

# SECURITIES & EXCHANGE COMMISSION EDGAR FILING

## Support.com, Inc.

**Form: SC 13G/A**

**Date Filed: 2003-02-14**

Corporate Issuer CIK: 1104855

Symbol: SPRT

Fiscal Year End: 12/31

SECURITIES AND EXCHANGE COMMISSION  
Washington, D.C. 20549

**SCHEDULE 13G**

**Under the Securities Exchange Act of 1934  
(Amendment No. 2)**

SUPPORTSOFT, INC.

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(Name of Issuer)

Common Stock, par value \$.0001

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(Title of Class of Securities)

868587 10 6

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(CUSIP Number)

December 31, 2002

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(Date of Event which Requires Filing of Statement)

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

Rule 13d-1(b)

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).

1.	Names of Reporting Persons: I.R.S. Identification Nos. of above persons:	Radha R. Basu
2.	Check the Appropriate Box if a Member of a Group (See Instructions)	
	(a) <input type="checkbox"/>	
	(b) <input type="checkbox"/>	
3.	SEC Use Only	
4.	Citizenship or Place of Organization	United States
NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH	5. Sole Voting Power	588,811 shares*
	6. Shared Voting Power	1,150,589 shares, all of which are directly held by Anudip Limited Partnership. Ms. Basu is a general partner of Anudip Limited Partnership.**
	7. Sole Dispositive Power	588,811 shares*
	8. Shared Dispositive Power	1,150,589 shares, all of which are directly held by Anudip Limited Partnership. Ms. Basu is a general partner of Anudip Limited Partnership.**
	9. Aggregate Amount Beneficially Owned by Each Reporting Person	1,739,400 shares
	10. Check if the Aggregate Amount in Row (9) Excludes Certain Shares (See Instructions)	<input type="checkbox"/>
	11. Percent of Class Represented by Amount in Row (9)	5.2%
	12. Type of Reporting Person (See Instructions)	IN

\* Consists of 36,459 shares which, as of December 31, 2002, are subject to a right of repurchase by SupportSoft, Inc., which right lapses over time and 338,811 shares beneficially owned pursuant to stock options exercisable within 60 days of December 31, 2002.

\*\*Consists of 208,570 shares which, as of December 31, 2002, are subject to a right of repurchase by SupportSoft, Inc., which right lapses over time.

**Item 1(a) Name of Issuer:**

SupportSoft, Inc.

**Item 1(b) Address of Issuer's Principal Executive Offices:**

575 Broadway, Redwood City, California 94063

**Item 2(a) Name of Person Filing:**

Radha R. Basu

**Item 2(b) Address of Principal Business Office or, if none, Residence:**

575 Broadway, Redwood City, California 94063

**Item 2(c) Citizenship:**

United States

**Item 2(d) Title of Class of Securities:**

Common Stock, \$.0001 par value

**Item 2(e) CUSIP Number:**

868587 10 6

**Item 3. If this statement is filed pursuant to Rule 13d-1(b) or 13d-2(b) or (c), check whether the person filing is a:**

- (a)  Broker or Dealer registered under Section 15 of the Act
- (b)  Bank as defined in section 3(a) (6) of the Act
- (c)  Insurance Company as defined in section 3(a) (19) of the Act
- (d)  Investment Company registered under section 8 of the Investment Company Act
- (e)  Investment Adviser in accordance with Section 240.13d-1(b)(1)(ii)(E)
- (f)  An employee benefit plan or an endowment fund in accordance with Section 240.13d-1(b)(1)(ii)(F)
- (g)  Parent holding company or control person in accordance with Section 240.13d-1(b)(ii)(G)
- (h)  A saving association as defined in Section 3(b) of the Federal Deposit Insurance Act
- (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
- (j)  Group, in accordance with Section 240.13d-1(b)(ii)(J)

Not applicable.

**Item 4. Ownership**

Provide the following information regarding the aggregate number and percentage of the class of securities of the issuer identified in Item 1.

- (a) Amount beneficially owned: 1,739,400 shares of Common Stock
- (b) Percent of class: 5.2%. The calculation of percentage of beneficial ownership was derived from the Issuer's Quarterly Report on Form 10-Q for the period ending September 30, 2002, filed with

the Commission on November 14, 2002, in which the Issuer stated that the number of shares of Common Stock outstanding as of November 14, 2002 was 33,697,384.

(c) Number of shares as to which the person has:

(i) Sole power to vote or to direct the vote: 588,811 shares, which includes 36,459 shares which, as of December 31, 2002, are subject to a right of repurchase by SupportSoft, Inc., which right lapses over time and 338,811 shares beneficially owned pursuant to stock options exercisable within 60 days of December 31, 2002.

(ii) Shared power to vote or to direct the vote: 1,150,589 shares, all of which are directly held by Anudip Limited Partnership and 208,570 shares which, as of December 31, 2002, are subject to a right of repurchase by SupportSoft, Inc., which right lapses over time. Ms. Basu is a general partner of Anudip Limited Partnership.

(iii) Sole power to dispose or to direct the disposition of: 588,811 shares, which includes 36,459 shares which, as of December 31, 2002, are subject to a right of repurchase by SupportSoft, Inc., which right lapses over time and 338,811 shares beneficially owned pursuant to stock options exercisable within 60 days of December 31, 2002.

(iv) Shared power to dispose or to direct the disposition of: 1,150,589 shares, all of which are directly held by Anudip Limited Partnership and 208,570 shares which, as of December 31, 2002, are subject to a right of repurchase by SupportSoft, Inc., which right lapses over time. Ms. Basu is a general partner of Anudip Limited Partnership.

**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 the class of securities, check the following .

**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 or Control Person**

Not applicable.

**Item 8. Identification and Classification of Members of the Group**

Not applicable.

**Item 9. Notice of Dissolution of Group**

Not applicable.

**Item 10. Certifications**

Not applicable

