

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. On June 2, 2016, the Company received a fully executed copy of a change management form entitled “Change Management Form Number 8 to SOW #3” (“CMF#8”), between the Company and Comcast, 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 provided during a limited duration program. On July 26, 2016, the Company received a fully executed copy of “Change Management Form Number 9 to SOW #3” (“CMF#9”) between the Company and Comcast, which extends the duration of the program for an additional period of time. On December 14, 2016, the Company received a fully executed copy of Change Management Form #10 to SOW#3 (“CMF#10”) modifying the service level targets previously set forth in SOW#3.

The foregoing descriptions and references to the Agreement, SOW#3, CMF#8, CMF#9 and CMF#10 are qualified in their entirety by reference to the previously disclosed documents, which are incorporated by reference herein.

On February 7, 2017, the Company received a fully executed copy of “Change Management Form Number 11 to SOW #3” (“CMF#11”) between the Company and Comcast, which further extends the duration of the program for an additional period of time.

The foregoing descriptions and reference to CMF#11 are qualified in their entirety by reference to the actual document, 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 Number 11 to SOW #3 between Comcast and Company, signed February 6, 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.

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: February 10, 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 #11 to Statement of Work #3, between Comcast and Company, signed February 6, 2017.* |

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