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-agreemen
ts-what-is-a-service-level-agreement-or-sla-and-when-do-youneed-one/

The Prinz Law Office Announces that Silicon Valley Software Lawyer Kristie Prinz Will Speak at Upcoming Webinar on Negotiating Service Level Agreements

Press Release on Upcoming Stratford Publications Webinar