Fill in the blank with the following vocabulary:

Resolution, billing, upgrade, downgrade, refund, troubleshoot, inquiry, referral, furthermore, outstanding, installments, resolve.

After encountering issues with her new smartphone, Sarah contacted customer service to _____ the problem. Despite their efforts to _____ the device over the phone, the problem persisted. As a gesture of goodwill, the company offered her a full _____ for the faulty device. Sarah was pleased with the quick _____ provided by the customer service team. She decided to use the refunded amount to _____ to a higher-tier phone model. _____, she made an _____ about the possibility of paying for the new device in _____ due to her current financial situation. Additionally, she mentioned an _____ balance issue with her _____ that needed attention and asked about the process for a potential _____ of her service plan or a _____ to the appropriate department."

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