THOR INTERNATIONAL

BUSINESS PROFILE

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ABOUT US

Thor International Limited is one of the most trusted Sub-Saharan ICT and general office product suppliers. Dedication, commitment to quality service, high level of professionalism, quick delivery times, product dependability and extremely competitive prices are reasons that underlie our success in the sector. At Thor International we pride ourselves in helping our customers with streamlining their office communications and stationery needs by providing innovative office supplies as well as ICT solutions and high quality tech hardware software at a competitive cost. In this globally integrated economy, businesses need to take advantage of emerging opportunities. Thor International understands your challenges and needs; we bring in a pool of highly qualified, talented and certified professionals. Our understanding of your industry allows us to efficiently equip your business using proven solutions adhering to the best industry practices available.

WHAT DO WE OFFER?

We provide ICT consultancy services and supply and support any IT product available across the globe. Additionally, we supply office furniture, stationery and office consumables. We pride ourselves in supplying some of the markets best office furniture, consumables and I.C.T. products such as HP, Dell, Samsung, APC, Canon, Microsoft, CISCO and Apple . Our goal is to have a wide range of products available at all times, or source them in the shortest time possible.

It is our customers' satisfaction over our Office furniture, consumables & ICT turnkey service offering that always inspires us to do better in this business. We build mutually beneficial relationships with our clients by giving them a large selection of premium ICT products at marked down prices. We offer wholesale prices on all our quality office products so you are guaranteed greater savings.

ENTITY VISION

Our vision at Thor which is shared with all our employees is to become one of the leading ICT product and general office furniture & supplies distributors within the Sub-Saharan region of Africa.

MISSION STATEMENT

In line with the abovementioned vision, it is our mission to offer our unique and exceptional professional product and service delivery to a wide range of clients including but not limited to; Private companies and individuals, and various Municipal, Public and Government institutions that require our services.

COMPETITIVE ADVANTAGE

Thor International competitive advantage emanates from the economies of scale that its multi-disciplinary team has developed within the industry. The fact that all of our employees, associates and strategic suppliers, have extensive experience in their respective fields of the Office supplies and Information Communication and Technology sector; ensures that our prices and delivery turnaround times are extremely competitive. We also have a negotiation policy for the services we offer and have more flexible payment milestone structures than our competitors.

QUALITY CONTROL

Through built-in monitoring and implementation procedures, O.K.A. is committed to delivering excellent quality Office Furniture, consumables, ICT products and solutions to our customers. The safety and quality assured products are imported from our world-class Original Equipment Manufacturers that have passed and acquired the various International certifications on safety and quality.

THOR INTERNATIONAL PRODUCTS OFFERING

ICT HARDWARE & SOFTWARE SUPPLIES

ICT CONSULTING & SUPPORT

OFFICE STATIONERY & CONSUMABLES

OFFICE FURNITURE

CORPORATE BRANDING

ICT HARDWARE & SOFTWARE SALES

We pride ourselves in the partnerships and relationships that we have created within the industry globally. We ensure and guarantee the BEST QUALITY at the BEST PRICE. We supply the following items however we can source any ICT products available on the market.

HARDWARE

- Laptops
- Computers
- Printers, Copiers and Scanners
- Computer Accessories
- Servers
- RAM Memory
- Storage Devices
- Other Office Equipment

SOFTWARE

- Microsoft Office
- Adobe Creative Suite
- MacAfee Anti-virus
- Microsoft server & Azure
- Microsoft SQL
- Windows 7 — 10
- VM Ware
- Back/Achieve/Storage, Business Application Software
- Management Software
- Operating Systems

ICT CONSULTING & SUPPORT

Through the expertise of our SKILLED technical staff, we are able to minimize downtime that can often be experienced with core equipment breakdowns. We maintain accountability for the solutions that we create and support. We OWN our problems and most importantly OWN YOUR ISSUES.

Support and Consultancy is an added service that is quoted separately from the provision of ICT Products. We offer this service and will endeavor to tailor make solutions that are specific to each client.

OFFICE STATIONERY & CONSUMABLES

We offer turnkey solutions to your day to day office stationery needs.

- Paper, Board, Packaging
- Ink Toner and Cartridges
- Files
- Labels and Rubber Stamps
- Diaries and Planners

- Books and Writing Pads (Carbon Option)
- Envelopes, Adhesives
- Pencils, Pens and other
- Visual Presentations Paraphernalia
- Other

| Our Office Supplies and ICT products are cheaper and delivered quicker because we cut out the middle man |

OFFICE FURNITURE

Thor International is a leader in the Office furniture supply space in the region. We have many different products available to suit any office environment.

Our Office Furniture methodology is one that focuses on consolidated processes, where a 'one roof' policy ensures the appropriate monitoring and control of every micro-process on the production line, allowing for an end product that satisfies the excellent tradition of quality standards at Office King.

We supply amongst others, the following office furniture solutions;

- Office desk sets
- Seating solutions
- Tables
- Filing solutions
- Office basics

CORPORATE BRANDING

Thor International offers our clients a creative range of Corporate Branding that compliments our other products and service offering. Our unique and innovative style on Corporate gifts allows our customers to further enhance and magnify the prestige of their brand in the market.
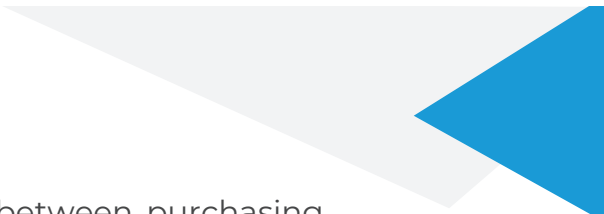
We offer the following Corporate Branding in-house;

- A wide range of Corporate and Promotional Gifts
  (e.g. Caps, USB's, Mugs,Keyrings, Pens, Golf Balls, Bottle Openers, Branded Mint Containers, Thermal Mugs, Lanyards etc.)
- A wide range of Corporate branded clothing and headwear
  (e.g. Golf tshirts, Caps, Jackets, Towels etc.)
- Corporate Commercial Printing
  (e.g. Roll Up Banners, Teardrop Banners, Flags, Fliers etc.)

PURCHASING FROM STARLINK VS THOR INTERNATIONAL

Within this document, we clarify the differences between purchasing Starlink directly from the source or through Thor International, an authorised reseller of Starlink Services.

STARLINK DIRECT VS RESELLER

There are a few key differences to note when deciding whether to purchase your Starlink Business service directly, or through authorised reselling channels and purchasing from Thor International:

Which is right for you?

The best option for you will depend on your individual needs and preferences. If you are looking for the cheapest price, not worried about support and don't mind waiting for your hardware, then Starlink Direct may be a good option for you. However, if you are looking for peace of mind that your investment will work and deliver value for your business, then coming through Thor is the better option.

The solution and installation will be tailored to your needs. Deployments for maritime can sometimes be more complicated, where you need to consider the deployment location to avoid 'shadow', and in some cases (on larger vessels) we recommend installing two Starlink terminals to mitigate against this. We will also help with the integration into your IT systems and networks.

At Thor we pride ourselves in 'Customer first', where we won't leave a job until you are completely satisfied. We offer a reliable responsive service with enhanced levels of support.

Within this table we summarise the pros and cons between Starlink Direct and Thor International:

Starlink Direct	Thor International
Pros: • Cheapest price • Direct access to Starlink	**Pros:** • More payment options (bank transfer, credit card, etc.) • Payment terms available (Standard is 30 days) • Prioritised technical support, 24/7 NOC • Dedicated account manager • Customised customer management portal • Experienced installation team • Advanced hardware replacement • Hardware on hand for next-day delivery – Rapid Deployment • Purchase with confidence through Starlink authorised reseller
Cons: • Limited payment options (credit card only) • No payment terms • Limited support (only online or through the Starlink app) • Self-Install • No escalations paths for any issues • Long lead times for hardware • No Account manager	**Cons:** • Not as cheap as Starlink Direct

Customer Service

In terms of customer service provided by each option, buying directly from Starlink; customers are provided with support topics on the Starlink website along with an FAQ section if there are any issues with the setup of your Starlink kit or the kit itself, while also offering 24/7 prioritised support and a publicly routable IPv4 address.

Thor goes beyond this by additionally offering a fully managed service plan for customers that includes:

- API Integration
- 24/7 NOC Support
- Global Service Coverage
- Customer Management Portal
- Range of Service Plans
- Interconnect Services
- Multi-Channel Bonding
- Technology Integrations
- Global Installation Services
- Dedicated number for 24/7 support

Sales Process

Ordering Starlink direct is a fully online process which involves filling out a Starlink order form, whereas with an authorised Starlink reseller such as Thor, we can be contacted via telephone, email or through the completion of an enquiry form on our website. From here, our sales team will contact you regarding your enquiry and can provide support and guidance in helping you determine whether Starlink is suitable for your business, with further collaboration and assistance to ensure we provide a solution that suits the specific needs of your organisation.

Furthermore, when buying directly from Starlink, it is only possible to pay via credit card. Thor accept more flexible payment methods and our customers can also choose to pay via invoice, allowing for adjusted payment terms for customers if necessary.

Summary Table

Feature	Starlink Direct	Thor International
Price	Cheapest	More expensive
Payment options	Credit card only	Bank transfer, credit card, etc.
Payment terms	No payment terms	Payment/credit terms available
Support	Limited (only online or through the Starlink app)	Priority technical support
Account manager	No dedicated account manager	Dedicated account manager
Customer management portal	Starlink Customer portal – Complex with multiple units/accounts	Unique Simple customer management portal
Deployment	Long lead times for hardware	Rapid deployment
Hardware replacement	No advanced hardware replacement	Advanced hardware replacement
Hardware on hand	Hardware not always on hand	Hardware on hand for next-day delivery
Installation	No Installation	Global Installation

STARLINK

May 4, 2023

Dear Thor, Starlink Customer

Starlink will begin enforcing their updated Fair Use Policy on **June 1, 2023**. This notice provides details on the following:

1. Updated names for Starlink Service Plans and associated data
2. How your data usage is allocated and limited under each Service Plan
3. Timeline for additional tools to manage data usage

FAIR USE TERMINOLOGY UPDATES

Note the following changes to the names and definitions related to data prioritization:

- **Standard data** (Previously known as Residential) is for fixed household use *(The Standard Service Plan is ineligible for reselling)*

- **Priority data** is for fixed business and high demand users

- **Mobile data** (previously known as RV/Roam) is for recreational vehicles, campers, and customers needing portable land-based uses, excludes in-motion and ocean use *(The Mobile Service Plan is ineligible for reselling)*

- **Mobile Priority data** is for maritime, mobile business and in-motion cases, includes land, ocean and in-motion uses

Priority and Mobile Priority data is given network precedence over Standard and Mobile data, meaning users will experience faster and more consistent download and upload speeds. See Starlink Specifications below for details on the expected performance per Service Plan:

SERVICE PLAN	FIXED	FIXED	MOBILITY	MOBILITY
SERVICE PLAN	STANDARD	PRIORITY	MOBILE	MOBILE PRIORITY
AVAILABILITY	≥99%	≥99%	≥99%	≥99%
DOWNLOAD	25-100 mbps	40-220 mbps	5-50 mbps	40-220 mbps
UPLOAD	5-10 mbps	8-25 mbps	2-10 mbps	8-25 mbps
LATENCY	25-50 ms	25-50 ms	<99 ms	<99 ms

STARLINK

SERVICE PLAN CHANGES

Updated Service Plans that align with the name changes are outlined below:

Plan Type	Throughput Speeds	Priority Data
Priority Fixed – Land Only	Peak: 350↓ 40↑ Mbps Expected: 40 – 220↓ 8 – 25↑ Mbps	1 TB Unlimited Standard Data
		2 TB Unlimited Standard Data
		6 TB Unlimited Standard Data
Mobile Priority Land, Ocean & In-Motion	Peak: 350↓ 40↑ Mbps Expected: 40 – 220↓ 8 – 25↑ Mbps	50 GB Unlimited Mobile Data on Land No Internet – Access to Starlink Accounts Only on Open Water
		1 TB Unlimited Mobile Data on Land No Internet – Access to Starlink Accounts Only on Open Water
		5 TB Unlimited Mobile Data on Land No Internet – Access to Starlink Accounts Only on Open Water

Please note the following changes for Priority and Mobile Priority Service Plans:

- **Services will no longer be throttled to 1 Mbps download and 1 Mbps upload after End-Users consume the allocated data under the Priority or Mobile Priority Service Plans, rather**:

  – For fixed Priority Service Plans and land/inland water based Mobile Priority Plans, End-Users will now have unlimited Standard data after surpassing the allocated Priority/Mobile Priority data limit.

  – For Mobile Priority Service Plans operated on the ocean, end-Users will be opted-in to additional Mobile Priority data for all Mobile Priority Service Plans, but Thor International have the ability to opt-out by Service line as needed and requested by the customer.

- To reduce complexity, we are eliminating the concept of "Peak Hours", so Priority and Mobile Priority data usage will count during all hours.

For more information, please reach out to your assigned Account manager at Thor International.

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