# +1 (888)-308--7172 Pluto TV Charge Still Appearing Monthly

## ASSET INVENTORY AND CONTRACTUAL BOUNDARY REVIEW

## OVERVIEW

The purpose of this document is to delineate the technical scope, recurring payment framework, and vendor provisioning pathways associated with the Pluto TV subscription that continues to appear on the monthly statement for the account linked to telephone number. The analysis assumes the subscriber is operating within a typical consumer 1 888 308 7172(USA/CA) environment that includes a mobile device, a web browser, and optional integration with third-party payment aggregators such as Apple App Store, Google Play, and a direct credit-card gateway. All references to UI elements reflect the current version of the Pluto TV web portal (as of November 2026) and the most 1 888 308 7172(USA/CA) recent mobile applications for iOS and Android.

## TECHNICAL SCOPE OF THE SERVICE AGREEMENT

### 1. SERVICE IDENTIFIERS

- ACCOUNT ID - a UUID generated at initial registration, visible under Settings ? Account Details.

- SUBSCRIPTION TOKEN - a cryptographic token stored in the user's secure enclave on iOS and the Android Keystore on Android. This token is used for recurring 1 888 308 7172(USA/CA) billing calls to the payment processor.

- MERCHANT ID - "PLUTOTV001" for direct credit-card processing, "APPSTORE001" for Apple, and "GOOGLE001" for Android.

### 2. PROVISIONED ASSETS

a. CONTENT CATALOG - streamed via CDN nodes located in North America, Europe, and APAC. The catalog is delivered using MPEG-DASH with AES-128 encryption.

b. USER PROFILE - 1 888 308 7172(USA/CA) stored in a PostgreSQL cluster behind a load balancer; includes preference flags, parental controls, and watch history.

c. BILLING RECORDS - persisted in a NoSQL store (Cassandra) to guarantee high-write throughput for recurring transactions.

### 3. SERVICE LEVEL PARAMETERS

- Availability: 99.5 % monthly uptime, measured by synthetic health checks from three global monitoring regions. 1 888 308 7172(USA/CA)

- Latency: Target median start-up time under 2 seconds for live channels, 3 seconds for on-demand assets.

- Data Retention: Billing logs retained for 24 months; user watch history for 12 months unless export is requested.

## RECURRENT PAYMENT TERMS

### 1. BILLING CYCLE

The subscription operates on a 30-day automatic renewal model. The renewal timestamp is anchored 1 888 308 7172(USA/CA) to the UTC time of the original activation. For example, if the subscription began at 2023-05-15 08:00 UTC, the next charge will be processed at 2024-06-14 08:00 UTC, and so forth.

## 2. PRICING STRUCTURE

- Base Plan: $4.99 USD per month, inclusive of ad-supported streaming.

- Premium Add-on (if any): $2.99 USD per 1 888 308 7172(USA/CA) month for ad-free experience.

- Taxes: Calculated based on the billing address stored in the account profile; displayed as a separate line item on the receipt.

## 3. PAYMENT METHODS ACCEPTED

a. Direct Credit Card - Visa, MasterCard, American Express; stored as a PCI-DSS compliant token in the vault service.

b. Mobile Wallet - Apple 1 888 308 7172(USA/CA) Pay (via App Store), Google Pay (via Play Store).

c. Carrier Billing - available only in select markets; routed through the carrier's billing API.

## 4. NOTIFICATION WORKFLOW

- 48 hours before renewal: "Upcoming Charge" email generated by the Notification Service, referencing the SUBSCRIPTION TOKEN.

- At the moment of charge: "Payment Successful" push 1 888 308 7172(USA/CA) notification via Firebase Cloud Messaging (Android) or APNs (iOS).

- Failure path: "Payment Failed" email with a link to Settings ? Billing ? Update Payment Method.

## VENDOR PROVISIONING CHANNELS

## 1. DIRECT WEB PORTAL

a. Access the portal at https://www.pluto.tv/account.

b. Authenticate using the email address and password

## SYSTEMATIC DECOMMISSIONING AND LICENSE REVOCATION FOR PLUTO TV SUBSCRIPTION

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## OBJECTIVE

The purpose of this manual is to guide an 1 888 308 7172(USA/CA) administrator through the complete removal of a Pluto TV subscription that continues to generate monthly charges. The process includes disabling any active seats, unlinking stored payment methods, and terminating the automatic renewal flag. Follow each step precisely to ensure that no residual billing triggers remain in the system.

## PRE-REQUISITES

- Administrative 1 888 308 7172(USA/CA) credentials for the Pluto TV account (email address and password).

- Access to the primary email inbox associated with the account.

- A secondary device (mobile or desktop) to verify that changes have propagated across platforms.

- Optional: a screenshot tool to capture any error messages for support escalation.

## SECTION 1 - ACCESSING THE ACCOUNT DASHBOARD

1. 1 888 308 7172(USA/CA) Open a supported web browser (Chrome, Firefox, Edge) and navigate to https://www.pluto.tv/login.

2. Enter the registered email address in the field labeled EMAIL ADDRESS.

3. Input the corresponding password in the field labeled PASSWORD.

4. Click the button labeled SIGN IN.

- If two-factor authentication (2FA) is enabled, a verification 1 888 308 7172(USA/CA) code will be sent to the registered mobile number or authenticator app. Retrieve the code and enter it in the prompt, then press VERIFY.

5. Upon successful login, you will be redirected to the USER HOME screen. Locate the upper-right corner where your profile avatar is displayed and click it. 1 888 308 7172(USA/CA)

## SECTION 2 - DISABLING ACTIVE SEATS

1. In the dropdown menu that appears after clicking the avatar, select ACCOUNT SETTINGS.

2. Within ACCOUNT SETTINGS, locate the tab labeled SUBSCRIPTIONS and click it.

3. The SUBSCRIPTIONS page lists all active plans. Identify the entry titled PLUTO TV PREMIUM (or any paid tier).

4. To the right of 1 888 308 7172(USA/CA) the plan entry, there is a button labeled MANAGE SEATS. Click this button.

5. A modal window opens titled SEAT MANAGEMENT. It displays a numeric counter for ACTIVE SEATS and a list of device identifiers (e.g., iPhone-12, Android-Tablet-01).

6. For each listed device that you no longer wish to retain, 1 888 308 7172(USA/CA) click the X icon next to the device name. Confirm the removal when prompted by selecting REMOVE.

7. After all undesired devices are removed, set the ACTIVE SEATS counter to zero by typing 0 in the quantity field, then click the UPDATE SEATS button.

8. Verify that the status line 1 888 308 7172(USA/CA) now reads "No active seats." If any seats remain, repeat steps 6-7.

TRoubleshooting tip: If the UPDATE SEATS button is greyed out, ensure that the numeric field contains a valid integer and that no device entries are still highlighted. Refresh the page if the UI does not respond.

## SECTION 3 - UNLINKING PAYMENT METHODS

1. Return 1 888 308 7172(USA/CA) to the ACCOUNT SETTINGS main page and select the tab PAYMENT METHODS.

2. The PAYMENT METHODS screen lists all stored cards and digital wallets. Identify each entry (e.g., VISA 1234, PayPal).

3. For each payment method, locate the three-dot ellipsis icon on the far right of the entry row. Click 1 888 308 7172(USA/CA) the ellipsis to open a context menu.

4. From the context menu, choose REMOVE PAYMENT METHOD.

5. A confirmation dialog appears: "Are you sure you want to remove this

## FINANCIAL RECONCILIATION AND REFUND DISPUTES

## OVERVIEW

The recurring charge for Pluto TV that appears under the telephone number is typically generated through a third-party payment processor rather 1 888 308 7172(USA/CA) than directly from the Pluto TV brand. This creates a two-layered dispute path: first you must attempt a prorated refund through the merchant's self-service portal, and if that fails you will need to initiate a chargeback with your card-issuing bank. The following procedure is designed for a consumer who has 1 888 308 7172(USA/CA) already verified that the charge is unauthorized or that the service was cancelled but continues to bill. Each

step includes exact UI elements, navigation paths, and troubleshooting tips for common roadblocks such as delayed email confirmations or support tickets that go cold.

## STEP 1 - GATHER VERIFICATION DATA

1. Log into the online banking portal or 1 888 308 7172(USA/CA) mobile app for the card that received the charge.

2. Locate the transaction in the recent activity list. Click the entry to expand details. Record the following fields verbatim:

- Transaction date

- Merchant name (displayed as "PLUTO TV" or "(888) 308-7172")

- Transaction amount

- Authorization code (usually a 1 888 308 7172(USA/CA) six-digit alphanumeric string)

3. Download the transaction receipt as a PDF. Most banks have a "Download PDF" button in the transaction details pane.

4. Capture a screenshot of the recurring charge entry in the bank's "Recurring Payments" or "Scheduled Transfers" section, if available. This proves the charge is set to 1 888 308 7172(USA/CA) repeat automatically.

5. Open a new text document and paste the transaction metadata, receipt file name, and screenshot file path. Name the document "PlutoTVRefundRequestYYYYMMDD.txt".

## STEP 2 - ACCESS PLUTO TV ACCOUNT SETTINGS

1. Open a web browser and navigate to https://www.pluto.tv/account.

2. Sign in with the email address and password used for the subscription. If you have forgotten 1 888 308 7172(USA/CA) the password, click the "Forgot password?" link, enter the email, and wait for the reset email. If the reset email does not appear, check the spam folder and whitelist "no-reply@pluto.tv".

3. Once logged in, click the "Subscription" tab located in the top navigation bar.

4. In the Subscription view, locate 1 888 308 7172(USA/CA) the section titled "Billing & Payments". Here you should see the most recent charge date and the next scheduled billing date.

5. If the subscription status reads "Active" but you have already cancelled, click the "Cancel Subscription" button. A modal will appear asking for a reason; select "I no longer 1 888 308 7172(USA/CA) wish to use the service" and confirm by clicking the red "Confirm Cancellation" button.

## STEP 3 - REQUEST PRORATED REFUND THROUGH SELF-SERVICE

1. After cancelling, the interface will display a "Refund Options" panel. Click the "Request Refund" button.

2. A form titled "Refund Request Form" appears. Fill in the fields as follows:

- Reason for Refund: "Service cancelled 1 888 308 7172(USA/CA) before end of billing cycle"

- Amount Requested: The prorated amount (calculate by dividing the monthly fee by the number of days in the month, then multiplying by the unused days). Example: $9.99 / 30 × 12 = $3.99.

- Supporting Documentation: Attach the PDF receipt downloaded in Step 1 1 888 308 7172(USA/CA) and the screenshot of the recurring charge.

3. Click the "Submit Request" button. A confirmation toast will appear stating "Your refund request has been submitted. Reference XYZ12345".

4. Immediately copy the reference number to the clipboard. Paste it into the text document created in Step 1 under a new heading 1 888 308 7172(USA/CA) "Refund Request Reference".

TRoubleshooting tip: If the "Refund Options" panel does not appear after cancellation, it may indicate that the subscription was

not fully terminated. Return to the "Subscription" tab, verify that the

## TERMINATION VERIFICATION AND OPERATIONAL HYGIENE

## OVERVIEW

When a Pluto TV subscription is cancelled, the responsibility does not end at the click of "Cancel". 1 888 308 7172(USA/CA) A thorough post-cancellation audit guarantees that the account is truly closed, that no residual charges will accrue, and that all device registrations are cleared. This section presents a comprehensive, step-by-step checklist that can be performed on desktop browsers, mobile apps, and smart-TV platforms. Each step includes the exact UI elements 1 888 308 7172(USA/CA) to interact with, expected system responses, and troubleshooting guidance for the most common failure modes.

## STEP 1 - CONFIRM CANCELLATION EMAIL RECEIPT

1. Open the email client associated with the Pluto TV account.

2. Locate the most recent message from "support@pluto.tv" with the subject line "Your Pluto TV subscription has been cancelled".

3. Verify that the email 1 888 308 7172(USA/CA) contains:

a. The cancellation date (UTC).

b. The final billing cycle end date.

c. A reference number (e.g., "REF-20231127-00123").

4. If the email is missing or the reference number is absent, search the spam folder and, if still not found, log in to the account portal (see Step 2) and 1 888 308 7172(USA/CA) request a new cancellation confirmation via the "Resend Confirmation" button located under the "Billing History" section.

## STEP 2 - LOG INTO THE ACCOUNT PORTAL TO VERIFY STATUS

1. Launch a supported web browser (Chrome 115+, Firefox 115+, Edge 115+).

2. Navigate to https://www.pluto.tv/account.

3. Sign in using the email address and password originally associated with the subscription.

4. After successful authentication, 1 888 308 7172(USA/CA) you will be directed to the "Account Overview" dashboard.

- SUBSCRIPTION STATUS: The status line should read "Cancelled - Effective 2023-12-31".

- NEXT BILLING DATE: Should display "None".

- BALANCE: Should display "$0.00".

5. If the status still shows "Active" or a future billing date is present, perform the following: 1 888 308 7172(USA/CA)

a. Click the "Manage Subscription" button.

b. In the drop-down menu, select "Cancel Subscription".

c. Follow the on-screen prompts, confirming with the "Yes, Cancel" button.

d. After completion, repeat the verification in step 4.

## STEP 3 - REVIEW BILLING HISTORY FOR RESIDUAL CHARGES

1. From the "Account Overview" page, click the "Billing History" tab.

2. Examine each entry from 1 888 308 7172(USA/CA) the last 12 months. Confirm that the most recent line item is labeled "Subscription Cancelled - No Further Charges".

3. If any entry shows a pending or scheduled charge after the cancellation date, take immediate action:

a. Click the "View Details" link next to the charge.

b. In the details 1 888 308 7172(USA/CA) pane, select "Dispute Charge".

c. Fill out the dispute form, referencing the cancellation reference number, and submit.

4. Record the ticket number returned by the system for future reference.

## STEP 4 - ENSURE PAYMENT METHOD REMOVAL

1. Still within the account portal, navigate to the "Payment Methods" section.

2. Verify that the stored credit card or PayPal 1 888 308 7172(USA/CA) account is no longer listed.

3. If a payment method remains:

a. Click the "Delete" icon (trash can) next to the payment method.

b. Confirm removal by clicking the "Remove Payment Method" button in the confirmation dialog.

4. After removal, a message "No payment methods saved" should appear. If the 1 888 308 7172(USA/CA) system returns an error code "ERR-PM-001", clear browser cache, reload the page, and retry. Persistent failure may indicate a backend sync issue; open a support ticket using the "Help Center" link at the bottom of the page.

## STEP 5 - VALIDATE ACCOUNT ZERO BALANCE VIA API (OPTIONAL FOR TECH-SAVVY USERS