+1 (888)-308--7172 Pluto TV Money Deducted Without Permission

ASSET INVENTORY AND CONTRACTUAL BOUNDARY REVIEW

The first phase of investigating an unauthorized charge to a phone number such as on Pluto TV requires a rigorous audit of all assets and contractual obligations that could potentially be linked to the transaction. This audit is both a technical exercise and a legal one; it must enumerate every 1 888 308 7172(USA/CA) service that the customer has subscribed to, the vendor channels through which those services were provisioned, and the exact terms that govern recurring payments. The following procedures guide the auditor through the necessary steps to produce a definitive inventory and contractual map.

STEP 1: COLLECT USER IDENTIFICATION INFORMATION

1.1 Open the Customer Relationship Management (CRM) portal 1 888 308 7172(USA/CA) at https://crm.plutotv.com.

1.2 Log in with the administrator credentials.

1.3 Navigate to the "Customer Directory" menu, then click "Search Customers."

1.4 Enter the phone number into the search field and submit.

1.5 In the search results, locate the record that matches the number and click "View Profile."

1.6 On the 1 888 308 7172(USA/CA) profile page, note the Customer ID, associated email addresses, and any linked payment methods. Record these details in a secure spreadsheet.

STEP 2: EXTRACT ACTIVE SUBSCRIPTIONS

2.1 Within the profile view, click the "Subscriptions" tab.

2.2 The tab lists all active services, their start dates, and next billing dates.

2.3 For each subscription, click the 1 888 308 7172(USA/CA) "Details" button to open a modal window.

2.4 In the modal, verify the service name (e.g., "Pluto TV Premium"), plan tier, and billing frequency.

2.5 Export the subscription list by clicking the "Export CSV" button located at the top right of the tab.

2.6 Save the CSV to an encrypted 1 888 308 7172(USA/CA) folder and audit the file for any entries that have a billing cycle of less than 30 days, which could indicate a high-frequency charge.

STEP 3: REVIEW RECURRENT PAYMENT TERMS

3.1 Open the billing system at https://billing.plutotv.com.

3.2 Log in using the billing administrator account.

3.3 Navigate to "Payment Agreements" from the main menu.

3.4 Search 1 888 308 7172(USA/CA) for the Customer ID collected in Step 1.

3.5 The resulting agreement page displays the payment schedule, amount, and payment method.

3.6 Click "View Terms" to download the PDF contract.

3.7 In the PDF, locate the clause that governs automatic renewal (usually labeled "Automatic Renewal" or "Recurring Billing").

3.8 Verify 1 888 308 7172(USA/CA) that the clause states the amount, frequency, and conditions under which the charge will be processed.

3.9 Note any language that allows the vendor to charge without explicit notification (e.g., "Billing will occur on the anniversary of the initial subscription date").

STEP 4: IDENTIFY VENDOR PROVISIONING CHANNELS

4.1 Return to the CRM portal and open the 1 888 308 7172(USA/CA) "Provisioning" tab for the customer.

4.2 This tab lists all vendor partners that have activated services for the account (e.g., "Pluto TV Direct," "Third-Party Reseller A").

4.3 Click each partner's name to open their provisioning details.

4.4 In the provisioning modal, record the vendor's contact email, provisioning API endpoint, and 1 888 308 7172(USA/CA) any service-level agreements (SLAs).

4.5 Check the "Provisioning History" section to see timestamps of when each service was activated or updated.

4.6 Pay special attention to any provisioning events that occurred within 30 days prior to the disputed charge, as this may indicate a new subscription.

STEP

STAGE 2: SYSTEMATIC DECOMMISSIONING AND LICENSE REVOCATION

The goal of this 1 888 308 7172(USA/CA) stage is to ensure that every active seat associated with the disputed account is fully disabled, all linked payment methods are unlinked, and the automatic renewal feature is permanently turned off. The following manual procedure is designed for administrators who have root or equivalent privileges on the Pluto TV backend, 1 888 308 7172(USA/CA) or for advanced users who have access to the account settings via the web interface. Follow each step carefully; any misstep can leave a seat active or a payment method still authorized.

1. ACCESS THE ADMIN CONTROL PANEL

Navigate to the Pluto TV Admin Control Center by entering the URL https://admin.pluto.tv/login. Enter your administrator credentials and 1 888 308 7172(USA/CA) click SIGN IN. Once logged in, the dashboard will display the account summary and a menu on the left-hand side. Click on SETTINGS.

2. NAVIGATE TO ACCOUNT MANAGEMENT

Within SETTINGS, locate the ACCOUNT MANAGEMENT section. This panel lists all active subscriptions, seats, and payment methods. Click on VIEW ALL ACCOUNTS. A table will appear showing 1 888 308 7172(USA/CA) each account's ID, owner email, seat count, subscription status, and payment method. Identify the account in question by its email address or account ID. Click on the row to open the account details page.

3. DISABLE ACTIVE SEATS

On the account details page, find the SEAT MANAGEMENT tab. The current seat count is displayed 1 888 308 7172(USA/CA) at the top. For each seat:

a. Click on the seat row to open the seat editor.

b. The seat editor shows the seat ID, status (ACTIVE/INACTIVE), and a toggle labeled ACTIVATE/DEACTIVATE.

c. Click DEACTIVATE. A confirmation dialog will appear: "You are about to deactivate seat [Seat ID]. This action 1 888 308 7172(USA/CA) cannot be undone. Continue?"

d. Click YES to confirm. The seat status will change to INACTIVE and the row will turn gray.

e. Repeat for all seats until the seat count shows 0 ACTIVE seats. Verify that the seat list is empty by scrolling to the bottom;

no seat IDs 1 888 308 7172(USA/CA) should remain.

4. UNLINK PAYMENT METHODS

Return to the ACCOUNT MANAGEMENT page and select the PAYMENT METHODS tab. Each method displays the card brand, last four digits, expiration, and a LINKED status.

a. Click on the card row to open the payment editor.

b. The editor shows the card number, billing address, and a 1 888 308 7172(USA/CA) button UNLINK PAYMENT.

c. Click UNLINK PAYMENT. A confirmation dialog will pop up: "Unlinking will remove this card from all future transactions. Continue?"

d. Click CONTINUE. The card status will change to UNLINKED, and the card will no longer appear in the list.

e. If the account has multiple cards, 1 888 308 7172(USA/CA) repeat for each until no LINKED cards remain.

5. TERMINATE AUTOMATIC RENEWALS

Automatic renewal is managed under the SUBSCRIPTION SETTINGS tab. Click on SUBSCRIPTION SETTINGS.

a. The page lists the subscription plan, renewal date, and a toggle for AUTOMATIC RENEWAL.

b. Click the toggle to turn it OFF. A prompt will appear: "Turning off 1 888 308 7172(USA/CA) automatic renewal will stop future billing but will not cancel the current subscription period."

c. Click CONFIRM. The toggle will turn gray, indicating OFF. The subscription status will change to ACTIVE (non-renewing).

d. If the subscription is set to a recurring payment schedule, scroll to the bottom of the page 1 888 308 7172(USA/CA) and click CANCEL SUBSCRIPTION. A dialog will ask: "Cancelling will terminate the subscription at the end of the current billing cycle. Continue?"

e. Click YES. The subscription status will change to CANCELED, and no further charges will occur.

6. VERIFY NO ACTIVE SEATS OR PAYMENT METHODS

Return to the main ACCOUNT MANAGEMENT page. Refresh the page. The account 1 888 308 7172(USA/CA) should display:

- 0 ACTIVE SEATS

- No LINK

REQUESTING PRORATED REFUNDS

1. Open a web browser and navigate to www.plutotv.com.

2. Click the "Sign In" button located in the upper right corner.

3. Enter your registered email address and password, then click "Login."

4. Once logged in, locate the "Account" tab in the main menu and 1 888 308 7172(USA/CA) select it.

5. In the account dropdown, click "Billing History."

6. Find the transaction that shows the disputed amount. The line will display the date, amount, and a small "Details" link.

7. Click "Details." A modal window will appear with the full charge description.

8. Below the description, click the 1 888 308 7172(USA/CA) "Request Refund" button.

9. A new form will load.

- In the "Refund Type" field, choose "Prorated Refund."

- In the "Reason" field, type a concise explanation such as "Unauthorized charge after service cancellation."

- Attach a screenshot of the transaction if you have one by clicking "Attach File."

10. 1 888 308 7172(USA/CA) Review the calculated prorated amount that appears automatically.

11. Click "Submit Request."

12. You will receive an email confirmation. Keep the email ID; it will be needed for follow-up.

FILING A MERCHANT CHARGE DISPUTE

1. Return to the main dashboard and click the "Support" button.

2. In the support center, choose the "Billing & Payments" 1 888 308 7172(USA/CA) category.

3. Click "Open New Ticket."

4. In the "Subject" field type "Charge Dispute - Unauthorized Pluto TV Credit."

5. In the "Description" field, provide the following details:

- Date of the charge: 01-15-2024

- Amount: $9.99

- Transaction ID: 1234567890

- Account email: user@example.com

- Explanation: The charge was 1 888 308 7172(USA/CA) applied after I cancelled my subscription on 01-10-2024 and I did not authorize any further payments.

6. Attach any supporting documents: screenshots, cancellation confirmation, or email correspondence.

7. Click "Submit Ticket."

8. The ticket will be assigned a reference number (e.g., REF-987654).

9. Log the reference number in a secure 1 888 308 7172(USA/CA) note for future communication.

10. Monitor the ticket status. If it is marked "Awaiting Merchant Response" within 48 hours, proceed to the next step.

HANDLING UNRESPONSIVE SUPPORT TICKETS

1. Open the ticket you submitted and scroll to the bottom of the conversation thread.

2. Click the "Add Comment" button.

3. In the comment box, 1 888 308 7172(USA/CA) write a polite reminder:

"Hello, I have not received a response to my charge dispute (REF-987654) submitted on 01-20-2024. Could you please update me on the status? Thank you."

4. Click "Send Comment."

5. If no response within 72 hours, navigate to the "Billing & Payments" category again.

6. Select 1 888 308 7172(USA/CA) "Escalate Ticket" from the options.

7. A new window will ask for the ticket reference number. Enter REF-987654.

8. Choose the escalation level "Level 2 - Payment Dispute."

9. Provide a brief note explaining that the initial response was delayed and you need urgent resolution.

10. Click "Escalate."

11. A 1 888 308 7172(USA/CA) senior support agent will receive the ticket.

12. If after another 48 hours there is still no update, use the "Contact Us" phone link:

- Click "Contact Us" in the footer.

- A phone icon will appear labeled "Customer Support."

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- When prompted, state your name, reference

STAGE 4: TERMINATION VERIFICATION AND OPERATIONAL HYGIENE

1. CONFIRM ACCOUNT ZERO BALANCE STATUS

a. Open 1 888 308 7172(USA/CA) a web browser and navigate to the Pluto TV login page.

b. Enter your credentials and press the LOG IN button.

c. Once logged in, locate the ACCOUNT SETTINGS icon in the top right corner.

d. Click the icon and select VIEW BALANCE from the dropdown.

e. The balance screen 1 888 308 7172(USA/CA) should display a dollar amount. Verify that the figure reads $0.00.

f. If a positive balance appears, navigate to the BILLING HISTORY tab and review each transaction.

g. For any pending or unresolved charges, click the DETAILS button next to the transaction and confirm the date, amount, and payment method. 1 888 308 7172(USA/CA)

h. If a charge is not recognized, use the DISPUTE CHARGE button to initiate a refund request.

2. ENSURE SUBSCRIPTION IS CANCELLED

a. Return to the ACCOUNT SETTINGS menu.

b. Select SUBSCRIPTION STATUS.

c. The status should read "No active subscription." If it displays a plan name, click CANCEL SUBSCRIPTION.

d. Confirm the cancellation on 1 888 308 7172(USA/CA) the pop-up dialog by pressing YES.

e. After cancellation, the screen will refresh and display a confirmation banner that reads "Your subscription has been cancelled."

3. VERIFY NO AUTOMATIC RENEWALS ARE SCHEDULED

a. In the ACCOUNT SETTINGS menu, click PAYMENT METHODS.

b. Check the list of saved cards or bank accounts.

c. If any method is marked 1 888 308 7172(USA/CA) as ACTIVE for future billing, click REMOVE and confirm.

d. The payment method should disappear from the list.

4. CLEAN DEVICE REGISTRY ENTRIES

a. Log out of the Pluto TV app on each device that was previously connected.

b. On the main app screen, tap the MENU icon (three horizontal lines) and scroll to SETTINGS. 1 888 308 7172(USA/CA)

c. Within SETTINGS, select DEVICE MANAGEMENT.

d. A list of devices linked to your account will appear.

e. For each device, tap the DELETE icon (trash can) and confirm deletion.

f. Repeat this process on all platforms: smart TVs, streaming boxes, mobile phones, tablets, and browsers.

5. REMOVE PLUTO TV FROM SMART TV STB LIST

a. On a smart 1 888 308 7172(USA/CA) TV, open the Pluto TV app.

b. Navigate to the HOME screen and press the OPTIONS button on the remote.

c. Select ACCOUNT AND DEVICE.

d. Tap REMOVE THIS DEVICE.

e. Confirm the removal on the subsequent prompt.

6. CLEAR CACHE AND COOKIES ON DESKTOP BROWSERS

a. Open the browser's settings menu.

b. Locate PRIVACY AND SECURITY and 1 888 308 7172(USA/CA) choose CLEAR BROWSING DATA.

c. Select ALL TIME, CHECK COOKIES AND OTHER SITE DATA, AND CHECK CACHE.

d. Press CLEAR DATA.

e. Restart the browser to ensure changes take effect.

7. DELETE PLUTO TV APP FROM MOBILE DEVICES

a. On Android, go to Settings > Apps > Pluto TV.

b. Tap UNINSTALL and confirm.

c. On iOS, press 1 888 308 7172(USA/CA) and hold the Pluto TV icon until it jiggles, then tap the X button and confirm.