





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”) covering the Company’s provision of certain sales and customer support services for Comcast’s actual and prospective customers. The foregoing descriptions and references to the Agreement are qualified in their entirety by reference to the previously disclosed document, which is incorporated by reference herein.

On July 24, 2017, the Company and Comcast entered into “Amendment #3 to Master Services Agreement Call Handling Services” (the “Amendment”) which provides for the Company, as a vendor providing services on behalf of Comcast, to comply with Comcast’s customer approval policies, procedures and technical requirements for obtaining consent from customers for any changes to products, services or rates on such customer’s accounts with Comcast. This Amendment would require the Company to assure that its technical support agents that deliver services for Comcast’s customers complete specific training and adhere to certain procedures required by Comcast, and for the Company to periodically confirm such compliance by completing a certification attached to the Amendment as an Exhibit.

The foregoing description and references to the Amendment 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 Amendment #3 to Master Services Agreement Call Handling Services, between Comcast and Company, entered into July 24, 2017.

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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: July 27, 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

10.1 Amendment #3 to Master Services Agreement Call Handling Services, entered into July 24, 2017.

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