

We start by determining fuzzy numbers $\bar{\lambda}$ ($\bar{\mu}$) for the arrival (service) rate for a fuzzy queuing system. These fuzzy numbers are then used to compute the fuzzy steady state probabilities which in turn are employed to calculate fuzzy numbers for system performance. These fuzzy numbers for system performance are inputs into optimization models for web planning. We then introduce a new way to perform (restricted) fuzzy arithmetic. We show how to use a standard (crisp) simulation package to obtain α -cuts of the fuzzy numbers for system performance from α -cuts of $\bar{\lambda}$ and $\bar{\mu}$. This implies that crisp simulation might be used for other fuzzy computations.