+1 (888)-308--7172 Pluto TV Charge Showing Twice on Card

INCIDENT SCOPE AND INITIAL DIAGNOSTIC AUDITING

BACKGROUND

A subscriber to Pluto TV has reported that a single billing cycle is reflected as two separate $1.99 (or equivalent) charges on the credit card statement. The duplicate entry is appearing under the merchant name "Pluto TV" and is causing confusion, potential service interruption, and concerns about unauthorized billing. The 1 888 308 7172(USA/CA) objective of this phase is to delineate the full scope of the incident, capture the current authorization state of the account, map the license renewal schedule, and isolate the root causes that may lead to subscription locking or double-charging.

SYSTEM OVERVIEW

Pluto TV operates a hybrid subscription model: a free ad-supported tier 1 888 308 7172(USA/CA) and an optional premium "Pluto TV Plus" tier that unlocks additional content and removes ads. The premium tier is provisioned through a recurring tokenized payment method stored in the user's profile. Billing events are generated by the Billing Orchestrator Service (BOS) which communicates with the third-party payment processor (Stripe/Adyen) via 1 888 308 7172(USA/CA) a secure webhook pipeline. Each billing event creates a transaction record in the Transaction Ledger Service (TLS) and updates the Account State Service (ASS).

KEY COMPONENTS INVOLVED

1. USER PORTAL - Web and mobile UI where the subscriber manages payment methods.

- SETTINGS > ACCOUNT > PAYMENT METHODS

- SETTINGS > SUBSCRIPTION > PLAN DETAILS

2. BILLING ORCHESTRATOR SERVICE - Schedules recurring jobs, emits "invoice.created" events.

3. 1 888 308 7172(USA/CA) PAYMENT PROCESSOR - Handles tokenization, authorization, and settlement.

4. ACCOUNT STATE SERVICE - Stores flags such as ACTIVE, PENDINGRENEWAL, LOCKED, and DUPLICATEINVOICEDETECTED.

5. LOGGING & MONITORING - Centralized ELK stack with dashboards for "Billing Anomalies".

STEP-BY-STEP INITIAL DIAGNOSTIC PROCEDURE

1. VERIFY SUBSCRIBER ID AND CARD DETAILS

a. Log into the internal admin console (ADMIN PORTAL).

b. Navigate to USERS > SEARCH. 1 888 308 7172(USA/CA) Enter the subscriber's email or user ID.

c. Select the user record and open the PAYMENT PROFILE tab. Record the masked card number, expiration date, and token ID.

2. EXTRACT ACCOUNT STATE FLAGS

a. From the same user record, open the ACCOUNT STATE tab.

b. Note the values for ACTIVE, PENDINGRENEWAL, LOCKED, and any custom 1 888 308 7172(USA/CA) flags such as DUPLICATEINVOICEDETECTED.

c. Capture the timestamp of the last state transition (e.g., "ACTIVE ? PENDINGRENEWAL at 2024-11-18 02:13 UTC").

3. RETRIEVE BILLING HISTORY FROM TLS

a. Access the Transaction Ledger Service via the API endpoint GET /v1/users/{userId}/transactions.

b. Filter for transaction type "RECURRINGSUBSCRIPTION".

c. Export the JSON response and locate the two entries dated 1 888 308 7172(USA/CA) the same day with identical amount and merchant descriptor.

d. Record the transaction IDs, processor reference numbers, and timestamps (e.g., "txn1A2B3C - 2024-11-18 02:14:05 UTC", "txn1D4E5F - 2024-11-18 02:14:07 UTC").

4. CHECK PAYMENT PROCESSOR LOGS

a. Open the Stripe Dashboard (or Adyen Console) and locate the customer token using the token ID from step 1. 1 888 308 7172(USA/CA)

b. Review the "Charges" list for the relevant date. Confirm whether the processor recorded a single charge with a duplicate "attempt" flag or two distinct charge objects.

c. Note any error codes such as "duplicatetransaction" or "carderror".

5. INSPECT BILLING ORCHESTRATOR SCHEDULES

a. Connect

PHASE 2: DIRECT MANUAL DEACTIVATION PROTOCOLS

OVERVIEW

The purpose of this section is to guide a user through 1 888 308 7172(USA/CA) the manual deactivation of a duplicated Pluto TV charge that appears on a credit-card statement. The procedures cover three primary vectors: the Pluto TV web portal, the mobile application (iOS and Android), and the account-provider (e.g., Google Play, Apple App Store, or a third-party streaming bundle). Each vector is broken 1 888 308 7172(USA/CA) down into explicit button clicks, menu navigation steps, email verification actions, and credential troubleshooting measures. Follow the sequence that matches the platform where the charge originated.

SECTION 1 - WEB PORTAL DEACTIVATION

1.1 ACCESS THE ACCOUNT

1. Open a standard web browser (Chrome, Edge, Firefox).

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

3. Click the "SIGN IN" button located at the top-right corner 1 888 308 7172(USA/CA) of the landing page.

1.2 AUTHENTICATE

4. Enter the registered email address in the "Email" field.

5. Input the password in the "Password" field.

6. If Two-Factor Authentication (2FA) is enabled, a numeric code will be sent to the registered mobile device. Retrieve the code and type it into the "Verification Code" 1 888 308 7172(USA/CA) box, then press "VERIFY".

1.3 VERIFY ACCOUNT STATUS

7. After successful login, you land on the "ACCOUNT OVERVIEW" dashboard.

8. Locate the "Subscription" card on the left side; it displays the current plan and renewal date.

1.4 CANCEL THE DUPLICATE SUBSCRIPTION

9. Click the "MANAGE SUBSCRIPTION" link beneath the subscription card.

10. On the next screen, you will see 1 888 308 7172(USA/CA) a list of active subscriptions. Identify the entry that corresponds to the duplicated charge (typically the same plan name appears twice).

11. For the duplicate entry, click the red "CANCEL SUBSCRIPTION" button.

12. A confirmation modal appears: "Are you sure you want to cancel this subscription?"

13. Click "CONFIRM CANCEL". 1 888 308 7172(USA/CA)

1.5 CONFIRM CANCELLATION EMAIL

14. Immediately after confirming, Pluto TV will send a cancellation receipt to the account email.

15. Open your email client, locate the message titled "Your Pluto TV Subscription Has Been Cancelled".

16. Verify that the email lists the correct subscription ID and the cancellation date. If the email does not 1 888 308 7172(USA/CA) arrive within 10 minutes, check the spam folder, then request a resend by returning to the "MANAGE SUBSCRIPTION" page and clicking "RESEND CANCELLATION EMAIL".

1.6 TROUBLESHOOT CREDENTIAL ISSUES

- If the login fails with "Incorrect password", use the "Forgot password?" link on the sign-in page. Enter the email address, receive the password reset link, 1 888 308 7172(USA/CA) and follow the prompts to set a new password.

- If the account is locked after multiple attempts, click "Contact Support" on the lockout screen. Provide the last four digits of the card used for the duplicated charge; support will unlock the account within 24 hours.

SECTION 2 - MOBILE APPLICATION DEACTIVATION (iOS & ANDROID)

2.1 LAUNCH THE APP

1. Tap the Pluto 1 888 308 7172(USA/CA) TV icon on the home screen.

2.2 OPEN SETTINGS

2. Once the home feed loads, tap the profile avatar in the upper-right corner.

3. In the dropdown menu, select "Settings".

2.3 ACCOUNT MANAGEMENT

4. Within Settings, locate "Account & Billing" and tap it.

5. The screen displays "Current Plan" and "Payment Method".

2.4 IDENTIFY DUPLICATE SUBSCRIPTION

6. Scroll down to 1 888 308 7172(USA/CA) "Subscription History". Each entry shows a date, plan name, and transaction ID. Identify the two entries that share the same plan name and have overlapping dates.

2.5 CANCEL THE EXTRA ENTRY

7. Tap the duplicate entry.

8. A detail view appears with a "Cancel Subscription" button at the bottom.

9. Tap "Cancel

PHASE 3: TRANSACTION CHARGE DISPUTES AND REFUND RESOLUTION

OVERVIEW

The purpose of 1 888 308 7172(USA/CA) this phase is to equip you with a reproducible, end-to-end workflow for disputing duplicate charges from Pluto TV that appear on a credit or debit card statement. The process is divided into three logical sections: (1) gathering evidence, (2) initiating a formal dispute with the issuing bank, and (3) coordinating 1 888 308 7172(USA/CA) directly with Pluto TV to terminate any lingering recurring payment agreements. Each step includes exact menu paths, button labels, and troubleshooting contingencies so you can act decisively without guesswork.

PREPARING YOUR DOCUMENTATION

1. Locate the statement entry. Open your online banking portal (e.g., Chase.com, BankofAmerica.com, or the mobile app). Navigate to the "Accounts" 1 888 308 7172(USA/CA) tab, select the relevant card, then click "View Statements". Download the PDF for the month that contains the duplicate charge.

2. Capture a screenshot of the charge line. On Windows, press Win + Shift + S, select the line, and save the image. On macOS, press Command + Shift + 1 888 308 7172(USA/CA) 4.

3. Gather Pluto TV correspondence. Log in to Pluto TV's web portal (pluto.tv) and open the "Billing" section under your profile. Use the "Download Invoice" button for the affected period. Also export any email confirmations that reference the subscription start date, renewal policy, or cancellation request.

4. Create a 1 888 308 7172(USA/CA) single PDF bundle. Open Adobe Acrobat, select "Combine Files", add the bank statement page, the charge screenshot, the Pluto TV invoice, and any email threads. Save as "PlutoTVDuplicateChargeDispute.pdf".

5. Record the transaction IDs. The bank statement usually shows a "Reference" or "Auth Code". The Pluto TV invoice lists a "Transaction 1 888 308 7172(USA/CA) ID". Write both numbers on a notepad for quick reference during phone calls.

INITIATING A DISPUTE THROUGH YOUR BANK

A. ONLINE DISPUTE SUBMISSION

a. Log in to your banking portal and click the "Payments & Transfers" menu.

b. Choose "Dispute a Transaction". The system may label it "Report an Issue" or "Unauthorized Charge".

c. In the search field, type the 1 888 308 7172(USA/CA) merchant name "Pluto TV" and select the duplicate entry. The portal will display two identical rows; verify the dates and amounts.

d. Click the "Start Dispute" button. A modal window appears titled "Dispute Details".

e. Choose the reason "Duplicate charge" from the dropdown list. If the list includes "Billing error", 1 888 308 7172(USA/CA) you may select that as well.

f. Attach the PDF bundle you created earlier using the "Upload Supporting Documents" button. Ensure the file size is under the portal's limit (usually 10 MB). If larger, compress the PDF via "File ? Save As Reduced Size PDF".

g. Review the summary screen, 1 888 308 7172(USA/CA) then press "Submit". The portal will display a confirmation number; record it in your notepad.

h. The bank will send an email titled "Dispute Received - Reference XXXXX". Keep this email for future reference.

B. PHONE DISPUTE (if you prefer real-time confirmation)

1. Dial the number on the back of 1 888 308 7172(USA/CA) your card

POST-RESOLUTION VERIFICATION AND PERMANENT DEACTIVATION

INTRODUCTION

After the duplicate charge for Pluto TV has been disputed and a refund has been processed, it is essential to confirm that the account reflects a zero-balance state, remove any lingering payment instruments, and perform a final system cleanup. This phase protects the user from future accidental billing 1 888 308 7172(USA/CA) and ensures that the service is fully deactivated. The steps below are written for the web portal, but equivalent actions exist in the iOS and Android apps; where applicable, the mobile UI element names are noted in parentheses.

STEP 1 - CONFIRM ZERO BALANCE ON THE ACCOUNT

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

2. Click the SIGN IN button located at the top-right corner of the homepage.

3. Enter the email address and password associated with the affected account, then press the LOG IN button.

4. Once signed in, locate the USER ICON (a silhouette) in the upper navigation bar and 1 888 308 7172(USA/CA) click it to open the user dropdown menu.

5. Select ACCOUNT SETTINGS from the dropdown list. This opens the primary account management page.

6. In the left-hand navigation pane, click BILLING. The Billing Overview panel appears.

The panel displays three key fields: Current Balance, Upcoming Charges, and Transaction History. Verify 1 888 308 7172(USA/CA) that Current Balance reads $0.00. If a non-zero amount is shown, note the amount, the transaction date, and proceed to the troubleshooting sub-section titled "UNEXPECTED BALANCE".

7. Scroll down to the Transaction History table. Locate the entry dated the day the duplicate charge originally appeared. Verify that the status column 1 888 308 7172(USA/CA) shows REFUNDED and that the amount is listed as -$X.XX (negative sign indicating a credit).

If the refund is missing, contact Pluto TV Support using the in-app Chat button or the Support link at the bottom of the page. Provide the ticket number from the original dispute and request immediate 1 888 308 7172(USA/CA) processing of the missing credit.

STEP 2 - REMOVE STORED PAYMENT CARD FROM THE ACCOUNT

1. While still in the BILLING section, find the Saved Payment Methods area on the right side of the page.

2. Identify the card that was used for the duplicate charge. The card entry includes the last four digits, expiration month/year, and a label such 1 888 308 7172(USA/CA) as "Primary".

3. Click the three-dot overflow icon next to the card entry. A context menu appears with options Edit, Set as Primary, and Delete.

4. Choose DELETE. A confirmation dialog titled "Delete Payment Method" pops up, asking "Are you sure you want to remove this card?"

5. Click the 1 888 308 7172(USA/CA) CONFIRM button to permanently remove the card. The card entry disappears from the list.

For mobile devices: open the Pluto TV app, tap the Profile tab, select Settings ? Billing ? Payment Methods, swipe left on the card entry, and tap the red Delete button that appears.

NOTE: If the 1 888 308 7172(USA/CA) Delete option is greyed out, it means the card is currently attached to an active subscription or pending order. In that case, first cancel any active subscriptions (see STEP 3) before returning to delete the card.

STEP 3 - ENSURE ALL SUBSCRIPTIONS AND TRIALS ARE CANCELED

1. Return to the left navigation pane inside ACCOUNT SETTINGS and select SUBSCRIPTIONS.

2. 1 888 308 7172(USA/CA) The Subscriptions Overview page lists any active plans, including "Pluto TV Premium" or any bundled services.

3. For each active subscription, click the CANCEL button located at the far right of the row.

4. A cancellation confirmation screen appears, summarizing the next billing date and any remaining days of service. 1 888 308 7172(USA/CA)

5. Click CONFIRM CANCELLATION. The status column updates to CANCELED and the next billing date changes to "None".

If a trial period is still active, the same cancellation flow applies. Ensure that the trial does not automatically convert to a paid plan after the trial ends.

STEP 4 - PERFORM FINAL SYSTEM CLEANUP

A.