

Edgar Filing: SUPPORT COM INC - Form SC 13G

SUPPORT COM INC  
Form SC 13G  
February 14, 2001

1

-----  
OMB APPROVAL  
-----

OMB Number: 3235-0145  
Expires: October 31, 2002  
Estimated average burden  
hours per response.....14.90  
-----

UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION  
WASHINGTON, D.C. 20549

SCHEDULE 13G

UNDER THE SECURITIES EXCHANGE ACT OF 1934  
(AMENDMENT NO. \_\_\_\_\_) \*

SUPPORT.COM, INC.  
-----

(Name of Issuer)

Common Stock, par value \$.0001 per share  
-----

(Title of Class of Securities)

868587 10 6  
-----

(CUSIP Number)

December 31, 2000  
-----

(Date of Event Which Requires Filing of This Statement)

Check the appropriate box to designate the rule pursuant to which this Schedule  
is filed:

[ ] Rule 13d-1(b)

Edgar Filing: SUPPORT COM INC - Form SC 13G

☐ Rule 13d-1(c)

☒ Rule 13d-1(d)

\*The remainder of this cover page shall be filled out for a reporting person's initial filing on this form with respect to the subject class of securities, and for any subsequent amendment containing information which would alter the disclosures provided in a prior cover page.

The information required in the remainder of this cover page shall not be deemed to be "filed" for the purpose of Section 18 of the Securities Exchange Act of 1934 ("Act") or otherwise subject to the liabilities of that section of the Act but shall be subject to all other provisions of the Act (however, see the Notes).

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 CONTROL NUMBER.

SEC 1745 (3-98)

Page 1 of 17 pages

2

CUSIP NO. 868587 10 6

13G

1 NAME OF REPORTING PERSON  
I.R.S. IDENTIFICATION NO(S). OF ABOVE PERSON(S) (ENTITIES ONLY)  
  
SOFTBANK Technology Ventures IV L.P. ("SBTV IV")

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*

(a) ☐  
(b) ☒

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

NUMBER OF 5 SOLE VOTING POWER  
SHARES 3,874,090  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

Edgar Filing: SUPPORT COM INC - Form SC 13G

6 SHARED VOTING POWER

-0-

7 SOLE DISPOSITIVE POWER

3,874,090

8 SHARED DISPOSITIVE POWER

-0-

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

3,874,090

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

[ ]

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

11.7%

12 TYPE OF REPORTING PERSON\*

PN

Page 2 of 17 pages

3

CUSIP NO. 868587 10 6

13G

1 NAME OF REPORTING PERSON

I.R.S. IDENTIFICATION NO(S). OF ABOVE PERSON(S) (ENTITIES ONLY)

SOFTBANK Technology Advisors Fund L.P. ("STAF")

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*

(a) [ ]

(b) [X]

3 SEC USE ONLY

Edgar Filing: SUPPORT COM INC - Form SC 13G

4 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

-----  
NUMBER OF 5 SOLE VOTING POWER  
SHARES 78,209  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

-----  
6 SHARED VOTING POWER

-0-

-----  
7 SOLE DISPOSITIVE POWER

78,209

-----  
8 SHARED DISPOSITIVE POWER

-0-

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

78,209

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

[ ]

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

0.2%

12 TYPE OF REPORTING PERSON\*

PN

-----  
Page 3 of 17 pages

4

CUSIP NO. 868587 10 6

13G

Edgar Filing: SUPPORT COM INC - Form SC 13G

1 NAME OF REPORTING PERSON  
I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)  
  
STV IV LLC  
-----

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*  
  
(a) ☐  
(b) ☒  
-----

3 SEC USE ONLY  
-----

4 CITIZENSHIP OR PLACE OF ORGANIZATION  
  
Delaware  
-----

NUMBER OF 5 SOLE VOTING POWER  
SHARES 3,952,299  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

-----  
6 SHARED VOTING POWER  
  
-0-  
-----

7 SOLE DISPOSITIVE POWER  
  
3,952,299  
-----

8 SHARED DISPOSITIVE POWER  
  
-0-  
-----

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON  
  
3,952,299  
-----

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*  
  
☐  
-----

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

Edgar Filing: SUPPORT COM INC - Form SC 13G

11.9%

12 TYPE OF REPORTING PERSON\*

CO

Page 4 of 17 pages

5

CUSIP NO. 868587 10 6

13G

1 NAME OF REPORTING PERSON  
I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)

Gary E. Rieschel

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*

(a) ☐

(b) ☒

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

United States of America

NUMBER OF  
SHARES  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

5 SOLE VOTING POWER  
0 Shares

6 SHARED VOTING POWER

3,952,299

7 SOLE DISPOSITIVE POWER

0 Shares

8 SHARED DISPOSITIVE POWER

Edgar Filing: SUPPORT COM INC - Form SC 13G

3,952,299

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

3,952,299

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

[ ]

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

11.9%

12 TYPE OF REPORTING PERSON\*

IN

Page 5 of 17 pages

6

CUSIP NO. 868587 10 6

13G

1 NAME OF REPORTING PERSON

I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)

Charles E. Lax

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*

(a) [ ]

(b) [X]

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

United States of America

NUMBER OF  
SHARES

5 SOLE VOTING POWER  
0 Shares

Edgar Filing: SUPPORT COM INC - Form SC 13G

BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

-----  
6 SHARED VOTING POWER

3,952,299

-----  
7 SOLE DISPOSITIVE POWER

0 Shares

-----  
8 SHARED DISPOSITIVE POWER

3,952,299  
-----

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

3,952,299  
-----

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

[ ]  
-----

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

11.9%  
-----

12 TYPE OF REPORTING PERSON\*

IN  
-----

Page 6 of 17 pages

7

CUSIP NO. 868587 10 6

13G  
-----

1 NAME OF REPORTING PERSON

I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)

Bradley A. Feld  
-----

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*



Edgar Filing: SUPPORT COM INC - Form SC 13G

(a) ☐  
(b) ☒

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

United States of America

NUMBER OF  
SHARES  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

5 SOLE VOTING POWER  
0 Shares

6 SHARED VOTING POWER  
3,952,299

7 SOLE DISPOSITIVE POWER  
0 Shares

8 SHARED DISPOSITIVE POWER  
3,952,299

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

3,952,299

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

☐

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

11.9%

12 TYPE OF REPORTING PERSON\*

IN

Edgar Filing: SUPPORT COM INC - Form SC 13G

Page 7 of 17 pages

8

CUSIP NO. 868587 10 6

13G

1 NAME OF REPORTING PERSON  
I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)  
  
Matthew A. Ocko

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*  
  
(a) ☐  
(b) ☒

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION  
  
United States of America

NUMBER OF  
SHARES  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

5 SOLE VOTING POWER  
0 Shares

6 SHARED VOTING POWER  
  
3,952,299

7 SOLE DISPOSITIVE POWER  
  
0 Shares

8 SHARED DISPOSITIVE POWER  
  
3,952,299

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON  
  
3,952,299

Edgar Filing: SUPPORT COM INC - Form SC 13G

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*  
[ ]

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9  
11.9%

12 TYPE OF REPORTING PERSON\*  
IN

Page 8 of 17 pages

9  
CUSIP NO. 868587 10 6 13G

1 NAME OF REPORTING PERSON  
I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)  
E. Scott Russell

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*  
(a) [ ]  
(b) [X]

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION  
United States of America

NUMBER OF 5 SOLE VOTING POWER  
SHARES 0 Shares  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

6 SHARED VOTING POWER

Edgar Filing: SUPPORT COM INC - Form SC 13G

3,952,299

7 SOLE DISPOSITIVE POWER

0 Shares

8 SHARED DISPOSITIVE POWER

3,952,299

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

3,952,299

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

[ ]

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

11.9%

12 TYPE OF REPORTING PERSON\*

IN

Page 9 of 17 pages

10

CUSIP NO. 868587 10 6

13G

1 NAME OF REPORTING PERSON

I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)

D. Rex Golding

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP\*

(a) [ ]

(b) [X]

3 SEC USE ONLY

Edgar Filing: SUPPORT COM INC - Form SC 13G

4 CITIZENSHIP OR PLACE OF ORGANIZATION

United States of America

-----

NUMBER OF  
SHARES  
BENEFICIALLY  
OWNED BY  
EACH  
REPORTING  
PERSON WITH:

5 SOLE VOTING POWER  
0 Shares

-----

6 SHARED VOTING POWER  
3,952,299

-----

7 SOLE DISPOSITIVE POWER  
0 Shares

-----

8 SHARED DISPOSITIVE POWER  
3,952,299

-----

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON

3,952,299

-----

10 CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES\*

[ ]

-----

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9

11.9%

-----

12 TYPE OF REPORTING PERSON\*

IN

-----

Page 10 of 17 pages

11

CUSIP NO. 868587 10 6

-----

13G

Edgar Filing: SUPPORT COM INC - Form SC 13G

|       |  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
|-------|--|---|---|-------------------------------|-------|--|---|--------------------------------------|-------|--|---|--|-------|--|---|---|-------|--|
| 1     | NAME OF REPORTING PERSON<br>I.R.S. IDENTIFICATION NO(S) . OF ABOVE PERSON(S) (ENTITIES ONLY)<br><br>J. Heidi Roizen<br><br>-----   |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 2     | CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP*<br><br><div style="text-align: right;">(a) <input type="checkbox"/><br/>(b) <input checked="" type="checkbox"/></div><br>----- |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 3     | SEC USE ONLY<br><br>-----  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 4     | CITIZENSHIP OR PLACE OF ORGANIZATION<br><br>United States of America<br><br>-----  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
|       | NUMBER OF<br>SHARES<br>BENEFICIALLY<br>OWNED BY<br>EACH<br>REPORTING<br>PERSON WITH:   | <table border="0"><tr><td>5</td><td>SOLE VOTING POWER<br/>0 Shares</td></tr><tr><td colspan="2">-----</td></tr><tr><td>6</td><td>SHARED VOTING POWER<br/><br/>3,952,299</td></tr><tr><td colspan="2">-----</td></tr><tr><td>7</td><td>SOLE DISPOSITIVE POWER<br/><br/>0 Shares</td></tr><tr><td colspan="2">-----</td></tr><tr><td>8</td><td>SHARED DISPOSITIVE POWER<br/><br/>3,952,299</td></tr><tr><td colspan="2">-----</td></tr></table> | 5 | SOLE VOTING POWER<br>0 Shares | ----- |  | 6 | SHARED VOTING POWER<br><br>3,952,299 | ----- |  | 7 | SOLE DISPOSITIVE POWER<br><br>0 Shares | ----- |  | 8 | SHARED DISPOSITIVE POWER<br><br>3,952,299 | ----- |  |
| 5     | SOLE VOTING POWER<br>0 Shares  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| ----- |  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 6     | SHARED VOTING POWER<br><br>3,952,299   |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| ----- |  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 7     | SOLE DISPOSITIVE POWER<br><br>0 Shares   |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| ----- |  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 8     | SHARED DISPOSITIVE POWER<br><br>3,952,299  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| ----- |  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 9     | AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON<br><br>3,952,299<br><br>-----   |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 10    | CHECK BOX IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES*<br><br><input type="checkbox"/><br><br>-----   |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |
| 11    | PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9  |   |   |                               |       |  |   |                                      |       |  |   |  |       |  |   |   |       |  |

Edgar Filing: SUPPORT COM INC - Form SC 13G

11.9%

12 TYPE OF REPORTING PERSON\*

IN

Page 11 of 17 pages

12

ITEM 1.

- (a) NAME OF ISSUER: Support.com, Inc.
- (b) ADDRESS OF ISSUER'S PRINCIPAL EXECUTIVE OFFICES:  
575 Broadway, Redwood City, CA 94063

ITEM 2.

- (a) NAME OF PERSON FILING:
- SOFTBANK Technology Ventures IV L.P. ("SBTV IV")  
SOFTBANK Technology Advisors Fund L.P. ("STAF")  
STV IV LLC  
Gary E. Rieschel ("GER")  
Charles E. Lax ("CEL")  
Bradley A. Feld ("BAF")  
Matthew A. Ocko ("MAO")  
E. Scott Russell ("ESR")  
D. Rex Golding ("DRG")  
J. Heidi Roizen ("JHR")
- (b) ADDRESS OF PRINCIPAL BUSINESS OFFICE OR, IF NONE, RESIDENCE:
- 200 West Evelyn Avenue, Suite 200  
Mountain View, CA 94043
- (c) CITIZENSHIP:
- |              |            |   |               |
|--------------|------------|---|---------------|
| Entities:    | SBTV IV    | - | Delaware      |
|              | STAF       | - | Delaware      |
|              | STV IV LLC | - | Delaware      |
| Individuals: | GER        | - | United States |
|              | CEL        | - | United States |
|              | BAF        | - | United States |
|              | MAO        | - | United States |
|              | ESR        | - | United States |
|              | DRG        | - | United States |
|              | JHR        | - | United States |
- (d) TITLE OF CLASS OF SECURITIES: Common Stock, par value  
\$.0001 per share
- (e) CUSIP NUMBER: 868587 10 6

ITEM 3. IF THIS STATEMENT IS FILED PURSUANT TO SECTIONS 240.13d-1(b), OR 240.13d-2(b) OR (c), CHECK WHETHER THE PERSON FILING IS A:

# Edgar Filing: SUPPORT COM INC - Form SC 13G

- (a) ☐ Broker or Dealer registered under Section 15 of the Act (15 U.S.C. 78o);
- (b) ☐ Bank as defined in section 3(a)(6) of the Act (15 U.S.C. 78c);
- (c) ☐ Insurance company as defined in section 3(a)(19) of the Act (15 U.S.C. 78c);
- (d) ☐ An investment company registered under section 8 of the Investment Company Act of 1940 (15 U.S.C. 80a-8);
- (e) ☐ An investment adviser in accordance with Section 240.13d-1(b)(1)(ii)(E);
- (f) ☐ An employee benefit plan or endowment fund in accordance with Section 240.13d-1(b)(1)(ii)(F);
- (g) ☐ A parent holding company or control person in accordance with Section 240.13d-1(b)(ii)(G);
- (h) ☐ A savings association as defined in Section 3(b) of the Federal\ Deposit Insurance Act (12 U.S.C. 1813);
- (i) ☐ A church plan that is excluded from the definition of an investment company under section 3(c)(14) of the Investment Company Act of 1940 (15 U.S.C. 80a-3);
- (j) ☐ Group, in accordance with Section 240.13d-1(b)(1)(ii)(J)

ITEM 4 OWNERSHIP.

Page 12 of 17 pages

13

|                          | SBTV IV<br>----- | STAF<br>----- | STV IV LLC<br>----- | Rieschel<br>----- | Lax<br>----- | Feld<br>----- | Ocka<br>----- |
|--------------------------|------------------|---------------|---------------------|-------------------|--------------|---------------|---------------|
| (a) Beneficial Ownership | 3,874,090        | 78,209        | 3,952,299           | 3,952,299         | 3,952,299    | 3,952,299     | 3,952,299     |
| (b) Percentage of Class  | 11.7%            | 0.3%          | 11.9%               | 11.9%             | 11.9%        | 11.9%         | 11.9%         |
| (c) Sole Voting Power    | 3,874,090        | 78,209        | 3,952,299           | -0-               | -0-          | -0-           | -0-           |
| Shared Voting Power      | -0-              | -0-           | -0-                 | 3,952,299         | 3,952,299    | 3,952,299     | 3,952,299     |
| Sole Dispositive Power   | 3,874,090        | 78,209        | 3,952,299           | -0-               | -0-          | -0-           | -0-           |
| Shared Dispositive Power | -0-              | -0-           | -0-                 | 3,952,299         | 3,952,299    | 3,952,299     | 3,952,299     |

ITEM 5. OWNERSHIP OF FIVE PERCENT OR LESS OF A CLASS

If this statement is being filed to report the fact that as of the date hereof the reporting person has ceased to be the beneficial owner of more than five percent of class of securities, check the following: ☐



Edgar Filing: SUPPORT COM INC - Form SC 13G

ITEM 6. OWNERSHIP OF MORE THAN FIVE PERCENT ON BEHALF OF ANOTHER PERSON

Not applicable.

ITEM 7. IDENTIFICATION AND CLASSIFICATION OF THE SUBSIDIARY WHICH ACQUIRED THE SECURITY BEING REPORTED ON BY THE PARENT HOLDING COMPANY.

Not applicable.

ITEM 8. IDENTIFICATION AND CLASSIFICATION OF MEMBERS OF THE GROUP

Not applicable.

ITEM 9. NOTICE OF DISSOLUTION OF GROUP

Not applicable.

Page 13 of 17 pages

14

ITEM 10. CERTIFICATION

After reasonable inquiry and to the best of my knowledge and belief, I certify that the information set forth in this statement is true, complete and correct. By signing below I certify that, to the best of my knowledge and belief, the securities referred to above were acquired and are held in the ordinary course of business and were not acquired and are not held for the purpose of or with the effect of changing or influencing the control of the issuer of the securities and were not acquired and are not held in connection with or as a participant in any transaction having that purpose or effect.

Date: February 12, 2001

SOFTBANK TECHNOLOGY VENTURES IV L.P.

By: STV IV LLC  
its general partner

By: /s/ Gary E. Rieschel

-----  
Managing Member

SOFTBANK TECHNOLOGY ADVISORS FUND L.P.

By: STV IV LLC  
its general partner

By: /s/ Gary E. Rieschel

-----  
Managing Member

SBTV IV LLC

By: /s/ Gary E. Rieschel

Edgar Filing: SUPPORT COM INC - Form SC 13G

-----  
Managing Member

/s/ Gary E. Rieschel  
-----

Gary E. Rieschel

/s/ Charles E. Lax  
-----

Charles E. Lax

/s/ Bradley A. Feld  
-----

Bradley A. Feld

/s/ Matthew A. Ocko  
-----

Matthew A. Ocko

Page 14 of 17 pages

15

/s/ E. Scott Russell  
-----

E. Scott Russell

/s/ D. Rex Golding  
-----

D. Rex Golding

/s/ J. Heidi Roizen  
-----

J. Heidi Roizen

Page 15 of 17 pages

16

EXHIBIT A  
AGREEMENT OF JOINT FILING

We, the undersigned, hereby express our agreement that the attached  
Schedule 13G is filed on behalf of us.

Date: February 12, 2000

SOFTBANK TECHNOLOGY VENTURES IV L.P.

By: STV IV LLC  
its general partner

Edgar Filing: SUPPORT COM INC - Form SC 13G

By: /s/ Gary E. Rieschel  
-----  
Managing Member

SOFTBANK TECHNOLOGY ADVISORS FUND L.P.

By: STV IV LLC  
its general partner

By: /s/ Gary E. Rieschel  
-----  
Managing Member

SBTV IV LLC

By: /s/ Gary E. Rieschel  
-----  
Managing Member

/s/ Gary E. Rieschel  
-----  
Gary E. Rieschel

/s/ Charles E. Lax  
-----  
Charles E. Lax

/s/ Bradley A. Feld  
-----  
Bradley A. Feld

/s/ Matthew A. Ocko  
-----  
Matthew A. Ocko

/s/ E. Scott Russell  
-----  
E. Scott Russell

Page 16 of 17 pages

17

/s/ D. Rex Golding  
-----  
D. Rex Golding

/s/ J. Heidi Roizen  
-----  
J. Heidi Roizen

Page 17 of 17 pages