

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."