

**Exh. SP-27
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**

Estimate for a Move

November 30, 2018

Browser address bar: https://dolly.com/get-started/?utm_source=blog&utm_medium=antique-shopping-decor

Navigation: File Edit View Favorites Tools Help

Suggested Sites: The story behind the ...

Header: **dolly** Services Cities Partners Helpers FAQ Blog | Sign In **BOOK A DOLLY**

Get a Quote & Book

Enter information about your move for a cost estimate and book through the apps or online.



Enjoy Our Best Experience

Get push notifications when important information happens in real time.

TEXT THE APP TO MY PHONE **SEND**










Don't Want To Download An App?

Book a Dolly on the web for access from any device, anywhere, anytime.

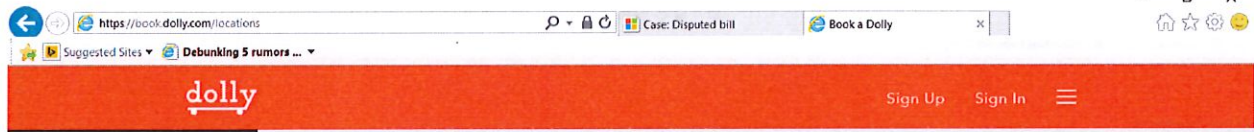
BOOK ONLINE

The screenshot shows a web browser window with the URL <https://book.dolly.com/usecases>. The browser's address bar includes a search icon, a lock icon, and a refresh icon. The page title is "Home". The browser's search bar contains "Google". The browser's tabs include "Book a Dolly". The browser's bookmarks bar shows "Suggested Sites" and "Debunking 5 rumors ...". The Dolly logo is in the top left corner of the page, and "Sign Up" and "Sign In" are in the top right corner. The main content area is titled "Select a Dolly Type" and lists seven options, each with an icon and a description. At the bottom, there are two buttons: "BACK" and "SAVE & CONTINUE".

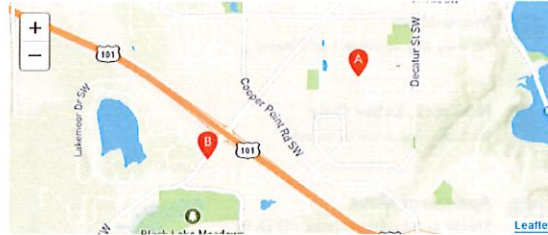
Select a Dolly Type

-  **Micro-Move**
An easy way to move 1 or 2 items
-  **No Truck, Labor Only**
No truck, but a ton of muscle
-  **Apartment Move**
Studio or 1-bedroom (max 700 sq ft)
-  **Donate Goods**
Convenient way to help those in need
-  **Store Pick Up & Delivery**
Get your purchase home
-  **Craigslist Delivery**
Get your great find delivered
-  **Other**
Dolly can help move almost anything

[BACK](#) [SAVE & CONTINUE](#)



Add Locations ?



Fern St SW, Olympia, WA 98502 ✕

1900 Black Lake Blvd SW, Olympia, WA 98512 ✕

+ Add Another Location

BACK

SAVE & CONTINUE



Location Details ?

Location A Location B

Fern St SW, Olympia, WA 98502

Unit or apartment number (if applicable)

Helper(s) needs to use stairs

It's important to indicate if your Helper(s) needs to go up or down stairs so they can be prepared.

Helper(s) can use elevator

Ride with Helper to next location

Has hardwood floors

In the unlikely case of damage we won't be able to process a claim on hardwood floors unless they are indicated here.

Parking and building info (Optional)

BACK

SAVE & CONTINUE

Browser address bar: <https://book.dolly.com/item-list> | Case: Disputed bill | Book a Dolly

Navigation: Suggested Sites | Debunking 5 rumors ...

Header: **dolly** | Sign Up | Sign In | Menu

Items to Move ?

Total Items

Add Items to Your Dolly

Be sure to add every item you need moved before posting your Dolly.

If you'd like to add more before your Dolly starts, we recommend editing your Dolly to avoid additional fees. Your Helper can make an adjustment on their end once the job is in progress for a premium fee.

ADD ITEM

BACK

SAVE & CONTINUE

Browser address bar: <https://book.dolly.com/item-details> | Case: Disputed bill | Book a Dolly

Navigation: Suggested Sites | Debunking 5 rumors ...

Header: **dolly** | Sign Up | Sign In | Menu

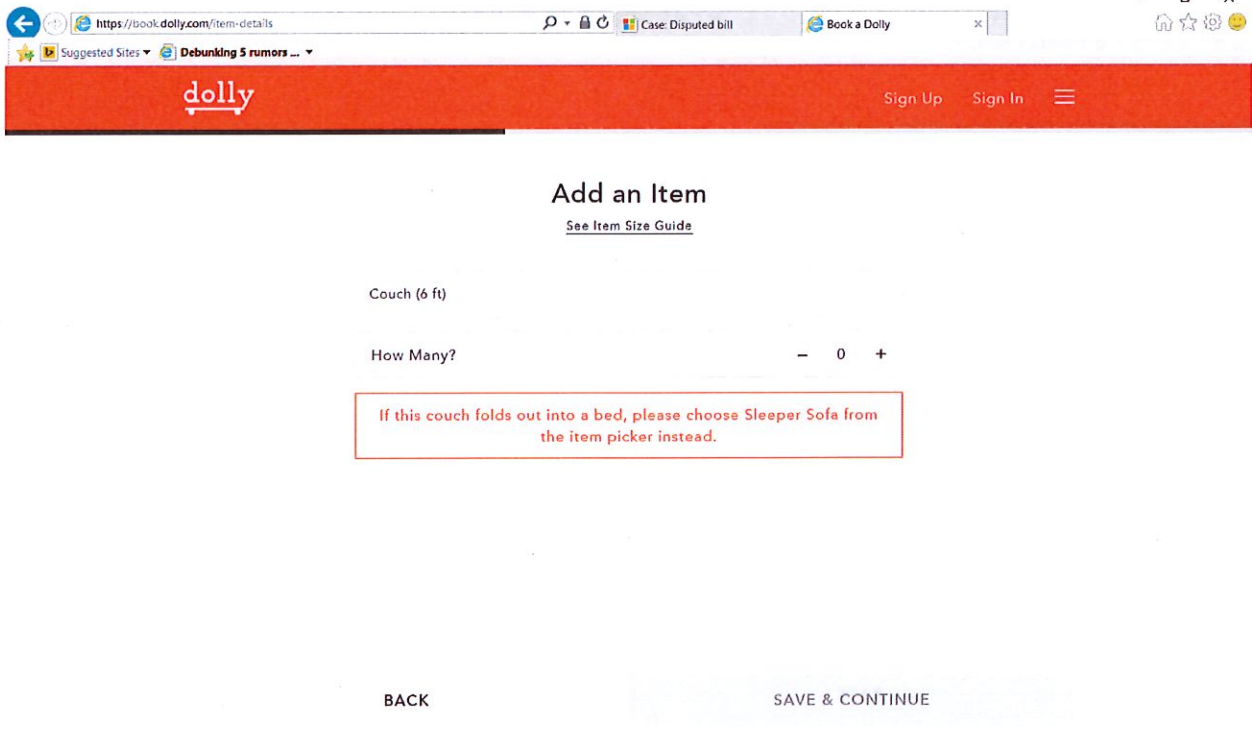
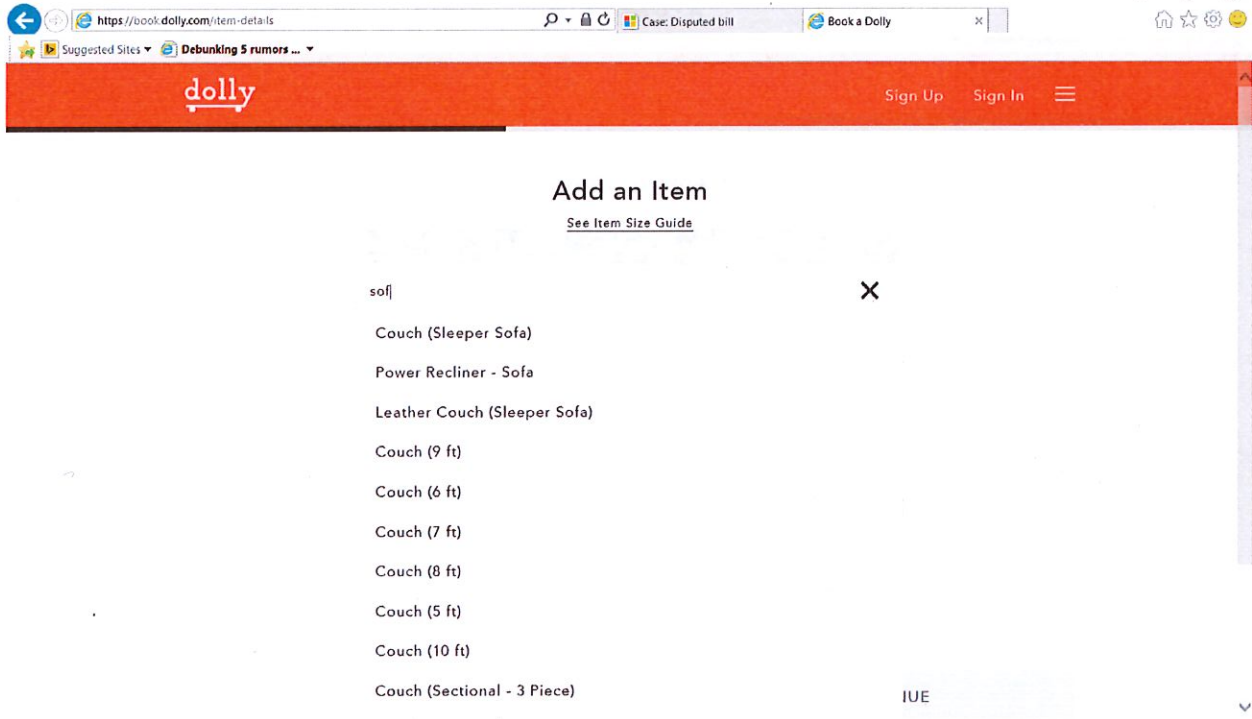
Add an Item

[See Item Size Guide](#)

Enter an item

BACK

SAVE & CONTINUE



Browser: <https://book.dolly.com/item-details> | Case: Disputed bill | Book a Dolly

Add an Item

[See Item Size Guide](#)

Couch (6 ft)

How Many? - 1 +

If this couch folds out into a bed, please choose Sleeper Sofa from the item picker instead.

Requires Breakdown to Move

This is something that needs to be broken down and then reassembled after moving. If there are any special tools required, please add in the Optional Details below.

[ADD A PHOTO](#)

[ADD OPTIONAL DETAILS](#)

[BACK](#) [SAVE & CONTINUE](#)

Add an Item

[See Item Size Guide](#)

tabl X

Table (Drop Leaf)

Table (End)

Table (Folding)

Table (Patio)

Table (Side)

Table (Small)

Bar Table

End Table

Table - Dining (Extra Large Seats 12+)

Table - Dining (Large Seats 8-12) IUE

https://book.dolly.com/item-details Case: Disputed bill Book a Dolly

Suggested Sites Debunking 5 rumors ...

dolly Sign Up Sign In

Add an Item

[See Item Size Guide](#)

Table - Dining (Medium Seats 6-8)

How Many? - 1 +

Item does not include chairs.

Requires Breakdown to Move

This is something that needs to be broken down and then reassembled after moving. If there are any special tools required, please add in the Optional Details below.

ADD A PHOTO

ADD OPTIONAL DETAILS

BACK SAVE & CONTINUE

https://book.dolly.com/item-details Case: Disputed bill Book a Dolly

Suggested Sites Debunking 5 rumors ...

dolly Sign Up Sign In

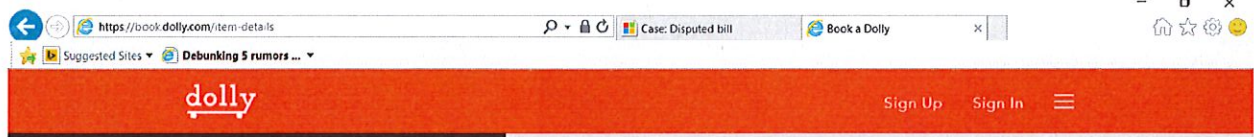
Add an Item

[See Item Size Guide](#)

ch| X

- Chair
- Chair (Dining)
- Chair (Folding)
- Chair (Office)
- Chair (Patio)
- Chair (Recliner)
- Chair (Stackable)
- Chair (Stuffed)
- Chaise Lounge
- Chandelier

IUE



Add an Item

[See Item Size Guide](#)

Chair (Dining)

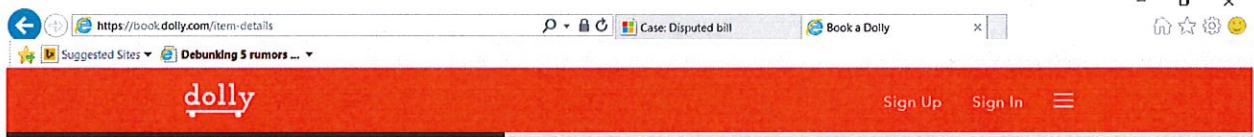
How Many? - 6 +

ADD A PHOTO

ADD OPTIONAL DETAILS

BACK

SAVE & CONTINUE



Add an Item

[See Item Size Guide](#)

Bookcase (Medium)

How Many? - 1 +

Requires Breakdown to Move

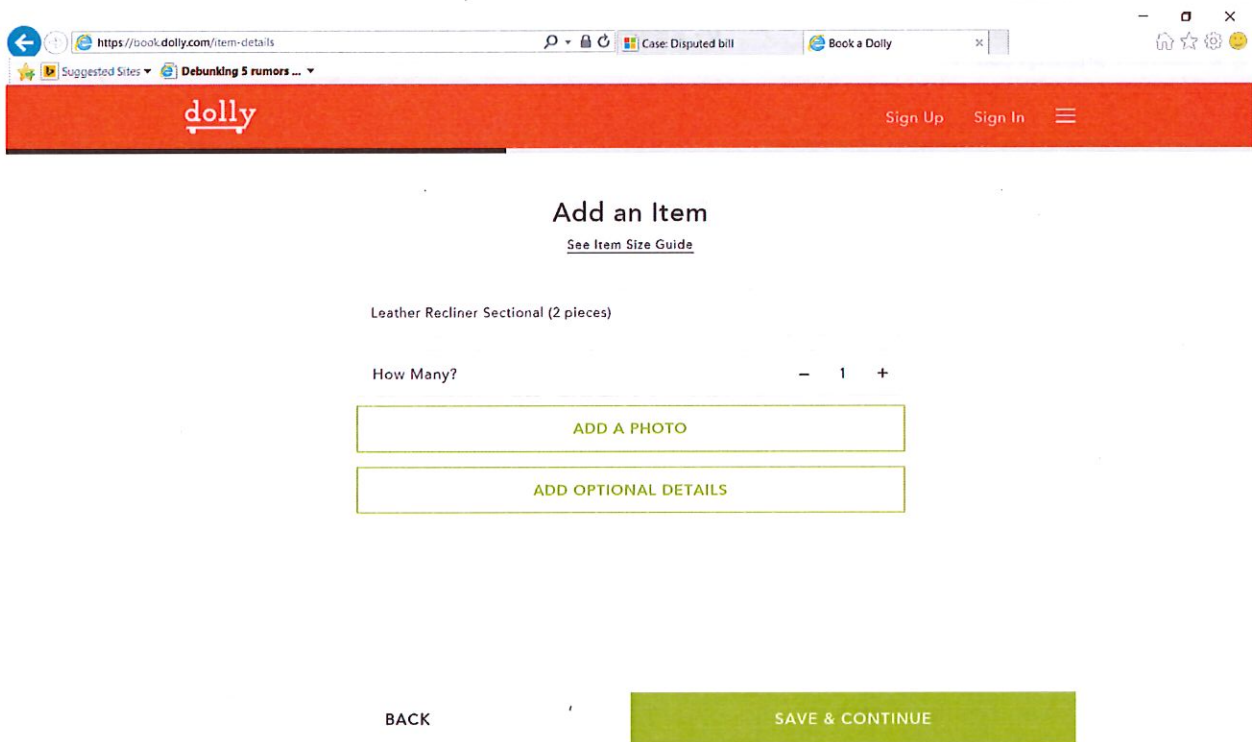
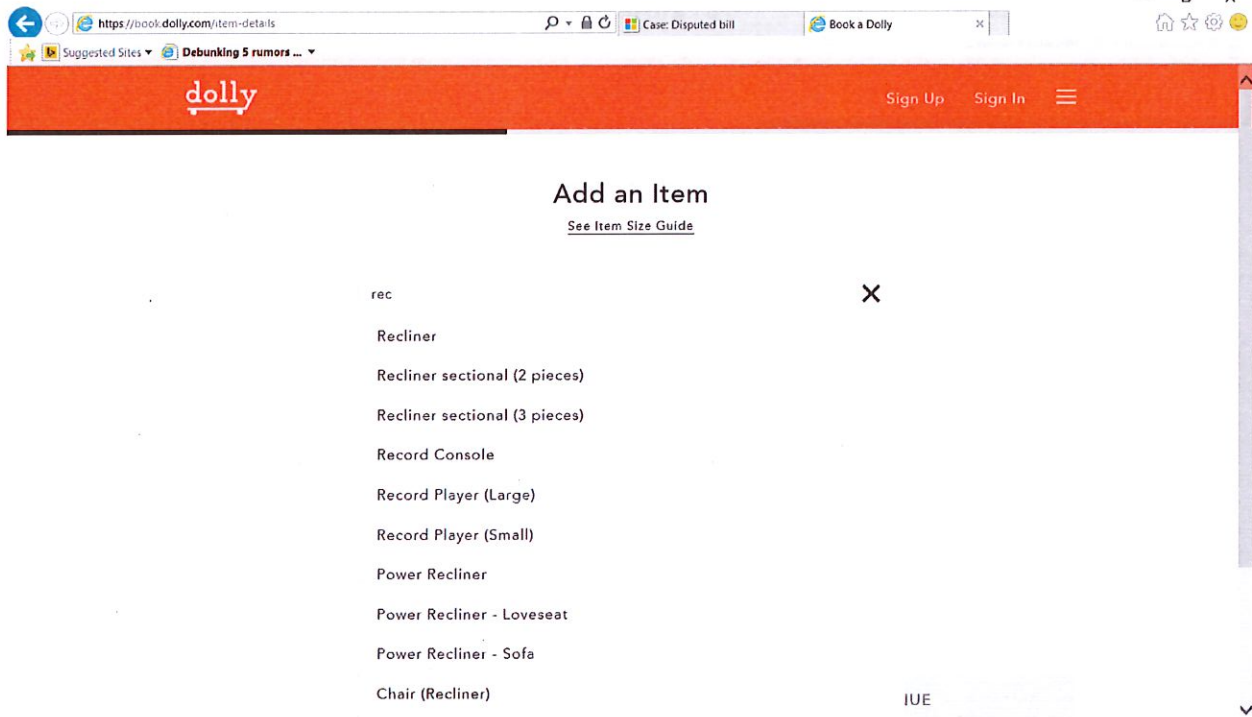
This is something that needs to be broken down and then reassembled after moving. If there are any special tools required, please add in the Optional Details below.

ADD A PHOTO

ADD OPTIONAL DETAILS

BACK

SAVE & CONTINUE

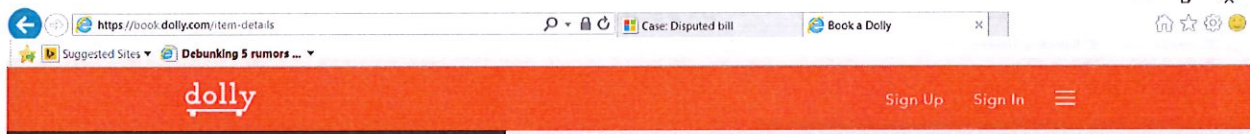


The screenshot shows the top portion of the Dolly website. The browser address bar displays 'https://book.dolly.com/item-details'. The page header is a red bar with the 'dolly' logo on the left and 'Sign Up Sign In' on the right. The main heading is 'Add an Item' with a link to 'See Item Size Guide'. A search dropdown menu is open, showing a list of suggestions: 'box', 'Box (Book)', 'Box Fan', 'Boxes', 'U-Box', 'Box (Extra Extra Large)', 'Box (Extra Large)', 'Box (Large)', 'Box (Medium)', 'Box (Small)', and 'Box (Wardrobe)'. The text 'box' is entered in the search field, and 'IUE' is visible at the bottom right of the dropdown.

The screenshot shows the 'Add an Item' form on the Dolly website. The browser address bar and page header are identical to the previous screenshot. The main heading is 'Add an Item' with a link to 'See Item Size Guide'. The form contains the following elements:

- A text input field containing 'Box (Large)'.
- A 'How Many?' field with a value of '4' and minus/plus buttons.
- A green button labeled 'ADD A PHOTO'.
- A green button labeled 'ADD OPTIONAL DETAILS'.

At the bottom of the form, there are two buttons: a 'BACK' button and a green 'SAVE & CONTINUE' button.



Add an Item

[See Item Size Guide](#)

Box (Medium)

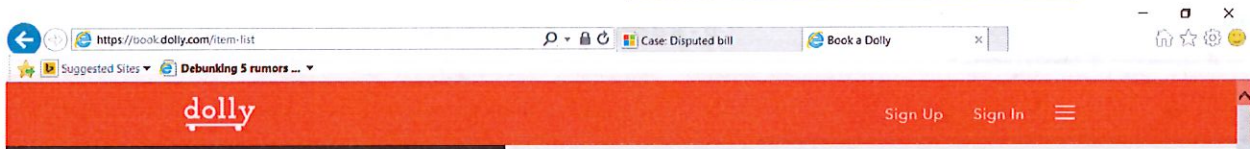
How Many? - 7 +

ADD A PHOTO

ADD OPTIONAL DETAILS

BACK

SAVE & CONTINUE

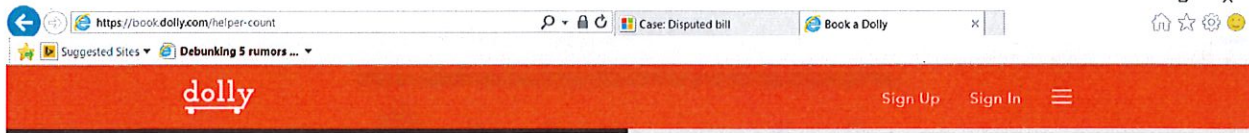


Items to Move ?

21 Total Items		
1	Couch (6 ft)	Edit Remove
1	Table - Dining (Medium Seats 6-8)	Edit Remove
6	Chair (Dining)	Edit Remove
1	Bookcase (Medium)	Edit Remove
1	Leather Recliner Sectional (2 pieces)	Edit Remove
4	Box (Large)	Edit Remove
7	Box (Medium)	Edit Remove

BACK

SAVE & CONTINUE



Choose How Much Help You Need ?



2 Helpers

2 HELPERS + 1 PICKUP TRUCK

Two Helpers with a pickup truck will arrive to get your Dolly done quick and easy.



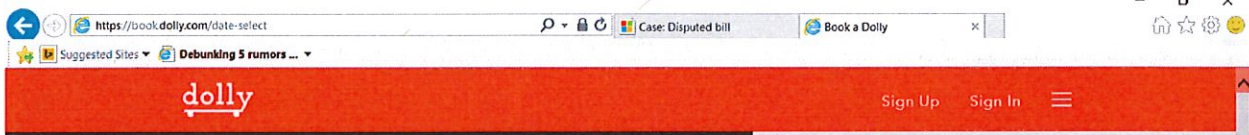
1 Helper + You

1 HELPER + 1 PICKUP TRUCK + YOU

If your Dolly needs 2 people to lift and carry, you can save money by helping!

BACK

SAVE & CONTINUE



Select a Date & Time ?

I'm available on more than one day

SEPTEMBER 2018						
Mo	Tu	We	Th	Fr	Sa	Su
17	18	19	20	21	22	23
-	-	-	\$178+	\$178-	\$176+	\$178-
24	25	26	27	28	29	30
\$180+	\$181+	\$175-	\$178+	\$178-	\$166+	\$171-

BACK

SAVE & CONTINUE

Browser: <https://book.dolly.com/date-select> | Case: Disputed bill | Book a Dolly

17	18	19	20	21	22	23
-	-	-	\$178+	\$178+	\$178-	\$178+
24	25	26	27	28	29	30
\$160+	\$161-	\$175+	\$178-	\$178+	\$160-	\$171-

Select a time window for your Helper to arrive

Sun 9/23
Choose your first and last available start times.

8:00AM PDT TO 9:00AM PDT

[+ Add another time window](#)

Choose a 30 min window, or several hours if you're flexible. Your Dolly will be scheduled for a 30 min time slot within one of these windows.

BACK SAVE & CONTINUE

Browser: <https://book.dolly.com/service-level> | Case: Disputed bill | Book a Dolly

dolly Sign Up Sign In

Your Price [?]

\$178

[I have a discount code](#)

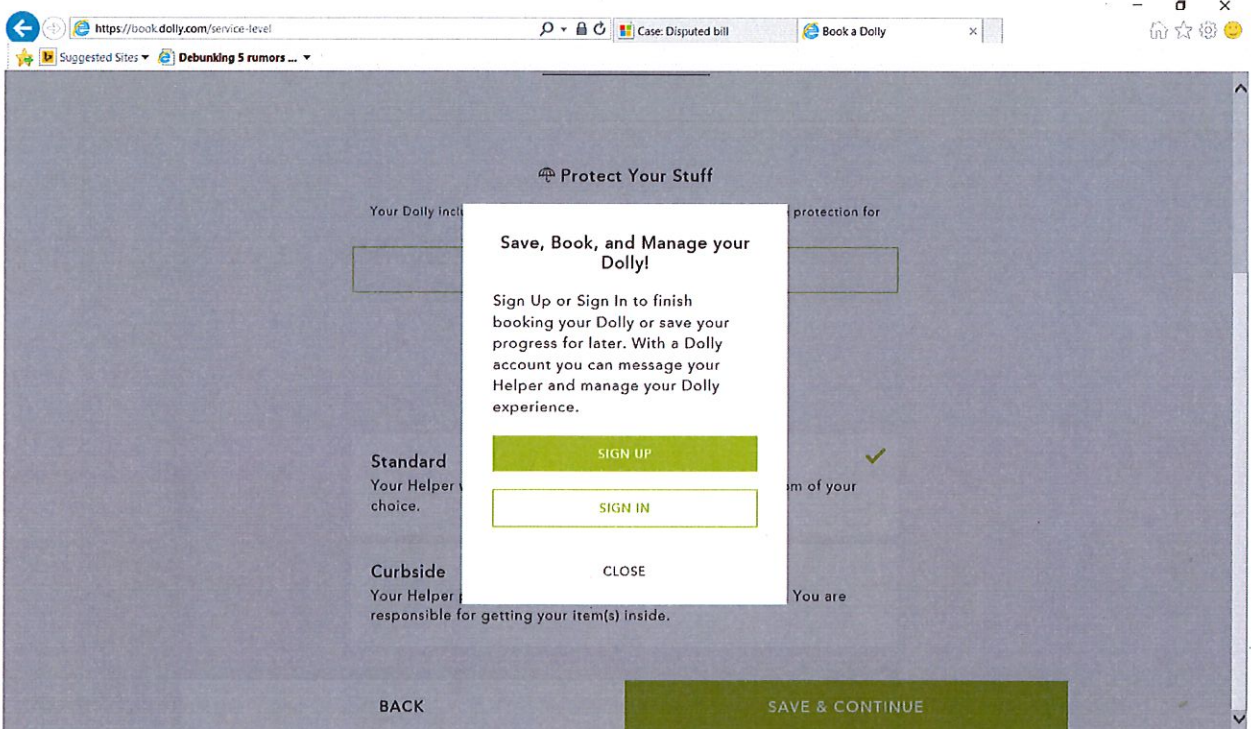
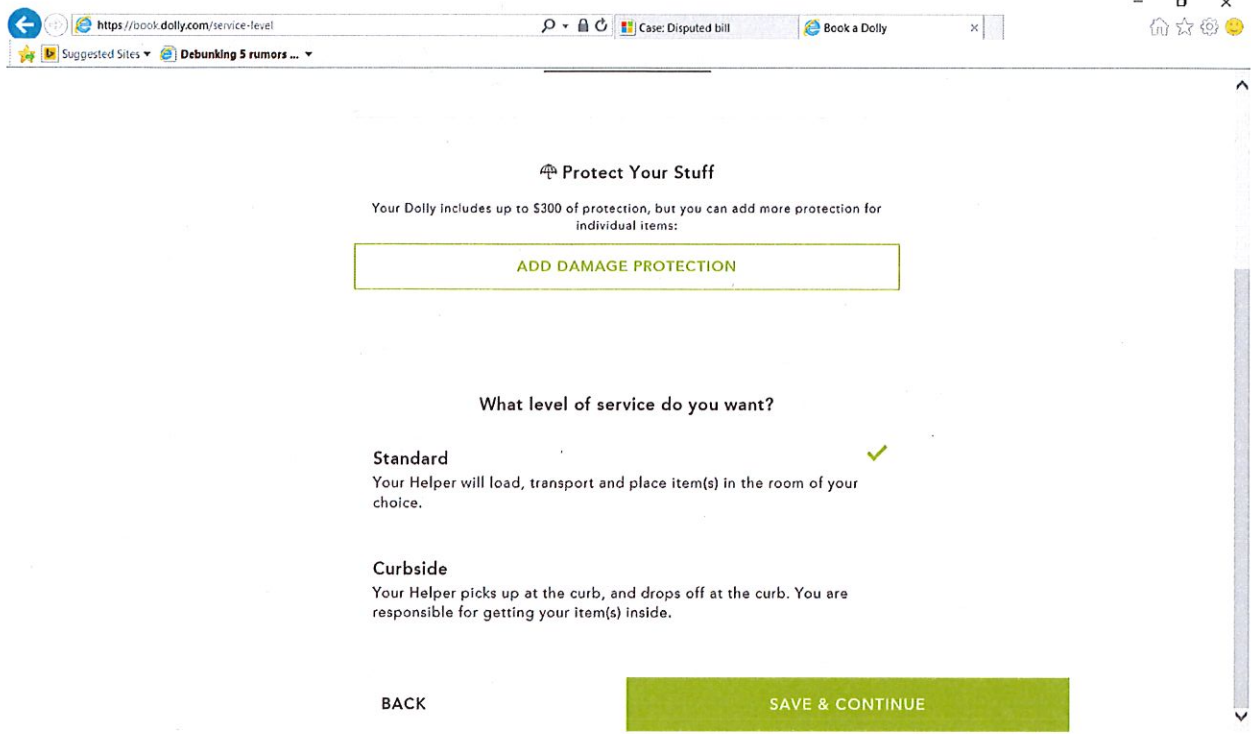
Protect Your Stuff

Your Dolly includes up to \$300 of protection, but you can add more protection for individual items:

ADD DAMAGE PROTECTION

What level of service do you want?

BACK SAVE & CONTINUE



Dolly's Website: Quote received Sept. 20, 2018.