

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."