

#1606113 679 Hoyt Ave W, 55117 - Hold Inquiry

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

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

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

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

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

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>

Megan Beuthien February 4, 2026 at 3:33 PM

Internal note

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

Support software by Zendesk