

TITLE SHEET

DOLLY, INC.

TARIFF NO. 1

This tariff contains the description, regulations, and rates applicable to the furnishing of services and facilities for household goods services provided by **DOLLY, INC.** with principal offices at **901 5TH AVENUE, SUITE 600, SEATTLE, WASHINGTON, 98164.** This tariff is on file with the Commonwealth of Massachusetts Department of Public Utilities, and copies may be inspected during normal business hours at the Company's principal place of business or using the Company's website or app.

The Company's telephone numbers is: (206)494-3198.

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SECTION 1 – Description of the Dolly Pricing Model

Guaranteed Pricing

Dolly's proprietary algorithm provides users with a guaranteed price quote before they accept the agreement. The upfront price quote that is based on a number of dynamic variables such as:

1. Number and Types of Items:

- ~1,000 defined items each with unique pricing parameters

2. Transport Details:

- Mileage,
- Number of stops,
- Load capacity

3. Difficulty of Moving Environment:

- Flights of stairs,
- Elevators,
- Hardwood floors,
- Etc.

4. Service Levels and Features:

- Standard or curbside delivery,
- Full service or assisted,
- Insurance,
- Disassembly / assembly

5. Supply Availability:

- Driver availability,
- Demand balanced at desired time,
- Amount of lead time,
- Length of booking window,
- Time of day,
- Day of week,
- Day of month,
- Holidays

6. Rake Target:

- Type of Dolly,
- Maturity of market

Each of the above factors are weighted differently to provide the Customer with the lowest possible price. However, because Dolly's pricing model is dynamic, variance in the price quote occurs due to (E) Supply Availability.

Customer Cancellations

The Customer is not charged, and the credit card hold is lifted if the Customer cancels the request: (a) before a Helper accepts it, or (b) after it has been accepted by a Helper but more than 24 hours before the services are to be performed. The Customer is charged 20% of the guaranteed price quote if they cancel the request less than 24 hours before the Services are to be performed.

Helper Unable to Complete Customer's Request

In the instance where the Helper attempts to fulfill the Customer's request but cannot do so for reasons out of the Helper's or Dolly's control, the Customer is charged 50% of the guaranteed price quote. These situations most commonly occur when: (a) the Customer inaccurately describes the dimensions of the item and it will not fit in to or out of the desired area, or (b) the Customer grossly underestimates the item's weight and the Helper is unable to safely lift the item.

SECTION 2 – Description of Insurance Coverage

Dolly's Insurance Coverage

Dolly purchases Contingent Auto Liability coverage. Dolly's Contingent Auto Liability coverage is excess of the Helper's personal Auto coverage and provides Public Liability coverage for Dolly. Dolly does not purchase Auto Property Damage coverage as it does not own any vehicles. The table below shows Dolly's coverages and policy limits:

Insurance Type	Dolly Commercial Insurance Coverage Limits	
Commercial General Liability	Each Occurrence	\$1,000,000
	Damage to Rented Premises	\$50,000
	Personal and Advertising Injury	\$1,000,000
	General Aggregate	\$2,000,000
	Products – Completed Operations Aggregate	\$2,000,000
Automobile Liability (hired / non-owned auto)	Combined Single Limit	\$1,000,000
Excess Liability	Each Occurrence	\$3,000,000
	Aggregate	\$3,000,000

General liability for third-party bodily injury and property damage claims are first the responsibility of the Helper who caused the damage. Dolly's General Liability coverage is excess of any coverage provided by the Helper.

Helpers' Insurance Coverage

Dolly uses independent contractors (Helpers) to transport items as requested by Customers using the Dolly app. The Helpers use their personal vehicles to transport the Customer property and Dolly requires the Helpers to provide evidence of current Auto (Property/Public Liability) coverage. Helpers are covered by their Personal Auto coverage and are responsible to insure the Property Damage coverage for their owned vehicles. If a Helper does not have coverage in place, or it is not enough, the Dolly Auto policy will step in to protect Dolly from any Auto Public Liability claims.

Damage Protection Coverage

Every Customer transaction is protected for up to \$300 in complimentary damage protection coverage. Customers can elect to purchase a higher amount if desired at a cost of \$1 for every additional \$100 of damage protection sought, e.g. \$5 buys an additional \$500 in damage increasing the total damage protection for the Customer's items to \$800 (\$300 + \$500).

SECTION 3 – Rules and Regulations**RULE 1 – Regular Service Hours**

Dolly Helpers are available for services between 8:00 AM and 9:00 PM. However, the Customer and Helper may at their discretion determine a time outside of those regularly scheduled hours.

RULE 2 – Payment for Services

- Customers must provide credit card information to submit a Request.
- Customers are responsible for paying the applicable Services Fee for any completed Services.
- After the Customer submits a Request, Dolly will place a temporary hold on the credit card account the Customer provided in an amount equal to 100% of the applicable Services Fee.
- After the Customer and the Helper have verified that the Services are completed, the Customer will have the option of paying an additional gratuity to the Helper, and the Customer's credit card account will be charged for the sum of the Services Fee, any gratuity, and the fees for any additional services the Customer may request.
- The Customer agrees to make all payments to the Helper through the Dolly Platform and will not pay any Helper in cash or means other than directly through the Dolly Platform.

LIMITATION ON SERVICES

Service(s) may not be used for any unlawful purposes.

Dolly reserves the right to discontinue service(s) upon written notice, when necessitated by conditions beyond its control or when the customer is using its services in violation of the provisions of this tariff or in violation of the law.