



ONESOURCE Determination Enterprise Cloud Uptime

Tax Calculation Service Accessibility Uptime Information

June 12, 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
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
Jun 2024	99.88%	99.97%	100.00%	99.83%	100.00%	Not Tracked
May 2024	100.00%	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

- 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

- 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