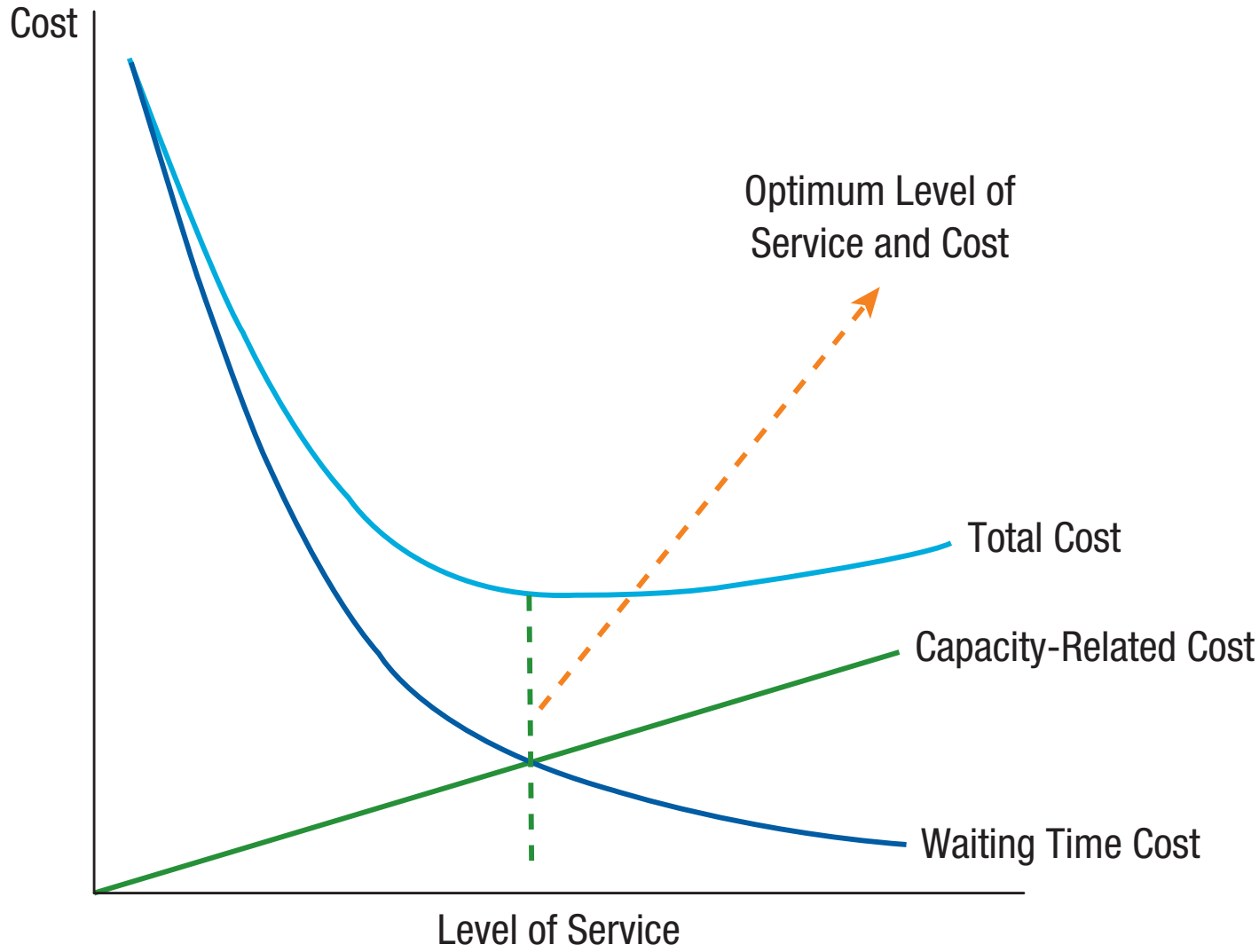FIGURE C.1: Optimum Service Level and Costs for Waiting Line Systems