

SUPPORTSOFT INC  
Form 8-K  
October 30, 2007

## UNITED STATES

## SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

## FORM 8-K

### CURRENT REPORT

Pursuant to Section 13 or 15(d) of the  
Securities Exchange Act of 1934

Date of Report (Date of Earliest Event Reported): **October 30, 2007**

## SUPPORTSOFT, INC.

(Exact name of registrant as specified in its charter)

|   |                          |  |
|---|--------------------------|--|
| <b>Delaware</b>                                   | <b>000-30901</b>         | <b>94-3282005</b>                          |
| (State or Other Jurisdiction of<br>Incorporation) | (Commission File Number) | (I.R.S. Employer<br>Identification Number) |

|  |              |
|--|--------------|
| <b>1900 Seaport Blvd., Third Floor, Redwood City, CA</b> | <b>94063</b> |
| (Address of principal executive offices)                 | (Zip Code)   |

(650) 556-9440

## Edgar Filing: SUPPORTSOFT INC - Form 8-K

(Registrant's telephone number,  
including area code)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligations of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
  - Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
  - Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
  - Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240-13e-4(c))
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**Item 2 Financial Information**

**Item 2.02. Results of Operations and Financial Condition**

The information contained in this Item 2.02 and in the accompanying exhibit shall not be deemed filed for purposes of Section 18 of the Securities Exchange Act of 1934, as amended (the Exchange Act ), or incorporated by reference in any filing under the Exchange Act or the Securities Act of 1933, as amended (the Securities Act ), except as shall be expressly set forth by specific reference in such filing.

On October 30, 2007, SupportSoft, Inc. (the Company ) issued a press release announcing its results for the third quarter ended September 30, 2007, and intends to present additional information during a related conference call to be held on October 30, 2007. The press release and conference call contain forward-looking statements regarding the Company and include cautionary statements identifying important factors that could cause actual results to differ materially from those anticipated. A copy of the press release is attached hereto as Exhibit 99.1 and is incorporated herein by reference.

**Item 9 Financial Statements and Exhibits**

**Item 9.01. Financial Statements and Exhibits**

The information contained in this Item 9.01 and in the accompanying exhibit shall not be deemed filed for purposes of Section 18 of the Exchange Act or incorporated by reference in any filing under the Exchange Act or the Securities Act, except as shall be expressly set forth by specific reference in such filing.

**(d) Exhibits.**

| <b>Exhibit</b> | <b>Description</b>  |
|----------------|---|
| 99.1           | Press Release issued by SupportSoft, Inc. dated October 30, 2007. |

**SIGNATURE**

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.

Dated: October 30, 2007

SUPPORTSOFT, INC.

By:                   /s/ Ken Owyang  
Ken Owyang  
Chief Financial Officer and Senior  
Vice President of Finance and  
Administration (Principal  
Financial Officer and Chief  
Accounting Officer)

**EXHIBIT INDEX**

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