

ONESOURCE Determination Anywhere Mothership – Uptime Report

DA Mothership service availability information

July 2026

The table below summarizes the service uptime over the past 12 months for the ONSOURCE Determination Anywhere (DA) Mothership. The DA Mothership comprises a set of components that enable data transmission to and from DA tax engine instances deployed on the customer side, across multiple regions and cloud environments where ONSOURCE Determination Enterprise Cloud is hosted

The components include:

- **Invoices** – Tracks audited transactions synchronized to the Mothership
- **Calc History** – Tracks calculation history information synchronized to the Mothership
- **Content/Configuration** – Generates cache files for new tax content or configuration changes

These components apply to both the DA Cloud and DA Store applications.

In addition, the following components apply to the DA Cloud application only:

- **Tax Content Next Version** – Checks the next available version of tax content based on requests from DA
- **Tenant Data Streaming** – Verifies the most recent configuration changes made for a tenant
- **Streaming** – Confirms configuration changes between the last synchronized state and any new updates

Monthly Uptime Report

Month/Year	AWS AMER	OCI AMER	OCI MENA
July 2026	100%	100%	100%
June 2026	99.95%	99.54%	
May 2026	100%	99.99%	
April 2026	99.81%	99.75%	
March 2026	99.96%	99.99%	

The following section outlines the duration and root cause of any service disruptions observed across the ONESOURCE DA Mothership deployments during the reporting period.

AMER: Amazon Web Services (AWS)

- July 8, 2026 – A temporary service interruption was experienced, with negligible impact to users (INC1913732). Impacts:
 - Invoices – 5 minutes
 - Streaming – 5 minutes
- June 3, 2026 – A configuration issue resulted in compatibility validation errors within the service, causing a temporary service disruption (INC1673774). Impacts:
 - Content/Configuration – 155 minutes
- April 25, 2026 – Service disruption due to token authorization impacting request authorization during a planned network upgrade (INC1053282). Impacts:
 - Invoices – 81 minutes
 - Calc History – 81 minutes
 - Content/Configuration – 81 minutes
 - Tax Content Next Version – 76 minutes
 - Tenant Data Streaming – 86 minutes
 - Streaming – 81 minutes
- March 31, 2026 – Service disruption caused by an incorrect configuration change to the Cloud Sync service during a planned network upgrade (INC1134407). Impacts:
 - Calc History – 5 minutes
 - Tax Content Next Version – 20 minutes
 - Streaming – 5 minutes
- March 21, 2026 – Service disruption caused by a REST API token authorization issue that occurred during a planned backend network upgrade (INC1053282). Impacts:
 - Invoices – 15 minutes
 - Content/Configuration – 15 minutes
 - Tax Content Next Version – 20 minutes
 - Tenant Data Streaming – 10 minutes

AMER: Oracle Cloud Infrastructure (OCI)

July 5, 2026 –

- July 8, 2026 – A temporary service interruption was experienced, with negligible impact to users (INC1913732). Impacts:
 - Invoices – 5 minutes
 - Content/Configuration – 5 minutes
- June 9, 2026 – A configuration change associated with a planned upgrade inadvertently blocked valid API traffic, impacting service functionality (INC1718787). Impacts:
 - Invoices – 176 minutes
 - Calc History – 176 minutes
 - Content/Configuration – 176 minutes
 - Tax Content Next Version – 179 minutes
 - Tenant Data Streaming – 176 minutes
 - Streaming – 177 minutes
- June 3, 2026 – Service disruption caused due to an incorrect configuration issue causing compatibility validation errors with the service (INC1673774). Impacts:
 - Content/Configuration – 120 minutes

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- May 3, 2026 – Service disruption caused by a software defect in the OCI cluster services that impacted connection routing (INC1407486). Impacts:
 - Invoices – 5 minutes
 - Calc History – 10 minutes
 - Content/Configuration – 5 minutes
 - Tenant Data Streaming – 10 minutes
 - Streaming – 10 minutes
- April 25, 2026 – Service disruption caused by an incorrect configuration change to the Cloud Sync service during a planned network upgrade (INC1053282). Impacts:
 - Invoices – 80 minutes
 - Calc History – 115 minutes
 - Content/Configuration – 86 minutes
 - Tax Content Next Version – 75 minutes
 - Tenant Data Streaming – 80 minutes
 - Streaming – 80 minutes
- March 21, 2026 – Service disruption caused by a REST API token authorization issue that occurred during a planned backend network upgrade (INC1053282). Impacts:
 - Invoices – 5 minutes
 - Content/Configuration – 5 minutes

MENA: Oracle Cloud Infrastructure (OCI)

- July 3, 2026 – A temporary service interruption was experienced, with negligible impact to users (INC1880332). Impacts:
 - Invoices – 5 minutes
 - Calc History – 5 minutes
 - Content/Configuration – 5 minutes