

The following errors appear in the printed version of the book and are already corrected in the on-line version.

page 16 last line:  $p = \frac{3}{5} \rightarrow p = \frac{3}{5}\lambda$

page 28 line 1: increasing  $\rightarrow$  decreasing

page 29 line 6:  $g(n^* - 1) \leq \frac{R\mu}{C} < g(n^*) \rightarrow g(n^*) \leq \frac{R\mu}{C} < g(n^* + 1)$

page 29 line 11-12:  $\frac{\rho}{1-\rho^2} \rightarrow \frac{\rho}{(1-\rho)^2}$  and  $\frac{\rho(1-\rho)}{1-\rho^2} \rightarrow \frac{\rho}{1-\rho}$

page 48 line -6:  $\lambda_e(0) \leq \lambda^* \rightarrow \lambda_e(0) \geq \lambda^*$

page 56 line -8 and page 57 line 8: Balachandran and Schaefer [20-22].

page 57 line 18:  $\sqrt{R_j\mu} - \sqrt{C_j} \rightarrow (\sqrt{R_j\mu} - \sqrt{C_j})^2$

page 64 line 13:  $\frac{\sum_{j=1}^i \sqrt{\mu_j}}{(\sum_{j=1}^i \mu_j - \Lambda)\sqrt{\mu_i}} \rightarrow \frac{(\sum_{j=1}^i \sqrt{\mu_i})^2}{(\sum_{j=1}^i \mu_j - \Lambda)^2}$

page 69 lines 7,8, and 12: Change  $\lambda_k$  to  $\lambda^k$  to avoid confusion with  $\lambda_j$ .

page 83: delete lines 3-5. Alperstein's model allows balking and the profit maximizing solution is also socially optimal, though this fact is not mentioned in the paper.

page 93 Eq. (4.14):  $\partial\lambda_j$  should be  $\partial\lambda_i$ .

page 114 line 6:  $\lambda pCT \rightarrow \lambda qCT$

page 116 line 12:  $\gamma = \frac{R}{C} \rightarrow \gamma = \frac{C}{R}$

page 153 footnote 10: This statement is not correct, the existence of a threshold equilibrium for all possible parameters is still an open question. See the published version in *Stochastic Models* **20** (2004) 149-171