

# #1606113 679 Hoyt Ave W, 55117 - Hold Inquiry

Submitted February 3, 2026 at 10:46 AM Received via Voicemail Requester Marguerite DeSpain <margiedespain@yahoo.com>

Status category Solved Ticket status Solved Type Question Priority Normal Group PW - Garbage Assignee Megan Beuthien

Latitude/Longitude -93.12862,44.98784 Location 679 Hoyt Ave W, St. Paul, Minnesota, 55117 Total time spent (sec) 197

Time spent last update (sec) 197 Language English Language confidence High

Permanently deleted user February 3, 2026 at 10:46 AM

Internal note

Voicemail from +1 (651) 270-6482  
Call Details:

Call from: +1 (651) 270-6482  
Call to: +1 (651) 372-8578  
Time of call: 2026-02-03 16:42:48 UTC  
Location: Minneapolis, Minnesota, United States  
Answered by: Caller +1 (651) 270-6482  
Length of phone call: 4 minutes, 1 second  
Listen to the recording:  
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAAd58b17bfe76364a63ac35de9cd1611f4/twilio/voice/mail/recording>

system February 3, 2026 at 10:47 AM

Internal note

## Call transcript:

0  
0 Hi. This is Marguerite Despain. (651) 270-6482. (651) 270-6482. About garbage pickup at 679 Point  
: **Customer** Avenue West in Saint Paul.  
0  
2  
0 And I have 3 different issues, so would like a phone call. I need to discuss some emails that have  
0 gone between us and get clearer on a policy. And I have some questions also about the current  
: **Customer** hold on my house and and wanna change that and ask questions about future holds. Let's see.  
1 Anyway and review a past credit because I'm not seeing it applied.  
8  
0  
0 Okay. Thank you so much. (651) 270-6482. Marguerite Despain, 679 Hoyt Avenue West in Saint  
: **Customer** Paul. Thank you, hon.  
4  
9

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*If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems*

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**Megan Beuthien** February 4, 2026 at 3:32 PM

Internal note

Outbound call to +1 (651) 270-6482

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 270-6482

Time of call: 2026-02-04 21:31:21 UTC

Called by: Megan Beuthien

Length of phone call: 1 minute, 8 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA73cbdb778cd660df8793d637bc437699/twilio/recording>

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**Megan Beuthien** February 4, 2026 at 3:33 PM

Internal note

LVM requesting call back to answer questions, left email as well - solving ticket

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