\$153.74	\$240.22	\$589.72	\$978.94	\$528.49	\$0.00	\$16,183.68	\$20,686.05
\$58,028.54	\$68,115.74	5.77%	\$12,667.16	\$981.36	\$64.08	\$432.96	\$923.64	\$1,443.18	\$3,542.91	\$5,881.23	\$3,175.00	\$0.00	\$97,227.26	\$0.00
\$245,286.24	\$287,924.75	24.40%	\$53,544.00	\$4,148.22	\$270.85	\$1,830.10	\$3,904.21	\$6,100.33	\$14,975.86	\$24,859.93	\$13,420.72	\$50,000.00	\$460,978.96	\$127,645.76

LABOR COST	LABOR W/ADMIN	BASE %	RENT	UTILITIES	AUTO	COMPUTER SUPPLIES	EQUIPMT LEASE	GENERAL INSURANCE	OFFICE EXPENSE	POSTAGE	TELEPHONE	TRAVEL	TOTALS	OVERHEADS ALLOCATED
\$35,597.04	\$41,784.93	3.54%	\$8,486.18	\$602.01	\$39.31	\$265.59	\$566.60	\$885.31	\$0.00	\$0.00	\$1,947.67	\$0.00	\$54,577.60	\$69,761.33
\$69,945.56	\$82,104.31	6.96%	\$16,674.73	\$1,182.90	\$77.24	\$521.87	\$1,113.32	\$1,739.56	\$0.00	\$0.00	\$3,827.04	\$0.00	\$107,240.97	\$137,075.87
\$9,171.41	\$10,765.69	0.91%	\$2,186.43	\$155.10	\$10.13	\$68.43	\$145.98	\$228.10	\$0.00	\$0.00	\$501.81	\$0.00	\$14,061.66	\$17,973.68
\$71,564.78	\$84,005.00	7.12%	\$17,060.74	\$1,210.29	\$79.02	\$533.95	\$1,139.09	\$1,779.83	\$0.00	\$0.00	\$3,915.63	\$0.00	\$109,723.56	\$140,249.14
\$186,278.79	\$218,659.94	18.53%	\$44,408.08	\$3,150.30	\$205.70	\$1,389.84	\$2,964.99	\$4,632.80	\$0.00	\$0.00	\$10,192.15	\$0.00	\$285,603.80	\$365,060.03

\$174,738.62 (\$174,738.62) \$0.00 \$0.00

\$179,956.23 \$1,005,217.61 100.00% \$144,572.14 \$17,000.00 \$1,110.00 \$7,500.00 \$16,000.00 \$25,000.00 \$50,000.00 \$83,000.00 \$55,000.00 \$80,000.00 \$1,659,138.37 \$1,659,138.37

Revised A G E N D A
BOARD OF DIRECTORS' CONFERENCE CALL MEETING
Saturday, December 21, 1991
9:00 A.M. to 12:00 P.M. PDT

ROLL CALL

ACCEPTANCE OF PROXIES

OCTOBER BOD MINUTES (1-3)

AGENDA APPROVAL

FINANCIAL

September Financial Report (1-15)
October Financial Report (1-27)
November General Financial Summary

CHAIRPERSON'S REPORT

Departmental Expense Distribution Report
BOT/BOD/WSC Chairperson's Planning Meeting Report
WSC Budget Committee Plan (1-38)
Financial Management Policy (1-44)
March BOD Conference Call Proposal

PERSONNEL

Employee Termination
Administrative Division Manager Recruitment
Health Benefits Review
Personnel Policy Manual Revisions

LEGAL

Tax Status Options Update
Bylaw Filing With IRS Update

TRUSTEE INTERNAL COMMITTEE REPORT

FINANCIAL AD HOC COMMITTEE REPORT

BUSINESS PLAN REPORT

NEWSLINE REPORT

EXECUTIVE DIRECTOR REPORT

Special Event Insurance Proposal (1-72)
Telephone/Copier Monitoring Equipment

FELLOWSHIP SERVICES DIVISION REPORT

**Projects Status
ESO Report (1-50)**

ADMINISTRATION AND SUPPORT SERVICES DIVISION REPORT

**Production Updates
Spanish and Portuguese Basic Texts
Introductory Guide
Medallions
Basic Mugs
Speaker Tapes
Spanish Translation of Poster Set
Pens**

WCC

SALES POLICY DEVELOPMENT

CSO REPORT

AGENDA REVIEW FOR JANUARY MEETING (1-2)

Bob McDonough
Chairman World Service Office Board of Directors
PO Box 9999
Van Nuys, CA
91409

November 26, 1991

Dear Bob:

I am writing this letter to address a concern I have in the hope that you will raise this issue with the Interim committee for reconsideration.

Planning is a key component if we are to be successful in the future in any endeavour the board chooses to follow. Without proper planning we are bound to repeat our past and thereby repeat the insanity we currently experience.

The Business Plan, which has as one of its goals, is a planning tool. The Business Plan for the office is directly tied to the plans of the World Service Conference. Currently the planning of the conference is limited to a single year. The Business Plan for the office should cover at least a 5 year cycle. Without the long-term view the Business plan is not a worthy project as the work plan basically accomplishes that already.

I recently learned that the Interim Committee turned down funding for the chair and vice-chair of the WSC committees to attend the Trustees Internal Committee meeting in Montreal for the purpose of planning. This disturbs me because without this kind of planning we are a few steps closer to rather than a few steps further away from repeating past mistakes.

Surely you can see the need for this type of meeting to take place. It is only through this kind of effort that everyone in the fellowship will gain confidence in our ability to ride out these economic storms without the constant barrage of request for support.

To those who would answer that the conference need not concern itself with projects that are 2-5 years down the road, I say that if the conference had listened to the previous Executive Director a few years ago when he first broached the idea of the flattening sales we may not be in the predicament we face today. I dislike, in the worst way, losing \$250,000 again and I want to give us a tool to be able to respond to these conditions should they happen again.

To those who would answer that "one day at a time" is the best policy, my response is that while our personal programs are important we are collectively working a much larger program and therefore need a tool to plan carefully in order to give time to react to the changing conditions.

To those who would answer that plans always change my response is that sure plans change but only in response to internal or external stimuli. It is this stimuli that must be considered each year when the plan is renewed. It is this stimuli, properly reported, that can help the conference to adjust its plans and directly impact the office.

This planning session should not be considered as the conference committees dictating to the conference what to do but using the resources of the conference committees and the Internal Committee of the Trustees to help shape our future through considering our future course. This also offers to the conference, and therefore the fellowship, the ability to impact the course the conference will take and directly impact the course the office shall steer also. In simple terms the correction of one path automatically corrects the other. This of course assumes that the office follows the direction of the conference which is what I understand the relationship to be.

I understand there will be additional costs. And I can see that with so many people there and not enough time that little may get done. But the benefit to the Business Plan and the conference from any kind of planning will far outweigh the additional cost. This must be seen as benefiting the greater good not as an additional burden. I think the conference committees are expected and have made some progress towards planning for the future. For instance the Literature Committee has there A, B, and C lists of work. Access to this kind of information would greatly benefit the Business Plan so that projections of future income and expenses can be considered.

I am asking the Interim Committee to reconsider having the conference committee chairs and vice-chairs attend the Internal Committee of the Trustees during February 1992 in Montreal.

Yours,

Walter Johnson

WORLD SERVICE OFFICE, INC. 1991 MONTHLY INCOME vs EXPENSE COMPARISON			
MONTH	WSO INCOME	WSO EXPENSE	WSO NET
JANUARY	\$364,457.95	\$355,134.11	\$9,323.84
FEBUARY	\$260,448.88	\$298,004.09	(\$37,555.21)
MARCH	\$294,123.91	\$328,676.09	(\$34,552.18)
APRIL	\$191,974.46	\$281,757.40	(\$89,782.94)
MAY	\$203,912.39	\$302,455.63	(\$98,543.24)
JUNE	\$372,752.21	\$311,020.82	\$61,731.39
JULY	\$299,262.31	\$317,793.65	(\$18,531.34)
AUGUST	\$129,102.31	\$221,799.30	(\$92,696.99)
SEPTEMBER	\$294,698.11	\$274,407.41	\$20,290.70
OCTOBER	\$239,820.64	\$287,556.35	(\$47,735.71)
AVERAGE WSO MONTHLY INCOME 1991			\$265,056.32
AVERAGE WSO MONTHLY EXPENSE 1991			\$297,860.49
AVERAGE WSO NET			(\$32,805.17)
(BASED ON ACCOUNTING SYSTEM)			

WSO CASH BASIS 1991 DEPOSITS vs CHECKS		
DEPOSITS	CHECKS WRITTEN	CASH NET
JANUARY		
\$313,895.94	\$321,221.01	(\$7,325.07)
FEBURARY		
\$272,854.60	\$290,363.06	(\$17,508.46)
MARCH		
\$281,736.72	\$261,319.61	\$20,417.11
APRIL		
\$403,200.35	\$369,060.61	\$34,139.74
MAY		
\$253,362.97	\$289,944.83	(\$36,581.86)
JUNE		
\$220,103.46	\$216,467.57	\$3,635.89
JULY		
\$351,574.83	\$309,965.52	\$41,609.31
AUGUST		
\$249,775.23	\$272,604.61	(\$22,829.38)
SEPTEMBER		
\$264,003.62	\$292,605.50	(\$28,601.88)
OCTOBER		
\$186,013.66	\$173,209.93	\$12,803.73
AVERAGE		
\$290,056.41	\$291,505.81	(\$24.09)
(BASED ON BANK STATEMENT)		

**CANADIAN SERVICE OFFICE
1991 INCOME vs EXPENSE COMPARISON**

MONTH	CSO INCOME	CSO EXPENSE	CSO NET
JANUARY	\$22,945.46	\$11,231.46	\$11,714.00
FEBUARY	\$13,712.72	\$7,870.80	\$5,841.92
MARCH	\$6,956.00	\$6,976.65	(\$20.65)
APRIL	\$16,804.42	\$13,632.02	\$3,172.40
MAY	\$12,620.20	\$6,850.15	\$5,770.05
JUNE	\$9,209.34	\$5,378.68	\$3,830.66
JULY	\$15,267.37	\$9,944.56	\$5,322.81
AUGUST	\$6,589.93	\$4,340.86	\$2,249.07
SEPTEMBER	\$6,037.70	\$4,632.24	\$1,405.46
OCTOBER	\$11,986.92	\$6,815.77	\$5,171.15
AVERAGE CSO MONTHLY INCOME 1991			\$12,213.01
AVERAGE CSO MONTHLY EXPENSE 1991			\$7,767.32
AVERAGE CSO NET			\$4,445.69
(BASED ON ACCOUNTING SYSTEM)			

WSO ASSET & LIABILITY COMPARISON

ACCT/REC 12/90	\$195,905.00	INVENTORY 12/90	\$237,508.00
ACCT/REC 10/91	\$257,884.55	INVENTORY 10/91	\$167,346.84
ACCT/PAY 12/90	\$183,022.00	SAVINGS 12/90	\$71,574.00
ACCT/PAY 10/91	\$253,373.55	SAVINGS 10/91	\$29,826.27

**EUROPEAN SERVICE OFFICE
Y.T.D. INCOME vs EXPENSE COMPARISON
(CONVERTED TO U.S. \$ @ 1.90)**

ESO INCOME	ESO EXPENSE	ESO NET
\$24,615.00	\$79,222.00	(\$54,607.00)

MICHIGAN SERVICE OFFICE, INC.

NARCOTICS ANONYMOUS
23906 WOODWARD AVENUE
PLEASANT RIDGE, MI 48089
(313) 544-2010

December 16, 1991

World Service Office
P.O. Box 9999
Van Nuys, Ca, 91409

TO: W.S.O. Board of Directors

Dear Joe Gossett,

As per our telephone conversation on December 13, 1991 regarding the cash flow problems the W.S.O. is experiencing, the Michigan Service Office would like to offer the following proposal:

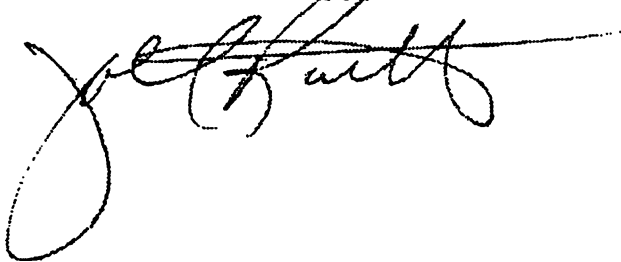
1. The Michigan Service Office payment policy change from 90 day to 30 day net. The M.S.O. would be allowed to purchase every 30 days with a 35% discount applying to orders.
2. If the W.S.O. B.O.D. changes the discount policy from 35% to 30%, an additional 2% discount be applied to the 30% discount, if the M.S.O. pays within 10 days.

This has not been approved by our Board of Directors. I was asked to offer this proposal to the W.S.O. B.O.D. as a possible change in our sales policy. We are open to dialogue and looking at solutions.

We will be waiting to hear from you.

In Service,

Joel Raitt (Chair)
Michigan Service Office
Board of Directors



2-6



Group Re-registration Information

Region	Groups NOT current	Groups current	Total Groups	Total Meetings
Afghanistan	0	2	2	2
Alabama/NW Florida Region	68	45	113	250
Alaska Region	18	19	37	49
Alsask Region	69	44	113	135
Aotearoa New Zealand Region	18	85	103	106
Argentina	1	0	1	3
Arizona Region	88	58	146	189
Arkansas Region	38	18	56	130
Aruba	0	1	1	4
Australian Region	46	84	130	252
Austria	1	0	1	2
Bahamas Region	10	0	10	28
Bahrain	0	1	1	2
Bangladesh	1	0	1	2
Barbados	2	0	2	3
Belgium	3	4	7	10
Belize	0	1	1	2
Bermuda	0	5	5	5
Best Little Region	41	27	68	116
Bolivia	1	1	2	7
Brazil Region	57	22	79	150
British Columbia Region	24	124	148	163
Buckeye Region	36	77	113	155
California Mid-State Region	98	22	120	149
Carolina Region	0	233	233	622
Central California Region	66	45	111	120
Chesapeake/Potomac Region	327	100	427	452
Chicagoland Region	1	288	289	310
Colombia	37	2	39	89
Colorado Region	103	59	162	168
Connecticut Region	65	97	162	154
Costa Rica	0	2	2	10
Denmark	2	2	4	7
Ecuador	3	1	4	8
Egypt	1	0	1	2
Finland	2	2	4	4

Region	Groups NOT current	Groups current	Total Groups	Total Meetings
Florida Region	101	156	257	376
France	1	31	32	33
Freestate Region	13	312	325	399
Georgia Region	81	114	195	341
German Speaking Region	4	73	77	93
Greater Illinois Region	41	45	86	213
Greater New York Region	97	393	490	583
Greater Philadelphia Region	106	229	335	407
Greece	1	0	1	4
Grenada	0	1	1	1
Guam	0	3	3	3
Guatemala	1	1	2	6
Hawaii Region	57	39	96	90
Holland	0	1	1	5
Honduras	0	1	1	4
Hong Kong	2	1	3	3
India	15	14	29	54
Indiana Region	103	76	179	181
Iowa Region	67	73	140	179
Ireland (Northern)	1	0	1	1
Ireland Region	0	26	26	30
Israel Region	10	0	10	24
Italy	5	6	11	39
Jamaica	1	1	2	10
Japan Region	29	1	30	32
Kentuckiana Region	74	48	122	167
Kenya	1	2	3	2
Korea (South)	0	1	1	3
London Region	50	25	75	159
Lone Star Region	200	85	285	920
Louisiana Region	85	63	148	159
Malaysia	1	0	1	1
Mexico	11	2	13	44
Michigan Region	182	229	411	458
Mid-America Region	70	41	111	182
Mid-Atlantic Region	77	72	149	181

2-7

Region	Groups NOT current	Groups current	Total Groups	Total Meetings
Mississippi Region	29	30	59	114
Mountain Valley Region	34	41	75	128
Mountaineer Region	22	22	44	61
Nebraska Region	13	33	46	54
Netherlands	1	0	1	1
New England Region	253	200	453	601
New Jersey Region	0	193	193	223
New Mexico Region	27	28	55	72
Newfoundland	2	5	7	7
North East Quebec Region	37	1	38	39
Northern California Region	172	305	477	831
Northern New Jersey Region	41	169	210	195
Northern New York Region	79	111	190	218
Norway	3	1	4	8
Nova Scotia	1	9	10	12
Ohio Region	105	108	213	261
OK Region	2	77	79	242
Ontario Region	1	195	196	231
Pacific Cascade Region	185	102	287	409
Panama	1	10	11	44
Peru	2	7	9	37
Philippines	7	0	7	9
Portugal	9	2	11	19
Prince Edward Island	2	2	4	5
Puerto Rico	23	1	24	42
Quebec Region	44	147	191	208
Region of the Virginians	110	125	235	270
Saint Lucia	1	0	1	3
San Diego/Imperial Region	23	153	176	317
Scotland	6	4	10	14
Show-Me Region	165	98	263	400
Sierra Sage Region	46	22	68	82
Singapore	1	0	1	1
South Africa	3	7	10	14
South Florida Region	170	117	287	404
South West Region	12	10	22	48

Region	Groups NOT current	Groups current	Total Groups	Total Meetings
Southern California Region	219	238	457	486
Southern Idaho Region	37	27	64	71
Southern Nevada Region	49	13	62	71
Spain Region	0	14	14	34
Sweden	13	26	39	69
Switzerland	1	2	3	6
Tri-State Region	52	212	264	282
Trinidad	7	11	18	23
U.K. Assembly	2	0	2	2
U.S.S.R.	2	4	6	7
Upper Midwest Region	152	52	204	226
Upper Rocky Mountain Region	35	49	84	156
Uruguay	0	1	1	3
Utah Region	27	35	62	66
Venezuela	1	0	1	1
Virgin Islands	6	3	9	25
Volunteer Region	88	76	164	265
Wales	1	0	1	7
Washington/N. Idaho Region	142	163	305	534
Wisconsin Region	116	139	255	299
Yukon Territory	1	0	1	3
Total	5297	7036	12,333	17,507

This information was compiled on December 11, 1991

COPYRIGHT TRANSFER AGREEMENT

HEBREW TRANSLATION

This Agreement is made this the 5 day of May, 1991, between **WORLD SERVICE OFFICE, INC.**, a California not for profit corporation that acts as the principal service office for the Fellowship of Narcotics Anonymous, which is located at 16155 Wyandotte Street, Van Nuys, CA 91409, (hereinafter "WSO") and **Dr. JAY M. HOLDER**, of 4320 Adams Avenue, Miami Beach, Florida, whose year of birth is 5/17/47 hereinafter referred to as "HOLDER").

WHEREAS, WSO is the copyright owner and holder of a copyrighted work known as **NARCOTICS ANONYMOUS, THE BASIC TEXT**, which work is protected by United States Copyright Registration Nos. TX 2 112 598, TX 2 250 589, TX 2 342 402, TX 2 250 588, and TX 2 254 607, as well as other pending registrations (hereinafter "the Work"):

WHEREAS, HOLDER has personally created a translation of the Work into Hebrew, without the prior knowledge or consent of WSO or the Fellowship of Narcotics Anonymous;

WHEREAS, the parties mutually believe that it is in the best interest of the Fellowship that any and all rights to the translation that may be held by HOLDER be formally and irrevocably transferred to WSO.

WHEREAS, HOLDER acknowledges the previously mentioned rights of the WSO;

NOW THEREFORE, the parties agree as follows:

1. HOLDER'S WARRANTIES. HOLDER warrants that he is the sole creator of the translation being transferred; that the translation is his original creation; that he has the right to transfer all rights to WSO free and clear of any claim by any third party; and that HOLDER knows of no adverse claim by any third party. HOLDER further warrants that said work is in draft form and does not represent the final material. HOLDER agrees to hold WSO harmless from any liability for any breach of these warranties. ~~\$3500.~~ 2500

2. TRANSFER OF RIGHTS. For ~~\$37,500.~~ 2500. plus other good and valuable consideration, receipt of which is hereby acknowledged, Dr. Jay M. Holder hereby irrevocably assigns and conveys to **WORLD SERVICE OFFICE, INC.**, a California not for profit corporation, any and all rights of copyright, including but not limited to the right to reproduce, prepare derivative works, distribute copies, perform, and display, that he may have, or may hereafter develop, to his translation of the Work. St (2)

3. EXTENT OF TRANSFER. HOLDER understands that this document is a legally enforceable document with which he is conveying to WSO forever all rights to his translation of the Work, and that he will not be receiving any additional compensation for the transfer, such as royalties or any portion of the proceeds from the utilization by WSO of any of the rights transferred. WSO agrees to provide to HOLDER, as further consideration, two hundred and fifty (250) copies of the Work should the work be published (1) of the first printing, (2) WSO will publish an acknowledgment of the efforts of Dr. HOLDER in the N.A. Newline and N.A. Way Magazine within the next 6 months. Published St (A)

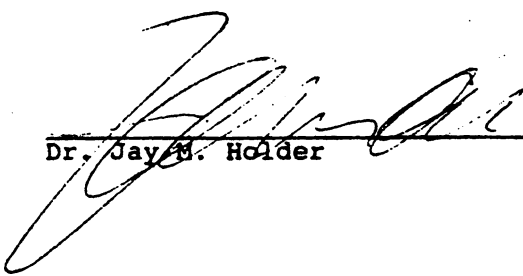
4. ENTIRE AGREEMENT AND DISPUTES. This is the entire agreement between the parties, and cannot be altered unless in writing signed by both parties. In the event that there is any dispute by or between the parties, then the prevailing St (A) St (B)

~~party shall be entitled to recover reasonable attorneys fees and actual out of pocket costs in addition to all damages.~~

9
St 2

Executed on this 5 day of MAY, 1991, MIAMI, FLORIDA.

WORLD SERVICE OFFICE, INC.
a California not for profit Corporation.



Dr. Jay M. Holder



By: Stuart Tooredman
Acting Executive Director

SUOMI

PATENTTI- JA REKISTERI-
HALLITUS



FINLAND

PATENT- OCH REGISTER-
STYRELSEN

PÄÄTÖS

Tavaramerkin rekisteröinti

BESLUT

Registrering av varumärke

Patentti- ja rekisterihallitus on ottanut tavaramerkkilain 21 §:n nojalla kääntöpuolella olevan tavaramerkin rekisteriin.

Tavaramerkkilain 51 §:n nojalla ei tähän päätökseen saa hakea muutosta.

Helsinki 22 -07- 1991

Helsingfors

Patent- och registerstyrelsen har med stöd av 21 § varumärkeslagen intagit på omstående sida avbildade varumärke i registret.

Jämlikt 51 § varumärkeslagen får i detta beslut ej sökas ändring.

Kristina Nyman




Rekisteröinti on voimassa kymmenen vuotta rekisteröintipäivästä lukien.

Rekisteröinti voidaan uudistaa tavaramerkkilain 22 §:ssä mainittuna aikana tehdystä hakemuksesta.

Registreringen gäller tio år från registreringsdagen.

Registreringen kan förnyas på ansökan som skall inlämnas under tid som anges i 22 § varumärkeslagen.

112636

Hak.nro — Ans.nr 3363/89	Saap.pv — Ing.d. 4.7.1989	Hak.kuul. — Ans.kungi. 15.5.1991 Nro 9	Etu oikeus — Prioritet
Rek.nro — Reg.nr 112636	Rek.pv — Reg.d. 22.7.1991	Rek.kuul. — Reg.kungi. 30.8.1991 Nro 16	Eräntyy — Förfaller 22.7.2001
Haltija, kotipaikka — Innehavare, hemort WORLD SERVICE OFFICE, INC. Van Nuys, Kalifornia, USA			
Asiamies, kotipaikka — Ombud, hemort Seppo Laine Ky Helsinki			
Tavaramerkki — Varumärke		Eröttamislausema — Disclaimer	
		Merkin seitys — Beskrivning av märket	
Tavara- tai palvelulajit ja -luokat — Varu- eller tjänsteslag och -klasser			
<p>Luokka 16: Kaikki luokkaan 16 kuuluvat tavarat mukaan luettuina painotuotteet; valokuvat; konttoritarvikkeet; kirjat; ohjekirjat ja -lehtiset; lentolehtiset; julisteet; tarrat; pussit; kortit ja pelikortit.</p> <p>Luokka 20: Kaikki luokkaan 20 kuuluvat tavarat mukaan luettuina avainketjut ja avainrengasnauhat ja -helat; tunnistusrannekkeet; säiliöt; ilmoitustaulut ja -telineet; peilit; koristelaatat; ornamentit; korutavarat.</p> <p>Luokka 25: Kaikki luokkaan 25 kuuluvat tavarat mukaan luettuina päällysvaatteet; paidat; shortsit, housut; villapaidat; puserot; sukat, kengät; T-paidat.</p> <p>Luokka 42: Neuvonta-, kuntoutus-, klinikka-, laboratorio-, hoito- ja terapiapalvelut, kaikki edellä mainitut huumeriippuvuus- ja vastaavia pulmia varten.</p>			

WAGNER & MIDDLEBROOK

ATTORNEYS AT LAW

JOHN E. WAGNER
THERESA WAGNER MIDDLEBROOK

ROBERT C. SMITH
REGISTERED PATENT ATTORNEY
JULIET L. REAM

THEODORE H. LASSAGNE
OF COUNSEL

PLEASE REPLY TO GLENDALE OFFICE

GLENDALE OFFICE
3541 OCEAN VIEW BOULEVARD
GLENDALE, CALIFORNIA 91208
TELEPHONE (818) 957-3340
FAX (818) 957-8123

VENTURA COUNTY OFFICE
5351 BONSAI AVENUE
MOORPARK, CALIFORNIA 93021
TELEPHONE (805) 523-0919
FAX (805) 529-7831
BY APPOINTMENT

September 4, 1991

Anthony Edmondson
WORLD SERVICE OFFICE, Inc.
16155 Wyandotte Street
Van Nuys, CA 91406

Re: Finland Trademark Registration
For: "NA DEVICE"

Class: 16
Goods: Books and pamphlets

Class: 20
Goods: Key chain tags

Class: 25
Goods: T-shirts

Class: 42
Goods: Counseling services

Reg. No.: 112636
Reg. Date: July 22, 1991
Renewal Fees Due: July 22, 2001
Our Docket No: 03-9545-40

Dear Anthony:

I am pleased to forward to you the original Certificate of Registration of Trademark in Finland, referenced above as applied to Books and Pamphlets, Key Chains, T-Shirts, and Counseling Services. Renewal fees are due July 22, 2001 and every ten years thereafter. Please note that if the mark is not commercially used in Finland during any continuous period of 5 years, this may well lay the Registration open to third party attack and removal from the Register. We have calendared this for July 22, 2001 and will remind you at that time.

2-14


WAGNER & MIDDLEBROOK

Page 2
Anthony Edmondson
WORLD SERVICE OFFICE
September 3, 1991
03-9545-40

Preserve this certificate with your valuable papers. Kindly
acknowledge receipt of the enclosed by signing and returning the
copy of this letter.

Very truly yours,

WAGNER & MIDDLEBROOK



Theresa Wagner Middlebrook

TWM:mw
Enclosure

i:\ustm\wso\fwdcert\fortmfw.40

RECEIPT ACKNOWLEDGED:

Date:

WAGNER & MIDDLEBROOK

ATTORNEYS AT LAW

JOHN E. WAGNER
THERESA WAGNER MIDDLEBROOK

ROBERT C. SMITH
REGISTERED PATENT ATTORNEY

JULIET L. REAM

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September 4, 1991

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COPY

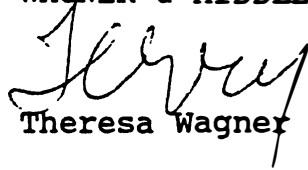
WAGNER & MIDDLEBROOK

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September 3, 1991
03-9545-40

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Very truly yours,

WAGNER & MIDDLEBROOK



Theresa Wagner Middlebrook

TWM:mw
Enclosure

i:\ustm\wso\fwdcert\fortmfwd.40

RECEIPT ACKNOWLEDGED:

Date: _____

WAGNER & MIDDLEBROOK
ATTORNEYS AT LAW

JOHN E. WAGNER
THERESA WAGNER MIDDLEBROOK

ROBERT C. SMITH
REGISTERED PATENT ATTORNEY
JULIET L. REAM

THEODORE H. LASSAGNE
OF COUNSEL

PLEASE REPLY TO GLENDALE OFFICE

GLENDALE OFFICE
3541 OCEAN VIEW BOULEVARD
GLENDALE, CALIFORNIA 91208
TELEPHONE (818) 957-3340
FAX (818) 957-8123

VENTURA COUNTY OFFICE
5351 BONSAI AVENUE
MOORPARK, CALIFORNIA 93021
TELEPHONE (805) 523-0919
FAX (805) 529-7831
BY APPOINTMENT

December 2, 1991

Anthony Edmondson
WORLD SERVICE OFFICE
16155 Wyandotte Street
Van Nuys, CA 91406

Re: Spanish Trademark Application 1.504.077
Mark: "NARNOTICS ANONYMOUS"
Class: 16
Goods: Books and pamphlets
Docket No.: 03-9545-27

Dear Anthony:

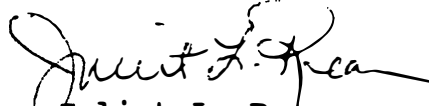
We have just been informed by our foreign associate that the above referenced application was granted registration on July 22, 1991.

We will forward the official notice of registration as soon as we receive it.

If you have any questions please give me a call.

Very truly yours,

WAGNER & MIDDLEBROOK


Juliet L. Ream

TWM:mw

I:\ustm\wso\register.27

WAGNER & MIDDLEBROOK

ATTORNEYS AT LAW

JOHN E. WAGNER
THERESA WAGNER MIDDLEBROOK

ROBERT C. SMITH
REGISTERED PATENT ATTORNEY

JULIET L. REAM

THEODORE H. LASSAGNE
OF COUNSEL

December 2, 1991

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3541 OCEAN VIEW BOULEVARD
GLENDALE, CALIFORNIA 91208
TELEPHONE (818) 957-3340
FAX (818) 957-8123

VENTURA COUNTY OFFICE
5351 BONSAI AVENUE
MOORPARK, CALIFORNIA 93021
TELEPHONE (805) 523-0919
FAX (805) 529-7831
BY APPOINTMENT

Anthony Edmondson
WORLD SERVICE OFFICE
16155 Wyandotte Street
Van Nuys, CA 91406

BY FACSIMILE AND MAIL
(818) 795-0923

Re: Spanish Trademark Application 1.504.077
Mark: "NARCOTICS ANONYMOUS"
Class: 42
Goods: Books and pamphlets
Docket No.: 03-9545-27

Dear Anthony:

We have just been informed by our foreign associate that the above referenced application has been rejected by an official action taken November 16, 1991 on the grounds that the mark is descriptive of the services claimed or is generic.

We have prepared the enclosed letter to send to the associate requesting that they file a brief of reply in defense of the application, and including a few reasons why the mark is not descriptive of the services claimed.

Please let me know as soon as possible whether you agree with the arguments stated in our letter. Also, we need authorization to instruct the foreign associate to file the reply brief. I do not know what the costs for this will be, but it appears that the foreign associate is confident that the rejection can be reversed. A reply brief needs to be filed by December 16, 1991, so we will need your response and authorization within days.

If you have any questions please give me a call.

Very truly yours,

WAGNER & MIDDLEBROOK


Juliet L. Ream

JLR:mw

i:\ustm\wso\spain27.1tr

**Despachos
de los Agentes
de la Propiedad Industrial**

Alberto de Elizaburu'
Fernando de Elizaburu'
Alfonso Díez de Rivera'

Carlos Longo'
Carlos Morán'
Miguel A Baz'
Enrique Armijo'
Mario De Justo'
José Andrade
Juan J Solís'
Germán Burgos'
Fernando R Tomé'
Luis H Larramendi'
Doris Bandín
A D Rivera Elizaburu'
J L Gaertner
E Tolosana

O González'
A Cadanan'
M Oliver
J M Alvarez'
J Cervera
A Silles
J de Justo'
B Larrondo
H Móhring
I Arocas
A Villa
L Rodríguez'
M Pintos'
A de Arce

Continuadores de

Julio de Vizcarrondo 1885-1889
F de Elizaburu Vizcarrondo 1880-1921
Alberto de Elizaburu F 1920-1974
Osar de Elizaburu F 1924-1985
(Oficina Vizcarelza)

**Agentes de Patentes Europeas'
European Patent Attorneys'**

Patentes Marcas Modelos
Licencias Tecnología
Traducciones al español de
Patentes Europeas

Telegramas VIZCARELZA
Teléfono (34-1) 308 89 00
Telex 22 841 Elza E
42 881 Elzb E
Telefax (34-1) 319 88 10
308 48 84
308 80 85

**Wagner & Middlebrook
Glendale, CA
U.S.A.**

Bu/Your ref
01-9545-27

N/Our ref
JDJ/RS/M-89.519

Miguel Angel, 21
28010 Madrid 28 November 1991

BY TELEFACSIMILE (818) 957-8123

Attention: Theresa Wagner, Esq.

Re: World Service Office, Inc. - Spanish Trademark Application No. 1.504.078 NARCOTICS ANONYMOUS (Script) in Class 42

Dear Sirs:

We are writing further to our previous correspondence in relation to the matter of reference, which rests with our letter of 6 March 1990.

Please be informed that the Official Gazette of 16 November 1991 carried notice that an official action has issued on the subject application on grounds that the mark applied for may contravene Article 11, paragraphs 1a), 1b), and 1c) of the Trademark Law, which bar from registration marks consisting solely of generic signs, of signs customary for designating the services covered, or of descriptive indications. The deadline for filing a brief of reply in defense of the application will end on 16 December 1991.

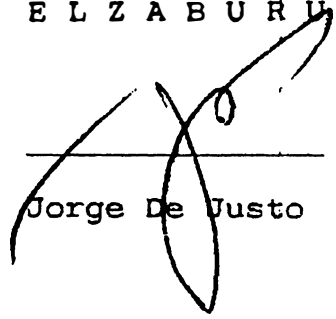
In our opinion, a defense against these objections is possible and could be based on the arguments that this same mark in the name of the clients in Class 16 has already been granted under application no. 1.504.077; that not only is the mark in the form of a script that confers a certain distinctiveness, but that it is neither the necessary nor commonly used designation for the services claimed; and that the mark does not consist of Spanish words, and hence, in accordance with some decisions handed down by the Supreme Court (though this line of reasoning has not been consistent and there are also decisions that hold otherwise), it should be considered fanciful.

Please send us your instructions, and please note that, if instruc-

tions from you to the contrary are not forthcoming by the above-mentioned deadline, we will prepare and file a brief of defense in defense of this application along the lines set out above.

Yours sincerely,

E L Z A B U R U

A large, stylized handwritten signature in black ink, appearing to be 'Jorge De Justo', written over a horizontal line.

Jorge De Justo

DRAFT

WORLD SERVICE OFFICE, INC.
Spanish Trademark Application No. 1.504.078
NARCOTICS ANONYMOUS (Script) in Class 42

Page 2
JDJ/RS/M-89.519
03-9545-29

I believe that it will be possible for your office to persuade the examiner that the mark NARCOTICS ANONYMOUS is not descriptive of the goods in Class 42. I would appreciate it if you would file a brief of reply in defense of the application utilizing the information and arguments I have stated above, in addition to those that you set forth in your letter of November 28, 1991.

I look forward to hearing from you on this matter, and if you have any questions please feel free to contact me.

Yours very truly,

WAGNER & MIDDLEBROOK

Theresa Wagner Middlebrook

TWM:jlr
i:\ustm\wso\spain.ltr

DRAFT

December 2, 1991

Jorge De Justo
ELZABURU
Miguel Angel, 21
28010 Madrid

BY FACSIMILE AND MAIL
(34-1) 319 38 10

Re: WORLD SERVICE OFFICE, INC.
Spanish Trademark Application No. 1.504.078
NARCOTICS ANONYMOUS (Script) in Class 42
Your Ref: JDJ/RS/M-89.519
Our Docket No.: 03-9545-29

Dear Mr. Justo:

My client wishes to protect the aforementioned trademark for the goods mentioned in Class 42, drug abuse treatment services, namely providing counseling and guidance to drug abusers. Therefore, my client has authorized me to request that you file a brief of reply in defense against the official action barring registration of the mark.

The official action rejected registration of the mark on the grounds that the mark consists solely of generic signs, of signs customary for designating the services covered, or of descriptive indications. I do not understand how this mark could be found generic or descriptive of the services offered (i.e., drug abuse treatment). How does "narcotics anonymous" describe the function and nature of providing counseling and guidance to drug abusers?

The term NARCOTICS ANONYMOUS has no generic meaning, and hence can have no possible descriptive application, especially not when applied to the goods in Class 42. NARCOTICS means a drug used to relieve pain or induce sleep, and ANONYMOUS means a nameless, unidentified or unknown person, or a work that is unsigned. My client's services deal with the issues of the on-going treatment and recovery from an addiction, specifically an addiction to narcotics. These services do not deal with "unknown drugs," nor is "unknown drugs" a description of any feature, function or nature of the subject services.

The trademark examiner appears not to understand the meaning of NARCOTICS ANONYMOUS and/or not to understand the services provided by my client under this mark. If the examiner fully understood these things, then I believe that the rejection would be reversed.

WAGNER & MIDDLEBROOK

ATTORNEYS AT LAW

JOHN E. WAGNER
THERESA WAGNER MIDDLEBROOK

ROBERT C. SMITH
REGISTERED PATENT ATTORNEY

JULIET L. REAM

THEODORE H. LASSAGNE
OF COUNSEL

PLEASE REPLY TO GLENDALE OFFICE

GLENDALE OFFICE
3541 OCEAN VIEW BOULEVARD
GLENDALE, CALIFORNIA 91208
TELEPHONE (818) 957-3340
FAX (818) 957-8123

VENTURA COUNTY OFFICE
5351 BONSAI AVENUE
MOORPARK, CALIFORNIA 93021
TELEPHONE (805) 523-0919
FAX (805) 529-7831
BY APPOINTMENT

December 4, 1991

Anthony Edmondson
WORLD SERVICE OFFICE, INC.
16155 Wyandotte Street
Van Nuys, CA 91406

Re: United Kingdom Trademark Application
Mark: "NA Device"
Application No.: B1384856
Class: 16
Goods: Books & pamphlets
Date of Publication: November 20, 1991
Our Docket No.: 03-9545-48

Dear Anthony:

We are pleased to inform you that the trademark application for the above-identified mark in the United Kingdom appears to be entitled to registration and has been published November 20, 1991 in the United Kingdom Trade Mark Journal for the purpose of opposition by any person who believes he will be damaged by the registration of this mark. A copy of the Trade Mark Journal is enclosed.

If no opposition occurs after thirty (30) days from the publication date, the mark will be duly registered.

Should you have any questions, please feel free to contact our office.

Yours very truly,

WAGNER & MIDDLEBROOK


Theresa Wagner Middlebrook

TWM:mw
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B1384856 19 May 1989 (16)

B1385316 23 May 1989 (16)



Registration of this mark shall give no right to the exclusive use of letters "NA".

Printed matter; photographs; stationery; books, instructional manuals; pamphlets; posters; stickers; bags; cards and playing cards; all included in Class 16.

World Service Office Inc. 16155 Wyandotte Street, Van Nuys, California, 90025, United States of America.

Agent: Withers & Rogers, 4 Dyers Buildings, Holborn, London, EC1N 2JT.



Application under Section 21(2) for a series of two marks.

Proceeding under Section 29 (1) (b).

The second mark in the series, here depicted in heraldic shading, is limited to the colours silver and red as shown in the representation on the form of application.

Registration of these marks shall give no right to the exclusive use of the word "Freudiana".

To be associated with No.1,385,315 (5900,6810).

Printed matter and printed publications; paper and paper articles; cardboard and cardboard articles; photographs; posters, post-cards, stationery, pens, pencils, rulers, rubbers, decalomanias, transfers, instructional and teaching material (except apparatus), books, calendars, programmes, manuals, leaflets, brochures, magazines, periodicals, sheet music, coasters and place mats, pictures, graphic prints, representations and reproductions, greetings cards, wrapping paper, playing cards, writing pads and paper, and writing cases; all included in Class 16.

Freudiana Holdings Limited, 1 Old Burlington Street, London, W1X 1LA.

Agent: David Keltie Associates, Buchanan House, 24-30 Holborn, London, EC1N 2JB.

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DEC 11 1991

WAGNER & MIDDLEBROOK

ATTORNEYS AT LAW

JOHN E. WAGNER
THERESA WAGNER MIDDLEBROOK

ROBERT C. SMITH
REGISTERED PATENT ATTORNEY

JULIET L. REAM

THEODORE H. LASSAGNE
OF COUNSEL

December 10, 1991

PLEASE REPLY TO GLENDALE OFFICE

~~—GLENDALE OFFICE~~
3541 OCEAN VIEW BOULEVARD
GLENDALE, CALIFORNIA 91208
TELEPHONE (818) 957-3340
FAX (818) 957-8123

~~—VENTURA COUNTY OFFICE~~
5351 BONSAI AVENUE
MOORPARK, CALIFORNIA 93021
TELEPHONE (805) 523-0919
FAX (805) 529-7831
BY APPOINTMENT

Anthony Edmondson
WORLD SERVICE OFFICE, INC.
16155 Wyandotte Street
Van Nuys, CA 91406

Re: United Kingdom Trademark Application
Mark: "NA Design"
Application No.: B1384858
Class: 25
Goods: T-Shirts
Date of Publication: November 27, 1991
Our Docket No.: 03-9545-48

Dear Anthony:

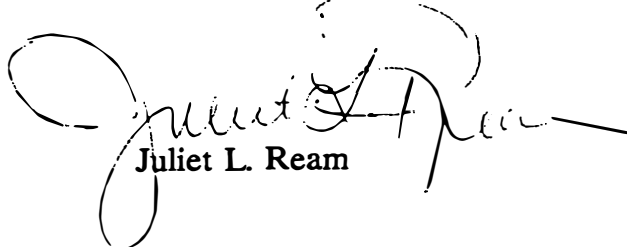
We are pleased to inform you that the trademark application for the above-identified mark in the United Kingdom appears to be entitled to registration and has been published November 27, 1991 in the United Kingdom Trade Mark Journal for the purpose of opposition by any person who believes he will be damaged by the registration of this mark. A copy of the Trade Mark Journal is enclosed.

If no opposition occurs after thirty (30) days from the publication date, the mark will be duly registered.

Should you have any questions, please feel free to contact our office.

Yours very truly,

WAGNER & MIDDLEBROOK


Juliet L. Ream

JLR:mw
i:\ustm\wso\publ\notpubl2.48

1383800 11 May 1989 (25)



Registration of this mark shall give no right to the exclusive use of the device of a racquet and the words "Bath & Racquets Club".

Articles of sports and leisure clothing: tops, trousers, shirts, shorts, skirts, socks, shoes, leotards, tracksuits, sweatbands, headbands, and underclothing; footwear, all suitable for use during sports or leisure activity; all included in Class 25.

The Bath & Racquets Club Ltd, 44 Hays Mews, London, W1X 7RT.

Agent: Boulton, Wade & Tennant, 27 Furnival Street, London, EC4A 1PQ.

B1384858 20 May 1989 (25)



Registration of this mark shall give no right to the exclusive use of letters "NA".

Articles of outer clothing: shirts; shorts; trousers; sweaters; jackets; socks; shoes; T-shirts; all included in Class 25.

World Service Office Inc., 16155 Wyandotte Street, Van Nuys, California, 90025, United States of America.

Agent: Withers & Rogers, 4 Dyer's Buildings, Holborn, London, EC1N 2JT.

1385317 23 May 1989 (25)



B1383898 11 May 1989 (25)

EVAP-AWAY

Articles of clothing; footwear; headgear; all included in Class 25 and all made from material which enables moisture to be dispersed by evaporation.

Evaporating Apparel Industries, Suite 307, 170 Hamilton Avenue, White Plains, New York, 10601, United States of America.

Agent: F.J. Cleveland & Company, 40-43 Chancery Lane, London, WC2A 1JQ.



Application under Section 21(2) for a series of two marks.

Proceeding under Section 29 (1) (b).

The second mark in the series, here depicted in heraldic shading, is limited to the colours silver and red as shown in the representation in the form of application.

To be associated with No. B1.385.316 (5900.6835)

Articles of clothing; footwear; all included in Class 25; but not including articles of clothing for babies.

Freudiana Holdings Limited, 1 Old Burlington Street, London, W1X 1LA, United Kingdom.

Agent: David Keltie Associates, Buchanan House, 24-30 Holborn, London, EC1N 2JB.

World Service Office Memo

To: Bob McDonough, Mary Kay Berger, Martin Chess, Tim Banner, Randy Jones, Bill Winterfield, Oliver Stanley, , Walter Johnson, Bob McFarlane, Chris Chambliss

**From: Anthony Edmondson
Division Director**

Date: December 16, 1991

Subject: For Your Information

We are rapidly approaching the time when we had to make a decision about the 1065 copier in the 16155 Wyandotte building. The choices that we had were :

- ◆ **Return the machine**
- ◆ **Extend the existing lease at \$1,221 per month**
- ◆ **Purchase the machine.**
- ◆ **Roll over to a new machine.**

Since we have been satisfied with the machine we have, and definitely need a machine in that building, option one seemed out of the question. There are some features that would have been nice but keeping the existing machine seemed initially like to option that we would take. I instructed the Xerox representative to prepare for me a comparison showing the effects of each of the options.

What the proposal basically showed is that we could roll over into a new machine for no more money than we currently spend. Although the per copy charges are slightly higher than last year, we still would have experienced the same increase if we extended the term of the existing lease. The current per copy charge is \$.0077 and the new charge will be \$.0084. The figure above represents our current average payment including copies.

The existing machine is three years old so being able to move to a new machine was my desire. My larger question was what the change would cost since I did not want to increase our net expense for this machine. After

receiving promotional considerations we can move to a new, better machine for approximately \$100.00 less per month inclusive of copies, than we currently pay. This being the case we decided to get the new machine. The term of the lease however, is for sixty months. Initially this concerned me until I remembered the Xerox Total Satisfaction Guarantee (copy enclosed), which allows for immediate replacement of a piece of equipment during the term of a lease, if we are not completely satisfied with the machine. This decision is being made now to take advantage of the end of the year promotions.

At the same time I requested that our representative propose a replacement for the 1045 machine that is in my building. As some of you have found out, by trying to use it, that machine is no longer reliable or capable of producing quality output. Since we own the device the only expense we pay is \$1,568.00 per year for the maintenance agreement. The result is that we are already spending in excess of \$1,500.00 on a machine that does not perform up to even our most basic needs.

As a result of an ongoing promotion we can acquire a new machine for 16135 for \$290.00 per month for a three year lease, with no per copy charges or maintenance fees for the entire duration of the lease. The net effect is \$1,912.00 additional per year to get a machine that is sufficient. Currently the employees in 16135 have to take any job that requires enlargement, quality output or multiple sets down the street to 16155 to do the copying, since we try not to run small jobs on the large copier next door. This results in a level of loss productivity as well as employee frustration. Since the need was evident, we also have decided to get the replacement machine for 16135.

XEROX

Xerox Total Satisfaction Guarantee

At Xerox we are committed to the highest quality in the design, manufacture and service of all we sell. We measure our success by one standard: Total Customer Satisfaction. Our winning of the Malcolm Baldrige National Quality Award testifies to this principle.

Taking this commitment one step further, we now offer this exclusive Xerox Total Satisfaction Guarantee:

If you are not satisfied with your Xerox equipment, at your request Xerox will replace it without charge to you with an identical model or a machine with comparable features and capabilities.

The term of the Xerox Total Satisfaction Guarantee is three years from equipment delivery. If the newly delivered equipment is financed by Xerox for more than 3 years, the Guarantee will apply during the entire term of your Xerox financing.

This Xerox Total Satisfaction Guarantee applies to Xerox equipment acquired by you from Xerox (including Sales Agents and participating Dealers and Retailers) and continuously maintained by Xerox or its authorized representatives under our manufacturers warranty or a Service Contract. This guarantee applies to all equipment acquired on or after September 5, 1990, and is not applicable to equipment damaged or destroyed due to an Act of God.

We make this offer to clearly demonstrate that at Xerox our measure of quality is our customers' satisfaction.

XEROX
**TOTAL
SATISFACTION
GUARANTEE**

2-30

Oh By The Way ...

XEROX CORPORATION
"THE MOST OUTSTANDING COPIER LINE OF 1991"
(Buyers Laboratory, Inc., 1991)

- **Current balances owing on 1065 of \$7,931.76 eliminated.**
- **FREE OF CHARGE: Delivery of 5065 and Removal of 1065 Value of: \$700.00**
- **FREE OF CHARGE : Prepack Supplies Value of 5065: \$520.00**
- **TOTAL SATISFACTION GUARANTEE CERTIFICATE**

- **Sales Tax Excluded**

BENEFITS OF TERM LEASE

THE MONTHLY INVESTMENT FIGURES WERE CREATED FOR TERM LEASE, AND GIVE THE FOLLOWING BENEFITS WHEN LEASING:

- ACCRUE EQUITY
- NO PENALTY FOR EARLY PAY-OFF OF EQUIPMENT
- COMPLETE FULL SERVICE MAINTENANCE INCLUDED ON A MONTHLY BASIS (copies billed separately as applicable)

Xerox 1075 Copier - .0077¢ Per Copy

Xerox 5065 Copier - .0084¢ Per Copy

Xerox 5028 Copier - Unlimited Copies

AT THE END OF THE LEASE YOU HAVE THE OPTION TO:

- 1- PURCHASE FOR A SET MAXIMUM PURCHASE OPTION
- 2- RETURN EQUIPMENT AT END OF CONTRACT
- 3- EXTEND THE LEASE FOR AN ADDITIONAL YEAR
- 4- TRADE EQUIPMENT TOWARDS NEW EQUIPMENT

XEROX SOLUTIONS THAT WORK!!!

WORLD SERVICE CONFERENCE
OF NARCOTICS ANONYMOUS

P.O. Box 9999
Van Nuys, CA 91409
(818) 780-3951



To: Bob McDonough, WSO Board Chairperson

From: Mary Jensen, Chairperson
WSC Literature Committee

Date: December 11, 1991

Re: Cover design for proposed inventory item *Just for Today*

At our November WSCLC meeting, we made final revisions to the approval form of *Just For Today: Daily Meditations for Recovering Addicts*. Upon completion of that task, we wandered into some of your territory--cover design. The committee asked me to communicate with you our desire for a cover colored anything but the basic blue and white, which most of literature wears like an NA uniform. Suggestions popular with the committee include deep forest green with gold lettering, or plum with silver lettering. We believe that black would be a poor choice with its possible religious undertones.

We know that this kind of decision is left to the BOD, but thanks for letting us share!

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