

Edgar Filing: SUPPORT COM INC - Form SC 13G

SUPPORT COM INC
Form SC 13G
February 14, 2001

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OMB APPROVAL

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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)

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[] Rule 13d-1(c)

[X] 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)

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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) [X]

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:

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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

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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

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4 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH:

5 SOLE VOTING POWER
78,209

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

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CUSIP NO. 868587 10 6

13G

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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) [X]

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH:

5 SOLE VOTING POWER
3,952,299

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

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11.9%

12 TYPE OF REPORTING PERSON*

CO

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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) [X]

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

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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

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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

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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

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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*

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(a) []
(b) [X]

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

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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) [X]

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

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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

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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

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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

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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

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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

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11

CUSIP NO. 868587 10 6

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

J. Heidi Roizen

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 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

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11.9%

12 TYPE OF REPORTING PERSON*
IN

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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:

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- (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.

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	SBTV IV	STAF	STV IV LLC	Rieschel	Lax	Feld	Ocka
	-----	-----	-----	-----	-----	-----	-----
(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: []

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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.

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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

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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

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/s/ E. Scott Russell

E. Scott Russell

/s/ D. Rex Golding

D. Rex Golding

/s/ J. Heidi Roizen

J. Heidi Roizen

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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

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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

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/s/ D. Rex Golding

D. Rex Golding

/s/ J. Heidi Roizen

J. Heidi Roizen

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