ONESOURCE Determination Original - Revised Support Timelines

Introduction: This document explains a) the ONESOURCE Indirect Tax's plan to discontinue Content Version G and b) the revised support expiration dates for the various versions of the ONESOURCE Determination – Original applications. Frequently Asked Questions (FAQ) are available in the last part of this document.

Target audience: a) ONESOURCE Determination – On Premise and b) ONESOURCE Determination – Original *Dedicated* cloud customers
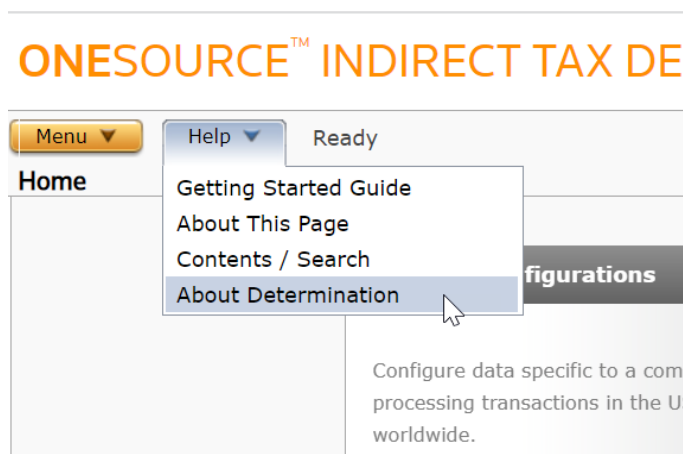
Discontinuation of Content Version G

On June 30, 2023, Thomson Reuters will discontinue the support of **Content Version G**, used by ONESOURCE Determination Original customers, licensed as downloaded, on-premises software or hosted in the Thomson Reuters data center. We recommend all customers upgrade to **Content Version G.2** before June 30, 2023, to continue receiving the latest upgrades and content for their ONESOURCE Determination software.

Content Version G was created for customers using ONESOURCE Determination Version 5.9 or lower and the need to upgrade only impacts a small portion of ONESOURCE Determination Original customers. The following information outlines steps for impacted customers to take if they are a candidate to upgrade to **Content Version G.2**.

How do I know if I am on Content Version G or G.2 and what version of ONESOURCE Determination (5.11, 5.12, 5.13) I am on?

To determine what version of content your installation of ONESOURCE Determination systems use, follow these instructions.

1. Navigate to the Help Tab on the top left corner and select "About Determination" from the Dropdown menu.

2. A new window will open. Refer to System Version to find the Determination Version, and the Model Version, to find the Content Version. In the example below, the Content version is G.2, not G.
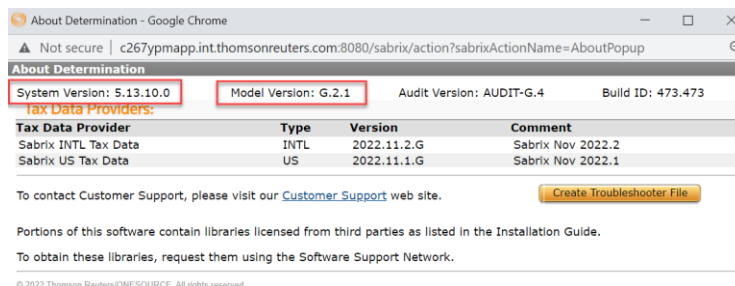
What is the timing of the discontinuation of Content Version G?

Content Version G, for ONESOURCE Determination Original customers, will be supported through June 2023, but customers will no longer receive updates as of July 1, 2023. ONESOURCE Determination Original customers should take the necessary steps to upgrade their ONESOURCE solution to Content G.2 by June 30, 2023, in order to continue to receive content updates starting July 1, 2023.

What is required to upgrade?

If you identify (using the steps provided above) that your systems are using Content Version G or are on Determination version 5.11 or 5.12, contact your ONESOURCE Determination Client Success Manager for more information on upgrading to a supported version. The time it takes to upgrade does vary and customers should begin planning the necessary steps to do so as soon as possible.

ONESOURCE Determination – Original Applications version Updated Support Timelines

In addition to the Content Version G upgrade requirements, customers on version ONESOURCE Determination 5.11 or 5.12, including those already using Content Version G.2, need to be aware of the following support schedule updates and upgrade to version 5.13 before the support deadlines outlined below.

If you are a current ONESOURCE Determination Enterprise Cloud Customer this does not impact you.

Revised Mainstream and Extended Support timelines for ONESOURCE Determination applications

Determination Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
5.11.x.x	October 2018	October 31, 2023	~~October 31, 2025~~ **October 31, 2024**
5.12.x.x	July 2019	~~July 31, 2024~~ **October 31, 2023**	~~July 31, 2026~~ **October 31, 2024**
5.13.x.x	February 2021	~~February 2023~~ **June 30, 2025**	~~February 2025~~ **June 30, 2026**

Certificate Manager Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
2.1.1.3	April 2019	April 2021	April 2023
2.1.1.4	June 2020	June 2022	June 2024
2.1.1.5	July 2020	July 2022	July 2024
2.1.1.6	August 2020	August 2022	August 2024
2.2.x.x	December 2021	~~December 2023~~ **June 2025**	~~December 2025~~ **June 2026**

Reporting Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
6.7.x.x	September 2020	September 2021	September 2023
6.8.x.x	October 2020	~~April 2023~~ **June 2025**	~~October 2024~~ **June 2026**

Integrations for ONESOURCE Determination - Original

Several Integrations are installed On-premise (inside the customer system infrastructure) and they support connectivity for both ONESOURCE Determination Original and Enterprise Cloud. Integrations have their own support timeline but the compatibility support with the ONESOURCE Original will be aligned with the support timelines of Determination Original, Certificate Manager, and Reporting. The latest dates can be found on our Customer Center.

Determination Services APIs

Interface Name	Release Version	Release Date	Mainstream Support Expiration	Extended Support Expiration
CompanyService	2011-09-01	June 2012	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
CustomerManagementPortType	2011-05-27	May 2011	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
EstablishmentService	2011-09-01	June 2012	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
ExemptionCertificatePortType	2011-05-27	May 2011	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
ExemptionCertificateService	2011-09-01	June 2012	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
ProductMappingServicePortType	2015-11-20	November 2015	~~November 2017~~ **June 2025**	~~January 2023~~ **June 2026**
ProductMappingService	2011-09-01	June 2012	~~December 2016~~ **June 2025**	~~December 2017~~ **June 2026**
SimpleTaxService	2009-12-20	July 2010	~~July 2018~~ **June 2025**	~~July 2019~~ **June 2026**
TaxCalculationService	2011-09-01	January 2012	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
TaxCodeQualifierService	2013-08-30	April 2014	~~April 2016~~ **June 2025**	~~January 2023~~ **June 2026**
TaxRateService	2014-06-30	September 2014	~~September 2016~~ **June 2025**	~~January 2023~~ **June 2026**
UserService	2011-09-01	June 2012	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
ZoneLookupService	2011-09-01	January 2012	~~December 2016~~ **June 2025**	~~January 2023~~ **June 2026**
XmlInvoice	G-XML	September 2006	~~December 2016~~ **June 2025**	~~December 2030~~ **June 2026**
AddressValidation	G-XML	September 2006	~~December 31, 2016~~ **June 2025**	~~December 31, 2025~~ **June 2026**

FAQs are classified into 5 Sections:

A) Mainstream vs Extended Support
B) Upgrades and License Renewals
C) Content Versions and Compatibility
D) Future of Original Determination
E) Impact on Hosted Customers

A. Mainstream Vs Extended Support

1. What is included in Mainstream Support?

When a version is within mainstream support, we will release new features, new content and regulatory updates, security vulnerabilities and any bugs that come up. During this time, you can expect to receive support, maintenance, and access to new versions of our applications and content. The following are included in Mainstream support:

- Priority level 1-4 tickets assistance and 24/7 Assistance on P1 service requests
- Enhancement requests and code patches
- Installation assistance, upgrade requests and technical support
- Content Updates and Certification with new Platforms
- Thomson Reuters test environment, environment changes and performance assessments

2. What is included in Extended Support?

When a Determination version is within the extended support timeline (post mainstream support), we will provide content updates, technical assistance, priority level 1-4 tickets assistance, access to knowledge base, and product notifications. During this time, the following are **NOT** included:

- Program updates, scheduled maintenance releases, or functionality releases including legal changes imposed by taxing authorities.
- Security vulnerabilities
- Test environments, installation assistance, code patches
- 24/7 Assistance P1 service requests

3. What if I come across a bug in a version after Mainstream Support has ended?

A patch will not be provided for a version once Mainstream support has expired. At this point, we advise customers to upgrade to the Enterprise Cloud solution, or to upgrade to an On-premise version that is within Mainstream Support. Please refer to questions 1 and 2 for more details.

4. Why is Extended Support for 5.11 and 5.12 ending less than 24 months after Mainstream Support expires?

The standard practice at Thomson Reuters is that Mainstream Support expires 24 months after the release date, and Extended support expires 48 months after the release date. Due to previous extensions, both the Mainstream and Extended Support for 5.11 and 5.12 are going to expire more than 48 months after their original release dates.

More Information on Mainstream and Extended Support can be found on the [Product Support Lifecycle Overview](#)

B. Upgrades and License Renewals

5. I am on a version that is 5.12 or below. By when should I upgrade to 5.13?

Customers on 5.12, 5.11, 5.10, 5.9, 5.8 and so on will only be able to upgrade to the latest version (5.13.x.x) or to the Enterprise Cloud solution. We will no longer support a major Upgrade to 5.12 and below. However, for customers that are already on 5.11 or 5.12, you may upgrade to a later patch or maintenance version of 5.11 or 5.12 if Thomson Reuters releases a new version but within the Mainstream Support time frame.

6. Can I still download a Determination version after its extended support has expired?

Customers will not be able to download an unsupported version from the Blue Customer Center.

7. Will I get content and regulatory updates after extended support ends?

No. Customers will no longer be able to receive the latest content updates once the extended support has expired. At this point, we advise customers to upgrade to the Enterprise Cloud solution, or to upgrade to an On-premise version that is within Mainstream Support. Please refer to questions 1 and 2 in section A for more details.

8. My contract ends soon and I'm up for a renewal. What should I do?

We suggest you upgrade to the latest version of Original Determination (5.13.x.x) or consider the enterprise Cloud solution.

C. Content Versions and compatibility

9. What is G Compatibility Version/Content Files and why is it being retired?

G Compatibility Version of content files are compatible with ONESOURCE Indirect Tax Determination version 5.8 and below. Both Mainstream and Extended Support for 5.8 have expired in June 2018 and June 2020 respectively, and therefore we plan to expire generating the content update files for G Compatibility.

If you are currently on a version that uses the G Compatibility content files, we strongly recommend you upgrade to version 5.13.x.x or consider the Enterprise Cloud solution.

10. I am using 5.8 (or below). How can I get Content updates after the G Compatibility content files are discontinued?

5.8 and prior versions are **not compatible** with G.2 content files because older versions of ONESOURCE Indirect Tax Determination cannot support the new tables that were introduced in 5.9 and higher. Support for 5.8.x.x ended in **June 2018.** We recommend you upgrade to 5.13 or consider the Enterprise Cloud solution.

11. I am currently using 5.9 (or higher) and consuming G Content. How do I get Content updates after G Compatibility content files are discontinued?

5.9 and higher versions are compatible with G.2 content files. We recommend you import the G.2 Content files.

12. What is the support timeline for Integrations?

Several Integrations are installed On-premise (inside the customer system infrastructure), and they support connectivity for both ONESOURCE Determination Original and Enterprise Cloud. Integrations have their own support timeline but the compatibility support with the ONESOURCE Original will be aligned with the support timelines of Determination Original, Certificate Manager, and Reporting. The latest dates can be found on our Customer Center.

D. Future of Original Determination

13. When are you releasing 5.14?

Thomson Reuters will send an official announcement if we plan to release version 5.14.

14. Are you ending the life of Original in June 2026?

Thomson Reuters continuously invests in the advancement of our solutions to best meet the needs of our customers. The Enterprise Cloud solution helps our customers minimize cost in IT support staff, capital investments in software and hardware, faster support for disaster recovery and business continuance and eliminates headaches relating to system maintenance, upgrades and patches. As such, the strategic direction for Thomson Reuters is our Enterprise Cloud solution and we are continuously evaluating the best timeline to end life of our Original Determination solution.

Thomson Reuters will send out an official communication to all our customers when we finalize an end-of-life date for our Original Applications.

E. Impact on Hosted customers

15. What is the impact on hosted (shared and dedicated) customers?

After the end of Mainstream support of 5.11 and 5.12, there will be no more upgrades to 5.11 and 5.12. All major customer upgrades will be on to 5.13, and within that version line only.

16. What is the impact on the upgrades as a result of Eagan DC exit and migration to Shakopee DC?

Migration to Shakopee DC is for hosted customers as above, and that will continue as planned regardless of the above revised support timelines. Customers on 5.12 (hosted on a shared environment) and below will be upgraded to 5.13 as a part of this migration.