

Mandeberg Richard  
Form 4  
October 09, 2009

**FORM 4**

**UNITED STATES SECURITIES AND EXCHANGE COMMISSION  
Washington, D.C. 20549**

OMB APPROVAL

OMB Number: 3235-0287  
Expires: January 31, 2005  
Estimated average burden hours per response... 0.5

Check this box if no longer subject to Section 16. Form 4 or Form 5 obligations may continue. See Instruction 1(b).

**STATEMENT OF CHANGES IN BENEFICIAL OWNERSHIP OF SECURITIES**

Filed pursuant to Section 16(a) of the Securities Exchange Act of 1934, Section 17(a) of the Public Utility Holding Company Act of 1935 or Section 30(h) of the Investment Company Act of 1940

(Print or Type Responses)

1. Name and Address of Reporting Person \*  
Mandeberg Richard

(Last) (First) (Middle)  
1900 SEAPORT  
BOULEVARD, 3RD FLOOR  
  
(Street)

REDWOOD CITY, CA 94063

(City) (State) (Zip)

2. Issuer Name and Ticker or Trading Symbol  
Support.com, Inc. [SPRT]

3. Date of Earliest Transaction  
(Month/Day/Year)  
08/21/2009

4. If Amendment, Date Original Filed(Month/Day/Year)

5. Relationship of Reporting Person(s) to Issuer

(Check all applicable)

\_\_\_ Director \_\_\_ 10% Owner  
\_X\_ Officer (give title below) \_\_\_ Other (specify below)  
Chief Revenue Officer

6. Individual or Joint/Group Filing(Check Applicable Line)  
\_X\_ Form filed by One Reporting Person  
\_\_\_ Form filed by More than One Reporting Person

**Table I - Non-Derivative Securities Acquired, Disposed of, or Beneficially Owned**

1. Title of Security (Instr. 3)	2. Transaction Date (Month/Day/Year)	2A. Deemed Execution Date, if any (Month/Day/Year)	3. Transaction Code (Instr. 8)	4. Securities Acquired (A) or Disposed of (D) (Instr. 3, 4 and 5)	5. Amount of Securities Beneficially Owned Reported Transaction(s) (Instr. 3 and 4)	6. Ownership Form: Direct (D) or Indirect (I) (Instr. 4)	7. Nature of Ownership (Instr. 4)
			Code	V	Amount	(D)	Price

Reminder: Report on a separate line for each class of securities beneficially owned directly or indirectly.

**Persons who respond to the collection of information contained in this form are not required to respond unless the form displays a currently valid OMB control number.**

SEC 1474  
(9-02)

**Table II - Derivative Securities Acquired, Disposed of, or Beneficially Owned (e.g., puts, calls, warrants, options, convertible securities)**

1. Title of Derivative Security	2. Conversion or Exercise	3. Transaction Date (Month/Day/Year)	3A. Deemed Execution Date, if any	4. Transaction Code	5. Number of Derivative Securities Acquired (A) or	6. Date Exercisable and Expiration Date (Month/Day/Year)	7. Title and Amount of Underlying Security (Instr. 3 and 4)
---------------------------------	---------------------------	--------------------------------------	-----------------------------------	---------------------	--	--	---

## Edgar Filing: Mandeberg Richard - Form 4

(Instr. 3)	Price of Derivative Security	(Month/Day/Year)	(Instr. 8) Code	Disposed of (D)		Date Exercisable	Expiration Date	Title	A N S
				(A)	(D)				
Employee Stock Option (right to buy)	\$ 5.18	08/21/2009	D		374,000	<u>(1)</u>	12/18/2013	Common Stock	3
Employee Stock Option (right to buy)	\$ 2.32	08/21/2009	A	374,000		<u>(3)</u>	08/21/2016	Common Stock	3
Employee Stock Option (right to buy)	\$ 4.1	08/21/2009	D		100,000	<u>(4)</u>	11/13/2014	Common Stock	1
Employee Stock Option (right to buy)	\$ 2.32	08/21/2009	A	100,000		<u>(3)</u>	08/21/2016	Common Stock	1

## Reporting Owners

Reporting Owner Name / Address	Relationships			
	Director	10% Owner	Officer	Other
Mandeberg Richard 1900 SEAPORT BOULEVARD 3RD FLOOR REDWOOD CITY, CA 94063			Chief Revenue Officer	

## Signatures

/s/ David Laser, by power of attorney  
10/09/2009

\_\_Signature of Reporting Person

Date

## Explanation of Responses:

- \* If the form is filed by more than one reporting person, see Instruction 4(b)(v).
  - \*\* Intentional misstatements or omissions of facts constitute Federal Criminal Violations. See 18 U.S.C. 1001 and 15 U.S.C. 78ff(a).
- (1) 25% of the total number of shares subject to the option vest on the one year anniversary of the Vesting Commencement Date and 1/48th of the total number of shares subject to the option vest on the monthly anniversary of the Vesting Commencement Date thereafter.
- (2)

## Edgar Filing: Mandeberg Richard - Form 4

On August 21, 2009, the issuer canceled, pursuant to the issuer's option exchange program, an option for 374,000 shares of SPRT common stock granted to the reporting person on December 18, 2006. In the exchange, the reporting person received a replacement option for 374,000 shares, having an exercise price of \$2.32 per share.

- (3) One third of the total number of shares subject to the option vest on the one year anniversary of the Transaction Date and 1/36th of the total number of shares subject to the option shall vest on the monthly anniversary of the Transaction Date thereafter.
- (4) 1/48th of the total number of shares subject to the option vest on the montly anniversary of the Vesting Commencement Date.

On August 21, 2009, the issuer canceled, pursuant to the issuer's option exchange program, an option for 100,000 shares of SPRT

- (5) common stock granted to the reporting person on November 13, 2007. In the exchange, the reporting person received a replacement option for 100,000 shares, having an exercise price of \$2.32 per share.

Note: File three copies of this Form, one of which must be manually signed. If space is insufficient, *see* Instruction 6 for procedure.

Potential persons who are to respond to the collection of information contained in this form are not required to respond unless the form displays a currently valid OMB number.