## Appendix A: Analysis of the Fluid Model

## A.1. Proof of Theorem 1

We first provide the detailed background information about the theorem which will be used to prove the existence and uniqueness of the solution of the fluid model.

## A.1.1. Theorem 3 in $\S 10$ of Filippov (1988)

Here, we translate the conditions in part 3 of $\S 10$ of Filippov (1988) for applying the theorem to our problem. Suppose that $G$ is an $n$-dimensional domain, either open or closed, in $\mathbb{R}^{n}$.

1. Let $s(x), x \in G \subseteq \mathbb{R}^{n}$, be a continuously differentiable function, and $S=\{x: s(x)=0\}$ be a smooth surface that separates the domain $G$ into $G^{-}=\{x: s(x)<0\}$ and $G^{+}=\{x: s(x)>0\}$. Furthermore, the gradient $\nabla s(x) \neq 0$ on $S$.
2. Let $u(t, x)$ be a function on $\mathbb{R} \times G$ that is continuous up to the boundary of $G^{-}$and $G^{+}$but is discontinuous on $S$. Let $u^{-}(t, x)$ and $u^{+}(t, x)$ be the limiting values of $u(t, x)$, in approaching $x \in S$ from domains $G^{-}$and $G^{+}$, respectively. Let $U(t, x)$ be an interval with the end points $u^{-}(t, x)$ and $u^{+}(t, x)$. Furthermore, $\frac{\partial u(t, x)}{\partial x_{i}}, i=1, \cdots, n$, are continuous up to the boundary of $G^{-}$and $G^{+}$.
3. Let $f(t, x, u)$ be a continuous function from $\mathbb{R} \times G \times \mathbb{R}$ to $\mathbb{R}^{n}$ with continuous $\frac{\partial f}{\partial x_{i}}(i=1, \cdots, n)$ and $\frac{\partial f}{\partial u}$. Denote $f^{-}(t, x)$ and $f^{+}(t, x)$ to be the limiting values of $f(t, x, u(t, x))$, in approaching $x \in S$ from domains $G^{-}$and $G^{+}$, respectively. Let $f_{N}, f_{N}^{-}, f_{N}^{+}$be projections of the vectors $f$, $f^{-}, f^{+}$onto the normal to $S$, e.g., $f_{N}(t, x, u)=\frac{\nabla s(x) \cdot f(t, x, u)}{|\nabla s(x)|}$.
4. If $x \in S$ and $f_{N}^{-}(t, x) \cdot f_{N}^{+}(t, x) \leq 0$, then $u(t, x) \in U(t, x)$ and $f_{N}(t, x, u(t, x))=0$.

THEOREM 3 (Theorem 3 in $\S \mathbf{1 0}$ of Filippov (1988)). Suppose that the differential equation

$$
\begin{equation*}
\frac{d x}{d t}=f(t, x, u(t, x)) \tag{21}
\end{equation*}
$$

whose elements are described in 1-4 above satisfies the following conditions

$$
\begin{aligned}
S \in C^{2} ; & f, \frac{\partial f}{\partial u} \in C^{1} ; \quad u^{-}(t, x), u^{+}(t, x) \in C^{1} ; \\
& \frac{\partial f_{N}(t, x, u)}{\partial u} \neq 0 \quad \text { for all } u \in U(t, x) .
\end{aligned}
$$

If for each $t \in(a, b)$ at least one of the inequalities $f_{N}^{-}>0$ or $f_{N}^{+}<0$ (possibly, different inequalities for different $t$ and $x$ ) is valid at each point $x \in S$ then for $a<t<b$ in the domain $G$ a solution with the initial data $x\left(t_{0}\right)=x_{0} \in G$ exists and right uniqueness holds for (21).

## A.1.2. Existence and Uniqueness of the Solution of the Fluid Model

We partition the four-dimensional set defined by Equation (3) into the following three regions.

$$
\begin{aligned}
\mathbb{S}_{I} & =\left\{\left(z_{1}, q_{1}, z_{2}, q_{2}\right): q_{1}>0\right\}, \\
\mathbb{S}_{I I} & =\left\{\left(z_{1}, q_{1}, z_{2}, q_{2}\right): z_{1}+z_{2}=1, q_{1}=0\right\}, \\
\mathbb{S}_{I I I} & =\left\{\left(z_{1}, q_{1}, z_{2}, q_{2}\right): z_{1}+z_{2}<1\right\} .
\end{aligned}
$$

Note that $\mathbb{S}_{I I}$ is the intersection between $\mathbb{S}_{I}$ and $\mathbb{S}_{I I I}$. Thus, a solution cannot transit between $\mathbb{S}_{I}$ and $\mathbb{S}_{I I I}$ without visiting $\mathbb{S}_{I I}$.

Lemma 1. The right hand sides of (4) -(7) are locally Lipschitz continuous within each region.
Proof. Since $\beta(t)$ and $\alpha(t)$ are constant in $\mathbb{S}_{I}$ and $\mathbb{S}_{I I I}$, they are Lipschitz continuous in $\mathbb{S}_{I}$ and $\mathbb{S}_{I I I}$, respectively. Since $z_{1}(t)+z_{2}(t)=1$ in $\mathbb{S}_{I I}$, there exists $\delta>0$ such that the denominator in (8), which can be written as $\left[\lambda_{2}+\theta q_{2}(t)\right]\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]+\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)\right](1-p) \mu z_{2}(t)$, is strictly greater than $\delta$. Thus, $\beta(t)$ and $\alpha(t)$ are locally Lipschitz continuous in $\mathbb{S}_{I I}$ since their derivatives or directional derivatives with respect to $x(t)$ are locally bounded, for example,

$$
\begin{aligned}
\left|\frac{\partial \beta(t)}{\partial q_{2}(t)}\right| & \leq\left|\frac{\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)-\lambda_{1}\right]}{\left\{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]-\lambda_{1}\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]\right\}^{2}}\right| \\
& \leq\left|\frac{\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)-\lambda_{1}\right]}{\delta^{2}}\right|<\infty .
\end{aligned}
$$

Note that Lemma 1 guarantees the existence and uniqueness of the local solution evolving within each of the three regions. Since the right hand sides of (4)-(7) are only piecewise continuous in the whole state space and $\mathbb{S}_{I I}$ is a "surface" of discontinuity that separates $\mathbb{S}_{I}$ from $\mathbb{S}_{I I I}$, we need to establish that the solution has a unique way transiting between regions. Specifically, we need to examine the behavior of the system when it approaches/crosses/deviates from the surface of discontinuity and rule out the possibilities that a solution starting from a point on the surface can evolve in more than one way. Below, Lemma 2 will first narrow down the possible evolutions by analyzing the values of (4)-(7) in the both-sided neighborhood of $\mathbb{S}_{I I}$. Then, Theorem 4 will invoke Theorem 3 which considers the limiting values of the right hand sides of (4)-(7) as a solution enters the surface of discontinuity from both sides to establish the existence and uniqueness of the solution.

Lemma 2. Any local solution that starts from a point in $\mathbb{S}_{I I}$ will either enter $\mathbb{S}_{I}$ or stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$.
Proof. Suppose that $x(\tau) \in \mathbb{S}_{I I}$ at some time $\tau$, i.e., $z_{1}(\tau)+z_{2}(\tau)=1$ and $q_{1}(\tau)=0$. In this case, $\beta(\tau)$ is given by (8). If we let

$$
\zeta(t)=\frac{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)-\mu_{1} z_{1}(t)-p \mu z_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]}{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]-\lambda_{1}\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]},
$$

$\beta(\tau)=\min \left\{[\zeta(\tau)]^{+}, 1\right\}$. We now discuss the solution in a small time interval after $\tau$ for different values of $\zeta(\tau)$.
(i) If $\zeta(\tau)>1$, i.e., $\mu_{1} z_{1}(\tau)+\mu\left[1-z_{1}(\tau)\right]<\lambda_{1}$, then $\beta(\tau)=1$ and there exists $\tilde{\tau}>\tau$ such that $\mu_{1} z_{1}(t)+\mu\left[1-z_{1}(t)\right]<\lambda_{1}$ for all $t \in[\tau, \tilde{\tau})$ by the continuity of $z_{1}(t)$ in $t$. Hence, $\beta(t)=1$ and $q_{1}^{\prime}(t)=\lambda_{1}-\mu_{1} z_{1}(t)-\mu z_{2}(t)>0$ for all $t \in[\tau, \tilde{\tau})$. Thus, $q_{1}(t)>0$ for all $t \in[\tau, \tilde{\tau})$ and any local solution, if exists, must enter $\mathbb{S}_{I}$.
(ii) If $\zeta(\tau) \leq 1$, we show by the following cases (a) and (b) that there exists $\tilde{\tau}>\tau$ such that $\mu_{1} z_{1}(t)+\mu\left[1-z_{1}(t)\right]>\lambda_{1}$ for $t \in(\tau, \tilde{\tau})$. Then, by (5), $q_{1}^{\prime}(t) \leq 0$ and hence $q_{1}(t)=0$ for all $t \in(\tau, \tilde{\tau})$. That is, a local solution, if exists, will stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ for $t \in[\tau, \tilde{\tau})$.
(a) If $\zeta(\tau)=1$, i.e., $\mu_{1} z_{1}(\tau)+\mu\left[1-z_{1}(\tau)\right]=\lambda_{1}$, then $\mu<\lambda_{1}<\mu_{1}, z_{1}(\tau)=\frac{\lambda_{1}-\mu}{\mu_{1}-\mu} \in\left(0, \frac{\lambda_{1}}{\mu_{1}}\right)$, $\beta(\tau)=\alpha(\tau)=1$ and $z_{1}^{\prime}(\tau)=\mu z_{2}(\tau)>\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)>0$. Since the right hand side of (4) is continuous within $\mathbb{S}_{I I}$, there exists $\delta>0$ such that $z_{1}^{\prime}(t)>0$ for any $x(t) \in \mathbb{S}_{I I}$ and $\|x(t)-x(\tau)\|<\delta$. Furthermore, since $z_{1}(\tau) \in\left(0, \frac{\lambda_{1}}{\mu_{1}}\right)$ and $z_{2}(\tau)=1-z_{1}(\tau)$ are continuous in $t$, there exists $\tilde{\tau}>\tau$ such that

$$
z_{1}(t)<\frac{\lambda_{1}}{\mu_{1}}, \quad z_{2}(t)>1-\frac{\lambda_{1}}{\mu_{1}}>0, \quad\|x(t)-x(\tau)\|<\delta
$$

for all $t \in(\tau, \tilde{\tau})$. Next, we show that $z_{1}^{\prime}(t)>0$ and hence $z_{1}(t)>z_{1}(\tau)$ for all $t \in(\tau, \tilde{\tau})$.

- If $x(t) \in \mathbb{S}_{I}$, then $\beta(t)=\alpha(t)=1$ and $z_{1}^{\prime}(t)=\mu z_{2}(t)>0$.
- If $x(t) \in \mathbb{S}_{I I}$, then $z_{1}^{\prime}(t)>0$ since $\|x(t)-x(\tau)\|<\delta$.
- If $x(t) \in \mathbb{S}_{I I I}$, then $\beta(t)=\alpha(t)=0$ and $z_{1}^{\prime}(t)=\lambda_{1}-\mu_{1} z_{1}(t)>0$.

Thus, $\mu_{1} z_{1}(t)+\mu\left[1-z_{1}(t)\right]>\mu_{1} z_{1}(\tau)+\mu\left[1-z_{1}(\tau)\right]=\lambda_{1}$ since $z_{1}(t)>z_{1}(\tau)$ and $\mu<\mu_{1}$.
(b) If $\zeta(\tau)<1$, i.e., $\mu_{1} z_{1}(\tau)+\mu\left[1-z_{1}(\tau)\right]>\lambda_{1}$, then $\beta(\tau)<1$ and there exists $\tilde{\tau}>\tau$ such that $\mu_{1} z_{1}(t)+\mu\left[1-z_{1}(t)\right]>\lambda_{1}$ for all $t \in[\tau, \tilde{\tau})$ by the continuity of $z_{1}(t)$ in $t$.

Note that Lemma 2 has not shown the existence of a local solution starting from a point in $\mathbb{S}_{I I}$. It only narrows down the possible evolutions of such a solution to two cases, which simplifies the proof of the existence and uniqueness in the following Theorem 4. Specifically, an explicit solution will be derived for case (i), where the uniqueness is guaranteed by the Lipschitz continuity of the ODEs in $\mathbb{S}_{I}$. For case (ii), although an explicit solution is almost impossible to obtain due to the non-linearity of the ODEs, we will show the existence and uniqueness simultaneously using Theorem 3.

Theorem 4. There exists a unique solution to the differential equations (4)-(7).
Proof. Since the right hand sides of (4)-(7) are locally Lipschitz continuous within each region by Lemma 1, existence and uniqueness within each region follow directly by the Picard-Lindelöf
theorem (Theorem 2.2 of Teschl 2012). If a solution transits across the regions through some point $x(\tau) \in \mathbb{S}_{I I}$ at some time $\tau$, it will either enter $\mathbb{S}_{I}$ or stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ by Lemma 2 . We now show the existence and uniqueness of the solution for $t \in(\tau, \tilde{\tau})$, where $\tilde{\tau}$ is specified in Lemma 2 .
(i) If $\zeta(\tau)>1$, a local solution, if exists, will enter $\mathbb{S}_{I}$ by Lemma 2 . Therefore, we only need to show the existence of a local solution in $\mathbb{S}_{I}$ as the uniqueness is guaranteed by the Lipschitz continuity of the ODEs in $\mathbb{S}_{I}$. Solving the linear ODEs (4)-(7) in $\mathbb{S}_{I}$, we obtain the following local solution in $\mathbb{S}_{I}$ for $t \in(\tau, \tilde{\tau})$.

$$
\begin{aligned}
& z_{2}(t)=z_{2}(\tau) e^{-\mu(t-\tau)}, \\
& z_{1}(t)=1-z_{2}(t)=1-\left[1-z_{1}(\tau)\right] e^{-\mu(t-\tau)}, \\
& q_{1}(t)=\left(\lambda_{1}-\mu_{1}\right)(t-\tau)+\frac{\mu_{1}-\mu}{\mu} z_{2}(\tau)\left(1-e^{-\mu(t-\tau)}\right), \\
& q_{2}(t)=q_{2}(\tau) e^{-\phi \theta(t-\tau)}+(1-\phi)\left[\frac{\lambda_{2}}{\phi \theta}\left(1-e^{-\phi \theta(t-\tau)}\right)+\frac{(1-p) \mu z_{2}(\tau)}{\phi \theta-\mu}\left(e^{-\mu(t-\tau)}-e^{-\phi \theta(t-\tau)}\right)\right] .
\end{aligned}
$$

(ii) If $\zeta(\tau) \leq 1$, a local solution, if exists, will stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ by Lemma 2 . Therefore, we only need to prove that there exists a unique local solution $x(t)=\left(z_{1}(t), 0, z_{2}(t), q_{2}(t)\right) \in \mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$. Note that $\mu_{1} z_{1}(t)+\mu\left[1-z_{1}(t)\right] \geq \lambda_{1}$ and $\zeta(t) \leq 1$ for all $t \in[\tau, \tilde{\tau})$ as shown in case (ii) of Lemma 2.

To apply Theorem 3, we need to relate our setting to the four elements in section A.1.1.
(a) Let $s(x)=z_{1}+z_{2}-1, G=\left\{x: q_{1}=0\right\}, S=\mathbb{S}_{I I}=\left\{x: z_{1}+z_{2}=1, q_{1}=0\right\}, G^{-}=\mathbb{S}_{I I I}=$ $\left\{x: z_{1}+z_{2}<1, q_{1}=0\right\}$ and $G^{+}=\left\{x: z_{1}+z_{2}>1, q_{1}=0\right\}$. Then, $s(x)$ is continuously differentiable and $\nabla s(x)=(1,0,1,0)^{T} \neq 0$.
(b) Let $u(t, x)=\beta(t)$, if $x \in S \cup G^{-}$, and $u(t, x)=c>\frac{\lambda_{1}}{\lambda_{2}}+1$ if $x \in G^{+}$. Then, $u(t, x)=0$ in $G^{-}, u(t, x)=c$ in $G^{+}$and $u(t, x)$ is discontinuous on $S$. Thus, $u^{-}(t, x)=0, u^{+}(t, x)=c$ and $U(t, x)=[0, c]$ for $x \in S$.
(c) Let $f(t, x, u(t, x))$ be the right hand sides of (4)-(7) with $\beta(t)$ replaced by $u(t, x)$ and $\alpha(t)$ replaced by $\frac{\lambda_{1} u(t, x)}{\mu_{1} z_{1}+\mu z_{2}}$. Then, it is obvious that $\frac{\partial f}{\partial x_{i}}$ and $\frac{\partial f}{\partial u}$ are continuous, and

$$
\begin{aligned}
f_{N}(t, x, u(t, x))= & \frac{1}{\sqrt{2}}\left\{[1-u(t, x)]\left(\lambda_{1}+\lambda_{2}+\theta q_{2}\right)+\frac{\lambda_{1} u(t, x)}{\mu_{1} z_{1}+\mu z_{2}}\left(\mu_{1} z_{1}+\mu z_{2}\right)\right. \\
& \left.-\mu_{1} z_{1}-\left[p+\frac{\lambda_{1} u(t, x)}{\mu_{1} z_{1}+\mu z_{2}}(1-p)\right] \mu z_{2}\right\}, \\
f_{N}^{-}(t, x)= & \frac{1}{\sqrt{2}}\left(\lambda_{1}+\lambda_{2}+\theta q_{2}-\mu_{1} z_{1}-p \mu z_{2}\right), \\
f_{N}^{+}(t, x)= & \frac{1}{\sqrt{2}}\left\{\lambda_{1}-(c-1) \lambda_{2}-(c-1) \theta q_{2}-\mu_{1} z_{1}-\left[p+\frac{\lambda_{1} c}{\mu_{1} z_{1}+\mu z_{2}}(1-p)\right] \mu z_{2}\right\}<0 .
\end{aligned}
$$

(d) If $x \in S$ and $f_{N}^{-}(t, x) \cdot f_{N}^{+}(t, x) \leq 0$, then $\lambda_{1}+\lambda_{2}+\theta q_{2}-\mu_{1} z_{1}-p \mu z_{2} \geq 0$ and $\zeta(t) \geq 0$. Thus, $u(t, x)=\beta(t)=\zeta(t) \in[0,1] \subseteq U(t, x), z_{1}^{\prime}(t)+z_{2}^{\prime}(t)=0$ and $f_{N}(t, x, u(t, x))=0$.
Given that $\frac{\partial f_{N}(t, x, u)}{\partial u}=\frac{1}{\sqrt{2}}\left[-\left(\lambda_{2}+\theta q_{2}\right)-\frac{\lambda_{1}(1-p) \mu z_{2}}{\mu_{1} z_{1}+\mu z_{2}}\right]<0$ and all the conditions in Theorem 3 hold, a unique solution can be found in $G^{+} \cup \mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$. Since $f_{N}^{+}(t, x)<0$ for any $x \in \mathbb{S}_{I I}$, the solution will only be in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ starting from a point in $\mathbb{S}_{I I}$. Therefore, this solution is also the unique solution to (4)-(7) in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$.
Thus, local existence and uniqueness of the solution can be guaranteed. Since the right hand sides of (4)-(7) are bounded, e.g., $\left|z_{1}^{\prime}(t)\right|=\left|[1-\beta(t)] \lambda_{1}+\alpha(t)\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]-\mu_{1} z_{1}(t)\right| \leq \lambda_{1}+\mu_{1}+\mu$, the solution will not go to infinity in a finite amount of time. Therefore, the unique local solution can be extended to the whole space as $t \rightarrow \infty$ by Theorem 2.17 of Teschl (2012).

Based on the above proof, we can summarize the evolution of the solution. At an arbitrary moment $\tau$, the evolution of a solution within a small amount of time after $\tau$ can be determined as follows.
(i) If $x(\tau) \in \mathbb{S}_{I}$, the solution will stay in $\mathbb{S}_{I}$ until it reaches the boundary of $\mathbb{S}_{I}$, i.e., $\mathbb{S}_{I I}$, at some time. A closed form expression of the solution can be obtained by solving $(4)-(7)$ with $\beta(t)=\alpha(t)=1$.
(ii) If $x(\tau) \in \mathbb{S}_{I I}$, its local evolution can be classified into the following cases by the value of $\zeta(\tau)$ defined in Lemma 2

- If $\zeta(\tau)>1$, the solution will enter $\mathbb{S}_{I}$.
- If $0<\zeta(\tau) \leq 1$, the solution will stay in $\mathbb{S}_{I I}$.
-If $\zeta(\tau)=0$, the solution will stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$. Our proof doesn't rule out the possibility that the solution transits infinite times between $\mathbb{S}_{I I}$ and $\mathbb{S}_{I I I}$ within a finite amount of time after $\tau$.
-If $\zeta(\tau)<0$, the solution will enter $\mathbb{S}_{I I I}$.
(iii) If $x(\tau) \in \mathbb{S}_{I I I}$, the solution will stay in $\mathbb{S}_{I I I}$ forever or reaches the boundary of $\mathbb{S}_{I I I}$, i.e., $\mathbb{S}_{I I}$, after some time. A closed form expression of the solution can be obtained by solving (4)-(7) with $\beta(t)=\alpha(t)=0$.
Thus, the local evolution of a solution can be determined at every moment of time according to the above cases. Extending the process in time allows us to obtain the evolution of the global solution. For example, if the initial state $x(0)$ is in $\mathbb{S}_{I I I}$, the solution will first stay in $\mathbb{S}_{I I I}$ as in (iii). Then, depending on the system parameters and the initial state, the closed form expression will tell us whether the solution will reach the boundary $\mathbb{S}_{I I}$ or not. Suppose that the solution reaches $\mathbb{S}_{I I}$ at some time $\tau$. Then, the solution will evolve according to (ii) within a small amount of time after $\tau$, e.g., $(\tau, \tilde{\tau})$, depending on how the solution reaches $\mathbb{S}_{I I}$, i.e., the value of $\zeta(\tau)$. For instance, if $\zeta(\tau)>1$, this solution will enter $\mathbb{S}_{I}$ immediately after $\tau$. That is, the solution transits
from $\mathbb{S}_{I I I}$ to $\mathbb{S}_{I}$ through a point $x(\tau) \in \mathbb{S}_{I I}$ without staying in $\mathbb{S}_{I I}$. Following the same process, we can determine the evolution of the solution from time $\tilde{\tau}$ until we obtain the global solution as $t \rightarrow \infty$.


## A.1.3. Convergence to the Steady State

Let $x(\infty)$ denote the limit given in the Theorem. It is easy to verify that $x(\infty)$ is an invariant state, i.e., $x^{\prime}(t)=0$ for all $t \geq 0$ if $x(0)=x(\infty)$. We will show that $\lim _{t \rightarrow \infty} x(t)=x(\infty)$ for any initial state $x(0)$.

We first show that $x(\cdot)$ will eventually stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ after a finite amount of time for any initial state by the following argument. Note that it is impossible for the process $x(\cdot)$ to travel directly between $\mathbb{S}_{I I I}$ and $\mathbb{S}_{I}$ without visiting $\mathbb{S}_{I I}$.
i. Suppose $x(0) \in \mathbb{S}_{I}$. We will show that there exists a $\tau<\infty$ such that $q_{1}(\tau)=0$. In other words, the solution $x(\tau) \in \mathbb{S}_{I I}$ if $x(0) \in \mathbb{S}_{I}$. Suppose that $x(t) \in \mathbb{S}_{I}$ in which case $q_{1}(t)>0$ and $z_{1}(t)+z_{2}(t)=1$ for all $t \geq 0$. Then, the differential equations (4) and (6) become $z_{1}^{\prime}(t)=$ $\mu z_{2}(t) \geq 0$ and $z_{2}^{\prime}(t)=-\mu z_{2}(t)$, respectively, for all $t$. Thus, as $t$ increases, $z_{2}(t)$ decreases while $z_{1}(t)$ increases at the same rate and $\lim _{t \rightarrow \infty} z_{1}(t)=1$. In the meantime, the differential equation (5) becomes

$$
q_{1}^{\prime}(t)=\lambda_{1}-\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right] .
$$

Since $\lambda_{1}<\mu_{1}$ by Definition 1, there must exist a finite time $\tau$ and $\kappa<0$ such that $q_{1}^{\prime}(t)<\kappa<0$ for all $t \geq \tau$. This implies that $q_{1}(\cdot)$ has to hit 0 in a finite amount of time, a contradiction.

So upon returning to $\mathbb{S}_{I I}$ at $\tau$, we must have

$$
\begin{equation*}
\lambda_{1}-\left[\mu_{1} z_{1}(\tau)+\mu z_{2}(\tau)\right]<0 \tag{22}
\end{equation*}
$$

ii. Suppose $x(0) \in \mathbb{S}_{I I}$. For any $t$ such that $x(t) \in \mathbb{S}_{I I}$, substituting (8) and (9) into (5), we have

$$
\begin{equation*}
q_{1}^{\prime}(t)=\left[\lambda_{1}-\mu_{1} z_{1}(t)-\mu z_{2}(t)\right]^{+} . \tag{23}
\end{equation*}
$$

(a) If $\lambda_{1} \leq \mu$, then $\lambda_{1}-\mu_{1} z_{1}(t)-\mu z_{2}(t) \leq 0$ because $z_{1}(t)+z_{2}(t)=1$ and $q_{1}^{\prime}(t)=0$ by (23). This implies that the process $x(\cdot)$ will never move from $\mathbb{S}_{I I}$ to $\mathbb{S}_{I}$.
(b) If $\lambda_{1}>\mu$, then by (23) $q_{1}^{\prime}(t)=0$ if and only if $z_{1}(t) \geq z_{1}^{\dagger}:=\frac{\lambda_{1}-\mu}{\mu_{1}-\mu}$ and it is possible that the process $x(\cdot)$ will move from $\mathbb{S}_{I I}$ to $\mathbb{S}_{I}$. However, once the process is in $\mathbb{S}_{I}$, it will move back to $\mathbb{S}_{I I}$ in a finite amount of time, say at time $\tau$ at which $z_{1}(\tau)>z_{1}^{\dagger}$ by 22). Next we show that $z_{1}(t)>z_{1}^{\dagger}$ for $t>\tau$ so that $x(\cdot)$ will never go back to $\mathbb{S}_{I}$ again. Suppose there exists a finite $\tau_{1}>\tau$ such that $z_{1}(\tau) \leq z_{1}^{\dagger}$. Then, by the mean value theorem, there must exist some $\tau_{2} \in\left(\tau, \tau_{1}\right)$ such that $z_{1}^{\dagger}<z_{1}\left(\tau_{2}\right)<\min \left\{z_{1}(\tau), \frac{\lambda_{1}}{\mu_{1}}\right\}$ and $z_{1}^{\prime}\left(\tau_{2}\right)<0$. However, for $z_{1}(t)>z_{1}^{\dagger}$ the differential equation (4) becomes

$$
\begin{equation*}
z_{1}^{\prime}(t)=\lambda_{1}-\mu_{1} z_{1}(t), \tag{24}
\end{equation*}
$$

which implies $z_{1}^{\prime}\left(\tau_{2}\right)=\lambda_{1}-\mu_{1} z_{1}\left(\tau_{2}\right)>0$, a contradiction. So $z_{1}(t)>z_{1}^{\dagger}$ and $q_{1}^{\prime}(t)=0$ for all $t>\tau$ and $x(\cdot)$ will not go back to $\mathbb{S}_{I}$ again, i.e., stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$.
In summary, if $x(0) \in \mathbb{S}_{I I}$, the process $x(\cdot)$ will either stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ or visit $\mathbb{S}_{I}$ at most once before coming back to $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ after a finite amount of time.
iii. Suppose $x(0) \in \mathbb{S}_{I I I}$. If $x(\cdot)$ ever leaves $\mathbb{S}_{I I I}$, it will first visit $\mathbb{S}_{I I}$. As we discussed above, it will stay in $\mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ after a finite amount of time.
Next, we derive the steady state of the fluid model by assuming that $x(t) \in \mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$ in which $q_{1}(t)=0$ and the differential equation (4) becomes (24) or $z_{1}(t)=\frac{\lambda_{1}}{\mu_{1}}-\left[\frac{\lambda_{1}}{\mu_{1}}-z_{1}(0)\right] e^{-\mu_{1} t}$. So

$$
\begin{equation*}
\lim _{t \rightarrow \infty} z_{1}(t)=\frac{\lambda_{1}}{\mu_{1}} . \tag{25}
\end{equation*}
$$

To derive the steady state of $z_{2}(t)$ and $q_{2}(t)$, we need to consider the following three cases.

1. $\frac{\lambda_{1}}{\mu_{1}}+\frac{\lambda_{2}}{p \mu}>1$. We first show that $x(\cdot)$ will eventually stay in $\mathbb{S}_{I I}$ and then analyze the steady state of $z_{2}(t)$ and $q_{2}(t)$ in $\mathbb{S}_{I I}$.
(a) If $x(0) \in \mathbb{S}_{I I I}$, then there exists $\tau>0$ such that $z_{1}(t)+z_{2}(t)<1$ and $x(t) \in \mathbb{S}_{I I I}$ for all $t \in[0, \tau)$. Then the ODEs (4) and (6) become $z_{1}^{\prime}(t)=\lambda_{1}-\mu_{1} z_{1}(t)$ and $z_{2}^{\prime}(t)=\lambda_{2}+\theta q_{2}(t)-$ $p \mu z_{2}(t)$, respectively, for $t \in[0, \tau)$. Since $\lambda_{1}+\lambda_{2}>\lambda_{1}+p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)=\lim _{t \rightarrow \infty}\left[\mu_{1} z_{1}(t)+p \mu(1-\right.$ $\left.\left.z_{1}(t)\right)\right]$ by (25), there exist $\tau_{1} \geq 0$ and an $\epsilon>0$ such that

$$
\begin{equation*}
\lambda_{1}+\lambda_{2}>\mu_{1} z_{1}(t)+p \mu\left[1-z_{1}(t)\right]+\epsilon \geq \mu_{1} z_{1}(t)+p \mu z_{2}(t)+\epsilon \tag{26}
\end{equation*}
$$

for all $t \geq \tau_{1}$. This implies that $z_{1}^{\prime}(t)+z_{2}^{\prime}(t)=\lambda_{1}+\lambda_{2}+\theta q_{2}(t)-\mu_{1} z_{1}(t)-p \mu z_{2}(t)>\epsilon$ for all $t \in\left[\tau_{1}, \infty\right)$. Hence $z_{1}(t)+z_{2}(t)$ will increase until it reaches 1 or $x(\cdot)$ moves to $\mathbb{S}_{I I}$ after a finite amount of time.
(b) If $x(0) \in \mathbb{S}_{I I}$, the process $x(\cdot)$ will go back to $\mathbb{S}_{I I}$ even if it moves to $\mathbb{S}_{I I I}$ as shown above. Thus, there exists a finite $\tau \geq 0$ such that $x(\tau) \in \mathbb{S}_{I I}$. We next show that $x(\cdot)$ will then stay in $\mathbb{S}_{I I}$ for $t \geq \tau$. By the analysis in $\mathrm{i}(\mathrm{a})$ and $\mathrm{ii}(\mathrm{b})$,

$$
\begin{equation*}
\lambda_{1}<\mu_{1} z_{1}(t)+\mu\left[1-z_{1}(t)\right] \tag{27}
\end{equation*}
$$

holds for all $t \geq 0$. Since (26) and (27) hold for $t \geq \tau$, we have

$$
\begin{aligned}
\beta(t) & =\frac{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)-\mu_{1} z_{1}(t)-p \mu z_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]}{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]-\lambda_{1}\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]}, \\
\alpha(t) & =\frac{\lambda_{1} \beta(t)}{\mu_{1} z_{1}(t)+\mu z_{2}(t)} .
\end{aligned}
$$

Substituting them into (4) and (6), we obtain $z_{2}^{\prime}(t)=-\lambda_{1}+\mu_{1} z_{1}(t)=-z_{1}^{\prime}(t)$. This implies that $z_{1}^{\prime}(t)+z_{2}^{\prime}(t)=0$ for $t \geq \tau$ and $x(\cdot)$ stays in $\mathbb{S}_{I I}$.

Substituting (8) and (9) into (7), we have

$$
\begin{equation*}
q_{2}^{\prime}(t)=\frac{g(x(t))}{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]-\lambda_{1}\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right]}, \tag{28}
\end{equation*}
$$

where

$$
\begin{aligned}
g(x(t))= & (1-\phi)\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)-\mu_{1} z_{1}(t)-p \mu z_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]\left[\lambda_{2}+\theta q_{2}(t)\right] \\
& +(1-\phi)\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)-\mu_{1} z_{1}(t)-p \mu z_{2}(t)\right] \lambda_{1}(1-p) \mu z_{2}(t) \\
& -\theta q_{2}(t)\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(t)\right]\left[\mu_{1} z_{1}(t)+\mu z_{2}(t)\right]+\theta q_{2}(t) \lambda_{1}\left[\mu_{1} z_{1}(t)+p \mu z_{2}(t)\right] .
\end{aligned}
$$

For any given $z_{1}(t)$ and $z_{2}(t), g(\cdot)$ is a concave quadratic function of $q_{2}(t)$ and positive at $q_{2}(t)=0$ by (26) and 27). Furthermore, since the denominator in (28) is positive, there exists a threshold $\hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)$ such that $q_{2}^{\prime}(t)>0$ if $q_{2}(t)<\hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)$ and $q_{2}^{\prime}(t) \leq 0$ otherwise. Thus, there exist a $C_{i}$ such that $\left|\frac{\partial \hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)}{\partial z_{i}(t)}\right|<C_{i}$ for all $t \geq \tau$ where $i=1,2$.

We are now ready to construct a Lyapunov function to show the convergence. For any $t \geq \tau$, let $V(x(t))=C_{1}\left|z_{1}(t)-\frac{\lambda_{1}}{\mu_{1}}\right|+C_{2}\left|z_{2}(t)-\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right|+\left|q_{2}(t)-\hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)\right|$, which is zero only at $x(\infty)=\left(\frac{\lambda_{1}}{\mu_{1}}, 0,1-\frac{\lambda_{1}}{\mu_{1}}, \frac{1-\phi}{\theta \phi}\left[\lambda_{2}-p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]\right)$ and positive elsewhere. Suppose $q_{2}(t)>\hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)$, then $\frac{d V(x(t))}{d t}=-C_{1}\left|z_{1}^{\prime}(t)\right|-C_{2}\left|z_{2}^{\prime}(t)\right|+q_{2}^{\prime}(t)-\frac{\partial \hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)}{\partial z_{1}(t)} z_{1}^{\prime}(t)-$ $\frac{\partial \hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)}{\partial z_{2}(t)} z_{2}^{\prime}(t)<0$. Similarly, we can show $\frac{d V(x(t))}{d t} \leq 0$ when $q_{2}(t) \leq \hat{q}_{2}\left(z_{1}(t), z_{2}(t)\right)$. Thus, $V(x(t))$ is a Lyapunov function and hence $\lim _{t \rightarrow \infty} x(t)=x(\infty)$.

Substituting $x(\infty)$ into (8) and (9), we can obtain $\beta(\infty)$ and $\alpha(\infty)$ that satisfy (10)-(12). For example,

$$
\begin{equation*}
\beta=\frac{\lambda_{2}-p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}{\lambda_{2}-p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)+\phi \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right) \frac{\lambda_{1}+p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}{\lambda_{1}+\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}} . \tag{29}
\end{equation*}
$$

2. $\frac{\lambda_{1}}{\mu_{1}}+\frac{\lambda_{2}}{p \mu}<1$. We first derive the steady state of $q_{2}(t), \alpha(t)$ and $\beta(t)$, and then show that $x(\cdot)$ will eventually stay in $\mathbb{S}_{I I I}$ before deriving the steady state of $z_{2}(t)$.

When $x(t) \in \mathbb{S}_{I I}$, by (25)-(28), for any $\epsilon>0$, there exist $A>0$ and $\tau>0$ such that

$$
\begin{equation*}
q_{2}^{\prime}(t) \leq-A q_{2}(t)+\epsilon . \tag{30}
\end{equation*}
$$

When $x(t) \in \mathbb{S}_{I I I}$, the differential equation (7) is

$$
\begin{equation*}
q_{2}^{\prime}(t)=-\theta q_{2}(t) . \tag{31}
\end{equation*}
$$

In either case, $\lim _{t \rightarrow \infty} q_{2}(t)=0$.
Note that $\lambda_{1}+\lambda_{2}<\lambda_{1}+p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)=\lambda_{1}+\lim _{t \rightarrow \infty}\left[\mu_{1} z_{1}(t)+p \mu\left(1-z_{1}(t)\right)\right]$ by (25). Thus, after a finite amount of time,

$$
\begin{equation*}
\lambda_{1}+\lambda_{2}+\theta q_{2}(t)<\mu_{1} z_{1}(t)+p \mu\left[1-z_{1}(t)\right] \tag{32}
\end{equation*}
$$

and $\beta(t)=\alpha(t)=0$ as long as $x(t) \in \mathbb{S}_{I I} \cup \mathbb{S}_{I I I}$. In this case, $z_{1}^{\prime}(t)+z_{2}^{\prime}(t)=\lambda_{1}+\lambda_{2}+\theta q_{2}(t)-$ $\mu_{1} z_{1}(t)-p \mu z_{2}(t)$ after substituting $\beta(t)=\alpha(t)=0$ into (4) and (6).

We now show that $x(\cdot)$ will eventually stay in $\mathbb{S}_{I I I}$ and derive the steady state of $z_{2}(t)$. If $x(\tau) \in \mathbb{S}_{I I}$, then there exists a small $\delta>0$ such that $x(\tau+t) \in \mathbb{S}_{I I I}$ for all $t \in(0, \delta]$ (i.e., $x(\cdot)$ will immediately leave $\left.\mathbb{S}_{I I}\right)$ as $z_{1}^{\prime}(\tau+t)+z_{2}^{\prime}(\tau+t)<0$ for $t \in[0, \delta]$ by (32). If $x(\tau) \in \mathbb{S}_{I I I}$, then $x(\cdot)$ will stay in $\mathbb{S}_{I I I}$ because $z_{1}(t)+z_{2}(t)$ can never increase to 1 by (32). Thus, no matter whether $x(0)$ is in $\mathbb{S}_{I I}$ or $\mathbb{S}_{I I I}, x(t) \in \mathbb{S}_{I I I}$ for $t$ large enough. Let $V(x(t))=\left|z_{1}(t)-\frac{\lambda_{1}}{\mu_{1}}\right|+$ $\left|z_{2}(t)-\frac{\lambda_{2}}{p \mu}\right|+q_{2}(t)$, which is zero only at $x(\infty)=\left(\frac{\lambda_{1}}{\mu_{1}}, 0, \frac{\lambda_{2}}{p \mu}, 0\right)$ and positive elsewhere. Then, $\frac{d V(x(t))}{d t}=-\left|z_{1}^{\prime}(t)\right|-\left|z_{2}^{\prime}(t)\right|-\theta q_{2}(t)$ for $z_{2}(t) \leq \frac{\lambda_{2}}{p \mu}$ and $z_{2}(t) \geq \frac{\lambda_{2}+\theta q_{2}(t)}{p \mu}$, and $\frac{d V(x(t))}{d t}=-\left|z_{1}^{\prime}(t)\right|+$ $z_{2}^{\prime}(t)-\theta q_{2}(t)=-\left|z_{1}^{\prime}(t)\right|+\lambda_{2}-p \mu z_{2}(t)$ otherwise for $x(t) \in \mathbb{S}_{I I I}$. $\frac{d V(x(t))}{d t}=0$ only when $x(t)=$ $\left(\frac{\lambda_{1}}{\mu_{1}}, 0, \frac{\lambda_{2}}{p \mu}, 0\right)$ and $\frac{d V(x(t))}{d t}<0$ otherwise. Thus, $V(x(t))$ is a Lyapunov function and hence $\lim _{t \rightarrow \infty} z_{2}(t)=\frac{\lambda_{2}}{p \mu}$.
3. $\frac{\lambda_{1}}{\mu_{1}}+\frac{\lambda_{2}}{p \mu}=1$. Note that (30) and (31) also hold in this case. Thus, $\lim _{t \rightarrow \infty} q_{2}(t)=0$. For $z_{2}(t)$, note that

$$
\limsup _{t \rightarrow \infty} z_{2}(t) \leq 1-\lim _{t \rightarrow \infty} z_{1}(t)=1-\frac{\lambda_{1}}{\mu_{1}}=\frac{\lambda_{2}}{p \mu}
$$

since $z_{2}(t) \leq 1-z_{1}(t)$. On the other hand,

$$
\begin{aligned}
z_{2}^{\prime}(t) & = \begin{cases}\lambda_{2}+\theta q_{2}(t)-p \mu z_{2}(t), & \text { if } z_{2}(t)<1-z_{1}(t), \\
\lambda_{2}+\theta q_{2}(t)-p \mu z_{2}(t), & \text { if } \lambda_{1}+\lambda_{2}+\theta q_{2}(t) \leq \mu_{1} z_{1}(t)+p \mu z_{2}(t), \\
\frac{\mu_{1}}{p \mu}\left(\lambda_{2}-p \mu z_{2}(t)\right), & \text { otherwise },\end{cases} \\
& \geq \min \left\{1, \frac{\mu_{1}}{p \mu}\right\} \cdot\left(\lambda_{2}-p \mu z_{2}(t)\right) .
\end{aligned}
$$

Thus, $\liminf _{t \rightarrow \infty} z_{2}(t) \geq \frac{\lambda_{2}}{p \mu}$ and $\lim _{t \rightarrow \infty} z_{2}(t)=1-\frac{\lambda_{1}}{\mu_{1}}$. It is obvious that $\beta=\alpha=0$.
In all the cases, the limit $T H_{2}=\lim _{t \rightarrow \infty} p \mu z_{2}(t)=p \mu z_{2}(\infty)$.

## A.2. Proof of Corollary 1

By Theorem 1, $\beta=0$ when the system is effectively under or critically loaded, and $\beta$ has a closedform expression

$$
\begin{align*}
\frac{1}{\beta} & =1+\phi \frac{\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\left[\lambda_{1}+p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]}{\left[\lambda_{1}+\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]\left[\lambda_{2}-p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]}  \tag{33}\\
& =1-\phi+\frac{\phi}{1-\frac{p \mu}{\lambda_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}\left[1+\frac{\mu_{t}}{\mu_{2}} \cdot \frac{\lambda_{1}}{\lambda_{1}+\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)} \cdot \frac{p \mu}{\lambda_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right] \tag{34}
\end{align*}
$$

when the system is effectively overloaded. When $\mu_{s} \leq \mu_{2}$, it can be easily seen from (33) that $\frac{1}{\beta}$ decreases in $\mu_{t}$ since both $\mu$ and $p \mu$ decrease in $\mu_{t}$. When $\mu_{s}>\mu_{2}$, substitute $\mu_{t}=\frac{\mu_{s}\left(\mu-\mu_{2}\right)}{\mu_{s}-\mu}$ into (33) and consider $\mu \in\left[\mu_{2}, \mu_{s}\right]$ where $\mu=\mu_{2}$ when $\mu_{t}=0$ and $\mu=\mu_{s}$ when $\mu_{t} \rightarrow \infty$. Then,

$$
\frac{d\left\{\frac{1}{\beta}\right\}}{d \mu}=\frac{\phi\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}{\left[\lambda_{1}+\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]^{2}\left[\lambda_{2}-p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right]^{2}\right.} \cdot h(\mu)
$$

where

$$
\begin{aligned}
h(\mu)= & -\frac{\mu_{2}}{\mu_{s}-\mu_{2}}\left(\frac{\mu_{s}}{\mu_{s}-\mu_{2}} \lambda_{1}+\lambda_{2}\right)\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)^{2} \mu^{2}-2 \frac{\mu_{2}}{\mu_{s}-\mu_{2}} \lambda_{1}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\left[\lambda_{2}-\frac{\mu_{s} \mu_{2}}{\mu_{s}-\mu_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right] \mu \\
& +\lambda_{1}\left[\lambda_{1}+\frac{\mu_{s} \mu_{2}}{\mu_{s}-\mu_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]\left[\lambda_{2}-\frac{\mu_{s} \mu_{2}}{\mu_{s}-\mu_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right] .
\end{aligned}
$$

Note that $h(\mu)$ is a concave quadratic function of $\mu$. Also, $h(\mu)$ is decreasing in $\mu$ for $\mu \in\left[\mu_{2}, \infty\right)$ since the symmetric center of the concave quadratic function is below $\mu_{2}$. So the sign of $h(\cdot)$ on [ $\mu_{2}, \mu_{s}$ ] depends on the value of

$$
\begin{aligned}
& h\left(\mu_{2}\right)=\frac{\lambda_{1} \lambda_{2}}{\mu_{s}-\mu_{2}}\left[\lambda_{1}+\mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]\left\{-\mu_{2}\left[1+\frac{\mu_{2}}{\lambda_{1}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]+\mu_{s}\left[1-\frac{\mu_{2}}{\lambda_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]\right\}, \\
& h\left(\mu_{s}\right)=\lambda_{1}^{2} \lambda_{2}-\frac{\mu_{s} \mu_{2}}{\mu_{s}-\mu_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\left[\lambda_{1}+\mu_{s}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]\left(\lambda_{1}+\lambda_{2}\right) .
\end{aligned}
$$

First, $h\left(\mu_{2}\right)>0$ if and only if

$$
-\mu_{2}\left[1+\frac{\mu_{2}}{\lambda_{1}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]+\mu_{s}\left[1-\frac{\mu_{2}}{\lambda_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]>0
$$

i.e., $1-\frac{\mu_{2}}{\lambda_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)>0$ and $\mu_{s}>\hat{\mu}_{s}$, where

$$
\hat{\mu}_{s}=\frac{1+\frac{\mu_{2}}{\lambda_{1}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}{1-\frac{\mu_{2}}{\lambda_{2}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)} \mu_{2} .
$$

Second, $h\left(\mu_{s}\right) \geq 0$ if and only if $-\left(\lambda_{1}+\lambda_{2}\right)\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)^{2} \mu_{2} \mu_{s}^{2}+\lambda_{1}\left[\lambda_{1} \lambda_{2}-\left(\lambda_{1}+\lambda_{2}\right)\left(1-\frac{\lambda_{1}}{\mu_{1}}\right) \mu_{2}\right] \mu_{s}-$ $\lambda_{1}^{2} \lambda_{2} \mu_{2} \geq 0$. If we treat the left hand size of this inequality as a quadratic function of $\mu_{s}$, then it holds for some $\mu_{s} \in\left[\mu_{s}^{\dagger}, \mu_{s}^{\ddagger}\right]$ if and only if its discriminant is non-negative, i.e.,

$$
\lambda_{1} \leq \lambda_{2}\left[1+\frac{\lambda_{1}}{\mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}-2 \sqrt{1+\frac{\lambda_{1}}{\mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}}\right],
$$

which is equivalent to $\lambda_{1}>\frac{3 \mu_{1} \mu_{2}}{\mu_{1}+3 \mu_{2}}$ and $\lambda_{2} \geq \hat{\lambda}_{2}$ where

$$
\hat{\lambda}_{2}=\frac{\lambda_{1}}{1+\frac{\lambda_{1}}{\mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}-2 \sqrt{1+\frac{\lambda_{1}}{\mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)}}} .
$$

Furthermore, the values of $\mu_{s}^{\dagger} \leq \mu_{s}^{\ddagger}$ can be calculated by the quadratic formula as

$$
\frac{\lambda_{1} \lambda_{2}-\left(\lambda_{1}+\lambda_{2}\right)\left(1-\frac{\lambda_{1}}{\mu_{1}}\right) \mu_{2} \pm \sqrt{\left[\lambda_{1} \lambda_{2}-\left(\lambda_{1}+\lambda_{2}\right)\left(1-\frac{\lambda_{1}}{\mu_{1}}\right) \mu_{2}\right]^{2}-4\left(\lambda_{1}+\lambda_{2}\right) \lambda_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)^{2} \mu_{2}^{2}}}{2\left(\lambda_{1}+\lambda_{2}\right)\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)^{2} \mu_{2}} \lambda_{1} .
$$

Due to the monotonicity of $h(\cdot)$ on $\left[\mu_{2}, \mu_{s}\right]$, we know $\hat{\mu}_{s}<\mu_{s}^{\dagger} \leq \mu_{s}^{\ddagger}$ when $\left(\mu_{s}^{\dagger}, \mu_{s}^{\ddagger}\right)$ exists. Now we are ready to discuss the sign of $h(\cdot)$.

1. If $\lambda_{2} \leq \mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)$ or $\frac{1}{\mu_{s}} \geq \frac{1}{\hat{\mu}_{s}}$, then $h\left(\mu_{2}\right) \leq 0$ and hence $h(\mu) \leq 0$ or $\frac{d\left\{\frac{1}{\beta}\right\}}{d \mu} \leq 0$ for all $\mu \in\left[\mu_{2}, \mu_{s}\right]$, which implies that $\beta$ decreases in $\frac{1}{\mu_{t}}$.
2. If $\lambda_{2}>\mu_{2}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)$ and $\frac{1}{\mu_{s}}<\frac{1}{\hat{\mu}_{s}}$, then $h\left(\mu_{2}\right)>0$. It remains to discuss the sign of $h\left(\mu_{s}\right)$.

- If $\lambda_{1}>\frac{3 \mu_{1} \mu_{2}}{\mu_{1}+3 \mu_{2}}, \lambda_{2} \geq \hat{\lambda}_{2}$ and $\frac{1}{\mu_{s}^{\ddagger}} \leq \frac{1}{\mu_{s}} \leq \frac{1}{\mu_{s}^{\dagger}}$, then $h\left(\mu_{s}\right) \geq 0$ and $h(\mu) \geq 0$ for all $\mu \in\left[\mu_{2}, \mu_{s}\right]$, which implies that $\beta$ always increases in $\frac{1}{\mu_{t}}$ and hence $\frac{1}{\hat{\mu}_{t}}=0$.
- Otherwise, $h\left(\mu_{s}\right)<0$ and $h(\mu)$ is first positive and then negative as $\mu$ increases from $\mu_{2}$ to $\mu_{s}$. This implies that $\beta$ first decreases and then increases in $\frac{1}{\mu_{t}}$, and $\frac{1}{\hat{\mu}_{t}}>0$.


## A.3. Proof of Proposition 1

Suppose that the feasible region of Problem $\sqrt[13]{ }$ is nonempty as the parameters change in all three cases. Since $T H_{2}$ is increasing in $\frac{1}{\mu_{t}}$, the optimization problem reduces to one of finding the largest $\frac{1}{\mu_{t}}$ that satisfies the delay constraint $\beta \leq \eta$. By Corollary $1, \beta$ either monotonically decreases in $\frac{1}{\mu_{t}}$ (as in Figure $2(\mathrm{a})-(\mathrm{b})$ ), in which case $\frac{1}{\mu_{t}^{*}}=\infty$, or first decreases and then increases in $\frac{1}{\mu_{t}}$ (as in Figure $2(\mathrm{c})-(\mathrm{d}))$. In the latter case, if $\eta$ is large, $\frac{1}{\mu_{t}}=\infty$ is feasible and hence optimal. Otherwise, the line $\beta=\eta$ crosses the $\beta$ curve at most twice or touches its lowest point and $\frac{1}{\mu_{t}^{*}}$ is finite and equal to the larger intersection, which lies in the increasing part of the curve.

By (33) and (34), we can easily see that $\beta$ increases in the cases (2) and (3) in this proposition for a given $1 / \mu_{t}$, i.e., the curves in Figure 2 move upwards as the parameters change in the cases (2) and (3), and hence $\frac{1}{\mu_{t}^{*}}$ will either remain as $\infty$ or decrease as long as the feasible region is still feasible. For the case (1), while keeping $\lambda_{1}+\lambda_{2}=C$,

$$
\frac{d\left\{\frac{1}{\beta}\right\}}{d \lambda_{1}}=-\left[\mu-\frac{\lambda_{1}\left(\mu-\mu_{2}\right)}{\mu_{2}}\right] \cdot \frac{\phi\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\left[\lambda_{1}+p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]}{\left[\lambda_{1}+\mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]^{2}\left[\lambda_{2}-p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)\right]}-\frac{d\left\{\frac{1}{\beta}\right\}}{d \mu} \leq-\frac{d\left\{\frac{1}{\beta}\right\}}{d \mu}
$$

This implies that $\frac{d\left\{\frac{1}{\beta}\right\}}{d \lambda_{1}} \leq 0$ if $\frac{d\left\{\frac{1}{\beta}\right\}}{d \mu} \geq 0$. Thus, the increasing part, where $\frac{d \beta}{d\left\{\frac{1}{\mu_{t}}\right\}} \geq 0$, of the $\beta$ curve move upwards as $\lambda_{1}$ increases, and hence $\frac{1}{\mu_{t}^{*}}$ will either remain as $\infty$ or decrease as $\lambda_{1}$ increases.

Since $T H_{2}=p \mu\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)=\frac{\mu_{2} \mu_{s}}{\mu_{t}+\mu_{s}}\left(1-\frac{\lambda_{1}}{\mu_{1}}\right)$, it is easy to see that $T H_{2}^{*}$ decreases in cases (1) and (2). In case (3), since both $\mu_{2}$ and $\mu_{t}^{*}$ increases, the change of $T H_{2}^{*}$ is not known.

## Appendix B: Analysis of the Underlying Stochastic Process

Note that, to obtain the system dynamics, we need to keep track of the status of the unlicensed users in service, i.e., in transmission or sensing, as the actual length of a service session is a phasetype rather than exponential. Although we are able to obtain the system dynamics and the fluid approximation when the length of a service session is a phase-type, in this paper we will only present the system dynamics and all the subsequent analysis as if the length of a service session
were exponential with the same mean for the following reasons. (1) Do not burden the reader with heavy notation and tedious mathematical expressions with only a single phase in each service session. As a result, the dynamics and subsequent analysis are much easier to understand and more intuitive. (2) The fluid approximation with a phase-type (two exponential phases) service session can be obtained following similar arguments. (3) The fluid approximations with an exponential or phase-type service session lead to exactly the same steady-state performance as the rates at which the unlicensed users leave and enter service are the same in both cases.

## B.1. System Dynamics

In addition to notation introduced in Section 3, let
$S_{i}^{n}(t)=$ total number of type $i$ users who have completed their transmission by $t$,
$D_{2}^{n}(t)=$ total number of service sessions completed by the unlicensed users by $t$,
$C_{2}^{n}(t)=$ total number of times the unlicensed users in the orbit queue have performed sensing by $t$.
It is easy to see that $S_{1}^{n}(t), D_{2}^{n}(t)$, and $C_{2}^{n}(t)$ are random-time-changed Poisson processes with the rates $\mu_{1} Z_{1}^{n}(t), \mu Z_{2}^{n}(t)$, and $\theta Q_{2}^{n}(t)$, respectively. Since an unlicensed user will leave the system at the end of a service session with probability $p, S_{2}^{n}(t)$ is a "thinned" Poisson process of $D_{2}^{n}(t)$ with a time-varying rate $p \mu Z_{2}^{n}(t)$. Next, we derive the dynamics of $Z_{i}^{n}(t)$ and $Q_{i}^{n}(t)$ for $i=1,2$.

Note that the number of licensed users in service increases whenever an arriving licensed user sees an idle channel or a waiting licensed user sees a licensed user completing service or an unlicensed user finishing a session, and decreases whenever a licensed user completes his service. Likewise, the queue length of the licensed users increases whenever an arriving licensed user sees a busy system and decreases whenever a waiting licensed user sees a service or session completion. Thus, we have

$$
\begin{aligned}
& Z_{1}^{n}(t)=Z_{1}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{I^{n}(s)>0\right\}} d \Lambda_{1}^{n}(s)+\int_{0}^{t} \mathbf{1}_{\left\{Q_{1}^{n}(s)>0\right\}} d\left[S_{1}^{n}(s)+D_{2}^{n}(s)\right]-S_{1}^{n}(t), \\
& Q_{1}^{n}(t)=Q_{1}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{I^{n}(s)=0\right\}} d \Lambda_{1}^{n}(s)-\int_{0}^{t} \mathbf{1}_{\left\{Q_{1}^{n}(s)>0\right\}} d\left[S_{1}^{n}(s)+D_{2}^{n}(s)\right] .
\end{aligned}
$$

The dynamics of the unlicensed users is more complex as they may go back and forth between in service and waiting. The number of unlicensed users in service increases whenever a new arrival or waiting unlicensed user sees an idle channel and decreases whenever an unlicensed user finishes his transmission or is interrupted. The number of unlicensed users in the orbit queue increases whenever an arriving unlicensed user sees a busy system or an unlicensed user is interrupted but is willing to wait and decreases whenever a waiting unlicensed user enters service or abandons the system. Then,

$$
Z_{2}^{n}(t)=Z_{2}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{I^{n}(s)>0\right\}} d\left[\Lambda_{2}^{n}(s)+C_{2}^{n}(s)\right]-\int_{0}^{t} \mathbf{1}_{\left\{Q_{1}^{n}(s)>0\right\}} d\left[D_{2}^{n}(s)-S_{2}^{n}(s)\right]-S_{2}^{n}(t),
$$

$$
\begin{aligned}
Q_{2}^{n}(t)= & Q_{2}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{I^{n}(s)=0\right\}}\left[1-B_{\Lambda}^{n}(s)\right] d \Lambda_{2}^{n}(s)+\int_{0}^{t} \mathbf{1}_{\left\{Q_{1}^{n}(s)>0\right\}}\left[1-B_{D}^{n}(s)\right] d\left[D_{2}^{n}(s)-S_{2}^{n}(s)\right] \\
& -\int_{0}^{t}\left[\mathbf{1}_{\left\{I^{n}(s)>0\right\}}+\mathbf{1}_{\left\{I^{n}(s)=0\right\}} B_{C}^{n}(s)\right] d C_{2}^{n}(s)
\end{aligned}
$$

where $B_{\Lambda}^{n}(s), B_{C}^{n}(s)$ and $B_{D}^{n}(s)$ are Bernoulli random variables with parameter $\phi$ at any $s$.

## B.2. Proof of Theorem 2

Step 1: Martingale Representation. Let

$$
\begin{array}{lll}
\bar{M}_{\Lambda, i}=\bar{\Lambda}_{i}^{n}(t)-\bar{\lambda}_{i}^{n} t, & \bar{M}_{S, 1}^{n}=\bar{S}_{1}^{n}(t)-\int_{0}^{t} \mu_{1} \bar{Z}_{1}^{n}(s) d s, \quad \bar{M}_{S, 2}^{n}=\bar{S}_{2}^{n}(t)-\int_{0}^{t} p \mu \bar{Z}_{2}^{n}(s) d s, \\
\bar{M}_{C, 2}^{n}=\bar{C}_{2}^{n}(t)-\int_{0}^{t} \theta \bar{Q}_{2}^{n}(s) d s, & \bar{M}_{D, 2}^{n}=\bar{D}_{2}^{n}(t)-\int_{0}^{t} \mu \bar{Z}_{2}^{n}(s) d s
\end{array}
$$

be the martingales corresponding to the processes. Recall $m^{n}(t)$ defined in 15 . Then, we can rewrite the system dynamics as

$$
\begin{aligned}
\bar{Z}_{1}^{n}(t)= & \bar{Z}_{1}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)<0\right\}} d \bar{M}_{\Lambda, 1}^{n}(s)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}} d\left[\bar{M}_{S, 1}^{n}(s)+\bar{M}_{D, 2}^{n}(s)\right]-\bar{M}_{S, 1}^{n}(t) \\
& +\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)<0\right\}} \bar{\lambda}_{1}^{n} d s+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}}\left[\mu_{1} \bar{Z}_{1}^{n}(s)+\mu \bar{Z}_{2}^{n}(s)\right] d s-\int_{0}^{t} \mu_{1} \bar{Z}_{1}^{n}(s) d s, \\
\bar{Q}_{1}^{n}(t)= & \bar{Q}_{1}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s) \geq 0\right\}} d \bar{M}_{\Lambda, 1}^{n}(s)-\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}} d\left[\bar{M}_{S, 1}^{n}(s)+\bar{M}_{D, 2}^{n}(s)\right] \\
& +\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s) \geq 0\right\}} \bar{\lambda}_{1}^{n} d s-\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}}\left[\mu_{1} \bar{Z}_{1}^{n}(s)+\mu \bar{Z}_{2}^{n}(s)\right] d s, \\
\bar{Z}_{2}^{n}(t)= & \bar{Z}_{2}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)<0\right\}} d\left[\bar{M}_{\Lambda, 2}^{n}(s)+\bar{M}_{C, 2}^{n}(s)\right]-\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}} d\left[\bar{M}_{D, 2}^{n}(s)-\bar{M}_{S, 2}^{n}(s)\right]-\bar{M}_{S, 2}^{n}(t) \\
& +\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)<0\right\}}\left[\bar{\lambda}_{2}^{n}+\theta \bar{Q}_{2}^{n}(s)\right] d s-\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}}\left[\mu \bar{Z}_{2}^{n}(s)-p \mu \bar{Z}_{2}^{n}(s)\right] d s-\int_{0}^{t} p \mu \bar{Z}_{2}^{n}(s) d s, \\
\bar{Q}_{2}^{n}(t)= & \bar{Q}_{2}^{n}(0)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s) \geq 0\right\}}\left[1-B_{\Lambda}^{n}(s)\right] d \bar{M}_{\Lambda, 2}^{n}(s)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}}\left[1-B_{D}^{n}(s)\right] d\left[\bar{M}_{D, 2}^{n}(s)-\bar{M}_{S, 2}^{n}(s)\right] \\
& -\int_{0}^{t}\left[\mathbf{1}_{\left\{m^{n}(s)<0\right\}}+\mathbf{1}_{\left\{m^{n}(s) \geq 0\right\}} B_{C}^{n}(s)\right] d \bar{M}_{C, 2}^{n}(s)+\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s) \geq 0\right\}}(1-\phi) \bar{\lambda}_{2}^{n} d s \\
& +\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(s)>0\right\}}(1-\phi)\left[\mu \bar{Z}_{2}^{n}(s)-p \mu \bar{Z}_{2}^{n}(s)\right] d s-\int_{0}^{t}\left[\mathbf{1}_{\left\{m^{n}(s)<0\right\}}+\mathbf{1}_{\left\{m^{n}(s) \geq 0\right\}} \phi\right] \theta \bar{Q}_{2}^{n}(s) d s .
\end{aligned}
$$

The dynamics of the process depends on the state of $m^{n}(t) \in \mathbb{Z}$. We compactify $\mathbb{Z}$ by letting $\overline{\mathbb{Z}}=\mathbb{Z} \cup\{ \pm \infty\}$ (e.g., Perry and Whitt 2013) and denote by $\mathbb{M}$ the space of all measures $\nu$ on $[0, \infty) \times \overline{\mathbb{Z}}$ satisfying $\nu([0, t] \times \overline{\mathbb{Z}})=t$. Consider the random measure $\nu^{n}(\cdot) \in \mathbb{M}$ defined by

$$
\begin{equation*}
\nu^{n}((0, t) \times \Gamma)=\int_{0}^{t} \mathbf{1}_{\left\{m^{n}(u) \in \Gamma\right\}} d u \tag{35}
\end{equation*}
$$

for all $t \in(0, \infty)$ and measurable $\Gamma \subset \overline{\mathbb{Z}}$.

Step 2: Tightness. Let $\mathbb{D}_{\mathbb{R}^{4}}[0, \infty)$ be the space of all right-continuous $\mathbb{R}^{4}$-valued functions with left limits defined on the real line. We show that the sequence $\left\{\bar{X}^{n}(\cdot), \nu^{n}\right\}$ is relatively compact in $\mathbb{D}_{\mathbb{R}^{4}}[0, \infty) \times \mathbb{M}$ by showing that both $\left\{\bar{X}^{n}(\cdot)\right\}$ and $\left\{\nu^{n}\right\}$ are relatively compact.
$\left\{\nu^{n}\right\}$ is relatively compact due to the compactness of $\mathbb{M}$, which follows from the compactness of $\overline{\mathbb{Z}}$ by Prohorov's theorem (cf. Theorem 11.6.1 in Whitt 2002). $\left\{\bar{X}^{n}(\cdot)\right\}$ is relatively compact in $\mathbb{D}_{\mathbb{R}^{4}}[0, \infty)$ if it satisfies the conditions (6.3) and (6.4) of Theorem 11.6.3 in Whitt (2002). For any $\epsilon>0$, there exists a $c>0$ such that

$$
\mathbb{P}\left(\left|\bar{X}^{n}(0)\right|>c\right)<\epsilon, \text { for all } n \geq 1,
$$

since $\bar{X}^{n}(0) \Rightarrow x(0)$. Thus, the initial states are stochastically bounded and hence condition (6.3) is satisfied.

To show that condition (6.4) is satisfied, for any $\delta>0$, we define the modulus of continuity for a function $y(\cdot)$ as

$$
w(y(\cdot), \delta, T)=\sup _{|t-s| \leq \delta, s, t \in[0, T]}|y(t)-y(s)|,
$$

and show that, for any $\epsilon, \eta, T>0$, there exists a $\delta$ such that

$$
\begin{equation*}
\mathbb{P}\left(w\left(\bar{X}^{n}(\cdot), \delta, T\right)>\epsilon\right)<\eta, \tag{36}
\end{equation*}
$$

for all $n$ large enough. To do so, we decompose the oscillations of the process $X^{n}(t)$. Take the component $Q_{2}^{n}(t)$ for example,

$$
\begin{aligned}
\left|\bar{Q}_{2}^{n}(t)-\bar{Q}_{2}^{n}(s)\right| \leq & \left|\bar{M}_{\Lambda, 2}^{n}(t)-\bar{M}_{\Lambda, 2}^{n}(s)\right|+\left|\bar{M}_{D, 2}^{n}(t)-\bar{M}_{D, 2}^{n}(s)\right|+\left|\bar{M}_{C, 2}^{n}(t)-\bar{M}_{C, 2}^{n}(s)\right| \\
& +\int_{s}^{t}(1-\phi)\left[\bar{\lambda}_{2}^{n}+(1-p) \mu\right] d u+\int_{s}^{t} \theta \bar{Q}_{2}^{n}(u) d u .
\end{aligned}
$$

Since the fourth term on the right hand side is deterministic and uniformly continuous, there exists a $\delta^{\prime}>0$ such that it is less than $\frac{\epsilon}{5}$, i.e., $\mathbb{P}\left(w\left(\int_{0}^{t}(1-\phi)\left[\bar{\lambda}_{2}^{n}+(1-p) \mu\right] d u, \delta^{\prime}, T\right)>\frac{\epsilon}{5}\right)=0$. Furthermore, since $\bar{M}_{\Lambda, 2}^{n}, \bar{M}_{D, 2}^{n}$ and $\bar{M}_{C, 2}^{n}$ are square-integrable martingales, they weakly converge to 0 as $n \rightarrow \infty$ by Doob's inequality and hence their oscillations can also be controlled, e.g., $\mathbb{P}\left(w\left(\bar{M}_{\Lambda, 2}^{n}(\cdot), \delta^{\prime}, T\right)>\frac{\epsilon}{5}\right)<\frac{\eta}{5}$ for large enough $n$. For the last term, we can bound the process $\bar{Q}_{2}^{n}(t)$ by a stable and bounded auxiliary one with simple dynamics. Thus, there exists a constant $c$ such that $\mathbb{P}\left(\sup _{t \in[0, T]}\left\{\bar{Q}_{2}^{n}(t)\right\}>c\right) \leq \frac{\eta}{5}$ for all large $n$. Let $\delta=\min \left\{\frac{\epsilon}{5 \theta c}, \delta^{\prime}\right\}$. Then,

$$
\mathbb{P}\left(\sup _{|t-s| \leq \delta, s, t \in[0, T]}\left\{\int_{s}^{t} \theta \bar{Q}_{2}^{n}(u) d u\right\}>\frac{\epsilon}{5}\right) \leq \frac{\eta}{5}
$$

and

$$
\mathbb{P}\left(w\left(\bar{Q}_{2}^{n}(t), \delta, T\right)>\epsilon\right) \leq \frac{\eta}{5}+\frac{\eta}{5}+\frac{\eta}{5}+0+\frac{\eta}{5}<\eta
$$

for large enough $n$. Following a similar procedure, we can control the oscillations of $\bar{Z}_{1}^{n}(t)$ and $\bar{Z}_{2}^{n}(t)$, which implies (36) and condition (6.4) are satisfied. By Theorem 11.6.3 of Whitt (2002), $\left\{\bar{X}^{n}(\cdot)\right\}$ is relatively compact.

Step 3: The Limiting Process. Since $\left\{\bar{X}^{n}(\cdot), \nu^{n}\right\}$ is relatively compact, there exists a convergent subsequence whose limit is denoted by $\{x(\cdot), \nu\}$. Then, by the continuous mapping theorem, the subsequence satisfies

$$
\begin{align*}
z_{1}(t)= & z_{1}(0)+\lambda_{1} \nu\left([0, t] \times \overline{\mathbb{Z}}^{-}\right)+\int_{[0, t] \times \overline{\mathbb{Z}}^{+}}\left[\mu_{1} z_{1}(s)+\mu z_{2}(s)\right] \nu(d s \times d y)-\int_{0}^{t} \mu_{1} z_{1}(s) d s  \tag{37}\\
q_{1}(t)= & q_{1}(0)+\lambda_{1} \nu([0, t] \times \overline{\mathbb{N}})-\int_{[0, t] \times \overline{\mathbb{Z}}^{+}}\left[\mu_{1} z_{1}(s)+\mu z_{2}(s)\right] \nu(d s \times d y)-\int_{0}^{t} \mu_{1} z_{1}(s) d s  \tag{38}\\
z_{2}(t)= & z_{2}(0)+\int_{[0, t] \times \overline{\mathbb{Z}}}\left[\lambda_{2}+\theta q_{2}(s)\right] \nu(d s \times d y)-\int_{[0, t] \times \overline{\mathbb{Z}^{+}}}(1-p) \mu z_{2}(s) \nu(d s \times d y) \\
& -\int_{0}^{t} p \mu z_{2}(s) d s  \tag{39}\\
q_{2}(t)= & q_{2}(0)+\int_{[0, t] \times \overline{\mathbb{N}}}(1-\phi)\left[\lambda_{2}+\theta q_{2}(s)\right] \nu(d s \times d y)+\int_{[0, t] \times \overline{\mathbb{Z}}^{+}}(1-\phi)(1-p) \mu z_{2}(s) \nu(d s \times d y) \\
& -\int_{0}^{t} \theta q_{2}(s) \nu(d s \times d y) \tag{40}
\end{align*}
$$

where $\overline{\mathbb{N}}=\{0,1,2, \cdots,+\infty\}, \overline{\mathbb{Z}}^{+}=\{1,2, \cdots,+\infty\}$ and $\overline{\mathbb{Z}}^{-}=\{-1,-2, \cdots,-\infty\}$.
Kurtz (1992) shows in Lemma 1.4 that the limit measure $\nu(\cdot)$ can be separated into a product form. That is, for any Borel set $\Gamma_{1} \subset[0, \infty)$ and $\Gamma_{2} \subset \overline{\mathbb{Z}}$,

$$
\begin{equation*}
\nu\left(\Gamma_{1} \times \Gamma_{2}\right)=\int_{\Gamma_{1}} \pi_{s}\left(\Gamma_{2}\right) d s \tag{41}
\end{equation*}
$$

where $\pi_{s}$ is a probability measure on $\overline{\mathbb{Z}}$. Next, we complete the proof of Theorem 2 by deriving the expression of $\pi_{s}(\cdot)$. Let $\left\{m(\cdot \mid x): x=\left(z_{1}, z_{2}, q_{2}\right) \in \mathbb{R}_{+}^{3}\right\}$ be a family of continuous-time Markov chains with transition rates dependent on $x$ as follows:

$$
m(\cdot \mid x) \rightarrow\left\{\begin{array}{l}
m(\cdot \mid x)+1, \text { at the rate } \mathbf{1}_{\{m(\cdot \mid x)<0\}}\left(\lambda_{1}+\lambda_{2}+\theta q_{2}\right)+\mathbf{1}_{\{m(\cdot \mid x) \geq 0\}} \lambda_{1}, \\
m(\cdot \mid x)-1, \text { at the rate } \mathbf{1}_{\{m(\cdot \mid x) \leq 0\}}\left(\mu_{1} z_{1}+p \mu z_{2}\right)+\mathbf{1}_{\{m(\cdot \mid x)>0\}}\left(\mu_{1} z_{1}+\mu z_{2}\right) .
\end{array}\right.
$$

We now show that $\pi_{s}$ is the stationary distribution of $m(\cdot \mid x(s))$ for $s \in(0, \infty)$.
For any bounded continuous function $f$ on $\overline{\mathbb{Z}}$,

$$
\begin{aligned}
\frac{f\left(m^{n}(t)\right)}{n}= & \frac{f\left(m^{n}(0)\right)}{n}+\int_{0}^{t}\left[f\left(m^{n}(s)+1\right)-f\left(m^{n}(s)\right)\right]\left\{d \bar{M}_{\Lambda, 1}^{n}(s)+\mathbf{1}_{\left\{m^{n}(s)<0\right\}} d\left[\bar{M}_{\Lambda, 2}^{n}(s)+\bar{M}_{C, 2}^{n}(s)\right]\right\} \\
& +\int_{0}^{t}\left[f\left(m^{n}(s)-1\right)-f\left(m^{n}(s)\right)\right]\left\{\bar{M}_{S, 1}^{n}(s)+\mathbf{1}_{\left\{m^{n}(s) \leq 0\right\}} d \bar{M}_{S, 2}^{n}(s)+\mathbf{1}_{\left\{m^{n}(s)>0\right\}} d \bar{M}_{D, 2}^{n}\right\} \\
& +\int_{0}^{t}\left[f\left(m^{n}(s)+1\right)-f\left(m^{n}(s)\right)\right]\left\{\bar{\lambda}_{1}^{n}+\mathbf{1}_{\left\{m^{n}(s)<0\right\}}\left[\bar{\lambda}_{2}^{n}+\theta \bar{Q}_{2}^{n}(s)\right]\right\} d s \\
& +\int_{0}^{t}\left[f\left(m^{n}(s)-1\right)-f\left(m^{n}(s)\right)\right]\left\{\mu_{1} \bar{Z}_{1}^{n}(s)+\mathbf{1}_{\left\{m^{n}(s) \leq 0\right\}} p \mu \bar{Z}_{2}^{n}(s)+\mathbf{1}_{\left\{m^{n}(s)>0\right\}} \mu \bar{Z}_{2}^{n}(s)\right\} d s .
\end{aligned}
$$

As $n \rightarrow \infty$, the martingale parts (the second and third terms) converge to zero by Doob's inequality and $\frac{f\left(m^{n}(t)\right)-f\left(m^{n}(0)\right)}{n} \rightarrow 0$ since $f$ is bounded. Therefore, the sum of the last two terms should also converge to zero, which, by the continuous mapping theorem, leads to

$$
\begin{aligned}
& \int_{[0, t] \times \overline{\mathbb{Z}}}[f(y+1)-f(y)]\left\{\mathbf{1}_{\{y<0\}}\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(s)\right]+\mathbf{1}_{\{y \geq 0\}} \lambda_{1}\right\} \nu(d s \times d y) \\
& +\int_{[0, t] \times \overline{\mathbb{Z}}}[f(y-1)-f(y)]\left\{\mathbf{1}_{\{y \leq 0\}}\left[\mu_{1} z_{1}(s)+p \mu z_{2}(s)\right]+\mathbf{1}_{\{y>0\}}\left[\mu_{1} z_{1}(s)+\mu z_{2}(s)\right]\right\} \nu(d s \times d y)=0,
\end{aligned}
$$

for any $t$. Hence, by (41),

$$
\begin{aligned}
& \int_{\overline{\mathbb{Z}}}[f(y+1)-f(y)]\left\{\mathbf{1}_{\{y<0\}}\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(s)\right]+\mathbf{1}_{\{y \geq 0\}} \lambda_{1}\right\} \\
& +[f(y-1)-f(y)]\left\{\mathbf{1}_{\{y \leq 0\}}\left[\mu_{1} z_{1}(s)+p \mu z_{2}(s)\right]+\mathbf{1}_{\{y>0\}}\left[\mu_{1} z_{1}(s)+\mu z_{2}(s)\right]\right\} \pi_{s}(d y)=0
\end{aligned}
$$

for almost all $s$ and it follows from Proposition 4.9.2 of Ethier and Kurtz (1986) that $\pi_{s}$ is the stationary (invariant) measure for $m(\cdot \mid x(s))$. Thus, the steady-state probability can be obtained as follows:

- For $q_{1}(s)>0, m(\cdot \mid x(s))=\infty, \pi_{s}(\overline{\mathbb{N}})=\pi_{s}\left(\overline{\mathbb{Z}}^{+}\right)=1$ and $\pi_{s}\left(\overline{\mathbb{Z}}^{-}\right)=0$.
- For $z_{1}(s)+z_{2}(s)<1, m(\cdot \mid x(s))=-\infty, \pi_{s}(\overline{\mathbb{N}})=\pi_{s}\left(\overline{\mathbb{Z}}^{+}\right)=0$ and $\pi_{s}\left(\overline{\mathbb{Z}}^{-}\right)=1$.
- For $q_{1}(s)=0$ and $z_{1}(s)+z_{2}(s)=1$,

$$
\begin{aligned}
& \pi_{s}(\overline{\mathbb{N}})=\min \left\{\left(\frac{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(s)-\mu_{1} z_{1}(s)-p \mu z_{2}(s)\right]\left[\mu_{1} z_{1}(s)+\mu z_{2}(s)\right]}{\left[\lambda_{1}+\lambda_{2}+\theta q_{2}(s)\right]\left[\mu_{1} z_{1}(s)+\mu z_{2}(s)\right]-\lambda_{1}\left[\mu_{1} z_{1}(s)+p \mu z_{2}(s)\right]}\right)^{+}, 1\right\}, \pi_{s}\left(\overline{\mathbb{Z}}^{-}\right)=1-\pi_{s}(\overline{\mathbb{N}}) \text { and } \\
& \pi_{s}\left(\overline{\mathbb{Z}}^{+}\right)=\min \left\{\frac{\lambda_{1}}{\mu_{1} z_{1}(s)+\mu z_{2}(s)} \pi_{s}(\overline{\mathbb{N}}), 1\right\} .
\end{aligned}
$$

By (35) and (41), $\pi_{s}(\overline{\mathbb{N}})=\lim _{n \rightarrow \infty} \mathbb{P}\left(I^{n}(s)=0\right)$ and $\pi_{s}\left(\overline{\mathbb{Z}}^{+}\right)=\lim _{n \rightarrow \infty} \mathbb{P}\left(Q_{1}^{n}(s)>0\right)$. If we let $\beta(s):=\pi_{s}(\overline{\mathbb{N}})$ and $\alpha(s):=\pi_{s}\left(\overline{\mathbb{Z}}^{+}\right)$, then $\beta(s)$ and $\alpha(s)$ represent the instantaneous probability that an arriving licensed user is delayed and the probability that an unlicensed user has to release the channel after a service session, respectively. By substituting them into (37-40) and taking the derivative with respect to $t$, we can easily show that the limit $x(t)$ satisfies the differential equations (4)-(7).

## Appendix C: A Numerical Study on the Impact of the Sensing Frequency

We simulate the delay probability and throughput rate for $n \in\{100,200,500,1000\}, \lambda_{1} \in$ $\{0.02,0.05\}, \lambda_{2} \in[0.8,1.2], \frac{1}{\mu_{t}} \in\{\infty, 0.5,0.25,0.125\}$. For each combination, the system performance is almost identical when we vary $\theta \in\{0.3,0.6, \cdots, 3.0\}$. This shows that the performance of unscaled systems is indeed insensitive to the sensing frequency and our fluid limits represent the actual systems accurately.

For illustration purposes, we consider systems with $\frac{1}{\mu_{1}}=\frac{1}{\mu_{2}}=1, \frac{1}{\mu_{s}}=0.0001, \phi=0.5$ and $\lambda_{i}^{n}=$ $n \lambda_{i}$. We plot the delay probability as a function of $\lambda_{2}$ for (1) different $n$ when $\lambda_{1}=0.05$ and $\frac{1}{\mu_{t}}=0.5$ in Figure 9, and (2) different $\frac{1}{\mu_{t}}$ when $n=500$ and $\lambda_{1}=0.02$ in Figure 10. As one can see, the delay probability curves are almost identical for $\theta \in\{0.3,0.6, \cdots, 3.0\}$.


Figure 9 The delay probability as a function of $\lambda_{2}$ for different $\theta$ and $n$ when $\frac{1}{\mu_{1}}=\frac{1}{\mu_{2}}=1, \frac{1}{\mu_{s}}=0.0001, \phi=0.5$, $\lambda_{i}^{n}=n \lambda_{i}, \lambda_{1}=0.05$ and $\frac{1}{\mu_{t}}=0.5$


Figure 10 The delay probability as a function of $\lambda_{2}$ for different $\theta$ and $\frac{1}{\mu_{t}}$ when $\frac{1}{\mu_{1}}=\frac{1}{\mu_{2}}=1, \frac{1}{\mu_{s}}=0.0001, \phi=0.5$, $\lambda_{i}^{n}=n \lambda_{i}, n=500$ and $\lambda_{1}=0.02$

