(0) 3 c 1

(b) St c 1

2.

3.

4. (a)

4. (a)
$$\lambda = 1$$
 10000 customers
$$\frac{1}{(M-\lambda)} - \frac{1}{M}$$

$$\frac{1}{(M-\lambda)} - \frac{1}{1.5}$$

$$\frac{1}{0.5} - \frac{1}{0.5}$$

$$\frac{1}{0.5$$

(b)









