

**Exh. SP-2
Docket TV-180605
Witness: Susie Paul**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In re Application of

DOLLY, INC.

**for a permit to operate as a motor carrier
of household goods and a permit to
operate as a motor freight common
carrier**

DOCKET TV-180605

**EXHIBIT TO
TESTIMONY OF**

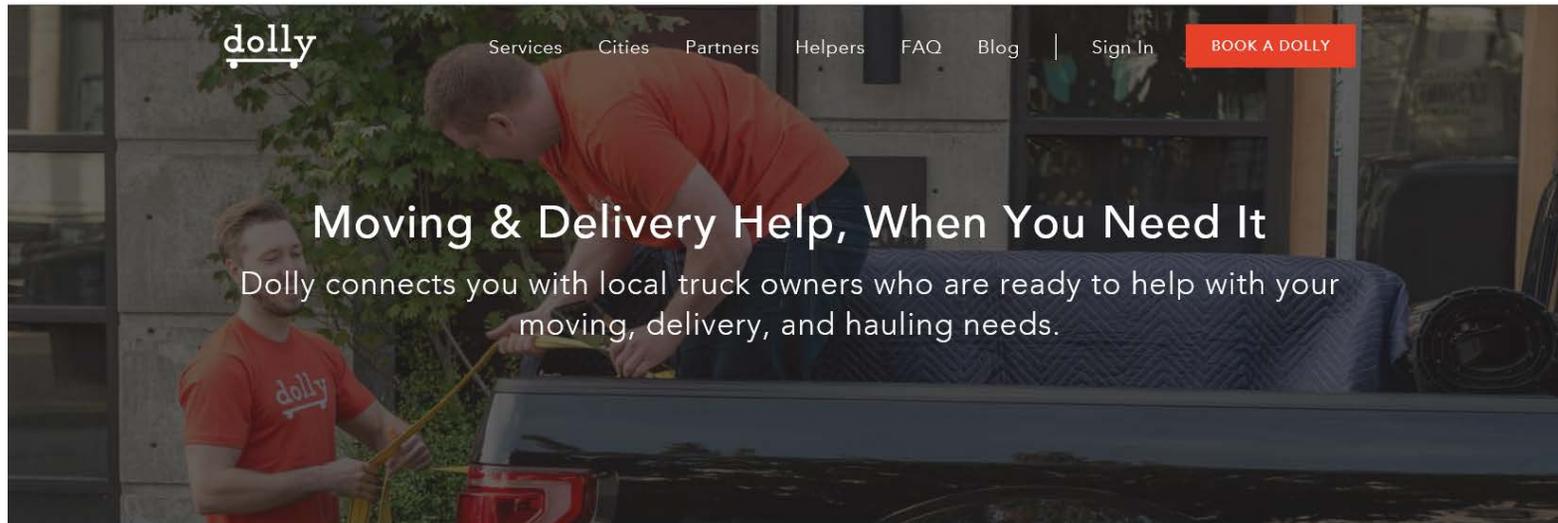
Susie Paul

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

Dolly, Inc. Website Page as of August 2017

November 30, 2018

APPENDIX K



Our Most Common Dollys



Mini & Small Moves

The perfect solution for moving one or a few items easily.



Apartment Moves

For DIY moves that need help moving large items like beds, dressers, tables, couches and more.



Craigslist & Offerup Pick-Up & Delivery

Don't let public transit or a small car keep you from that sweet Craigslist deal.



Donation Pick-Up & Drop-Off

Feeling charitable? Book a Dolly to drop-off at your favorite donation site.



Labor Only Moves

Don't lift a finger. Get help moving and disassembling furniture and other large items.



Retail Store Delivery

Convenient, faster and often cheaper than traditional store delivery options.

[Learn about using Dolly Delivery for your business.](#)



Small Business Moves

Office move? Dolly is your truck rental, trailer rental and moving company alternative.



Storage Moves

Ditch the truck rental. Load and unload your storage unit in one trip.



Junk Removal

Dolly Helpers will remove and haul away your junk. Includes trash removal and responsible disposal.



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Don't Need a Truck, Just Some Extra Muscle?

Dolly Helpers can assist with many of your house projects that require an additional set of hands. Don't bother your family, friends or neighbors—book a Dolly to help.

Furniture relocation and removal

Loading and unloading a box truck

Appliance moves

Anything that two people can reasonably move



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BOOK A DOLLY

Why Dolly?



Trustworthy Help

All Dolly Helpers are independent contractors who are background checked, reviewed, and backed by a commercial insurance policy.



On Your Schedule

We think 4-hour delivery windows suck, too. So we don't have them. You set the time—your Helper will be there.



Guaranteed Pricing

Find out the cost of your Dolly upfront before you book—no surprises! Pay, tip, and review in the app or [online](#).



Save Time & Your Back

No need to rent a truck from U-Haul where you haul everything on your own. Dolly Helpers do the driving and heavy lifting for you.

There are more than 2,000 Helpers working with Dolly waiting to help you with your apartment move, IKEA delivery, furniture donation, storage unit move, mattress removal, office move and everything in between.

The screenshot shows the Dolly website homepage. At the top is a dark navigation bar with the Dolly logo on the left and links for Services, Cities, Partners, Helpers, FAQ, Blog, and Sign In on the right. A red 'BOOK A DOLLY' button is positioned to the right of the navigation links. Below the navigation bar is a large light gray section containing a paragraph of text: 'Dolly is your go-to source for finding local moving and delivery help. We connect vetted pick-up truck owners with people who need help moving large, heavy, or bulky items. Dolly is a fast, easy, and affordable way to get help moving furniture between apartments, pick up that exercise gear on Craigslist or to get stuff home from stores like Lowe's, Crate & Barrel, and IKEA.' Below this text is another line: 'Available in Chicago, Denver, San Diego, and Seattle.' At the bottom of the page is a dark footer section. On the left, there are links for About, Blog, Careers, Contact Us, and FAQ. On the right, there are links for Services, Cities, Partners, and Helpers, along with a red 'BOOK A DOLLY' button, and two app store download buttons: 'Download on the App Store' and 'GET IT ON Google Play'. At the very bottom of the footer, there is a copyright notice '©2017 Dolly Terms Privacy' and three social media icons for Facebook, Twitter, and Instagram.

Printed on 9/5/17

APPENDIX L

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BOOK A DOLLY

Frequently Asked Questions

What is Dolly?

Think of Dolly as your moving, delivery, and heavy lifting concierge. We connect you with local truck owners (called "Helpers") who are ready to help with your moving, delivery, and hauling needs.

Who are the Dolly Helpers?

Every Dolly Helper is an independent contractor that is background checked and vetted by Dolly and continuously rated and reviewed by other Dolly customers. Rest assured that Dolly aims to work with only the best contractors who can provide an incredibly high level of service and pays close attention to their ratings to ensure that's the case.

How much does a Dolly cost?

Pricing is personalized based on the details of every Dolly. In general, the cost varies based on the number and type of items being moved, the number of Helpers requested, the distance between pickup and drop off and the service level selected. For a quick price quote, visit Dolly's [quoting tool](#).

What's the difference between curbside and standard service?

With standard service, your Helper(s) will pick-up and place your items from and to a room of your choosing. With Curbside, your Helper(s) will pick-up the items at the

curb and drop them off at the curb. You are responsible for getting it to and from the Helper's vehicle.

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BOOK A DOLLY How do I pay my Helper(s)?

All payment is done directly through Dolly via credit card or the other electronics forms of payment offered—no cash needed!

Can I tip my Helper(s)?

Yes, but tipping is completely optional (though much appreciated by Helpers). You'll be able to tip your Helpers directly through the Dolly app once the Dolly has been completed. Helpers receive 100% of the tip and the tip amount is added to the cost of your Dolly.

Is there a cancellation fee?

In the event that you cancel your Dolly with more than 24 hours notice, your hold is released. If you cancel with less than 24 hours notice and a Helper is scheduled, a 20% cancellation fee is applied. In the event that your Dolly has "started" and/or your Helper(s) have arrived at the first location and cannot complete your Dolly due to cancellation, rescheduling, or any reasons outside of their control, a 50% cancellation fee is applied.

How do I communicate with my Helper(s)?

You and your Helper(s) will be able to message and call one another via the Dolly app or website. Phone numbers are made anonymous for both you and the Helpers' protection.

Will Helpers pack boxes?

Helpers do not pack boxes. It is expected that you will have everything packed and ready for transport before your Helper(s) arrives.

Will Helpers assemble/disassemble furniture?

Helpers will perform light assembly or disassembly that's necessary to transport an item if selected during the booking process. **DO NOT** do full furniture assembly (e.g. assemble IKEA furniture). If assembly/disassembly is required it is best to communicate that with your Helper(s) ahead of time.

Do Helpers wrap items?

Helpers will come equipped with straps and tarps, but if there is any item you are concerned about protecting, it's best to wrap it up beforehand.

How should I list a bed?

We get this one a lot! If you enter "Bed (Your Size of Bed)" it includes a mattress, box spring, and bed frame. Feel free to add each of the parts of your bed individually as well, it's up to you!

What if an item doesn't fit into my home?

In the event your item can't be delivered because it doesn't fit through the door, your Helper can leave the item outside your home or return it to the pickup location for an additional fee. It is highly encouraged to take the appropriate measurements of all doorways, hallways and other spaces in the delivery path to ensure the items will fit before booking a Dolly.

How do I become a Helper?

You can apply to become a Helper [here](#).

Still have questions? [Contact Us](#)

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