

Schaffer Shelly B.  
Form 4  
May 07, 2013

**FORM 4**

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

OMB APPROVAL

OMB Number: 3235-0287  
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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 \*  
Schaffer Shelly B.

(Last) (First) (Middle)  
900 CHESAPEAKE DRIVE,  
SECOND 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)  
05/03/2013

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

5. Relationship of Reporting Person(s) to Issuer

(Check all applicable)

Director  10% Owner  
 Officer (give title below)  Other (specify below)  
EVP CFO

6. Individual or Joint/Group Filing(Check Applicable Line)  
 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 Following Reported Transaction(s) (Instr. 3 and 4)	6. Ownership Form: Direct (D) or Indirect (I) (Instr. 4)	7. Nature of Ownership (Instr. 4)	
				(A) or (D)	Price			
Common Stock	05/03/2013		M <sup>(1)</sup>	V	75,000	A	\$ 2.4 81,000	D
Common Stock	05/03/2013		M <sup>(1)</sup>	V	25,000	A	\$ 2.32 106,000	D
Common Stock	05/03/2013		S <sup>(1)</sup>	D	75,000	D	\$ 4.4 31,000	D
Common Stock	05/03/2013		S <sup>(1)</sup>	D	25,000	D	\$ 4.35 6,000	D

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

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(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 (Instr. 3)	2. Conversion or Exercise Price of Derivative Security	3. Transaction Date (Month/Day/Year)	3A. Deemed Execution Date, if any (Month/Day/Year)	4. Transaction Code (Instr. 8)	5. Number of Derivative Securities Acquired (A) or Disposed of (D) (Instr. 3, 4, and 5)	6. Date Exercisable and Expiration Date (Month/Day/Year)	7. Title and Amount of Underlying Security (Instr. 3 and 4)	Amount or Number of Shares
Non-Qualified Stock Option	\$ 2.4	05/03/2013		M <sup>(1)</sup>	75,000	<sup>(2)</sup> 08/04/2016	Common Stock	75,000
Non-Qualified Stock Option	\$ 2.32	05/03/2013		M <sup>(1)</sup>	25,000	<sup>(3)</sup> 03/05/2015	Common Stock	25,000

## Reporting Owners

Reporting Owner Name / Address	Relationships			
	Director	10% Owner	Officer	Other
Schaffer Shelly B. 900 CHESAPEAKE DRIVE, SECOND FLOOR REDWOOD CITY, CA 94063			EVP CFO	

## Signatures

/s/ Greg Wrenn, by power of attorney  
05/07/2013

\*\*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) This transaction was effected pursuant to a 10b5-1 trading plan.
- (2) 1/48th of the shares subject to the grant vest on each monthly anniversary of the grant date over four years through August 4, 2013.
- (3) 1/4th of the shares subject to the grant vest on the first anniversary of the grant date (8/21/2010), and 1/36th of the shares subject to the grant vest on each monthly anniversary thereafter over the next two years, and the grant became fully-vested on August 21, 2012.

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

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