1. Page 23, l.-4. ‘Figure 2.1’, should be read as ‘Figure 2.2’.

2. Page 25, l.-1. ‘5’ should be read as ‘6’.

3. Page 26, l.-1. ‘it possible’ should be read as ‘it is possible’.

4. Page 50. In Question 7, the say that ‘.... are scaled individually etc’ should be read as ‘$P_{ij}$ is unchanged for $i, j \in J$ with $i \neq j$ and $P_{ii} = 1 - \sum_{j \neq i, j \in J} P_{ij}$.

5. Page 65, l.12. The statement stated there holds only for M/M/1 and not in general for M/G/1. Hence, the reference to equation (4.16) in the following line, should be removed. The reference to (4.17) still holds.

6. Page 68. In Question 2, part e, the answer is also a function of $s^{2}$, the second moment of the service time of the one who opens the busy period.

7. Page 78, l.8. ‘he/shearrives’ should be read as ‘he/she arrives’.

8. Page 78. In Equation (5.8), $\sigma'(2)$ should be read as $\sigma'_x(2)$.


10. Page 95. In Question 8, the display should be

$$1 - G^*(\lambda - \lambda B^*(s)) \over \left(\lambda - \lambda B^*(s) \bar{x}\right).$$

11. Page 97. In line -1, $\beta_{i+j-1}$ should be read as $\beta_{i-j+1}$.

12. Page 98. In line 1, $\Sigma^{infty}_{j=i+1}$ should be read as $\Sigma^{\infty}_{j=i}$.

13. Page 129. In line -12, $\lambda \geq 2$, should be read as $i \geq 2$.

14. page 149. Question 3 Part (a) needs to be canceled.

15. page 167. In the first bullet, $(d_1, \ldots, d_i, 1, d_{i+1}, \ldots, d_n)$, should be read as $(d_1, \ldots, d_{i-1}, 1, d_i, \ldots, d_n)$.

16. Page 179. In line 3, $d_{\pi(n-1)} - 1$ should be read as $d_{\pi(n-1)+1}$. 

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17. Page 213. In line 7, $\mu_2/c$ and $\lambda_2/c$ need to be swapped.

18. Page 215. The matrix in Question 1, part b, should be

$$\begin{pmatrix} \frac{\lambda}{\mu} & 0 \\ \frac{\lambda}{\mu} & \frac{\lambda}{\lambda+\tau} \end{pmatrix}.$$

19. Page 216. Question 2 needs to be canceled.

20. Page 218. In entry [39], *Stochastic Methods* should be read as *Stochastic Models*.

21. Page 219. The second entry in $H$, should be read as hyperexponential.