

ONESOURCE Indirect Tax

ONESOURCE Determination Original End of Life Update September 2024

In July 2023, Thomson Reuters ONESOURCE Indirect Tax Product Management announced a strategic decision to discontinue our investment in the maintenance and support for the ONESOURCE Determination Original application. This support will officially end in July 2026.

Beginning in July 2025, any new, regulatory enhancements and new tax content will be prioritized for ONESOURCE Determination Enterprise cloud.

Your Thomson Reuters Account Team will be contacting you to discuss required planning and next steps for your continued use of ONESOURCE.

Continued Support

Since the announcement we continue to deliver value to our customers who license ONESOURCE Determination Original by releasing new application versions, which will continue through June 2025. Despite this decision, we remain committed to delivering value to our customers who license ONESOURCE Determination Original. We will continue to release new application versions through June 2025. Indirect Tax Content for use with Original Determination will be provided through June 2026. After this date, no further application or tax content releases will be delivered.

Upcoming Releases and Support

Between now and June 2025, we plan to release new versions of ONESOURCE Determination Original, focusing on:

- Testing and supporting new platform technologies (application server, database, JAVA)
- Remediating security vulnerabilities
- Providing solutions for regulatory changes and critical issues

New product releases will only be available for version 5.13.x.x.

ONESOURCE Determination Original 5.13.x.x is supported:

- Mainstream Support through June 30, 2025
- Extended Support through June 30, 2026

End of Service for Older Versions

The following versions of ONESOURCE Determination Original are accelerating towards the end of service later this year:

- **5.12.x.x:** No longer in Mainstream support. Extended support ends in October 2024.
- **5.11.x.x:** No longer in Mainstream support. Extended support ends in October 2024.
- **Versions prior to 5.11.x.x:** These have reached their end of service and are no longer supported.

Support Details

Mainstream Support includes:

- Assistance with priority level 1-4 tickets and 24/7 assistance on P1 service requests
- Enhancement requests and code patches
- Installation assistance, upgrade requests, and technical support
- Content updates and certification with new platforms
- Thomson Reuters test environment, environment changes, and performance assessments

ONESOURCE Determination Original version 5.13.x.x receives Mainstream Support through June 30, 2025. All other versions of Determination Original currently receive Extended Support or are no longer supported.

Extended Support includes:

- Content updates
- Product releases for security vulnerabilities (Only for version 5.13.x.x to remediate zero-day or critical security vulnerabilities)
- Technical assistance
- Assistance with priority level 1-4 tickets
- Access to the knowledge base and product notifications
- ONESOURCE Determination Original version 5.13.x.x receives Extended Support from July 1, 2025, through June 30, 2026.
- ONESOURCE Determination Original versions 5.12.x.x and 5.11.x.x are already in Extended Support which ends October 31, 2024.

During Extended Support, the following are NOT included:

- Program updates, scheduled maintenance releases, or functionality releases including legal changes
- Test environments, installation assistance, code patches
- 24/7 assistance on P1 service requests

Original Cloud Customers

For the ONESOURCE Determination Original Cloud customers:

- **Supported versions (5.13.x.x, 5.12.x.x & 5.11.x.x):** Customers must be on the latest application version of 5.13.x.x (5.13.12.3 or greater) by OCT 2024. After OCT 2024, versions 5.12.x.x and 5.11.x.x are no longer supported in Original Cloud.
- **Unsupported versions (5.10.x.x & lower):** Customers should upgrade to 5.13.x.x or move to Determination Enterprise cloud by DEC 2024.

Next Steps

Your Thomson Reuters Account Team will be contacting you to discuss required planning and next steps for your continued use of ONESOURCE.

Beginning in July 2025, all new global regulatory enhancements and new tax content will be prioritized for ONESOURCE Determination Enterprise cloud. This will enable us to deliver superior products and services faster to our ONESOURCE Determination Enterprise customers.

We appreciate your understanding and cooperation during this transition period. If you have any questions or need further assistance, please contact us.

Thank you,

ONESOURCE Indirect Tax Product Management