Support.com, Inc. Form 10-Q August 05, 2013

UNITED STATES

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 10-Q

(Mark One)

QUARTERLY REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF  $^{\rm X}$  1934

For the Quarterly Period Ended June 30, 2013 OR

TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF  $^{\rm 0}$  1934

For the transition period from to

Commission File No. 000-30901

SUPPORT.COM, INC.

(Exact Name of Registrant as Specified in Its Charter)

Delaware 94-3282005

(State or Other Jurisdiction of Incorporation or Organization) (I.R.S. Employer Identification No.)

900 Chesapeake Drive Redwood City, CA 94063 (Address of Principal Executive Offices) (Zip Code)

Registrant's Telephone Number, Including Area Code: (650) 556-9440

Indicate by check mark whether the registrant: (1) has filed all reports required to be filed by Section 13 or 15 (d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes x No

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Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes x No o

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer or a smaller reporting company. See the definitions of "large accelerated filer", "accelerated filer" and "small reporting company" in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer o
O
Accelerated filer x (Do not check if a smaller reporting company)

Smaller reporting company o

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act.): Yes o No x

On July 31, 2013, 51,949,331 shares of the Registrant's Common Stock, \$0.0001 par value, were outstanding.

# Edgar Filing: Support.com, Inc. - Form 10-Q

SUPPORT.COM, INC. FORM 10-Q QUARTERLY PERIOD ENDED JUNE 30, 2013 INDEX

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### PART I. FINANCIAL INFORMATION

#### ITEM 1. FINANCIAL STATEMENTS

## SUPPORT.COM, INC.

#### CONDENSED CONSOLIDATED BALANCE SHEETS

(in thousands)

June 30, 31, 2012   2013   2012   2013   2012   2013   2013   2012   2013   2			December
ASSETS		June 30	
Current assets:   Current as			•
ASSETS			
Current assets:         \$34,710         \$30,852           Cash and cash equivalents         \$30,296         25,498           Accounts receivable, net         9,581         9,689           Prepaid expenses and other current assets         1,665         1,359           Total current assets         76,252         67,398           Property and equipment, net         478         591           Goodwill         14,240         14,240           Purchased technology, net         21         62           Intangible assets, net         4,105         4,775           Other assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         Current liabilities         40           Caccounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,412           Total Liabilities         1,561         1,426           <	ASSETS	(Ciluadited)	(1)
Cash and cash equivalents         \$34,710         \$30,852           Short-term investments         30,296         25,498           Accounts receivable, net         9,581         9,689           Prepaid expenses and other current assets         1,665         1,359           Total current assets         76,252         67,398           Property and equipment, net         478         591           Goodwill         14,240         14,240           Purchased technology, net         21         62           Intagible assets, net         4,105         4,775           Other assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         ***         ***           Current liabilities         \$668         \$444           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         1,251         12,514         12,610           Total current liabilities         1,251         12,614         12,610           Commitments and contingencies (Note 4)         1,361         1,421         14,106           Stockholders' equity:			
Short-term investments         30,296         25,498           Accounts receivable, net         9,581         9,689           Prepaid expenses and other current assets         76,252         67,398           Total current assets         76,252         67,398           Property and equipment, net         478         591           Goodwill         14,240         14,240           Purchased technology, net         21         62           Intangible assets, net         4,105         4,775           Other assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         Secure thiabilities           Accounts payable         \$668         \$444           Accounts payable         \$668         \$444           Accoud compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         1,561         1,421           Total Liabilities		\$ 34.710	\$30.852
Accounts receivable, net         9,581         9,689           Prepaid expenses and other current assets         1,665         1,359           Total current assets         76,252         67,398           Property and equipment, net         478         591           Goodwill         14,240         14,240           Purchased technology, net         21         62           Intangible assets, net         1,103         1,193           Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         ***           Current liabilities:         ***         444           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         1,561         1,421           Total Liabilities         1,561         1,421           Total Liabilities         1,561         1,421           Total Liabilities         5         5 </td <td><u>-</u></td> <td>•</td> <td>•</td>	<u>-</u>	•	•
Prepaid expenses and other current assets         1,665         1,359           Total current assets         76,252         67,398           Property and equipment, net         478         591           Goodwill         14,240         14,240           Purchased technology, net         21         62           Intangible assets, net         4,105         4,775           Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY           Current liabilities         \$668         \$444           Accounts payable         \$668         \$444           Accounted liabilities         \$1,509         \$618           <	Accounts receivable, net	•	•
Total current assets         76,252         67,398           Property and equipment, net         478         591           Goodwill         14,240         14,240           Property and equipment, net         21         62           Intangible assets, net         4,105         4,775           Other assets         1,103         1,193           LIABILITIES AND STOCKHOLDERS' EQUITY           Current liabilities           Accounts payable         \$668         \$444           Accurued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         1,561         1,421           Total Current liabilities         1,561         1,406           Commitments and contingencies (Note 4)         5         5           Stockholders' equity:         5         5           Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outsta	·	•	•
Property and equipment, net         478         591           Goodwill         14,240         14,240           Purchased technology, net         21         62           Intangible assets, net         4,105         4,775           Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         ***         ***           Current liabilities:         ***         ***           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         1,561         1,421           Total Liabilities         5,542         5           Commitments and contingencies (Note 4)         5         5           Stockholders' equity:         5         5           Common stock; par value \$0,0001, 150,000,000 shares authorized;		•	•
Goodwill         14,240         14,240           Purchased technology, net         21         62           Intangible assets, net         4,105         4,775           Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         \$668         \$444           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         1,561         1,421           Total Liabilities         5         5           Commitments and contingencies (Note 4)         5         5           Stockholders' equity:         5         5           Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at June 30, 2013; 50,002,587 issued		·	
Purchased technology, net         21         62           Intangible assets, net         4,105         4,775           Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY           Current liabilities:           Accounts payable         \$668         \$444           Accorued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         1,4146         14,096           Commitments and contingencies (Note 4)           Stockholders' equity:           Commitments and contingencies (Note 4)         5         5           Stockholders' equity:           Common stock: par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at June 30, 2013; 50,002,587 issued and 49,809,98		14,240	14,240
Intangible assets, net         4,105         4,775           Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         ***         ***           Current liabilities:         ***         ***           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         1,561         1,421           Total Liabilities         14,146         14,096           Commitments and contingencies (Note 4)           Stockholders' equity:           Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012         5         5           Additional paid-in capital         250,730         242,954           Treasury stock <t< td=""><td>Purchased technology, net</td><td>21</td><td></td></t<>	Purchased technology, net	21	
Other assets         1,103         1,193           Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         \$668         \$444           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         14,146         14,096           Commitments and contingencies (Note 4)           Stockholders' equity:           Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012         5         5           Additional paid-in capital         250,730         242,954           Treasury stock         (5,036)         922         )           Accumulated other comprehensive loss         (1,750)         (1,1501)           Accumulated deficit         (106,373)         (166,373) <td></td> <td>4,105</td> <td>4,775</td>		4,105	4,775
Total assets         \$96,199         \$88,259           LIABILITIES AND STOCKHOLDERS' EQUITY         \$68         \$444           Accounts payable         \$668         \$444           Accrued compensation         1,531         1,609           Other accrued liabilities         5,423         3,969           Short-term deferred revenue         4,892         6,618           Total current liabilities         12,514         12,640           Long-term deferred revenue         71         35           Other long-term liabilities         1,561         1,421           Total Liabilities         14,146         14,096           Commitments and contingencies (Note 4)           Stockholders' equity:           Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012         5         5           Additional paid-in capital         250,730         242,954           Treasury stock         (5,036         ) (922         )           Accumulated other comprehensive loss         (1,750         ) (1,501         )           Accumulated deficit         (161,896         ) (166,373)         )		•	1,193
LIABILITIES AND STOCKHOLDERS' EQUITY         Current liabilities:       \$668       \$444         Accounts payable       \$668       \$444         Accrued compensation       1,531       1,609         Other accrued liabilities       5,423       3,969         Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)		,	,
Current liabilities:       \$668       \$444         Accounts payable       \$668       \$444         Accrued compensation       1,531       1,609         Other accrued liabilities       5,423       3,969         Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	Total assets	\$ 96,199	\$88,259
Current liabilities:       \$668       \$444         Accounts payable       \$668       \$444         Accrued compensation       1,531       1,609         Other accrued liabilities       5,423       3,969         Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	LIADH ITIES AND STOCKHOLDEDS FOLHTY		
Accounts payable       \$ 668       \$ 444         Accrued compensation       1,531       1,609         Other accrued liabilities       5,423       3,969         Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Stockholders' equity:         Commitments and contingencies (Note 4)       5       5         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (166,373)       (166,373)	· · · · · · · · · · · · · · · · · · ·		
Accrued compensation       1,531       1,609         Other accrued liabilities       5,423       3,969         Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Stockholders' equity:         Commitments and contingencies (Note 4)       5       5         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (166,373)		¢ 660	¢ 111
Other accrued liabilities       5,423       3,969         Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (166,373)			
Short-term deferred revenue       4,892       6,618         Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)		•	•
Total current liabilities       12,514       12,640         Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)		•	•
Long-term deferred revenue       71       35         Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)		•	•
Other long-term liabilities       1,561       1,421         Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)         Stockholders' equity:          Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922         Accumulated other comprehensive loss       (1,750       ) (1,501         Accumulated deficit       (161,896       ) (166,373)			
Total Liabilities       14,146       14,096         Commitments and contingencies (Note 4)       Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)			
Commitments and contingencies (Note 4)         Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)		•	
Stockholders' equity:         Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	Total Liabilities	14,140	14,090
Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	Commitments and contingencies (Note 4)		
Common stock; par value \$0.0001, 150,000,000 shares authorized; 52,645,140 issued and 51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	Stockholders' equity:		
51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	* ·		
December 31, 2012       5       5         Additional paid-in capital       250,730       242,954         Treasury stock       (5,036       ) (922       )         Accumulated other comprehensive loss       (1,750       ) (1,501       )         Accumulated deficit       (161,896       ) (166,373)	51,452,542 outstanding at June 30, 2013; 50,002,587 issued and 49,809,989 outstanding at		
Treasury stock       (5,036 ) (922 )         Accumulated other comprehensive loss       (1,750 ) (1,501 )         Accumulated deficit       (161,896 ) (166,373)			5
Treasury stock       (5,036 ) (922 )         Accumulated other comprehensive loss       (1,750 ) (1,501 )         Accumulated deficit       (161,896 ) (166,373)	Additional paid-in capital	250,730	242,954
Accumulated other comprehensive loss (1,750 ) (1,501 ) Accumulated deficit (161,896 ) (166,373)	•		(922)
Accumulated deficit (161,896 ) (166,373)	· · · · · · · · · · · · · · · · · · ·		
		(161,896	(166,373)
	Total stockholders' equity	82,053	74,163

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Total liabilities and stockholders' equity

\$96,199

\$88,259

(1) Derived from the December 31, 2012 audited Consolidated Financial Statements included in our Annual Report on Form 10-K, as filed with the Securities and Exchange Commission ("SEC") on March 8, 2013.

See accompanying notes.

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# Index SUPPORT.COM, INC. CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS (in thousands, except per share amounts) (Unaudited)

	Three Months Ended		Six Mon Ended	ths	
	June 30,	June 30,		June 30,	
	2013	2012	2013	2012	
Revenue:					
Services	\$16,128	\$13,744	32,574	\$27,509	
Software and other	3,996	3,569	7,752	7,392	
Total revenue	20,124	17,313	40,326	34,901	
Cost of revenue:					
Cost of services	8,838	9,591	18,148	19,881	
Cost of software and other	271	360	578	830	
Total cost of revenue	9,109	9,951	18,726	20,711	
Gross profit	11,015	7,362	21,600	14,190	
Operating expenses:					
Research and development	1,282	1,708	2,870	3,478	
Sales and marketing	4,375	4,989	8,311	11,119	
General and administrative	2,354	2,850	5,117	5,764	
Amortization of intangible assets and other	335	391	670	758	