

Baystate Health

March 26, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Madam or Sir:

On behalf of Baystate Health, I offer our strong support for bringing the new Google Fiber Optic Network to Springfield, Massachusetts. At the speed of light, Google's Fiber Optic Network would support our mission "to improve the health of the people of our communities every day with quality and compassion".

Since 1883, Baystate Health has been renowned for its unwavering passion and perseverance to provide high quality and affordable health care and social services, especially for persons who are most in need. Baystate Health is a vital network of hospitals and health care facilities, employing over 10,000 people, and providing a broad scope of services, including emergency services, acute care, behavioral health, rehabilitation, family and children services, home care, hospice and a wide array of out-patient services. Baystate Health is one of the largest and most comprehensive health systems in Western Massachusetts. Baystate Health is ranked 18th in a leading, national, healthcare analytics firm's (SDI) 2010 top 100 Integrated Healthcare Networks; a Leapfrog Top 50 Hospital (2006, 2007, 2009) for value (cost and quality); Magnet Nursing Hospital re-designation of Baystate Medical Center (only 2% of hospitals nationally have achieved this) and a Beacon Award winner for Critical Care Excellence (2004-2009) BMC-Adult ICU, the only hospital in the country to be designated this many consecutive years in a row.

Springfield residents face a complex array of health problems, most health issues are linked to poverty and the social and economic challenges that poor families experience day in and day out. Our beautiful and diverse city is made up of 33 per cent Hispanic residents, 22 percent African Americans and 50 per cent white, non-Hispanic. Over 80 per cent of Springfield's school aged children are Hispanic and African American, these are tomorrows' leaders. Every one of our families wants a better life for themselves and their children and at Baystate Health we know that better lives begin with better educational outcomes for every student. Google's Fiber Optic Network can make a huge, positive impact on the lives of our children.

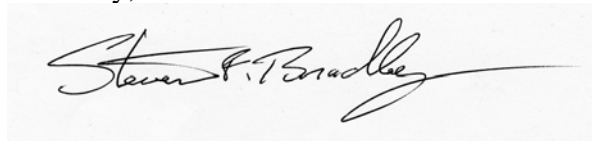
Baystate Health recognizes that Google's Fiber Optic Network can accelerate our transition to a totally paperless health system. Currently we are ranked in the top 3% of hospitals nationally for our physician electronic prescription ordering system and we have invested over \$40 million dollars in building our Electronic Medical Records System; the availability Google's Fiber Optic Network will facilitate an even quicker ramping up of this growing technology. Over one million patient visits per year occur in Baystate Health facilities and the amount of data that must be transmitted through our Electronic Medical Records System is staggering. The ability to transmit medical data and imaging real-time, while simultaneously linking patients and providers for consultation, removes geographical barriers and ultimately saves lives and scarce resources

Google's Fiber Optic Network will boost our health system's capacity to:

- Improve the connectivity and speed between our facilities which are in diverse locations (some in rural) throughout Western Massachusetts.
- Remotely monitor patients with chronic illnesses such as diabetes or cardiovascular disease reducing office and hospital visits by proactively managing the disease.
- Connect with other provider specialists for real-time assistance and guidance in emergency situations, facilitating immediate intervention for patient care when a matter of seconds may count between life and death.
- Transport real-time transmission of medical imaging enabling the interpretation of MRI, ultrasound, X-rays, and other diagnostic procedures to be performed remotely.
- View real-time physiological monitoring remotely from any location: patients' homes, ambulances, nursing facilities, etc.
- Offer interpreter services remotely.

Baystate Health, the third largest health system in Massachusetts and 14 largest private sector employer in Massachusetts, is committed to working in partnership with Google's Fiber Optic Network development team. We would be honored to help the City of Springfield secure this remarkable opportunity to improve our city's fiber optic infrastructure and to promote the viability of the city as a great place to live, work and receive world class medical care! Please contact me should you have require additional information. Thank you

Sincerely,

A handwritten signature in black ink, reading "Steven F. Bradley", is displayed on a light gray rectangular background.

Steven F. Bradley, Vice President
Government, Community Relations and Public Affairs
Baystate Health

SFB/kam