

# App Store complaint report

**Apple Music** · Apple · current version 3.8

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-09-01 to 2026-10-22).

| Metric                         | Value                       |
|--------------------------------|-----------------------------|
| Reviews analysed               | 300 (300 classified by AI)  |
| Average stars (these reviews)  | 4.04                        |
| Reviews with a complaint       | 68 (23%)                    |
| Storefronts                    | CA 150, US 100, GB 50       |
| All-time App Store rating (US) | 4.85 from 3,210,269 ratings |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions |
|------------------------|---------|--------------------|------------------------|
| Bugs                   | 45      | 2.3                | 3.8 (37), 2.9 (8)      |
| Feature requests       | 33      | 2.0                | 3.8 (30), 2.9 (3)      |
| Pricing / subscription | 19      | 2.4                | 3.8 (16), 2.9 (3)      |
| UX / design            | 19      | 2.0                | 3.8 (16), 2.9 (3)      |
| Performance            | 8       | 2.6                | 3.8 (8)                |
| Crashes / freezes      | 6       | 2.7                | 3.8 (5), 2.9 (1)       |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 3.8     | 259     | 4.1       | 22%             |
| 2.9     | 41      | 3.5       | 29%             |

## Representative quotes

### Bugs

“Make the app work properly like it’s suppose to – Randomly pauses the music on its own even without any apps open. Every setting for auto lowering music is turned off yet it does it CONSTANTLY. Nothing gets fixed in the updates, i can be staring at screen and ” (1★, v3.8, CA, 2026-10-07)

“Imagine if Spotify had an app this bad – Volume is inconsistent, playback has unexplained interruptions, the pc app is the worst piece of software says “unknown error try again” more often than it plays music. I suspect the app was made with an emphasis on loo” (2★, v3.8, CA, 2026-09-14)

### Feature requests

“algorithm is STILL bad – i’ve been using Apple Music for 8 years and the algorithm is still really really really unusable. Spotify has a way better algorithm and much less resources than Apple. If the algorithm was on par with Spotify’s recommendations, Apple ” (1★, v3.8, US, 2026-10-22)

“I just want to buy the music – I just want to purchase 4 songs so I can add them to some photos for a funeral and Apple won’t let me! Let’s just say I’m more than frustrated.” (1★, v3.8, CA, 2026-09-20)

### Pricing / subscription

“Horrible app – Horrible app. The audio fails to play on rvery song no matter what you try. I get audio from every other app. But no not Apple Music. Spotify works just fine. But no audio whatsoever from Apple Music. Do not pay for a subscription for this” (1★, v3.8, US, 2026-10-22)

"NOW WE HAVE TO PAY??? – I tried opening the app just to listen to a song but my ENTIRE library is erased and everytime I try to listen to a song it gives me a pop up saying I have to pay for a subscription just to listen to music. Pathetic app do not download." (1★, v3.8, CA, 2026-09-17)

## UX / design

"Quit drinking – Every design choice throughout this service seems to have been made to be as unintuitive and confusing as possible. How are recent searches not synced across devices? How is this an Apple product?" (1★, v3.8, US, 2026-10-21)

"Interface is garbage – I have used Apple Music for three years, and the layout is still a glitchy, confusing mess with terrible song recommendations. The biggest failure is the Hi-Res Lossless implementation. They claim to have a massive hi-res catalog, but th" (1★, v3.8, CA, 2026-10-21)

## Performance

"Frustrating App – Apple music is probably the most frustrating mainstream app in the store. Somehow they can afford to donate to Trumps ballroom but they can't make their User Interface ANYWHERE NEAR as easy to use as Spotify's. The music may sound slightly be" (1★, v3.8, US, 2026-10-21)

"Home page crashes app – Opening the home page crashes the app" (4★, v3.8, CA, 2026-09-26)

## Crashes / freezes

"Unbelievably buggy and cheap – Two stars for not being overrun by AI slop I guess? Just shameful for a first-party app. Routinely fails to add and download an entire album or single track, with no error message or explanation. Downloaded tracks will play a f" (2★, v3.8, CA, 2026-10-12)

"App not working anymore – My Apple Music isn't working anymore can't listen Music il just pause all time" (1★, v3.8, CA, 2026-09-29)

# The 10 most important fixes

### 1. Stop data / progress loss [Bugs · 16 reviews · avg severity 2.3/3 · versions 3.8, 2.9]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"Resets playlists all the time – I cannot find a way to stop this app from resetting a listening session. I start a playlist, from within the app I play it to a HomePod mini. If I don't remember to send the music back to iPhone when I pause," (1★, US)

### 2. Improve content quality [Feature requests · 16 reviews · avg severity 2.0/3 · versions 3.8, 2.9]

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

"Plays the wrong song 100% of the time, when requested via Siri – Plays the wrong song 100% of the time, when requested via Siri" (1★, GB)

### 3. Simplify navigation [UX / design · 9 reviews · avg severity 2.2/3 · versions 3.8]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"So much potential – The only reason this is a 5-star review is so it sits at the top to hopefully get more recognition and help the developers actually see it, because this app has a crazy amount of potential to be what Apple wants it to be" (5★, US)

### 4. Soften the redesign backlash [UX / design · 10 reviews · avg severity 1.8/3 · versions 3.8, 2.9]

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

"Get rid of "New" and "Radio" tabs. – Title says it all. Get rid of the New and Radio tabs that I never use and don't ever want to use. Let me use the app like the original days when it wasn't monetized with junk." (2★, US)

### 5. Justify or adjust the price [Pricing / subscription · 6 reviews · avg severity 2.6/3 · versions 3.8, 2.9]

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

"Greedy and Disappointing – Apple Music is extremely disappointing. Their subscription prices are already frustrating, and they don't offer a student subscription that works for everyone. What makes it worse is that once your subscription ex" (1★, CA)

### 6. Ship the most requested feature [Feature requests · 9 reviews · avg severity 1.5/3 · versions 3.8]

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

"Music listener – Since switching from Android to iPhone, I can't hear my music apps Pandora and Spotify properly. It seems Apple wants us to only use Apple Music... and if that's what they want, then they should fix the stations we create, " (3★, US)

**7. Fix in-use crashes and freezes** [Crashes / freezes · 5 reviews · avg severity 2.8/3 · versions 3.8]

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

“Crashes out – I love Apple Music due to the quality of the playlists recommendations. But for a long time I have been unable to use any of the live playlists or recommendations- because of an error that occurs playing the song. Am not sure ” (2★, GB)

**8. Ease paywall pressure** [Pricing / subscription · 5 reviews · avg severity 2.6/3 · versions 3.8, 2.9]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

“Wiped all music from phone when subscription ended even music added from iTunes account – Make sure you have saved all your music you payed for as Apple will wipe your phone clean. Do not recommend Apple Music” (1★, CA)

**9. Fix features broken by the latest update** [Bugs · 5 reviews · avg severity 2.2/3 · versions 3.8, 2.9]

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

“iOS 27 bricks the homepod mini – Cannot connect to wifi anymore. Makes a great paperweight.” (1★, CA)

**10. Speed up loading** [Performance · 2 reviews · avg severity 2.5/3 · versions 3.8]

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

“Getting slower than ever and buggy. – Running on an iPad A16 iOS 26.7. It takes for ever to open my iMac local shared library and doesn’t load the album illustrations anymore. My old iPad 5gen iOS 16.7.16 takes five times less time to open ” (1★, CA)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. 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 x average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.