

ONESOURCE Determination Enterprise Cloud Uptime

Tax Calculation Service Accessibility Uptime Information

August 11, 2026

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 2026	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%
June 2026	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
May 2026	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%
Apr 2026	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%
Mar 2026	100.00%	99.98%	100.00%	100.00%	100.00%	100.00%
Feb 2026	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Jan 2026	100.00%	99.95%	100.00%	99.95%	100.00%	100.00%
Dec 2025	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Nov 2025	99.60%	99.88%	100.00%	100.00%	100.00%	100.00%
Oct 2025	99.98%	99.66%	99.98%	99.44%	100.00%	99.61%
Sep 2025	99.99%	99.94%	100.00	99.97%	100.00%	99.96%
Aug 2025	99.99%	99.99%	100.00%	99.96%	100.00 %	100.00%
July 2025	99.98%	99.99%	100.00%	100.00%	100.00%	100.00%

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

- April 25, 2026: 80 minutes of intermittent failures caused by authentication token service misconfiguration.
- March 21, 2026: 5 minutes of intermittent failure due to planned network upgrade.
- January 8, 2026: 15 minutes of intermittent failures due to planned renewal of UUID certificates.
- November 18, 2025: 174 minutes of increased latency and tax calculation failures caused by an increased frequency of data retrieval in the Determination persistent layer.
- October 20, 2025: 102 minutes of REST Tax API failures due to a major AWS outage in US-EAST-1 that disrupted our authentication service for tax calculations.
- October 15, 2025: 4 minutes of SOAP Tax API intermittent failures caused by database change.
- October 6, 2025: 10 minutes of SOAP Tax API intermittent failures caused by high resource consumption of a core service.
- September 11, 2025: 11 minutes of intermittent failures caused by human error during a configuration update.
- September 10, 2025: 6 minutes of intermittent failures caused by configuration problem on a platform proxy server.
- September 9, 2025: 2 minutes of intermittent failures caused by high resource utilization.
- September 3, 2025: 5 minutes of intermittent failures caused by a configuration problem on a platform proxy server.
- August 4, 2025: 1 minute of increased latency caused by system resource depletion.
- July 9, 2025: 24 minutes of failure and increased latency caused by system resource utilization.

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

- July 3, 2026: 4 minutes of intermittent failures (REST API) due to authentication failures caused by a ONESOURCE Platform maintenance event.
- May 2, 2026: 4 minutes of intermittent failures (REST API) due to authentication failures caused by a ONESOURCE Platform maintenance event.
- January 8, 2026: 20 minutes of intermittent failures due to planned renewal of UUID certificates.
- October 29, 2025: 20 minutes of REST Tax API intermittent failures caused by misconfiguration of environment and region-specific variables during deployment.
- October 25, 2025: 3 minutes of SOAP Tax API intermittent failures caused by system resource exhaustion.
- October 20, 2025: 102 minutes of REST Tax API failures due to a major AWS outage in US-EAST-1 that disrupted our authentication service for tax calculations.
- October 15, 2025: 4 minutes of SOAP Tax API intermittent failures caused by database change.
- September 10, 2025: 10 minutes of intermittent failures caused by configuration problem on a platform proxy server.
- August 13, 2025: 5 minutes of intermittent failure due to authentication 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.

AMER: Oracle Cloud Infrastructure – REST Tax Calculation API

- October 20, 2025: 174 minutes of REST Tax API failures due to a major AWS outage in US-EAST-1 that disrupted our authentication service for tax calculations.
- September 11, 2025: 9 minutes of intermittent failures caused by human error during a configuration update.