

ONESOURCE Determination Enterprise Cloud Uptime

Tax Calculation Service Accessibility Uptime Information December 8, 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
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%
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%

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

- 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.
- 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

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

- 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
- 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

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.

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.