

SUPPORTSOFT INC  
Form 8-K  
July 20, 2004

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## SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

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### FORM 8-K

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#### CURRENT REPORT

Pursuant to Section 13 or 15(d) of the  
Securities Exchange Act of 1934

Date of Report: July 20, 2004

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## SUPPORTSOFT, INC.

(Exact name of registrant as specified in its charter)

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Delaware  
(State or Other Jurisdiction

of Incorporation)

575 Broadway, Redwood City, CA  
(Address of principal executive offices)

000-30901  
(Commission File Number)

(650) 556-9440

94-3282005  
(I.R.S. Employer

Identification Number)

94063  
(Zip Code)

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(Registrant's telephone number, including area code)

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**Item 5. Other Events.**

On July 20, 2004, SupportSoft, Inc., a Delaware corporation, (the Company), announced that together with its wholly-owned subsidiary, SupportSoft Canada Inc., a New Brunswick company, (Support Canada), it had entered into an agreement in which the Company and Support Canada will purchase all or substantially all of the assets of Core Networks Inc. for cash for an aggregate purchase price of approximately \$17 million USD. Completion of this transaction is subject to satisfaction of customary closing conditions.

**Item 7. Financial Statements and Exhibits**

(c) Exhibits

Exhibit 99.1      Press Release dated July 20, 2004



EXHIBIT INDEX

<u>Exhibit No.</u>	<u>Description</u>
99.1	Press Release dated July 20, 2004