

# SECURITIES & EXCHANGE COMMISSION EDGAR FILING

**Support.com, Inc.**

**Form: 8-K**

**Date Filed: 2017-05-23**

Corporate Issuer CIK: 1104855

**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**  
Washington, DC 20549

**FORM 8-K**

**CURRENT REPORT**

**Pursuant to Section 13 or 15(d) of the  
Securities Exchange Act of 1934**

**May 17 , 2017**

Date of report (Date of earliest event reported)

**SUPPORT.COM, INC.**

(Exact Name of Registrant as Specified in Charter)

**Delaware**

(State or Other Jurisdiction of Incorporation)

**000-30901**

(Commission File No.)

**94-3282005**

(I.R.S. Employer Identification No.)

**1200 Crossman Ave., Second Floor, Sunnyvale, CA 94089**

(Address of Principal Executive Offices) (Zip Code)

**(650) 556-9440**

(Registrant's telephone number, including area code)

**N/A**

(Former Name or Former Address, if Changed Since Last Report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

- ☐ Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- ☐ Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- ☐ Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- ☐ Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company ☐

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act. ☐

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**Item            Entry into a Material Definitive Agreement**  
**1.01.**

Previously, Support.com, Inc. (the "**Company**") and Comcast Cable Communications Management, LLC ("**Comcast**") entered into a Master Services Agreement, Call Handling Services, effective October 1, 2013 (the "**Agreement**"), attached to which is Statement of Work #3, effective March 21, 2014 ("**SOW#3**"), covering the Company's provision of certain sales and customer support services for Comcast's home security and control offerings to actual and prospective Comcast customers.

The foregoing descriptions and references to the Agreement and SOW#3 are qualified in their entirety by reference to the previously disclosed documents, which are incorporated by reference herein.

On May 17, 2017, the Company received a fully executed copy of a change management form entitled "Change Management Form 15 to Statement of Work #3" ("**CMF#15**"), between the Company and Comcast, which extends the term of SOW#3's program for an additional period of time. The foregoing description and reference to CMF#15 is qualified in its entirety by reference to the actual document, a copy of which is attached as an exhibit hereto and is incorporated by reference herein.

**Item            Financial Statements and Exhibits.**

**9.01.**

(d) Exhibits.

10.1 Change Management Form 15 to Statement of Work #3, between Comcast and Company, signed May 17, 2017.\*

\*Portions of the Exhibit have been omitted pursuant to a request for confidential treatment pursuant to Rule 24b-2 of the Securities Exchange Act of 1934, as amended.

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## SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Date: May 23, 2017

SUPPORT.COM, INC.

By: /s/ Michelle Johnson

Name: Michelle Johnson

Title: VP, General Counsel & Secretary

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## EXHIBIT INDEX

Exhibit Number	Description
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<a href="#">10.1</a>	Change Management Form 15 to Statement of Work #3, between Comcast and Company, signed May 17, 2017.*
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\*Portions of the Exhibit have been omitted pursuant to a request for confidential treatment pursuant to Rule 24b-2 of the Securities Exchange Act of 1934, as amended.

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CONFIDENTIAL TREATMENT REQUESTED – CONFIDENTIAL PORTIONS OF THIS DOCUMENT HAVE BEEN REDACTED AND HAVE BEEN SEPARATELY FILED WITH THE COMMISSION. THE OMITTED PORTIONS HAVE BEEN REPLACED WITH "[\*\*\*]".

**CHANGE MANAGEMENT FORM 15  
TO STATEMENT OF WORK #3**

<b>Program:</b> Support.com, XH Remote Support Program SOW #3 ("SOW #3) dated March 21, 2014		<b>PCR No.:</b>
<b>Originator:</b> Joy Park		<b>Date:</b> May 8, 2017
<b>Department:</b> NCO	<b>Phone #:</b> [***]	<b>Title:</b> Vice President
<b>Locations Impacted:</b> Work at Home Locations		
<b>Requested Implementation Date:</b> May 24, 2017		
<b>Estimated Hours: (LOE)</b>	<input checked="" type="checkbox"/> Billable <input type="checkbox"/> Non-Billable	<b>Billing Rate/Hour:</b> See below
<b>Fixed Fee Cost (if applicable)</b> N/A		
<b>Type of Change:</b> Incentive Program		
<b>Scope of Change:</b>	<input checked="" type="checkbox"/> Minor (Anything within current contract)	<input type="checkbox"/> Major (may require contract amendment) MUST BE REVIEWED BY Business and/or P&L Owner
<b>Reason for Change:</b> Comcast and Vendor agree to extend the XH Mobile Chat App Term as set forth in more detail below. Unless specifically provided in this CMF, all other terms of SOW 3 remain unchanged.		
<b>Area(s) of Change</b>		
<input type="checkbox"/> Accounting/Payroll	<input type="checkbox"/> Network	
<input type="checkbox"/> Data Processing	<input checked="" type="checkbox"/> Resource Planning	
<input type="checkbox"/> General Facilities	<input type="checkbox"/> Quality Assurance	
<input type="checkbox"/> Human Resources	<input type="checkbox"/> Telecom	
<input type="checkbox"/> IT/BI	<input type="checkbox"/> Training	
<input type="checkbox"/> Operations	<input type="checkbox"/> Recruiting	
<input checked="" type="checkbox"/> Other: XH Mobile Chat App Support		

The parties, for good and valuable consideration, the receipt of which is hereby acknowledged, agree to the following:

- The XH Mobile Chat App Term, as outlined in CMF 12 of SOW 3 dated February 3, 2017, shall be extended from [\*\*\*] to [\*\*\*].

Comcast Authorization

Comcast Representative's Signature \_\_\_\_\_ /s/ Joy Park

Print Name \_\_\_\_\_ Joy Park \_\_\_\_\_ Date \_\_\_\_\_ 05/12/2017

Support.com Authorization

Support.com Representative's Signature \_\_\_\_\_ /s/ Rick Bloom

Print Name \_\_\_\_\_ Rick Bloom \_\_\_\_\_ Date \_\_\_\_\_ 05/12/2017

\*\*\* CONFIDENTIAL MATERIAL REDACTED AND SEPARATELY FILED WITH THE  
COMMISSION \*\*\*