

Support.com, Inc.  
Form 10-Q/A  
August 09, 2010

**UNITED STATES**  
**SECURITIES AND EXCHANGE COMMISSION**

Washington, D.C. 20549

**FORM 10-Q/A**  
**Amendment No. 1**

(Mark One)

**QUARTERLY REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the Quarterly Period Ended September 30, 2009

OR

**TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the transition period from \_\_\_\_\_ to \_\_\_\_\_

Commission File No. 000-30901

**SUPPORT.COM, INC.**

(Exact Name of Registrant as Specified in Its Charter)

Edgar Filing: Support.com, Inc. - Form 10-Q/A

**Delaware**  
(State or Other Jurisdiction of  
Incorporation or Organization)

**94-3282005**  
(I.R.S. Employer  
Identification No.)

**1900 Seaport Boulevard, 3<sup>rd</sup> Floor**

**Redwood City, CA 94063**

(Address of Principal Executive Offices)

(Zip Code)

**Registrant's Telephone Number, Including Area Code: (650) 556-9440**

Indicate by check mark whether the registrant: (1) has filed all reports required to be filed by Section 13 or 15 (d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes  No

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes  No

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer or a smaller reporting company. See the definitions of "large accelerated filer", "accelerated filer" and "small reporting company" in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer  Accelerated filer

Non-accelerated filer  (Do not check if a smaller reporting company) Smaller reporting company

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act.): Yes  No

On October 31, 2009, 46,621,820 shares of the Registrant's Common Stock, \$0.0001 par value, were outstanding

**EXPLANATORY NOTE**

This amendment number 1 to our quarterly report on Form 10-Q/A ( Form 10-Q/A ) is being filed solely to include a revised Exhibit 10.1. This amendment does not amend any other information set forth in the Form 10-Q, and we have not updated disclosures contained therein to reflect any events that occurred subsequent to the date of such report. In addition, in connection with the filing of this Amendment and pursuant to Rule 12b-15 of the Securities Exchange Act of 1934, as amended, the certifications of our principal executive officer and principal financial officer are attached as exhibits to this Amendment.

**ITEM 6. EXHIBITS**

**Exhibits.**

- |      |  |
|------|--|
| 10.1 | Professional Services Agreement between Office Depot and SupportSoft, dated as of July 26, 2007                                |
| 10.2 | Amendment No. 1 to the Professional Services Agreement between Office Depot and SupportSoft effective as of July 30, 2007(1)   |
| 10.3 | Amendment No. 2 to the Professional Services Agreement between Office Depot and SupportSoft effective as of June 3, 2009(1)    |
| 10.4 | Amendment No. 3 to the Professional Services Agreement between Office Depot and SupportSoft effective as of July 8, 2009(1)    |
| 10.5 | Amendment No. 4 to the Professional Services Agreement between Office Depot and SupportSoft effective as of August 27, 2009(1) |
| 31.1 | Chief Executive Officer Section 302 Certification  |
| 31.2 | Chief Financial Officer Section 302 Certification  |
| 32.1 | Statement of the Chief Executive Officer under 18 U.S.C. § 1350(2)   |
| 32.2 | Statement of the Chief Financial Officer under 18 U.S.C. § 1350(2)   |

- (1) Confidential treatment has been granted for portions of this exhibit.
- (2) The certifications filed as Exhibits 32.1 and 32.2 are not deemed filed for purposes of Section 18 of the Securities Exchange Act of 1934 and are not to be incorporated by reference into any filing of the Company under the Securities Exchange Act of 1933 or the Securities Exchange Act of 1934, whether made before or after the date hereof irrespective of any general incorporation by reference language contained in any such filing, except to the extent that the registrant specifically incorporates it by reference.

**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, thereunto duly authorized.

August 6, 2010

SUPPORTSOFT, INC.

By: /s/ SHELLY SCHAFFER  
**Shelly Schaffer**  
**Chief Financial Officer and**  
**Executive Vice President of Finance and**  
**Administration**

**EXHIBIT INDEX TO SUPPORTSOFT, INC.**

**QUARTERLY REPORT ON FORM 10-Q**

**FOR THE QUARTER ENDED SEPTEMBER 30, 2009**

- 10.1 Professional Services Agreement between Office Depot and SupportSoft, dated as of July 26, 2007
- 10.2 Amendment No. 1 to the Professional Services Agreement between Office Depot and SupportSoft effective as of July 30, 2007(1)
- 10.3 Amendment No. 2 to the Professional Services Agreement between Office Depot and SupportSoft effective as of June 3, 2009(1)
- 10.4 Amendment No. 3 to the Professional Services Agreement between Office Depot and SupportSoft effective as of July 8, 2009(1)
- 10.5 Amendment No. 4 to the Professional Services Agreement between Office Depot and SupportSoft effective as of August 27, 2009(1)
- 31.1 Chief Executive Officer Section 302 Certification
- 31.2 Chief Financial Officer Section 302 Certification
- 32.1 Statement of the Chief Executive Officer under 18 U.S.C. § 1350(2)
- 32.2 Statement of the Chief Financial Officer under 18 U.S.C. § 1350(2)

- (1) Confidential treatment has been requested for portions of this exhibit.
- (2) The certifications filed as Exhibits 32.1 and 32.2 are not deemed filed for purposes of Section 18 of the Securities Exchange Act of 1934 and are not to be incorporated by reference into any filing of the Company under the Securities Exchange Act of 1933 or the Securities Exchange Act of 1934, whether made before or after the date hereof irrespective of any general incorporation by reference language contained in any such filing, except to the extent that the registrant specifically incorporates it by reference.