

Małgorzata Krawczyk, Piotr Gronek, Maria Nawojczyk, Krzysztof Kułakowski

**If others jump to the queue front, how long I will wait?**

A queue of fluctuating length is simulated, where actors appear at the end and leave when served, with the same mean frequency. A new actor at the end tries to evaluate his waiting time, even if his knowledge is limited to one or two observed cases. If intruders jump to the queue front, the perceived time  $t$  of waiting is much longer. We show that the distribution  $P(t)$  of the perceived time can be scale-free. In some cases,  $t$  is infinite; the queue seems to move back.