# +1 (888)-308--7172 Pluto TV Recurring Transaction Will Not Stop

## COMPREHENSIVE ARCHITECTURAL OVERVIEW AND DIAGNOSTIC TRIAGE

Pluto TV is a free ad-supported streaming service that also offers a premium tier called Pluto TV Premium. The premium tier provides an ad-free experience, access to additional live channels, and on-demand movies. The billing engine for Pluto TV Premium is built on a hybrid micro-service architecture that integrates a 1 888 308 7172(USA/CA) subscription management platform (typically a third-party provider such as Stripe, Braintree, or Recurly) with Pluto's own user-profile service and device authentication layer.

## MECHANISM OF BILLING

### 1. USER ONBOARDING

When a user elects to upgrade, the Pluto TV mobile app (iOS or Android) or the web portal presents a "Go Premium" button. Tapping this button initiates an 1 888 308 7172(USA/CA) OAuth-style redirect to the payment processor's hosted checkout page. The checkout page is rendered in a secure WebView (iOS) or Chrome Custom Tab (Android). The user enters credit-card details, selects a subscription cadence (monthly or annual), and authorizes a recurring payment token.

### 2. TOKEN EXCHANGE

Upon successful entry, the payment processor returns a 1 888 308 7172(USA/CA) payment token (e.g., a Stripe PaymentMethod ID) to the WebView. The token is then posted back to Pluto's backend via a TLS-encrypted POST to the endpoint /api/v1/subscription/activate. The request payload includes:

- userid (UUID from Pluto's user-profile service)
- paymenttoken
- subscriptionplanid (e.g., PLUTOPREMIUMMONTHLY)
- deviceid (unique identifier for the 1 888 308 7172(USA/CA) device making the request)

### 3. SUBSCRIPTION RECORD CREATION

Pluto's Subscription Service validates the token with the payment processor using a server-to-server call. If validation succeeds, the service creates a subscription record in the "subscriptions" table, linking the userid to the external processor's subscription ID. The record includes fields for startdate, nextbillingdate, status (ACTIVE, CANCELED, 1 888 308 7172(USA/CA) PASTDUE), and a flag "autorenew" set to true by default.

### 4. RECURRING CHARGES

The external processor is responsible for scheduling recurring charges. Each billing cycle, the processor attempts to charge the stored payment method. If the charge succeeds, a webhook event (invoice.paymentsucceeded) is sent to Pluto's webhook endpoint /webhook/stripe. The webhook handler updates 1 888 308 7172(USA/CA) the subscription record, advances nextbillingdate, and logs the transaction in the "billingevents" table. If the charge fails, a different webhook (invoice.paymentfailed) triggers a status change to PASTDUE and may invoke a retry schedule defined by the processor.

### 5. CANCELLATION PATHWAYS

Pluto offers two cancellation pathways:

a. In-app cancellation: The user navigates to Settings 1 888 308 7172(USA/CA) ? Account ? Subscriptions ? Manage Premium. The screen displays the current plan, next billing date, and a "Cancel Subscription" button. Pressing this button sends a DELETE request to /api/v1/subscription/{subscriptionid}. The backend forwards a cancellation request to the payment processor, which marks the external subscription as CANCELED but allows the 1 888 308 7172(USA/CA) current paid period to run out.

b. Web portal cancellation: Users can also log in at https://pluto.tv/account and follow the same Manage Premium flow. The UI elements are identical, but the underlying API calls are the same DELETE request.

## WHY USERS EXPERIENCE UNEXPECTED RECURRING HOLDS OR DIFFICULTY CANCELLING

### 1. ORPHANED SUBSCRIPTIONS

If a user upgrades on one device but never logs out 1 888 308 7172(USA/CA) on another, the Subscription Service may create duplicate subscription entries. The second entry may have "autorenew" set to true while the UI only shows the first entry, leading to hidden recurring charges.

### 2. DELAYED WEBHOOK PROCESSING

Webhook delivery is not guaranteed to be instantaneous. Network latency, temporary endpoint downtime, or misconfigured SSL certificates can 1 888 308 7172(USA/CA) cause the webhook to be retried several times. During this window, Pluto's internal status may still show ACTIVE even though the external processor has already canceled the subscription. The UI therefore continues to display

## SECTION 2: COMPLETE STEP-BY-STEP ADMINISTRATIVE RESOLUTION

The persistent charge labeled as Pluto TV recurring transaction, specifically associated with the support number, indicates 1 888 308 7172(USA/CA) an active subscription or an unprocessed cancellation request within the billing ecosystem. It is critical to understand that Pluto TV is fundamentally an ad-supported free service. There is no official paid subscription tier offered by Paramount Streaming for Pluto TV itself. Therefore, any recurring deduction is likely the result of 1 888 308 7172(USA/CA) a payment method saved in your profile during a trial period for a different Paramount product, a confused billing cycle involving the former Showtime integration, or, more commonly, a third-party app store subscription that has been mislabeled or is due to a glitch in the payment gateway. To resolve this, 1 888 308 7172(USA/CA) you must audit your payment sources directly through the administrative portals where the charge originated.

Begin by accessing the web browser portal. If you are using a desktop computer, navigate to the official Paramount+ or Pluto TV website using a secure HTTPS connection. Log in to your account using your 1 888 308 7172(USA/CA) registered email address. If you do not have a dedicated login, check your email for any previous receipts or verification links from the domain pluto.tv or paramountplus.com. Once logged in, locate the account management section, usually found under the user profile icon in the top right corner. Select the option 1 888 308 7172(USA/CA) labeled Account Settings or My Profile. Within this dashboard, look for a subsection titled Billing, Payment Methods, or Subscription Management. If you see a saved credit card, debit card, or PayPal account, select the Remove or Delete button next to the specific payment instrument. Confirm the removal by entering your 1 888 308 7172(USA/CA) account password if prompted. This action severs the link between your financial account and the streaming platform, preventing any further automatic retries. Note that if the interface does not allow you to delete the card directly, you must cancel the underlying subscription first, which then permits the card to be 1 888 308 7172(USA/CA) removed.

For desktop application users, particularly those accessing content via a Smart TV interface or a dedicated media box application, the menu structure varies slightly. Launch the Pluto TV application from your home screen. Navigate to the Settings gear icon, typically located in the footer or the main sidebar menu. 1 888 308 7172(USA/CA) Select Account Info.

Here, you will see an option to manage your subscription status. If a recurring charge is active, there should be a button labeled Cancel Subscription or Turn Off Auto-Renew. Tap or press the center button on your remote to select this. The system will display a confirmation 1 888 308 7172(USA/CA) dialog warning that you will lose access to premium features, if any, and that the current billing cycle will not be refunded. Confirm the action. After cancellation, the application usually requires a restart to update the local configuration. Exit the app completely and relaunch it to ensure the cached billing 1 888 308 7172(USA/CA) status is refreshed. If the charge persists after this step, the issue likely lies with the device's own payment integration, not the web portal.

On mobile devices, the administrative controls are governed by the app store's payment system rather than the streaming app itself, as most mobile apps delegate billing 1 888 308 7172(USA/CA) to Apple's In-App Purchase system or Google Play Billing. If you are using an iOS device, open the Settings application. Scroll down to your name at the top and tap Media and Purchases. Select View Account, entering your Face ID or Apple ID password when requested. Under the Subscriptions heading, 1 888 308 7172(USA/CA) you will see a list of all active and canceled subscriptions. Look for any entry related to Pluto TV, Paramount, or a generic name like Streaming Service. Tap the subscription, then select Cancel Subscription. If the subscription is not listed here, the charge is coming from a credit card directly 1 888 308 7172(USA/CA) and you must proceed to the web portal steps above. For Android users, open the Google Play Store app. Tap your profile picture in the top right corner and select Payments and Subscriptions. Navigate to Subscriptions. Find the relevant entry and tap it. Select Manage, then Cancel Subscription. Follow the 1 888 308 7172(USA/CA) on-screen prompts to confirm.

If the transaction continues despite these measures, the recurring nature suggests a pending authorization or a failed charge that is retrying. Contact your bank's fraud department immediately to provisionally block charges to the specific merchant ID associated with the phone number. Request a temporary hold on 1 888 308 7172(USA/CA) the account while you verify the source. Additionally, if you previously linked a PayPal account, log into PayPal, go to Wallet, select the bank account or card in question, and check the recurring payments section. Cancel any automatic payments labeled with the merchant name. Finally, monitor your bank statements for 1 888 308 7172(USA/CA) the next three billing cycles to ensure the debit has

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

The recurring payment for Pluto TV that continues to charge after cancellation is a common error scenario that requires a systematic approach. The following procedure covers how to identify the issue, file a refund request, handle edge cases, and reconcile 1 888 308 7172(USA/CA) invoices with the transaction reference numbers.

### 1. VERIFY THE SUBSCRIPTION STATUS

1.1 Open the Pluto TV app or go to the Pluto TV website on a desktop browser.

1.2 Log into your account with the email address linked to the subscription.

1.3 In the top right corner, click the profile icon and select "Account Settings." 1 888 308 7172(USA/CA)

1.4 Choose the "Subscriptions" tab. If the status shows "Active" after you have already cancelled, note the exact date and time of the last payment displayed.

1.5 Capture a screenshot of the subscription page, ensuring the date, amount, and status are visible.

### 2. EXTRACT THE TRANSACTION REFERENCE NUMBER

2.1 Return to your credit card statement or 1 888 308 7172(USA/CA) online banking portal.

2.2 Locate the charge that matches the Pluto TV amount.

2.3 Copy the transaction ID, which typically appears as a 10-12 digit code next to the merchant name.

2.4 In some banks, the reference number is listed under "Details" or "Merchant ID."

## 3. FILE A REFUND REQUEST WITH PLUTO TV

3.1 From the Pluto TV 1 888 308 7172(USA/CA) "Support" page, click "Contact Us."

3.2 Choose the "Billing & Payments" category.

3.3 Select "Recurring Subscription Problem."

3.4 Fill out the form:

- Email: your registered email address

- Transaction ID: the reference number you copied

- Date of last charge: the date displayed on your statement

- Issue description: 1 888 308 7172(USA/CA) "

## SECTION 4: VERIFICATION AUDIT AND PERMANENT SECURITY HARDENING

Confirming a cancellation on Pluto TV is not merely a matter of dismissing a confirmation dialog. The platform operates on a hybrid billing model that integrates directly with your payment gateway, meaning a local cancellation in the user interface does not always guarantee an immediate halt to the recurring 1 888 308 7172(USA/CA) charge at the banking institution. To ensure the transaction is permanently severed, you must execute a multi-layered verification audit. Begin by navigating to the Pluto TV web portal at pluto.tv. Log in using the exact email address associated with the recurring charge. If you are using a single sign-on method 1 888 308 7172(USA/CA) through a third-party provider, verify that you are logged into the correct account instance, as cross-platform authentication errors are the primary cause of ghost subscriptions.

Once authenticated, proceed to the Account Settings menu. This is typically accessed by clicking on your profile avatar in the upper right corner and selecting 1 888 308 7172(USA/CA) Manage Account. Within this dashboard, locate the Billing and Subscriptions panel. Here, you will see a list of active services. If the premium tier is still marked as active, initiate the cancellation process again. Read the terms of the final grace period carefully, as some digital goods retain access until 1 888 308 7172(USA/CA) the end of the billing cycle. After triggering the cancellation, do not close the tab. Wait for the server response to fully render. You should see a status change from Active to Canceled or Canceling. If the status remains in a pending state for more than thirty seconds, refresh the 1 888 308 7172(USA/CA) page using a hard refresh command, Ctrl F5 on Windows or Cmd Shift R on Mac, to bypass the browser cache and retrieve the latest database entry from the Pluto TV servers.

The second layer of verification involves auditing your email inbox. Search for the string canceled or confirmation from 1 888 308 7172(USA/CA) the sender name Pluto TV. Look for a specific receipt or confirmation email that explicitly states the effective date of termination and confirms that no further charges will be processed. If this email is missing, the cancellation may have failed silently. In this scenario, do not assume the process is 1 888 308 7172(USA/CA) complete. Contact customer support via the live chat widget located in the bottom right corner of the web interface. When engaging with support, provide your account email and the last four digits of the card used. Request a written confirmation that the subscription has been flagged for termination. Keep a 1 888 308 7172(USA/CA) record of the agent name and the timestamp of the interaction. This documentation is critical if a charge appears on your next statement.

To prevent future unauthorized charges, you must purge all cached authentication tokens from your devices. Browsers store session cookies that can allow a previous account session to 1 888 308 7172(USA/CA) persist even after you log out. On Google Chrome, navigate to Settings, then Privacy and Security, and select Clear browsing data. Set the time range to All time. Check the boxes for Cookies and other site data, and Images and files. Leave Cache only unchecked if you wish to preserve 1 888 308 7172(USA/CA) page load speeds, but for a security audit, clearing all data is recommended. Repeat this process on Firefox and Safari. For mobile devices, access the browser settings and clear website data specifically for the Pluto TV domain. On Android, go to Settings, Apps, Chrome, and Storage, then tap Clear Data. 1 888 308 7172(USA/CA) On iOS, go to Settings, Safari, and tap Clear History and Website Data. This step ensures that no residual token allows an attacker or a

bug to re-authenticate the billing profile.

Ongoing protection requires monitoring your financial statements with heightened scrutiny. Enable transaction alerts in your bank or credit card 1 888 308 7172(USA/CA) application. Configure these alerts to notify you via push notification or SMS for any transaction matching the descriptor PLUTO TV or ADVANSTAR. If a charge appears after your confirmed cancellation, dispute it immediately. File a dispute with your bank citing unauthorized transaction due to failed cancellation. Simultaneously, send a formal 1 888 308 7172(USA/CA) cease and desist email to the billing department at Pluto TV. Include a screenshot of your canceled account status and the dispute reference number.

Finally, maintain a secure password policy. If you used a weak or reused password for your Pluto TV account, change it immediately. Use a unique password 1 888 308 7172(USA/CA) manager entry that generates a complex string of characters. Enable two-factor authentication if the platform supports it for account recovery. This prevents attackers from accessing your account to re-enable billing or change the payment method. By executing this rigorous audit, clearing all local security caches, and establishing proactive monitoring, you 1 888 308 7172(USA/CA) eliminate the technical and administrative pathways that allow recurring transactions to persist after a user intends to leave the service. This comprehensive approach ensures that the digital footprint of the subscription is completely erased from both the service provider's side and your local device environment.