

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 are: (i) Statement of Work #1, effective October 1, 2013 (“SOW#1”), covering the Company’s provision of certain sales and customer support services to customers of Comcast’s high speed Internet and wireless gateway offerings; and (ii) 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, SOW#1 and SOW#3 are qualified in their entirety by reference to the previously disclosed documents, which are incorporated by reference herein.

On August 17, 2017, the Company received fully executed copies of change management forms (“CMFs”) between the Company and Comcast entitled:

(i) “Change Management Form” for both SOW#1 and SOW#3 (“SOW#1/#3 CMF”), which provides for the Company’s implementation of, and compliance with, the technical requirements of Comcast’s Customer Approval program for its business partners; and

(ii) “Change Management Form to SOW 3” (“SOW#3 CMF”), which provides for (a) the extension of a limited duration program under which Company would receive additional fees for referring customers that purchase, install and connect certain products and features of Comcast’s home security and control offerings; (b) the increase, training and key performance indicators for an additional number of full-time employee personnel by Company to provide technical support through chat communications to Comcast customers for Comcast’s home security and control offerings .

The foregoing descriptions and references to SOW#1/#3 CMF and SOW#3 CMF are qualified in their entirety by reference to the actual documents, which are attached as exhibits hereto and are incorporated by reference herein.

Item 9.01. Financial Statements and Exhibits.

(d) Exhibits.

10.1 Change Management Form, between Comcast and Company, signed August 10, 2017.

10.2 Change Management Form to SOW 3, between Comcast and Company, signed August 10, 2017.*

*Portions of Exhibit 10.2 have been omitted pursuant to a request for confidential treatment pursuant to Rule 24b-2 of the Securities Exchange Act of 1934, as amended.

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: August 23, 2017

SUPPORT.COM, INC.

By: /s/ Michelle Johnson

Name: Michelle Johnson

Title: VP, General Counsel & Secretary

EXHIBIT INDEX

| Exhibit Number | Description |
|----------------|--|
| <u>10.1</u> | Change Management Form, between Comcast and Company, signed August 10, 2017. |
| <u>10.2</u> | Change Management Form to Statement of Work 3, between Comcast and Company, signed August 10, 2017.* |

*Portions of Exhibit 10.2 have been omitted pursuant to a request for confidential treatment pursuant to Rule 24b-2 of the Securities Exchange Act of 1934, as amended.
