+1 (888)-308--7172 Pluto TV Charge After Account Cancellation

COMPREHESSIVE ARCHITECTURAL OVERVIEW AND DIAGNOSTIC TRIAGE

Pluto TV operates as a hybrid over-the-top (OTT) platform that combines a free ad-supported streaming tier with a premium subscription tier called Pluto TV Premium. The billing engine for the premium tier is built on a micro-service architecture hosted on a containerized cloud platform (typically Kubernetes on AWS or GCP). 1 888 308 7172(USA/CA) Three core services interact to produce the end-user billing experience:

1. USER ACCOUNT SERVICE - maintains the canonical identity record, stores subscription state, and exposes REST endpoints for account creation, plan changes, and cancellation. It persists data in a relational database (PostgreSQL) with a "soft-delete" flag for cancelled accounts.

2. 1 888 308 7172(USA/CA) SUBSCRIPTION MANAGEMENT SERVICE - responsible for translating plan selections into recurring payment schedules. It integrates with third-party payment processors (Stripe, Braintree, and regional alternatives such as Adyen) through their SDKs. The service creates a "payment intent" object that is stored in a NoSQL store (DynamoDB) and triggers a recurring charge 1 888 308 7172(USA/CA) event every 30 days.

3. BILLING NOTIFICATION SERVICE - consumes events from the subscription service via a message queue (Apache Kafka). It sends email, SMS, and in-app push notifications about upcoming charges, successful payments, and failures. It also updates the UI flag that shows "Payment on Hold" within the account 1 888 308 7172(USA/CA) dashboard.

When a user initiates a cancellation through the web or mobile UI, the request follows this path:

- UI button "Cancel Subscription" on the Settings ? Subscription page sends an HTTPS POST to /account/v1/cancel.

- The Account Service validates the request, sets the soft-delete flag, and emits a "CancellationRequested" 1 888 308 7172(USA/CA) event to Kafka.

- The Subscription Management Service receives the event, checks the current billing cycle, and decides whether to terminate immediately (prorated refund) or to allow the cycle to run to completion. By default, Pluto TV respects the "run-to-end-of-cycle" policy, meaning the service will keep the payment intent active 1 888 308 7172(USA/CA) until the next billing date.

- The Billing Notification Service updates the UI to display "Your subscription will end on [date]" and disables further charge attempts.

Why Unexpected Recurring Holds Appear

1. Grace-Period Logic - The subscription service implements a 48-hour grace period after a cancellation request. If the cancellation 1 888 308 7172(USA/CA) request arrives within 48 hours of the scheduled charge, the system may still attempt the charge to avoid partial-month revenue loss. The charge is then immediately reversed, but the user sees a pending hold on the card for a few days.

2. Multiple Payment Sources - Users can store more 1 888 308 7172(USA/CA) than one payment method (primary and backup). When the primary method fails, the system automatically retries using the backup source. If the backup is a corporate or prepaid card, the charge may appear as a new "hold" even though the user believes they cancelled.

3. Inconsistent State Across Regions - 1 888 308 7172(USA/CA) Pluto TV runs separate data-centers for North America, Europe, and APAC. A cancellation performed on the EU portal may only set the flag in the EU Account Service. If the user's subscription was originally provisioned in the US region, the US Subscription Management Service does not receive the cancellation event, 1 888 308 7172(USA/CA) resulting in a charge from the US side while the EU UI shows "Cancelled".

4. Legacy "Trial" Subscriptions - Users who started a free trial that converts automatically to a paid plan have a separate "TrialConversion" schedule. Cancelling the paid plan does not automatically delete the pending conversion job, so 1 888 308

7172(USA/CA) the next cycle can re-activate the paid tier and generate a hold.

5. Third-Party Processor Delays - Some processors (e.g., Braintree) hold funds for up to 7 days before final settlement. Even after a cancellation, the processor may release a pre-authorization hold that appears as a "charge" on the statement. 1 888 308 7172(USA/CA) The

ADMINISTRATIVE RESOLUTION - STEP-BY-STEP GUIDE FOR REVOKING A PLUTO TV CHARGE AFTER ACCOUNT CANCELLATION

OVERVIEW

This document provides an exhaustive, end-to-end procedure for reversing an unexpected charge from Pluto TV after a user has cancelled their subscription. The instructions cover three distinct access paths: the web browser portal, the Windows/macOS 1 888 308 7172(USA/CA) desktop application, and the iOS/Android mobile clients. Each path includes navigation through settings menus, identification of the relevant billing sections, execution of a refund request, and troubleshooting tips for common failure points such as stale cache, two-factor authentication (2FA) prompts, and unresponsive UI elements.

PRE-REQUISITES

1. Valid login credentials (email address 1 888 308 7172(USA/CA) and password) for the Pluto TV account that was cancelled.

2. Access to the email inbox associated with the account for receipt of confirmation links.

3. A stable internet connection (minimum 5 Mbps download, 1 Mbps upload).

4. If 2FA is enabled, the authentication device (mobile authenticator app or SMS 1 888 308 7172(USA/CA) capable phone).

5. Administrative privileges on the desktop operating system (ability to install or uninstall software if required).

SECTION 1 - RESOLUTION THROUGH THE WEB BROWSER PORTAL

1. Launch a supported web browser (Chrome ? 112, Firefox ? 112, Edge ? 112, Safari ? 16).

2. Clear the browser cache to avoid loading stale session data:

a. Open the 1 888 308 7172(USA/CA) browser's Settings menu.

b. Navigate to Privacy & Security ? Clear Browsing Data.

c. Select "Cached images and files" and "Cookies and other site data" for the time range "All time".

d. Click the "Clear data" button and wait for the process to complete.

3. In the address bar, type 1 888 308 7172(USA/CA) https://www.pluto.tv/account and press Enter.

4. On the login screen, enter the registered email address, then click the "Next" button.

5. Input the password and click "Sign In". If 2FA is enabled, a prompt will appear:

a. Choose the method (Authenticator app or SMS).

b. Retrieve the code, enter it in 1 888 308 7172(USA/CA) the field, and click "Verify".

6. After successful authentication, the "Account Overview" dashboard appears. Locate the left-hand navigation pane and click "Billing".

7. In the Billing view, a table of recent transactions is displayed. Identify the disputed charge (date, amount, transaction ID). Click the "Details" link adjacent to the entry. 1 888 308 7172(USA/CA)

8. The "Transaction Details" modal expands. Verify that the status reads "Cancelled - Pending Refund". If the status reads "Active" or "Completed", proceed to step 9; otherwise, the refund is already processing.

9. Click the "Request Refund" button at the bottom of the modal. A confirmation dialog appears:

a. Review 1 888 308 7172(USA/CA) the reason dropdown; select "Charged after cancellation".

b. Optionally, enter a free-form comment for the support team.

c. Click "Confirm Refund Request".

10. A success toast notification appears: "Your refund request has been submitted". An email receipt is sent to the registered address.

11. To verify that the request was 1 888 308 7172(USA/CA) recorded, return to the Billing page and locate the newly added entry labeled "Refund Requested".

TROUBLESHOOTING - WEB PORTAL

- If the "Request Refund" button is disabled, ensure the account's cancellation date precedes the charge date. If not, contact support via the "Help Center" link in the footer.

- If the login fails with 1 888 308 7172(USA/CA) "Incorrect password", use the "Forgot password?" link to reset credentials.

- If the page loads indefinitely, disable any ad-blocking extensions, then reload.

SECTION 2 - RESOLUTION THROUGH THE DESKTOP APPLICATION

1. Verify that the Pluto TV desktop client is installed. If not, download the installer from https://www.pluto.tv/download (choose Windows or mac

SECTION 3: ERROR HANDLING, MERCHANT REFUND STANDARDS, AND INVOICE RECONCILIATION

WHEN A CUSTOMER CONTACTS SUPPORT CLAIMING A 1 888 308 7172(USA/CA) POST-CANCELLATION CHARGE FROM PLUTO TV, THE AGENT MUST FOLLOW A RIGOROUS PROCEDURE THAT CAPTURES EVERY DATA POINT, VALIDATES REFUND ELIGIBILITY, AND ENSURES THAT THE FINANCIAL RECONCILIATION LOGS ARE UPDATED IN REAL TIME. THE PROCESS IS DIVIDED INTO FOUR LOGICAL PHASES: INITIAL Triage, TRANSACTION VERIFICATION, REFUND AUTHORIZATION, AND POST-REFUND RECONCILIATION. EACH 1 888 308 7172(USA/CA) PHASE INCLUDES EDGE-CASE HANDLING, TIME-WINDOW CONSTRAINTS, AND DETAILED UI NAVIGATION STEPS.

1. INITIAL TRIAGE AND DATA GATHERING

A. OPEN THE SUPPORT PORTAL AND SELECT THE "CUSTOMER INTERACTIONS" MODULE.

B. ENTER THE CUSTOMER'S EMAIL OR PHONE NUMBER IN THE SEARCH BAR; THE SYSTEM WILL DISPLAY THE LATEST ACCOUNT RECORD.

C. CLICK THE "VIEW ACCOUNT HISTORY" BUTTON. Review the subscription timeline, noting the exact date and time the cancellation 1 888 308 7172(USA/CA) request was logged.

D. RECORD THE FOLLOWING FIELDS IN THE CASE NOTES:

- ACCOUNT ID (e.g., ACCT-987654321)

- CANCELLATION TIMESTAMP (UTC)

- LAST SUCCESSFUL BILLING DATE

- PAYMENT METHOD (VISA, MASTERCARD, etc.)

- Transaction Reference Number (TRN) for the disputed charge, if visible.

E. IF THE CUSTOMER PROVIDES A SCREENSHOT OF THE CHARGE, SAVE THE IMAGE under the "ATTACHMENTS" tab, naming it "DISPUTETRNXXXX.png".

2. TRANSACTION VERIFICATION

A. NAVIGATE TO THE "FINANCIAL 1 888 308 7172(USA/CA) OPERATIONS" DASHBOARD USING THE TOP NAVIGATION MENU. Select "TRANSACTION SEARCH".

B. INPUT THE TRN FROM THE CUSTOMER OR, IF UNAVAILABLE, INPUT THE CUSTOMER'S PAYMENT METHOD LAST FOUR DIGITS AND THE DATE RANGE FROM CANCELLATION DATE TO TODAY.

C. PRESS THE "SEARCH" BUTTON. The results grid will list every charge, refund, 1 888 308 7172(USA/CA) and settlement entry associated with the account.

D. IDENTIFY THE CHARGED ENTRY THAT MATCHES THE DISPUTE. Confirm the following details:

- PROCESSING DATE (must be AFTER the cancellation timestamp)

- AMOUNT (ensure it matches the amount shown on the customer's statement)

- RESPONSE CODE (e.g., 05 - DO NOT HONOR, 1 888 308 7172(USA/CA) 13 - INVALID AMOUNT).

E. IF THE PROCESSING DATE IS BEFORE THE CANCELLATION TIMESTAMP, MARK THE CASE AS "NO REFUND REQUIRED - CHARGE PRE-DATED". Document the finding and close the ticket.

3. REFUND ELIGIBILITY WINDOWS AND EDGE-CASE LOGIC

A. STANDARD REFUND WINDOW: 30 CALENDAR DAYS FROM THE DATE OF THE CHARGED TRANSACTION. ANY CLAIM BEYOND THIS PERIOD 1 888 308 7172(USA/CA) MUST BE ESCALATED TO THE COMPLIANCE TEAM.

B. EXCEPTION 1 - PROMOTIONAL TRIALS: If the charge originates from a promotional trial conversion, the refund window is reduced to 14 DAYS. Verify the "PROMO CODE" column in the transaction detail view.

C. EXCEPTION 2 - DISPUTE THROUGH CARD ISSUER: If the 1 888 308 7172(USA/CA) customer has already opened a chargeback with their issuing bank, the merchant must NOT issue a duplicate refund. Locate the "CHARGEBACK STATUS" field; if it reads "PENDING" or "SETTLED", route the case to the "DISPUTE MANAGEMENT" queue.

D. EXCEPTION 3 - ACCOUNT RE-

VERIFICATION AUDIT AND PERMANENT SECURITY HARDENING

INTRODUCTION

When a user terminates a Pluto TV subscription, the visual confirmation on the 1 888 308 7172(USA/CA) website or mobile app is often insufficient to guarantee that the account has been fully de-provisioned. A malicious actor with lingering authentication artifacts can re-activate the service or harvest personal data. This section walks a technical support specialist, a security analyst, or a power user through a rigorous verification audit, 1 888 308 7172(USA/CA) the complete removal of cached authentication tokens, and the implementation of ongoing safeguards that reduce the attack surface to a minimum.

STEP 1 - CONFIRM CANCELLATION IN THE PLUTO TV ADMIN CONSOLE

1. Log in to the Pluto TV partner portal using the master administrator credentials.

2. Navigate to the top-level menu: ACCOUNT MANAGEMENT ? SUBSCRIPTIONS.

3. In the search bar, 1 888 308 7172(USA/CA) type the full email address associated with the cancelled account.

4. From the filtered results, select the row that displays the user's name and click the DETAILS button.

5. On the subscription details page, locate the STATUS field. A properly cancelled subscription will read "CANCELLED - EFFECTIVE DATE: YYYY-MM-DD". If 1 888 308 7172(USA/CA) the status reads "ACTIVE" or "PENDING CANCELLATION", click the ACTIONS dropdown and select FORCE CANCEL. Confirm the action in the modal dialog by typing the word CONFIRM and pressing the CONFIRM button.

NOTE: The FORCE CANCEL operation writes a cancellation event to the internal audit log and triggers a downstream 1 888 308 7172(USA/CA) de-provisioning workflow that revokes all active tokens.

STEP 2 - AUDIT THE BACKEND EVENT LOGS

1. Open a new terminal window on a workstation with access to the internal logging aggregation service (e.g., Splunk, ELK).

2. Run the query: index=plutotvauth source="subscriptionevents" user="user@example.com" | sort time desc | head 10.

3. Verify that the most recent entry contains the 1 888 308 7172(USA/CA) fields: eventtype="subscriptioncancellation", result="success", and tokenrevocation="completed".

4. If the tokenrevocation field is missing or marked "partial", you must manually invoke the token revocation API (see Step 4).

Step 2 should be repeated for at least the last 30 days to ensure no stray re-activation attempts were logged after the cancellation request.

STEP 3 - PURGE CACHED AUTHENTICATION TOKENS FROM BROWSER AND MOBILE CLIENTS

A. DESKTOP BROWSER (CHROME, FIREFOX, EDGE)

1. Open the browser and navigate to chrome://settings/clearBrowserData (or the equivalent for Firefox: about:preferencesprivacy).

2. In the "Time range" dropdown, select "All time".

3. 1 888 308 7172(USA/CA) Tick the following checkboxes: Cookies and other site data, Cached images and files, Hosted app data.

4. Click the CLEAR DATA button.

5. To remove any residual IndexedDB or localStorage entries specific to Pluto TV:

a. Open the developer console (F12).

b. Switch to the Application tab.

c. In the 1 888 308 7172(USA/CA) left pane, expand Local Storage and select https://www.pluto.tv.

d. Highlight all rows, right-click, and choose Delete.

e. Repeat the process for Session Storage and IndexedDB entries under the same domain.

6. Finally, close all browser windows, restart the browser, and verify that the address bar no longer autocompletes any Pluto 1 888 308 7172(USA/CA) TV URLs.

B. MOBILE APPLICATION (iOS & Android)

iOS

1. Open Settings ? General ? iPhone Storage.

2. Scroll to Pluto TV, tap it, then select DELETE APP. This removes the app bundle and all sandboxed data, including the keychain entry that stores the refresh token.

3. Reinstall the app 1 888 308 7172(USA/CA) from the App Store only if you need the free tier; otherwise, keep it removed.

Android

1. Open Settings ? Apps ? Pluto TV.

2. Tap STORAGE ? CLEAR CACHE, then tap CLEAR DATA.

3. Press UNINSTALL to fully delete the application package and any persisted SharedPreferences that contain auth 1 888 308 7172(USA/CA) tokens.

If the device is managed by an MDM, run a remote wipe command for the Pluto