

Google Play complaint report

Spotify: Music and Podcasts · Spotify AB · current version Varies with device

Generated 2026-10-19 from the 500 most recent public Google Play reviews across 7 review languages (2026-10-16 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	4.05
Reviews with a complaint	114 (23%)
Review languages	EN 83, DE 83, FR 83, ES 83, PT 83, IT 83, PL 2
All-time Google Play rating (US)	4.35 from 36,507,834 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	61	2.2	9.1.92.3058 (35), ? (11), 9.1.90.2270 (7)
Pricing / subscription	44	2.2	9.1.92.3058 (20), ? (7), 9.1.90.2270 (7)
Feature requests	43	2.0	9.1.92.3058 (28), 9.1.90.2270 (7), ? (3)
Ads	34	2.1	9.1.92.3058 (18), ? (7), 9.1.90.2270 (5)
UX / design	22	2.2	9.1.92.3058 (15), 9.1.90.2270 (4), ? (1)
Crashes / freezes	14	2.3	9.1.92.3058 (10), ? (2), 9.1.84.2231 (1)
Performance	14	2.4	9.1.92.3058 (8), ? (2), 9.0.12.567 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
9.1.92.3058	266	4.1	24%
9.1.92.3055	1	5.0	0%
9.1.90.2270	101	4.1	19%
9.1.88.2204	22	4.6	5%
9.1.86.2432	4	4.8	0%
9.1.84.2231	5	4.2	20%
9.1.82.2161	5	4.6	20%
9.1.80.2221	2	3.0	0%

Representative quotes

Bugs

“Uso la versione a pagamento, e posso dire che l'app è molto peggiorata nel tempo. È lentissima, soprattutto all'apertura, si presentano molti errori, e in più sto notando che più e più volte quando aggiungo un brano a qualche playlist la azione non viene regis” (1★, v9.1.78.2218, IT, 2026-10-16)

“ça bug sans cesse c'est terrible. je songe vraiment à changer de fournisseur.” (1★, v9.1.90.2270, FR, 2026-10-18)

Pricing / subscription

“Unusable without a subscription. Podcasts pause randomly, it crashes, it switches playlists and plays ads after every single song and then starts 5 seconds into one. Miserable experience, just use a different platform.” (1★, v?, EN, 2026-10-18)

“vo cancela minha conta 1 musica 3 anuncio fica obrigando a pessoa a assina o premium to fora vo cancelar” (1★, v8.8.4.518, PT, 2026-10-18)

Feature requests

“if you want to play music on this app you have to get premium or the ads are ridiculous you get two songs that adds one song than an ad and the songs don't play in order of the playlist which is dumb and stupid and you need to fix this cuz if you don't I'm jus” (1★, v8.9.68.456, EN, 2026-10-18)

“Still... Why are there autoplaying videos on the home screen!? This is so annoying. Why do you want to be TikTok? ☐ And now: Why would I want my music app to be a messenger app? I can't open links to songs anymore because your stupid greed for data! Leave me a” (1★, v9.1.90.2270, DE, 2026-10-16)

Ads

“worst experience of my life the app is just filled with ads to the brink. If every single add was a spermcell 5 trillion people would exist. The spotify creators are money-hungry disgusting pigs with only money in their mind and their music isn't even good in ” (1★, v9.1.92.3058, DE, 2026-10-18)

“3 ads after every 2 songs, shuffle doesnt shuffle properly it plays the same set of songs over and over, and premium is now lile 13 or 14 dollars, these few things make the app insufferable and not what it used to be” (2★, v9.1.92.3058, EN, 2026-10-18)

UX / design

“Ich nutze Spotify schon viele Jahre. Gefällt mir inzwischen leider immer weniger. Diese ganze vollgestopfte UI, diese extreme Podcast-Fokussierung (mit teilweise politisch unseriösen Inhalten) und das völlig undurchdachte Hörbücher System (vor allem für Family)” (2★, v9.1.92.3058, DE, 2026-10-18)

“Wird immer teurer, dafür die Bedienung immer schlechter. Krönung jetzt ist das absolut unbrauchbare Widget. Auf meinem Xiaomi geht gar nichts mehr. Es kann buchstäblich nichts, auch nicht Größe verändern, es ist groß und tot. Würde der Rest der Familie nicht a” (1★, v9.1.92.3058, DE, 2026-10-17)

Crashes / freezes

“I've been using Spotify for almost 10 years. love the service. however the mobile app periodically just breaks in some form and no amount of troubleshooting fixes things. the only fix I've found is waiting for a new update. currently having issues w/my queue. ” (4★, v9.1.92.3058, EN, 2026-10-18)

“falla abeses” (1★, v9.1.92.3058, ES, 2026-10-18)

Performance

“Geht wo anders hin: für was habe ich Premium, wenn ich in einen loop geschickt werde, ob ich nicht meine Offline-Sachen will, weil ich Offline bin. ich muss die app JEDES mal neu starten oder sie lädt 2x nach wobei JEDES Mal meine Vorschläge verschwinden. Dazu” (1★, v9.1.92.3058, DE, 2026-10-18)

“Katastrophe: Tracks laden ewig wenn man in die Mitte Skipt. Man ist gefangen in immer wieder den selben Songvorschlägen. Support ist sehr schlecht und reagiert manchmal erst nach 7 Tagen oder mehr. Für das viele Geld kein Service? einfach nur Assozial euer "Se” (1★, v9.0.12.567, DE, 2026-10-18)

The 10 most important fixes

1. Reduce ad frequency and length [Ads · 34 reviews · avg severity 2.1/3 · versions 9.1.92.3058, ?]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

“Over over over advertisements. only ads. I open this app just to listen to some music when I'm free, but I end up getting three or four ads almost immediately. Even after one song finishes, more ads pop up before the next song starts. Is th” (1★, EN)

2. Soften the redesign backlash [UX / design · 30 reviews · avg severity 2.1/3 · versions 9.1.92.3058, 9.1.90.2270]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

“new Spotify widget is such a downgrade. unless spotify is open 24/7 it says "spotify offline tap to

go back online" and you tap it and it does nothing, so you have to the app icon anyways! not to mention its slow and it just looks bad. shou" (2★, EN)

3. Ease payroll pressure [Pricing / subscription · 27 reviews · avg severity 2.2/3 · versions 9.1.92.3058, 9.1.90.2270]

Keep core features usable for free users or explain clearly what is paid; show the payroll less often. "vous avez mis se system qui nous force a payé Spotify premium or que certain d autrr n'ont même pas envie" (1★, FR)

4. Justify or adjust the price [Pricing / subscription · 23 reviews · avg severity 2.3/3 · versions 9.1.92.3058, ?]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"worst app for songs ever ugh pay to win" (1★, EN)

5. Fix features broken by the latest update [Bugs · 14 reviews · avg severity 2.2/3 · versions 9.1.92.3058, 9.1.90.2270]

Add regression tests for the features users name in these reviews before the next release.

"Seit dem letzten Update verschwindet nach einigen Liedern die Steuerleiste des aktuellen Liedes, d.h. sie lässt sich nicht mehr steuern. Bei eingehenden Anrufen pausiert sie auch nicht mehr automatisch, was die App unbrauchbar macht. Die ei" (3★, DE)

6. Improve content quality [Feature requests · 14 reviews · avg severity 2.1/3 · versions 9.1.92.3058, ?]

Review the content areas users name; add a "report a problem" button on content.

"Spotify ist an sich eine gute App zum Musikhören. Seit neuesten gibt es aber sehr weirden Content auf Spotify. Neuerdings gibt es Fitnessvideos die man nicht deaktivieren kann. Diese Videos werden meistens von Frauen gepostet und sind klar " (1★, DE)

7. Ship the most requested feature [Feature requests · 15 reviews · avg severity 1.9/3 · versions 9.1.92.3058, 9.1.90.2270]

Read the quotes below for the exact request; consider a public roadmap.

"Bring back the one-line Widget." (1★, DE)

8. Speed up loading [Performance · 7 reviews · avg severity 2.4/3 · versions 9.1.92.3058, 9.1.84.2231]

Profile cold start and the slowest screens on older devices; cache content.

"Seit ein paar Wochen spinnt die app mit jeden update mehr und mehr. nicht einmal mein Profil wird mehr geladen. (internet vorhanden) neue Lieder sind unmöglich zu hören, und für die gleichen offline Lieder zahle ich definitiv kein Premium. " (3★, DE)

9. Fix in-use crashes and freezes [Crashes / freezes · 5 reviews · avg severity 2.4/3 · versions 9.1.92.3058, ?]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"Dopo ogni slot di pubblicità, l'app crash a. Al riavvio riparte lo slot di pubblicità. Considerando che succede sulla versione premium, non è simpatico." (1★, IT)

10. Rethink usage limits [Pricing / subscription · 5 reviews · avg severity 1.9/3 · versions 9.1.92.3058, 9.0.22.543]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

"tem muitos anúncios e as músicas tem um limite de vezes para escutar as músicas mesmo não sendo escutadas, por favor ponham o limite de reprodução livre. agradeço ☺" (2★, PT)

Method: public Google Play review listings (most recent reviews across up to 10 review languages) and the public app listing, collected at low volume. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Google. Reply within 7 days for one free clarification.