



Continental Automated
Buildings Association

**Your Information
Source
for
Home & Building
Automation**

**North America's
Home & Building
Automation Association**

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Support.com, Inc. Joins CABA Board of Directors

*The Continental Automated Buildings Association Welcomes
Support.com, Inc., to its Board of Directors*

Ottawa, ON and Redwood City, CA – January 15, 2015 – Support.com, Inc. (NASDAQ: SPRT), a leading provider of cloud-based software and services for technology support, together with The Continental Automated Buildings Association (CABA), a leading industry association that promotes advanced technologies in homes and buildings in North America, announce the appointment of Sampath Gomatam, senior vice president of Product for Support.com to the CABA board of directors. Support.com's premium technology support programs and software help leading brands create new revenue streams and deepen customer relationships.

Support.com's cloud-based software enables companies to resolve connected technology issues quickly, boost their support productivity, and dramatically improve their customer experience. Support.com is the choice of leading communications providers including three of the top five cable companies in North America, top retailers, and other leading brands in software and connected technology.

"CABA is extremely pleased to add Support.com to our Board," stated Ronald J. Zimmer, CABA President & CEO. "With the addition of this respected company, CABA welcomes a leading player within the connected consumer space to its membership roster."

Support.com will be represented by Sampath Gomatam, senior vice president of Product. Gomatam's responsibilities include product management, product marketing and product design for the company's cloud-based contact center software. He drives Support.com's thought leadership and product strategy around technical support for emerging categories such as the connected home and Internet of Things. Gomatam is an experienced product and business leader with a passion for user experience, customer-focused innovation, and creating business value.

"I'm excited to join the board of CABA at this critical inflection point in the organization's growth," said Gomatam. "As Support.com's representative on the CABA Board, I look forward to working with the association members and providing insight into how technology can be effectively utilized to enhance consumer experiences."

Prior to Support.com, Gomatam was at the Citrix SaaS division, where he held multiple product and general management roles, including VP/GM for the GoToMeeting product group. He has run product management, services and been a general manager at enterprise software companies such as SAP, CommerceOne and ClickCommerce. Sampath earned his bachelor degree in engineering at Indian Institute of Technology, Chennai and an MBA from Santa Clara University.

About CABA

The Continental Automated Buildings Association (CABA) is a leading industry association that promotes advanced technologies in homes and buildings in North America. More information is available at <http://www.caba.org/>.

About Support.com

Support.com, Inc. (NASDAQ: SPRT) is a leading provider of cloud-based software and services for technology support, including cloud-based Nexus® Support Interaction Optimization (SIO) solution that enables companies to boost their support productivity, dramatically improve their customer experience and resolve connected technology issues quickly. Our technology support programs help leading brands create new revenue streams and deepen customer relationships. Support.com is the choice of leading communications providers including 3 of the top 5 cable companies in North America, top retailers, and other leading brands in software and connected technology. For more information, please visit us at: www.support.com.

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This release contains “forward-looking statements” as defined under the U.S. federal securities laws, including the Private Securities Litigation Reform Act of 1995, and is subject to the safe harbors created by such laws. Forward-looking statements include, for example, all statements relating to expected financial performance; the plans and objectives of management for future operations, customer relationships, products, services or investments; personnel matters; and future performance in economic and other terms. Such forward-looking statements are based on current expectations that involve a number of uncertainties and risks that may cause actual events or results to differ materially including, among others, our ability to successfully develop support products beyond those for personal computers and home networks, our ability to retain and grow existing programs, our ability to expand our customer base, our ability to market and sell our Nexus service delivery platform on a SaaS basis, our ability to successfully develop new products and services, our ability to maintain and grow revenue from new programs, our ability to manage our workforce effectively, our ability to retain key personnel, and our ability to control expenses and achieve desired margins. These and other risks may be detailed from time to time in Support.com’s periodic reports filed with the Securities and Exchange Commission, including, but not limited to, its latest Annual Report on Form 10-K and its latest Quarterly Report on Form 10-Q, copies of which may be obtained from www.sec.gov. Support.com assumes no obligation to update its forward-looking statements.

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