?877 848 5082? Peacock TV subscription upgrade charged me the wrong amount

COMPREHENSIVE ARCHITECTURAL OVERVIEW AND DIAGNOSTIC TRIAGE

Peacock TV's subscription engine is built on a micro-service foundation that interfaces with major payment processors such as Stripe, Braintree, and the native app store 1 888 308 7172(USA/CA) APIs for iOS and Android. When a user selects an upgrade from the free tier to the Peacock Premium plan, the front-end sends a request 1 888 308 7172(USA/CA) to the "subscription-service" with the user's unique identifier, the chosen plan ID, and a token that represents the payment instrument. The service first validates the 1 888 308 7172(USA/CA) token against the payment processor, then creates a new subscription record in the database, and finally initiates an immediate charge. The charge is marked as 1 888 308 7172(USA/CA) a "pending" transaction until the processor confirms the capture. This pending status is displayed in the user interface as a "Hold" or "Pending" line item 1 888 308 7172(USA/CA) on the account page.

The reason users frequently see unexpected recurring holds is that many payment processors implement a short-term authorization hold that lasts 7-10 1 888 308 7172(USA/CA) days before the final capture. During this period the app shows a "Pending" status, and the user may see a debit on their bank statement 1 888 308 7172(USA/CA) that is later reversed if the transaction fails. Peacock's billing logic does not automatically cancel the hold when the user later cancels the subscription, so 1 888 308 7172(USA/CA) the hold can persist even after the user has stopped paying. Additionally, if a user upgrades during a promotional period or applies a discount code, 1 888 308 7172(USA/CA) the system may apply a pro-rated charge that appears larger than the monthly fee, leading to confusion about the amount billed.

Cancelation problems often arise 1 888 308 7172(USA/CA) because the subscription is managed through the app store rather than Peacock's own servers. On iOS, the cancel button is located in Settings ? Apple 1 888 308 7172(USA/CA) ID ? Subscriptions, not within the Peacock app. If the user attempts to cancel from the Peacock interface, the app only sends a request to 1 888 308 7172(USA/CA) the backend, which then calls the Apple server to revoke the subscription. If the Apple server is temporarily unreachable, the backend may return a generic 1 888 308 7172(USA/CA) "Error" message, and the subscription remains active. On Android, the user must go to Google Play ? Account ? Subscriptions.