

Exh. SP-3
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. Facebook Page as of September 2017

November 30, 2018

Dolly

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Seattle, Washington

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BUSINESS INFO

Founded on December 22, 2013

ADDITIONAL CONTACT INFO

social@dolly.com

<https://dolly.com>

MORE INFO

About
Truck & Muscle, Anytime You Need It.

[Internet Company](#) · [Moving & Storage Service](#) · [Transportation Service](#)

STORY

Request a truck and Helper with the tap of a button, then relax. We'll keep large items off the roof of your car, save you a trip to the chiropractor, and help make moving things—big and small—easy and fast.

Ways to use Dolly:

- Move furniture between apartments, storage units, or a friend's house
- Pick up big items purchased on Craigslist, at a garage sale, or at Ikea, Lowes, Crate & Barrel, or other retailers
- Donate furniture to a local charity
- Move stuff within your home
- ...or any time you need a truck and some extra muscle!

How it works:

- Download the app
- Provide details about what you need help moving
- Select a date and time: today, tomorrow, or whenever
- Select a service level and get an immediate price quote
- Post your Dolly
- Get connected with a Dolly Helper who will load, haul and deliver your items
- Track progress and communicate directly with your Helper throughout the Dolly
- Rate, tip and pay all via the app—no cash needed!

About Dolly Helpers:

- All Helpers are comprehensively vetted through a 7-step screening process including background and DMV checks and training.
- All Helpers are continually evaluated by other customers, and only the highest rated can do Dollys

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• All Helpers are backed by Dolly's multi-million dollar insurance policy to make sure you're in good hands

It's not just for consumers, but for businesses too! Dolly is your truck, van, trailer rental, and moving company alternative. Never rent a U-Haul again!

Dolly is currently available in Chicago, Denver, Salt Lake City, San Diego, and Seattle. If you'd like Dolly in your city, go to <https://dolly.com/cities> and tell us where!

Customer feedback:

"Fantastic! Friendly, safe, efficient!"
- Ashley S., Chicago

"I had some anxiety about moving some furniture and he was able to both allay my fears and keep me laughing. Most moves are not enjoyable, but this one certainly went against the trend!"
- Sayiddah M., Chicago

"Amazingly simple and easy. They were so professional and made moving seem like no big deal!"
- Christina P., Chicago

"They were fantastic! It seemed like I had a million and one logistics of getting the actual sofa here..... AND now it's here! Fabulous moving service :)"
- Angela R., Chicago

"Best apartment move I've ever had."
- Alex K., Chicago

"This was just perfect. The drivers were courteous, on time, and careful. I will definitely use Dolly again."
- Kathy C., Chicago

"The truck was clean and the Helpers were right on-time and fast, never renting a U-haul again! Would definitely recommend!"
Michele F., Seattle

📅 Milestones

2013 [Founded on December 22, 2013](#)

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