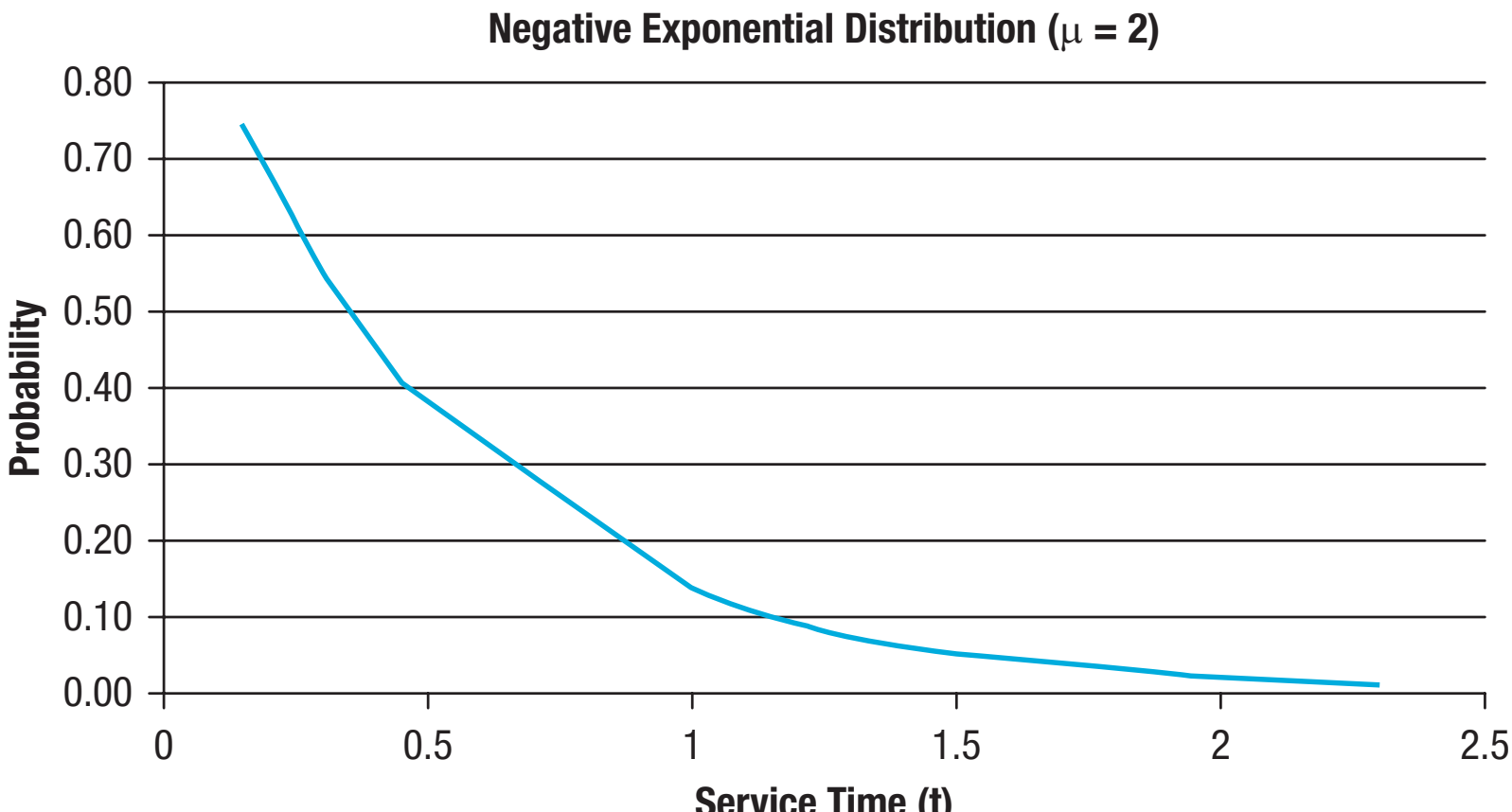FIGURE C.4: Example of Negative Exponential Distribution of Service Times