References

Bratley, P., Fox, B.L. and Schrage, L.E. (1983), *A Guide to Simulation*, New York: Springer-Verlag.

Fischer, W. and Meier-Hellstern K. (1992), "The Markov-modulated Poisson process (MMPP) cookbook," *Performance Evaluation*, 18, 149-171.

Fishman, G.S. (1978), *Principles of Discrete Event Simulation*, New York: John Wiley & Sons.

Gross D., and Harris C.M. (1985), *Fundamentals of Queueing Theory, Second Edition*, New York: John Wiley & Sons.

Kleijnen, J.P.C. (1987), *Statistical Tools for Simulation Practitioners*, New York: Marcel Dekker, Inc.

Kleijnen, J.P.C. (1974), *Statistical Techniques in Simulation - Part I*, New York: Marcel Dekker, Inc.

Kleijnen, J.P.C. (1975), *Statistical Techniques in Simulation - Part II*, New York: Marcel Dekker, Inc.

Law, A.M., and Kelton, W.E. (1982), *Simulation Modeling and Analysis*, New York: McGraw-Hill Book Company.

Rubinstein R.Y. (1981), *Simulation and the Monte Carlo Method*, New York: John Wiley & Sons.