

# **Service Level Agreements: What is a Service Level Agreement or “SLA” and When Do You Need One?**

If you are in the software industry, you probably have heard of a “service level agreement” or “SLA” but do you really understand what a service level agreement is or why you might need one? The Silicon Valley Software Law Blog addresses this issue in the following blogpost:

<http://www.siliconvalleysoftwarelaw.com/service-level-agreements-what-is-a-service-level-agreement-or-sla-and-when-do-you-need-one/>

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## **SaaS Lawyer Kristie Prinz to Speak at Upcoming Webinar on “Negotiating Software as a Service Contracts”**

SaaS Lawyer Kristie Prinz will be speaking on “Negotiating Software as a Service Contracts” at a webinar sponsored by Clear Law Institute, which will be held at 10 a.m. PST/1 p.m. EST on May 6, 2016. For more information on the webinar, please contact Clear Law Institute at <http://clearlawinstitute.com/>.