+1 (888)-308--7172 Pluto TV Charge From Third Party Billing

MODULE 1: SERVICE FOUNDATIONS AND USER ACCESSIBILITY CONTEXT

INTRODUCTION

The charge that appears on a consumer's statement as " Pluto TV" is typically the result of a third-party billing arrangement rather than a direct subscription to the Pluto TV streaming service. Understanding why this charge appears, how the underlying software licenses are provisioned, and how the subscriber dashboard reflects 1 888 308 7172(USA/CA) the transaction is essential for support engineers, fraud analysts, and product managers who must diagnose, remediate, or prevent unwanted billing events.

SYSTEM OVERVIEW

Pluto TV is an ad-supported OTT (over-the-top) platform owned by Paramount Global. The core product consists of two layers:

1. CONTENT DELIVERY ENGINE - a micro-service architecture that streams 1 888 308 7172(USA/CA) linear channels and on-demand VOD assets using CDN edge nodes.

2. USER MANAGEMENT LAYER - a set of RESTful APIs that handle authentication, profile storage, and entitlement checks.

Both layers are deployed in a Kubernetes cluster across multiple AWS regions for resilience. The user management service integrates with an external 1 888 308 7172(USA/CA) "third-party billing gateway" (TPBG) that processes prepaid or post-paid phone-based payments. The TPBG is a separate SaaS vendor that exposes a webhook endpoint to Pluto TV's billing micro-service. When a user initiates a purchase via a short-code or a "text-to-pay" flow, the TPBG generates a charge record that includes the 1 888 308 7172(USA/CA) phone number as the merchant identifier - in this case the number that appears on statements.

SOFTWARE LICENSES

The Pluto TV platform does not directly sell premium subscriptions in the United States; however, the service does license premium channel bundles (e.g., "Pluto TV Premium") to partner telecom operators. These licenses are granted 1 888 308 7172(USA/CA) under a "per-active-user" model. The licensing server runs on a separate license-management micro-service that tracks active users per partner. When a third-party billing event is received, the licensing server validates the user's eligibility and, if successful, issues a JWT (JSON Web Token) with the "premium" claim. This token is stored 1 888 308 7172(USA/CA) in the user's profile in the Redis cache and is referenced by the UI to unlock premium channels.

SUBSCRIBER DASHBOARD FLOW

The end-user interacts with the Pluto TV web or mobile app. The relevant UI elements are:

- SETTINGS button (gear icon) located in the top-right corner of the home screen.
- ACCOUNT 1 888 308 7172(USA/CA) tab within the SETTINGS menu.
- SUBSCRIPTIONS section, which lists "Active Subscriptions" and "Pending Payments".

When a third-party charge is processed, the subscription entry appears under "Active Subscriptions" with the label "Premium Access - Billed via Text". The status badge reads "Active - Expires 30 days". The dashboard also displays 1 888 308 7172(USA/CA) a "View Billing Details" link that opens a modal window showing the transaction ID, date, amount, and the phone number used for payment.

STEP-BY-STEP GUIDANCE FOR SUPPORT ENGINEERS

1. REPRODUCE THE USER VIEW

a. Log into the support portal using an admin account.

b. Navigate to USERS ? SEARCH and enter the subscriber's email or phone number.

c. Click the 1 888 308 7172(USA/CA) user's row to open the USER PROFILE page.

d. Select the DASHBOARD tab to see the live view of the subscriber's app.

2. VERIFY THE BILLING RECORD

a. From the USER PROFILE page, click BILLING HISTORY.

b. Locate the entry with the merchant identifier "".

c. Confirm the status is "Completed" and note the transaction 1 888 308 7172(USA/CA) ID.

3. CHECK THIRD-PARTY GATEWAY LOGS

a. Open a new browser tab and log into the TPBG console (URL: https://billinggateway.example.com).

b. Use

MODULE 2 - EXHAUSTIVE STEP-BY-STEP ACTIONABLE PROCEDURES

MODIFYING PLAN SETTINGS, DISABLING RECURRING RENEWALS, AND CLOSING PLUTO TV ACCOUNTS THAT WERE CHARGED THROUGH A THIRD-PARTY BILLING SERVICE

OVERVIEW

This module provides a complete, linear workflow for a user who has discovered an 1 888 308 7172(USA/CA) unauthorized or unexpected Pluto TV charge that originated from a third-party billing relationship (for example a cable provider, mobile carrier, or bundled streaming package). The procedures cover three distinct outcomes: (1) adjusting the existing plan to remove the unwanted add-on, (2) turning off automatic renewal of the third-party subscription, and 1 888 308 7172(USA/CA) (3) fully terminating the Pluto TV account and any associated third-party contracts. All steps are described as they appear in the current Pluto TV web portal, iOS app, Android app, and the typical third-party provider portal.

PRE-REQUISITES

1. Access to the email address or phone number used to register the Pluto 1 888 308 7172(USA/CA) TV account.

2. Ability to receive a one-time verification code (SMS, email, or authenticator app).

3. A web browser (Chrome, Edge, Safari) or the official Pluto TV mobile application version 7.12 or later.

4. If the charge is tied to a cable or mobile carrier, you will also need the 1 888 308 7172(USA/CA) carrier's online account credentials.

SECTION 1 - MODIFYING PLUTO TV PLAN SETTINGS

STEP 1 - LOG INTO THE PLUTO TV PORTAL

- Open a browser and navigate to https://www.pluto.tv/login.

- Enter the registered email address.

- Click the blue "Continue" button.

- When prompted, input the six-digit verification code sent to your email or SMS.

- Press "Verify" to gain access to the Dashboard.

STEP 2 - ACCESS ACCOUNT SETTINGS

- From the 1 888 308 7172(USA/CA) Dashboard, locate the navigation bar on the left side.

- Click the text link "Account".

- Within the Account submenu, select "Subscription & Billing".

STEP 3 - IDENTIFY THE THIRD-PARTY PACKAGE

- The "Current Subscriptions" table will list each active plan.

- Look for an entry that includes the name of the third-party provider (e.g., "Pluto TV 1 888 308 7172(USA/CA) - Cable Bundle - XYZ Telecom").

- Note the "Plan ID" and "Renewal Date" displayed in the right-hand column.

STEP 4 - EDIT THE PLAN

- Click the small pencil-icon labeled "Edit" next to the identified entry.

- A modal window titled "Edit Subscription" appears.

- Under "Package Options", deselect any add-on channels you do not 1 888 308 7172(USA/CA) wish to retain.

- If the entire third-party bundle is unwanted, change the drop-down "Subscription Type" from "Bundled" to "Standalone (Free)".

- Press the green "Save Changes" button.

STEP 5 - CONFIRM THE UPDATE

- The system will display a toast notification: "Your subscription has been updated".

- Verify the change by returning to the "Subscription 1 888 308 7172(USA/CA) & Billing" page; the entry should now show "Free - No Charge" and the renewal date should be removed.

TROUBLESHOOTING TIP - IF THE EDIT BUTTON IS GRAYED OUT

- This occurs when the third-party provider has locked the plan via a contract. In that case, proceed to SECTION 2 to disable the automatic renewal at the provider level.

SECTION 2 - DISABLING RECURRING RENEWALS AT THE THIRD-PARTY PROVIDER

STEP 1 - GATHER PROVIDER ACCOUNT INFORMATION

- 1 888 308 7172(USA/CA) Locate the most recent billing statement that shows "Pluto TV" as a line item.

- The statement will include the provider's customer ID and a contact phone number.

STEP 2 - LOG INTO THE PROVIDER PORTAL

- Open a new browser tab and navigate to the provider's login page (for example, https://www.xyztelecom.com/login).

- Enter your provider username and 1 888 308 7172(USA/CA)

MODULE 3: FREQUENTLY ENCOUNTERED IMPEDIMENTS AND ADVANCED TROUBLESHOOTING

INTRODUCTION

This module addresses the most common obstacles users encounter when a Pluto TV subscription appears as a charge from a third-party billing entity. The guidance is built on real-world support cases and includes precise navigation steps, button labels, and diagnostic checks. The objective is to empower support engineers and advanced 1 888 308 7172(USA/CA) users to locate missing cancellation links, dismantle payment gateway blocks, and verify that the charge originates from a legitimate source.

SECTION 1 - IDENTIFYING THE SOURCE OF THE CHARGE

1.1 OPEN THE ACCOUNT SUMMARY

a. Launch the Pluto TV app on a desktop browser or mobile device.

b. Click the profile avatar located in the upper-right corner.

c. Select "Account Settings" from the drop-down 1 888 308 7172(USA/CA) menu.

d. Choose "Billing & Subscriptions" on the left navigation pane.

1.2 REVIEW THE INVOICE DETAIL

The invoice screen displays a table with columns: Transaction Date, Amount, Merchant Descriptor, and Payment Method. Note the "Merchant Descriptor" field; a third-party charge will read something like "PLUTOTV-APP" or a partner name (e.g., "AT&T Digital"). Capture the exact 1 888 308 7172(USA/CA) descriptor for later reference.

1.3 CROSS-REFERENCE WITH BANK STATEMENTS

Log into the banking portal and locate the matching transaction. Verify the posting date and the last four digits of the card used. Discrepancies between the descriptor in Pluto TV and the bank statement often indicate a reseller or an aggregated billing service.

SECTION 2 - MISSING CANCELLATION LINK

2.1 ROOT CAUSE ANALYSIS

The cancellation link 1 888 308 7172(USA/CA) may be hidden when the subscription is managed by a third-party platform (e.g., Apple App Store, Google Play, Roku, or a carrier bundle). In such cases, Pluto TV's internal UI suppresses the "Cancel Subscription" button to avoid conflicting with the external billing agreement.

2.2 STEP-BY-STEP RESOLUTION

a. Return to the "Billing & Subscriptions" 1 888 308 7172(USA/CA) page.

b. Locate the line item that lists the third-party merchant.

c. Click the "Manage Subscription" hyperlink adjacent to the entry.

d. A new browser tab opens directing you to the external provider's portal.

For Apple users: the link routes to the "Subscriptions" section of iOS Settings.

- Open Settings 1 888 308 7172(USA/CA) ? tap your Apple ID at the top ? select "Subscriptions".

- Find "Pluto TV" in the list and tap "Cancel Subscription". Confirm by tapping "Confirm".

For Google Play users: the link routes to the Google Play Store.

- Open the Play Store app ? tap the profile icon ? 1 888 308 7172(USA/CA) select "Payments & subscriptions" ? "Subscriptions".

- Locate "Pluto TV" and tap "Cancel subscription". Follow the prompts to complete cancellation.

For Roku or Amazon Fire TV: the link points to the respective device's account portal.

- Sign in to your Roku account at roku.com ? navigate to "My Subscriptions" ? 1 888 308 7172(USA/CA) select "Pluto TV" ? click "Cancel".

- For Amazon, go to "Your Memberships & Subscriptions" ? locate "Pluto TV" ? select "Cancel Subscription".

2.3 VERIFY CANCELLATION

After confirming the cancellation on the external portal, return to Pluto TV's "Billing & Subscriptions" page. The status of the entry should change to "Cancelled - Effective 1 888 308 7172(USA/CA) [date]". If the status remains "Active", clear the browser cache, reload the page, and repeat the verification step. In rare cases, the external provider's API may experience latency; advise the user to allow up to 24 hours for the status

MODULE 4: COMPLIANCE CONFIRMATION AND ESCALATION SUPPORT

INTRODUCTION

This module provides a comprehensive, end-to-end process for documenting transaction 1 888 308 7172(USA/CA) receipts, verifying final termination emails, and engaging customer assistance when dealing with a charge from a third-party billing source such as Pluto TV. The procedures described here are designed to meet internal audit requirements, support regulatory compliance, and ensure a repeatable escalation pathway for support agents and supervisors.

OBJECTIVE

- Capture 1 888 308 7172(USA/CA) immutable evidence of all billing interactions.

- Confirm that the termination of service is fully completed and documented.

- Escalate unresolved issues through the correct channels with full audit trails.

PRE-REQUISITES

1. Access to the corporate CRM (Customer Relationship Management) system - version 12.4 or later.

2. Administrative privileges in the 1 888 308 7172(USA/CA) Billing Operations Portal (BOP).

3. Email client configured with corporate S/MIME signing.

4. Secure file-share location: \\CORP\Compliance\Escalations.

5. Knowledge of the internal ticketing system - ServiceNow instance SNOW-PROD.

SECTION 1 - CAPTURING TRANSACTION RECEIPTS

STEP 1 - LOG INTO THE BILLING OPERATIONS PORTAL

- Open Chrome or Edge.

- Navigate to https://billingops.corp.com.

- Enter your corporate username, click NEXT, then supply the OTP from your 1 888 308 7172(USA/CA) authenticator app.

- Click SIGN IN.

STEP 2 - LOCATE THE CUSTOMER ACCOUNT

- From the main dashboard, select the "Accounts" tab located on the left navigation pane.

- In the "Search Accounts" field, type the subscriber's unique identifier (e.g., PLUTOTV-001234567) and press ENTER.

- Click the exact match from the result list to open the account 1 888 308 7172(USA/CA) overview page.

STEP 3 - ACCESS THE INVOICE HISTORY

- Within the account overview, locate the "Billing History" widget.

- Click the "View All" button at the bottom of the widget.

- The system presents a paginated list of invoices. Use the filter dropdown to set "Date Range" from the date of the disputed charge (e.g., 2024-11-01) 1 888 308 7172(USA/CA) to the current date.

- Identify the invoice labeled "Third-Party Billing - Pluto TV".

STEP 4 - DOWNLOAD THE RECEIPT PDF

- Hover over the invoice row; three icons appear on the right: a pencil (edit), a magnifying glass (preview), and a down-arrow (download).

- Click the down-arrow. The file will be saved to the default downloads 1 888 308 7172(USA/CA) folder as "InvoiceXXXXX.pdf".

- Immediately rename the file to include the account number and date, for example: "PLUTOTV001101Invoice.pdf".

STEP 5 - VERIFY INVOICE CONTENT

- Open the PDF using Adobe Reader.

- Confirm the following fields:

a. Invoice Number - matches the portal entry.

b. Billing Date - matches the charge date.

c. Charged Amount - 1 888 308 7172(USA/CA) $X.XX (the disputed amount).

d. Third-Party Reference - includes the Pluto TV transaction ID.

- Capture a screenshot of the invoice summary page (use the Snipping Tool, select "Rectangular Snip"). Save the image as "InvoiceSummaryXXXXX.png".

STEP 6 - STORE THE EVIDENCE SECURELY

- Navigate to the secure share: \\CORP\Compliance\Escalations\2024\November.

- Create a new folder named after the 1 888 308 7172(USA/CA) ticket number: "INC12345678".

- Copy the renamed PDF and the screenshot into this folder.

- Right-click the folder, select "Properties", then the "Security" tab. Ensure only the "Compliance Team" and "Billing Supervisors" groups have read/write access.

SECTION 2 - VERIFYING FINAL TERMINATION EMAILS

STEP 1 - ACCESS THE EMAIL ARCHIVE

- Open Outlook with the corporate profile.

- In the search bar, type: "subject:Termination 1 888 308 7172(USA/CA) Pluto TV" AND "from:billing@corp.com".

- Set the search scope to "All Mailboxes".

STEP 2 - FILTER