

App Store complaint report

Calm · Calm.com · current version 7.3

Generated 2026-10-20 from the 500 most recent public App Store reviews across 4 storefronts (2025-12-07 to 2026-10-19).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	3.55
Reviews with a complaint	186 (37%)
Storefronts	CA 200, US 200, GB 50, AU 50
All-time App Store rating (US)	4.77 from 1,988,741 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	122	2.4	7.1 (25), 7.2 (24), 7.0.7 (17)
Bugs	95	2.5	7.1 (34), 7.2 (17), 7.0.7 (16)
Feature requests	67	2.0	7.1 (14), 7.2 (12), 7.3 (10)
UX / design	30	2.1	7.1 (11), 7.0.7 (4), 7.2 (4)
Performance	13	2.4	7.1 (6), 7.0.7 (4), 6.99 (1)
Crashes / freezes	10	2.8	7.1 (3), 7.0.7 (2), 6.93 (2)
Ads	8	2.1	7.3 (2), 7.2 (2), 6.98 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.3	88	3.9	27%
7.2	78	3.5	40%
7.1	105	3.2	44%
7.0.7	44	3.0	57%
7.0.5	7	3.9	43%
7.0.4	2	2.5	100%
7.0.1	1	5.0	0%
6.101.1	36	4.0	25%

Representative quotes

Pricing / subscription

“What have you done? – Sorry but the update is not working. It is impossible to play any of the content. I do have a premium subscription and already tried your suggested solutions (log out log in). The interface is now hard to navigate especially the favourite” (2★, v7.0.7, GB, 2026-09-10)

“Locked out of paid content – The customer service for this app is horrible. After renewing my premium subscription in June 2026 I suddenly became locked out of paid content in early September. I contacted Calm and received an automated response about how to re” (1★, v7.1, US, 2026-09-30)

Bugs

"Fall from grace – I've always valued Calm, good quality content. However, when my login stopped working, they took weeks to come back with generic responses while still emailing me offers on a daily basis. Ultimately after a month of back and forth, I cancelle" (1★, v7.2, GB, 2026-10-08)

"Poor customer service – I purchased the family version so we all could enjoy the app. My husband, who never had downloaded the app had no issue my daughter who had a free account could not access the family link without putting in payment information and being" (2★, v7.2, US, 2026-10-08)

Feature requests

"Time constraint? Don't purchase. – I paid \$100 for my first year with this app. Due to my time constraints I wasn't able to use it as much as I wanted to. I decided not to pay my second year because I assumed I accumulated enough content in my paid year but th" (3★, v7.3, CA, 2026-10-18)

"Great app, broken widget in iOS tinted mode – Love the content, but the Home Screen widget renders as a completely blank white box when using iOS's tinted or clear icon mode. This has been a supported iOS feature for well over a year and many other apps have a" (3★, v6.91, CA, 2026-03-28)

UX / design

"Great content, useless interface – I cannot tell you how much I hate this app. Yes it has all the content I want BUT it constantly logs me out and the new interface is fiddly and not easy to navigate. The point of this app for me is to help me get back to slee" (1★, v7.1, GB, 2026-09-27)

"Great content, annoying user interface – The fact that I'm writing this review instead of experiencing the calm I was looking for sums up my disappointment. There's some really great content, but the user interface has some really messy and confusing quirks, I" (3★, v6.101.1, AU, 2026-08-20)

Performance

"Decline – I have use the app on and off for a long time and feel it is getting worse. It takes ages to load, itmes marked as favourite are disappearing and the worst of all, when using breathing exercises as soon as the screen locks it stops functioning. This " (1★, v7.0.7, AU, 2026-09-16)

"Unresponsive app – Nice content for the family, but the app for years has been extremely slow and somehow got worse in iOS 27 when every other app got faster. Same exp on latest phones and iPads. For this reason I could not give it more than 2. Should the " (2★, v7.1, US, 2026-09-28)

Crashes / freezes

"No longer works – I've been using this app and loved it for years. I liked the combination of mindfulness, breath work and journaling. Unfortunately, an update went in a week or so ago and since then the app constantly crashes. It's so bad I can no longer use " (1★, v7.0.7, GB, 2026-09-10)

"App keeps crashing on my iPhone 13 – I have reported app not opening and no updates from Calm. I paid \$100 for this app. Please update or refund" (1★, v6.93, CA, 2026-04-21)

Ads

"Ads IN "meditation" even for subscribers. – Seriously? This app is NOT a true mediation app. Jay Shetty just inserted a subtle prompt to "gift" this app - during a so-called mediation. The Daily Move is a joke. Often the woman talks through the ridiculously s" (2★, v6.87.1, CA, 2026-01-28)

"So many ads – When you see where you're org has decided to place ads (in key viewing positions in the app's key pages) it's pretty clear Thr decisions been made to commercialise the experience over relaying messages more aligned to th app's key purpose. Kind " (1★, v7.3, AU, 2026-10-14)

The 10 most important fixes

1. Answer support requests [Bugs · 51 reviews · avg severity 2.6/3 · versions 7.2, 7.1]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

"Long-time subscriber lost because support simply doesn't exist – I was a long-time paying subscriber, and I finally cancelled. The app stopped working properly for me, leaving me unable to reliably use a service I was paying a premium subs" (1★, US)

2. Justify or adjust the price [Pricing / subscription · 48 reviews · avg severity 2.3/3 · versions 7.1, 7.2]

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

"They change everything I use – I've been paying annual subscriptions for about 5 years. At first I

was learning and was overwhelmed by everything on the app. After a couple of years I realized I was only using one aspect of it and it wasn't" (2★, US)

3. Fix login / account access [Bugs · 35 reviews · avg severity 2.8/3 · versions 7.1, 7.2]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Terrible service – On September 2 of this year my account account was locked out. After trying multiple methods for resetting my account I gave up and send a message to service that included a receipt for my subscription on September 5. Tod" (1★, US)

4. Soften the redesign backlash [UX / design · 38 reviews · avg severity 2.2/3 · versions 7.1, 7.0.7]

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

"Why have you regressed the layout – I've adored this for years but your recent update has felt like going back in time to the old layout. I bloody hate it. I can't find anything I need anymore. Things are too hidden in too many layers. Plea" (2★, GB)

5. Ease payroll pressure [Pricing / subscription · 32 reviews · avg severity 2.4/3 · versions 7.2, 7.1]

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

"Calm it says! – This app frustrated me right off the bat! "Paid For a Calm Subscription But Premium Content is Still Locked" this is robbery & it's a rip off! I'm not paying more than I have to! This caused overstimulation to the point " (1★, CA)

6. Improve content quality [Feature requests · 33 reviews · avg severity 1.9/3 · versions 7.3, 7.1]

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

"Same content over and over – Preferences are not considered by the app as I get the same content I dislike regularly. I find there is not enough new materials in the daily séries." (4★, CA)

7. Make trials and renewals transparent [Pricing / subscription · 21 reviews · avg severity 2.2/3 · versions 7.3, 7.1]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"Misleading – Disappointing subscription experience. The app presented a 7-day free trial, but I was charged for a full year immediately. It's possible I may used a trial years ago, but if I was no longer eligible, the app shouldn't have pre" (1★, CA)

8. Fix features broken by the latest update [Bugs · 20 reviews · avg severity 2.3/3 · versions 7.1, 7.0.7]

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

"Literally won't run and can't open. – Damn vibe coders and 10x engineers. Also, before it stopped working altogether I only used this app for access to one sleep track that gets me to sleep. This past month, Calm deleted the one feature th" (1★, CA)

9. Simplify navigation [UX / design · 20 reviews · avg severity 2.1/3 · versions 7.1, 7.0.7]

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

"Great content, but not well organized – A great tool for meditation and sleep stories, but I find it so hard to find content. There are not intuitive menus and the expanded lists do not provide full content." (4★, CA)

10. Ship the most requested feature [Feature requests · 18 reviews · avg severity 1.6/3 · versions 7.1, 7.2]

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

"Sick of the pop ups and sales pitches – I wish I could just open the app and relax. Instead I get furious with the pressure to check in or set a timer or try some new thing. I'm just trying to live my life and do something routine. I've " (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 × 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.