

SECURITIES & EXCHANGE COMMISSION EDGAR FILING

Support.com, Inc.

Form: 8-K

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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**

July 7, 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., Suite 210, 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. ☐

Item 1.01. Entry into a Material Definitive Agreement

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 July 7, 2017, the Company received a fully executed copy of a change management form entitled "Change Management Form" ("**CMF**") 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 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 9.01. Financial Statements and Exhibits.

(d) Exhibits.

10.1 Change Management Form between Comcast and Company, signed July 6, 2017.

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: July 13, 2017

SUPPORT.COM, INC.

By: /s/ Michelle Johnson

Name: Michelle Johnson

Title: VP, General Counsel & Secretary

EXHIBIT INDEX

Exhibit Number

Description

[10.1](#)

Change Management Form between Comcast and Company, signed July 6, 2017.

EXHIBIT A
CHANGE MANAGEMENT FORM
Comcast and Support.com

Program: Support.com, Inc. ("Vendor"), XH Remote Support ("SOW 3") dated March 21, 2014		PCR No.:
Originator: Joy Park		Date: July 5, 2017
Department: NCO	Phone #:	Title: Vice President
Locations Impacted: Work at Home		
Requested Implementation Date: June 22, 2017		
Estimated Hours: (LOE)	<input checked="" type="checkbox"/> Billable <input type="checkbox"/> Non-Billable	Billing Rate/Hour: See SOW
Fixed Fee Cost (if applicable)		
Type of Change: Extend Term of CMF		
Scope of Change:	<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
Reason for Change: Comcast and Vendor agree to extend the term of the CMF for the XH Incentive dated December 12, 2016 as stated in detail below. Unless specifically provided in this Change Management Form, all other terms of SOW 3 remain unchanged.		
Area(s) of Change		
<input type="checkbox"/> Accounting/Payroll	<input type="checkbox"/> Network	
<input type="checkbox"/> Data Processing	<input 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: Extend Term		
Effective June 22, 2017, the parties, for good and valuable consideration, the receipt of which is hereby acknowledged, agree to extend the term of the CMF for the XH Incentive dated December 12, 2016 from June 21, 2017 to December 21, 2017. Notwithstanding the foregoing, Comcast shall have the right to terminate this incentive, at any time and for any reason.		

Comcast Authorization

Comcast Representative's Signature

/s/ Joy Park

Print Name

Joy Park

Date

July 6, 2017

Vendor Authorization

Vendor Representative's Signature

/s/ Rick Bloom

Print Name

Rick Bloom

Date

July 6, 2017