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EXHIBIT I

SUPPORT REQUEST PROCEDURES AND GUIDELINES

For each Support Request submitted by Licensee to ISB, Licensee must:

1. **Fully describe the Incident.**
 - Include all details reasonably needed for ISB to address the Incident, and Licensee agrees to provide any additional information reasonably requested by ISB
2. **Specify the Software version.**
 - Indicate what versions of the Software Licensee is using (e.g. iText Core Library, XFA Worker, XML Worker, version 7.1.1).
3. **Include in which environment the Software is used.**
 - Indicate if the environment in which the Software is used (e.g., Windows, Linux, Apple (Mac) or other environment).
 - If Licensee is using the Java version of the Software, Licensee must indicate which Java Virtual Machine (JVM) Licensee is using; HotSpot (Oracle), HotSpot (OpenJDK), J9 (IBM), or other JVM used by Licensee.
 - If Licensee is using the .NET version of the Software, Licensee must indicate which .NET Framework.
 - Indicate whether Licensee's machine is 32 bit or 64 bit.
4. **Provide input documents.**
 - Include available PDF's, HTML (and CSS), XFA templates and images (e.g. error screenshots) relevant for ISB addressing the Incident, and Licensee agrees to provide additional input documents as requested by ISB.
5. **Provide code.**
 - Upon ISB's request Licensee must provide relevant code samples allowing ISB to reproduce the Incident Licensee has reported.
6. **Include an optional access list of Licensee's approved support designees that are permitted to access the ticket.**
 - There may be times that Licensee would like Licensee's other approved contacts for the Support Services to have access to the ticket.