

ONESOURCE Determination Enterprise Cloud Uptime

Tax Calculation Service Accessibility Uptime Information August 15, 2025

The table below provides the tax calculation service uptimes over the past 12 months for ONESOURCE Determination Enterprise Cloud, deployed across various regions and cloud environments. Tax calculation requests are performed using the SOAP tax calculation API or the REST tax calculation APIs. Authentication for REST API tax calc requests is managed through the ONESOURCE platform.

| - | AWS AMER Region | AWS AMER Region | AWS EMEA Region | AWS EMEA Region | OCI AMER Region | OCI AMER Region |
|------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Month/Year | SOAP API | REST API | SOAP API | REST API | SOAP API | REST API |
| July 2025 | 99.98% | 99.99% | 100.00% | 100.00% | 100.00% | 100.00% |
| June 2025 | 100.00% | 100.00% | 100.00% | 100.00% | 99.99% | 100.00% |
| May 2025 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Apr 2025 | 99.99% | 99.99% | 100.00% | 100.00% | 100.00% | 100.00% |
| Mar 2025 | 100.00% | 100.00% | 99.94% | 99.94% | 100.00% | 100.00% |
| Feb 2025 | 99.97% | 99.97% | 100.00% | 100.00% | 100.00% | 100.00% |
| Jan 2025 | 100.00% | 99.83% | 100.00% | 99.97% | 100.00% | 99.80% |
| Dec 2024 | 100.00% | 100.00% | 100.00% | 100.00% | 99.62% | 99.28% |
| Nov 2024 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Oct 2024 | 100.00% | 99.95% | 100.00% | 99.98% | 99.62% | 99.52% |
| Sep 2024 | 100.00% | 100.00% | 100.00% | 99.97% | 100.00% | 100.00% |
| Aug 2024 | 100.00% | 99.83% | 100.00% | 99.95% | 100.00% | 99.86% |
| Jul 2024 | 99.99% | 100.00% | 100.00% | 100.00% | 99.99% | Not Tracked |

NOTE: OCI AMER REST began tracking historical uptime in August 2024. We added this information as of March 2025.

The following identifies the disruption duration and reason across the deployments of ONESOURCE Determination Enterprise Cloud tax calculation APIs.

AMER: Amazon Web Services (AWS) – SOAP and REST Tax Calculation API

- July 9, 2025: 24 minutes of failure and increased latency caused by system resource utilization.
- April 9, 2025: 3 minutes of failure caused by cloud vendor security maintenance.
- February 26, 2025: 9 minutes of occasional calculation failure due to locked database table
- January 18, 2025: 75 minutes of intermittent failure caused by authentication issue
- Oct 1, 2024: 18 minutes of intermittent failure caused by failure at the cluster level
- Aug 2, 2024: 76 minutes of intermittent failure caused by token generation issue
- July 2, 2024: 4 minutes intermittent failures with the SOAP calls
- Jun 15, 2024: 175 minutes of latency and intermittent failures due to connection limits post database upgrade.
- Feb 12, 2024: 3 minutes of intermittent failures due to token generation issue
- Feb 5, 2024: 5 minutes authentication failure

EMEA: Amazon Web Services (AWS) – SOAP and REST Tax Calculation API

- March 11, 2025: 103 minutes of occasional calculation failure due to proxy server downtime
- February 26, 2025: 23 minutes of occasional calculation failure due to locked database table
- January 22, 2025: 12 minutes of intermittent failure due to token generation issue
- Oct 25, 2024: 7 minutes of intermittent failure
- Sept 15, 2024: 10 minutes of intermittent failure due to token generation issue
- Aug 27, 2024: 69 minutes of intermittent failure due to token generation issue

AMER: Oracle Cloud Infrastructure – SOAP Tax Calculation API

- June 7, 2025: 1 minute of intermittent failure due to Oracle Cloud Infrastructure database maintenance. Vendor resolved the issue.
- Dec 29, 2024: 318 minutes of intermittent failure due to Oracle US East having an issue. Vendor resolved the issue.
- Oct 1, 2024: 4 minutes of intermittent failure
- July 28, 2024: 3 minutes of intermittent failure
- May 5, 2024: 2 minutes of outage
- Jan 30, 2024: 218 minutes of outage due to Oracle US East having issue. Vendor resolved this issue

AMER: Oracle Cloud Infrastructure – REST Tax Calculation API

- January 18, 2025: 75 minutes of intermittent failure caused by authentication issue
- Dec 29, 2024: 334 minutes of intermittent failure due to Oracle US East having an issue. Vendor resolved the issue.
- Oct 1, 2024: 6 minutes of intermittent failure caused by failure at the cluster level