

App Store complaint report

Microsoft Copilot · Microsoft Corporation · current version 2.115.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-08-03 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.28
Reviews with a complaint	187 (62%)
Storefronts	CA 100, US 100, GB 100
All-time App Store rating (US)	4.70 from 1,365,016 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Feature requests	90	2.3	2.115.1 (24), 2.114.3 (17), 2.115 (15)
Bugs	87	2.4	2.115.1 (27), 2.115 (15), 2.114.2 (13)
Pricing / subscription	72	2.4	2.115 (18), 2.115.1 (17), 2.114.3 (13)
UX / design	67	2.3	2.115 (15), 2.114.2 (14), 2.114.3 (13)
Crashes / freezes	11	2.7	2.115.1 (4), 2.114.2 (3), 2.114.3 (1)
Performance	10	2.5	2.114.2 (2), 2.115.1 (2), 2.115 (2)
Ads	3	2.3	2.115.1 (1), 2.115 (1), 2.114.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2.115.1	62	2.2	71%
2.115	71	2.4	56%
2.114.3	59	2.2	59%
2.114.2	44	2.4	70%
2.114.1	25	2.0	68%
2.114	17	2.5	53%
2.113.7	4	2.0	75%
2.113.6	4	3.0	50%

Representative quotes

Feature requests

“TERRIBLE – I WANT OLD VERSION BACK I LITERALLY AM ONE TEXTING MY LIFE AND NO U HAD TO ADD TEXT LIMITS SO PLS BRING OLD VERSION BACK PLS AND MAKE MY CONVERSATIONS THERE IF U DO ILE GIVE 5 STAR” (1★, v2.114.3, GB, 2026-10-08)

“Bring back Legacy Copilot – This new update of Copilot feels like a copy cat of chatGPT and i personally hated ChatGPT for its own personality whole the old copilot had a much considerate and patient and understanding personality. Not only that, the new update” (1★, v2.115, US, 2026-10-18)

Bugs

“MAJOR FLAW – The new Microsoft 365 Copilot app appears to have a serious account/session bug on iPhone. I have an active Microsoft 365 Family subscription and the account portal clearly shows access to the Microsoft 365 Copilot app. The strange part is that th” (1★, v2.113.7, CA, 2026-09-10)

“Fix it the upgrade is broken – This quote is copilot via bing because Microsoft broke their app when they changed the legacy app. “Microsoft Community Hub- you’ve hit a bug that cannot be fixed by reinstalling alone. It needs a server side session reset”” (1★, v2.115, US, 2026-10-18)

Pricing / subscription

“Hate the new time limits – I have been using copilot since the beginning as it helps me with correcting grammar and helps me with finding sources for topics and I especially love the guardrails placed on it and I have tested them extensively. What I hate is th” (3★, v2.115, US, 2026-10-17)

“Shame on this greedy tech company – I used to LOVE THIS APP, and the fact that I didn’t have to pay to have unlimited access, I am an student and I don’t have enough money to pay for this. The free app was such an amazing tool, it helped me a lot... now it sucks” (1★, v2.114.3, GB, 2026-10-08)

UX / design

“Recent upgrade v2.144 is glitchy, a worse interface and reaches limit in 5 mins – Just updated to the new version where the response layout is harder to understand than previous version. Also, it can’t follow simple instructions. Previous, asking for recipe li” (1★, v2.114, CA, 2026-09-19)

“Horrible Password Control and Setup – Microsoft has officially lost me as a user just because their password control, user interface and setup is so horrible it makes me reject using anything digital and this is coming from a person that works in technology. I” (1★, v2.114.3, GB, 2026-10-11)

Crashes / freezes

“New update crashes – I am really puzzled why I cannot ask any questions anymore. Prior to this new update, it was smooth business. Now, it’s awful. It crashes every time I try to ask a question. What is going on? Currently, it’s as good as not having this app.” (3★, v2.114.2, CA, 2026-09-30)

“Keeps crashing – Would like to rate it higher but it crashes word. All the time.” (2★, v2.115.1, US, 2026-10-19)

Performance

“Old pinned files – The new software appears to be slow on lethargic and did not carry across probably 95% of my old files correctly and is answering old questions that had been asked months ago. Very disappointing because I lost a lot of information in there.” (1★, v2.114, CA, 2026-09-17)

“Update is a clear downgrade – The new version is slower, give REALLY more generic answer and is longer able to be a great helper, in short a clear downgrade from the last version to make you pay for a premium version. Money before client experience!” (1★, v2.113.6, CA, 2026-09-09)

Ads

“Ad preferences on every use – Do you like your AI app to ask you how you'd like to have your ads served to you every single time you open up an app to use it. Does uninstalling and reinstalling the app to clear this sort of message that works only temporarily ” (1★, v2.115, GB, 2026-10-16)

“Garbage! – Dumb and now with ads.” (1★, v2.115.1, CA, 2026-10-21)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 138 reviews · avg severity 2.3/3 · versions 2.115, 2.115.1]

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

“all features are missing on the new update – all the features have been removed on the new update. Looks like they want charge you for everything. The old app used to do. Typical. Delete it.” (1★, US)

2. Ease payroll pressure [Pricing / subscription · 67 reviews · avg severity 2.3/3 · versions 2.115.1, 2.115]

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

“Deceive update – I am really disappointed with the recent update to Microsoft Copilot. Restricting image generation behind a paid subscription is a huge step backward. It was not like this before, and placing such tight limits on free users” (1★, CA)

3. Rethink usage limits [Pricing / subscription · 64 reviews · avg severity 2.3/3 · versions 2.115, 2.115.1]

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

"One prompt daily limit!? – Since the update I get one prompt before co pilot tells me that I've reached my daily limit and to check back at 1am... pointless app time to check out some other AI" (1★, GB)

4. Justify or adjust the price [Pricing / subscription · 53 reviews · avg severity 2.3/3 · versions 2.115.1, 2.115]

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

"Poor functionality – Can only do a fraction of what Claude and ChatGPT can do even on Microsoft's own software. Urge your organisation to get over the hurdles to using other AI. Copilot is not worth whatever they are paying for it" (1★, CA)

5. Ship the most requested feature [Feature requests · 47 reviews · avg severity 2.2/3 · versions 2.115.1, 2.115]

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

"Audio – Please bring back the option for the AI to read its message aloud to you on mobile apps." (1★, US)

6. Fix features broken by the latest update [Bugs · 30 reviews · avg severity 2.4/3 · versions 2.115.1, 2.114.2]

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

"App broken – The app sucks now thanks for taking the voice feature away Microsoft I've gotten five updates in the last three months still no fix. These reviews are all fake there's tons of people complaining on the Internet about this. How " (1★, US)

7. Improve content quality [Feature requests · 29 reviews · avg severity 2.3/3 · versions 2.115.1, 2.115]

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

"It's been dumbed down? – I was recently forced to redownload the app and while all my content remains, interacting with the AI feels much more painful. It's struggling to follow chains of conversations that it previously managed, it makes s" (1★, GB)

8. Stop data / progress loss [Bugs · 23 reviews · avg severity 2.4/3 · versions 2.115.1, 2.114.3]

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

"Sync Issues – Always hav sync issues, between devices and also next day chats get lost from previous day" (4★, US)

9. Fix login / account access [Bugs · 14 reviews · avg severity 2.5/3 · versions 2.114.3, 2.115.1]

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

"Still can't sign in, nagging of "verification" is still there – It isn't fixed, please fixes this issue so I can access all my stuff and projects. I'm signed off for the time being, so hopefully it becomes fixed once I sign my Google accoun" (1★, US)

10. Simplify navigation [UX / design · 14 reviews · avg severity 2.4/3 · versions 2.114.2, 2.114.3]

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

"Hard to scan now – It is so hard to do scanning unlike before cant find how" (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.