

March 23, 2010

Google Inc.  
1600 Amphitheatre Parkway  
Mountain View, CA 94043

Dear Madam or Sir:

On behalf of the Sisters of Providence Health System (SPHS), I offer my support for bringing the new Google Fiber Optic Network to Springfield, Massachusetts. At the speed of light, Google's Fiber Optic Network would propel into the future our Mission of being a transforming, healing presence in the communities we serve, and increase our organizational capacity to deliver high quality/low cost health care services in one of the poorest and unhealthiest communities in the state.

Since 1873, SPHS has been the leading, mission-driven institution in Western Massachusetts, 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. SPHS is a vital network of hospitals and health care facilities, employing nearly 4,000 people, and providing a broad scope of services, including emergency services, acute care, behavioral health, rehabilitation, family and children services, home care, skilled nursing, hospice and retirement living. SPHS is one of the largest and most comprehensive health systems in Western Massachusetts. The hallmark of the mission is to serve persons whose access to care is limited by financial, linguistic, or cultural barriers.

Springfield residents face a complex array of health problems, all linked to poverty, relatively low educational status of the adult populations, unemployment, and higher than average rates of property and violent crime. Hispanic residents comprise nearly one-third of the population, African Americans about one fifth, and white, non-Hispanics about one-half. In recent years, Springfield has become a destination for hundreds of Somali refugees, as well as thousands of immigrants from Vietnam, Mexico, Costa Rica and Russia.

It is in this human context, SPHS recognizes the huge potential for Google's Fiber Optic Network to expand health care access, lower costs and improve the quality of health care. 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.

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.

You have our enthusiastic commitment to partner with Google and support the work to deploy fiber optic infrastructure in Springfield, Massachusetts. I am appointing, as our health system's single point of contact, Daniel Keenan, Senior Vice President of Government Relations. As a former Massachusetts State Legislator, Mr. Keenan has a broad range of relationships, both within the health system and region and throughout the state. Daniel is extremely knowledgeable about local conditions, and can facilitate the health system's integration of Google's Fiber Optic Network.

The Sisters of Providence Health System looks forward to working with Google and the City of Springfield on this vital evolution of technology, economic development and human compassion.

Sincerely,



Vincent J. McCorkle, FACHE  
President and CEO