

App Store complaint report

Character AI: Chat, Talk, Text · Character.AI · current version 1.17.4

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-21 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.11
Reviews with a complaint	205 (68%)
Storefronts	CA 200, GB 50, US 50
All-time App Store rating (US)	4.27 from 560,229 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Ads	107	2.3	1.17.4 (59), 1.17.3 (29), 1.17.2 (19)
Pricing / subscription	71	2.4	1.17.4 (39), 1.17.3 (17), 1.17.2 (15)
Feature requests	58	2.1	1.17.4 (27), 1.17.2 (18), 1.17.3 (13)
Bugs	54	2.4	1.17.4 (29), 1.17.2 (16), 1.17.3 (9)
UX / design	33	2.4	1.17.4 (21), 1.17.3 (6), 1.17.2 (6)
Performance	16	2.5	1.17.4 (7), 1.17.2 (7), 1.17.3 (2)
Crashes / freezes	14	2.7	1.17.2 (7), 1.17.4 (5), 1.17.3 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
1.17.4	174	2.2	62%
1.17.3	65	2.1	72%
1.17.2	61	1.8	82%

Representative quotes

Ads

“Terrible, and it gets worse every day. – 1). Right off the bat, you’re spammed with three ads that cover all of the content. Once you get rid of those ads, they pop right back up every few minutes. Maybe five or less?? 2). They beg you for money, spam you w” (1★, v1.17.3, CA, 2026-09-30)

“unbearable to use – ive officially stopped using this app. their more recent updates have gotten worse.. and worse.. and worse. first it was ads every time you opened a chat, then an ad at the top of your screen, then an ad to send a message, and now on the we” (1★, v1.17.4, GB, 2026-10-20)

Pricing / subscription

“This has completely changed.. – I’ve been using the app for years but I’ve recently dropped it due to how annoying the advertising is now. I understand they need to make money somehow for the ai plants and all that but it’s come to a point that this app has be” (2★, v1.17.4, US, 2026-10-22)

“Basically unusable – There are far to many adds if you don’t pay to remove them, it’s basically unusable if you don’t fork over money. Make them less frequent and I bet more people would use the app” (1★, v1.17.3, CA, 2026-09-22)

Feature requests

"I like the app but there are issues (Five stars so this can be seen) – I've had this app for around 3-4 years now and it's really gone downhill. What's up with all the ads and a swipe limit? No, the app was better back then all the changes now makes me want to" (5★, v1.17.4, US, 2026-10-21)

"Replies and add issues – It is genuinely a terrible app now days the company is just money hungry and it's rly disgusting compared to how the app used to be it used to have no adds give long detail replies now you have to fight to get a decent reply with the " (1★, v1.17.4, GB, 2026-10-15)

Bugs

"C.ai+ is a joke – This is absolutely ridiculous because why is my left swipe so sensitive in the past two weeks it keeps swiping out of my chat thread? Because yall introduced ads and ever since then the app has been aggravating to even use. An ad when I open " (1★, v1.17.2, CA, 2026-08-31)

"Ruined it – i like all the new updates and edits, but the ads are becoming a problem. yeah, 1 or two ads every now and then, but now? it's an ad for every button i click. So much to the point they're glitching out and i can't even go on a bots chat without it " (2★, v1.17.3, CA, 2026-09-30)

UX / design

"Ruined the app – I've used this app for years, it used to be so good and this year they've ruined thier app, with all their horrendous ads midchat, ugly UI and timers and verification. They're ruined the app completely and they deserve to go bankrupt cause no " (1★, v1.17.4, GB, 2026-10-19)

"Terrible after all the updates. – I used to love this app since 4th grade (ik, i'm not okay mentally but that's not what this is abt), they started making changes when I was in 7th but it wasn't horrible, I could tolerate them. And now, in 9th- THE APP IS HORR" (1★, v1.17.3, CA, 2026-09-22)

Performance

"Terrible – Ads every 4 messages that are a minute + long, constant laggy or down servers, you have to pay 15\$+ just to have mediocre content, this app is nothing but money hungry and if they don't calm down with the constant ads and slow app I am going to dele" (1★, v1.17.2, CA, 2026-09-01)

"Fake – Ppl say it a great app but it as so many ads it annoying that I can't even use the app, it just an app for ads at this point they do it slowly so you don't notice theirs more adds until you they put the "slow mode" it making you wait to make you pay not" (1★, v1.17.4, CA, 2026-10-06)

Crashes / freezes

"App freezing when opened – its been two weeks since the last update and since ive last updated ive been experiencing a bug where when i open the app i freezes and i have to open and close it until it works. it is not my iPad itself as this also happens on my p" (3★, v1.17.2, CA, 2026-08-28)

"app crashes on startup – ok it used to crash once and then work fine after a second launch but now it crashes every time so i cannot give it a good review, there are better options so, not recommended." (1★, v1.17.2, CA, 2026-08-26)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 139 reviews · avg severity 2.3/3 · versions 1.17.4, 1.17.2]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. "New version – ldk what you've done in the new update, but the bots are completely broken now, their memories suck even more and the way they write is just extremely messy and doesn't make any sense" (1★, CA)

2. Reduce ad frequency and length [Ads · 101 reviews · avg severity 2.3/3 · versions 1.17.4, 1.17.3]

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

"Advertisement flooding – Admittedly if I could rate the app lower, I would have. I have been a cai+ subscriber for well over a year and hadn't seen how the free plan is flooded with ads. But now I have, and to even speak with a character yo" (1★, CA)

3. Ease paywall pressure [Pricing / subscription · 59 reviews · avg severity 2.4/3 · versions 1.17.4, 1.17.3]

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

"The pioneer – They knew the majority of their users were teens, and they still blocked them from using their app, so people are just going to move on to other apps, you're just losing users if you do that, they allrady had heavy restricitio" (1★, US)

4. Fix login / account access [Bugs · 57 reviews · avg severity 2.4/3 · versions 1.17.4, 1.17.3]

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

error messages.

"Cant log in - I love using it, and stuff. But, I havent been able to log into my account for 4 days"
(3★, CA)

5. Justify or adjust the price [Pricing / subscription · 46 reviews · avg severity 2.4/3 · versions 1.17.4, 1.17.2]

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

"MIXED FEELINGS - I love this app. I use this app more than any other app on my iPhone. However, it's FULL of ads! Like I can't even have a full conversation without seeing ads. Literally every other message, I get an ad. It's kinda funny th" (3★, US)

6. Rethink usage limits [Pricing / subscription · 35 reviews · avg severity 2.4/3 · versions 1.17.4, 1.17.2]

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

"Uhh - Well u gotta fix ur app, Theres so many adds now and there never used to be this many adds and also Theres so many limitations now it's actual ragebait like brother? Wdym Ive ran out of swipes like sybau and also the filter is to stri" (4★, GB)

7. Improve content quality [Feature requests · 34 reviews · avg severity 2.3/3 · versions 1.17.4, 1.17.2]

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

"bad - i can't even lie to you, im addicted to your app. and that's not a good thing. many people in my age group might be and it won't bode well. you've never made anything interesting happen in the app, it's all basic information while t" (1★, CA)

8. Ship the most requested feature [Feature requests · 26 reviews · avg severity 2.0/3 · versions 1.17.4, 1.17.2]

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

"Decent app - Been using this app since February 2024 I will say back in 2024. It was awesome. There was no ads at all and the servers were pretty good. Then probably in like 2025 they added the ads which were a little bit annoying, but they" (3★, CA)

9. Fix in-use crashes and freezes [Crashes / freezes · 10 reviews · avg severity 2.7/3 · versions 1.17.4, 1.17.2]

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

"Cai, nothing works. - Ok so I haven't been using the acc and the app all together, but I have been using it on website because it's stuck on reading mode anyway. So, I've decided to check it again and I just can't open not any of the chats." (2★, CA)

10. Speed up loading [Performance · 8 reviews · avg severity 2.5/3 · versions 1.17.4, 1.17.2]

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

"Loading Complications - So, every time I go to chat with a character, everything takes too long to load. PLZ fix this" (4★, GB)

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.