

App Store complaint report

Disney+ · Disney · current version 5.20.0

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

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.01
Reviews with a complaint	242 (81%)
Storefronts	US 150, CA 100, GB 50
All-time App Store rating (US)	4.59 from 1,977,553 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	158	2.4	5.19.0 (90), 5.18.0 (11), 5.16.2 (9)
Pricing / subscription	97	2.5	5.19.0 (63), 5.18.1 (6), 5.18.0 (6)
Ads	58	2.2	5.19.0 (43), 5.18.0 (4), 5.17.1 (4)
Feature requests	49	2.1	5.19.0 (26), 5.18.0 (6), 5.16.2 (6)
Performance	49	2.5	5.19.0 (31), 5.18.0 (4), 5.17.0 (3)
UX / design	35	2.3	5.19.0 (20), 5.18.0 (5), 5.16.2 (3)
Crashes / freezes	31	2.6	5.19.0 (20), 5.17.0 (4), 5.18.1 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.19.0	180	2.0	81%
5.18.1	13	2.4	77%
5.18.0	22	2.0	82%
5.17.1	18	2.3	78%
5.17.0	12	1.7	83%
5.16.4	1	1.0	100%
5.16.2	17	1.8	82%
5.16.1	1	1.0	100%

Representative quotes

Bugs

“Seriously broken app – This app and service is and always has been horrendous. First, I can’t even log in to my account on a web browser because of Disney’s invasive data hogging and poor programming. So I can’t get help online. Second, when I do get help over” (1★, v5.19.0, US, 2026-10-18)

“Error code 91 – Disappointed this is an issue. IP address is fine. Cannot fix even with troubleshooting suggestions from app/website. Cannot contact anyone because virtual assistant only sends you troubleshooting suggestions. When it finally asks for an email” (2★, v5.14.0, CA, 2026-08-12)

Pricing / subscription

"Keeps saying I'm in wrong household – Everyone is under one household logged into Disney+ on 3 different devices. AND YET Disney+ constantly keeps logging me out saying update household. I've tried to update it now it's saying I can't update anymore message Di" (1★, v5.19.0, GB, 2026-10-11)

"Waste of money – The app on my xbox(the latest one)doesn't work. Doesn't load profile or nothing. I just paid and signed up for it last week. Tried to uninstall& reinstall. LET ME CANCEL MY SUBSCRIPTION AND YOU WONT EVEN LET ME DO THAT. THIS IS STEALING" (1★, v5.17.0, CA, 2026-09-14)

Ads

"Gambling – Absolutely insane amount of gambling ads. Should be illegal. The app is unusable because of it." (2★, v5.14.0, CA, 2026-08-11)

"Forced ads at the highest tier? I'm out. – Nope. Not paying streaming service to watch advertising. Bye Disney" (1★, v5.17.1, CA, 2026-09-19)

Feature requests

"Away from household – We all pay for a service and for this to happen almost every time I go to watch tv, gives me an error and now it's out of attempts. So ridiculous I have to spend 10 minutes trying to resolve this issue. They might say, it's for your prote" (1★, v5.19.0, US, 2026-10-12)

"App on tv – The app on the Roku/fire stick has terrible glitches. The most annoying one is where the black bar at the top of the screen doesn't disappear after selecting a show, along with not being able to hit the back arrow to get rid of all the unnecessary " (1★, v5.15.0, CA, 2026-08-26)

Performance

"The app doesn't work – The app doesn't work on chrome cast will lock episodes or flash on two season numbers also the app is slow on old iPad technology and screen mirroring is slow to load hate it" (1★, v5.19.0, US, 2026-10-21)

"I hate this app – The slowest streaming app ever and they have the nerve to increase the price. What improvements have they done to the app? Absolutely none. It is still slow and lagging when clicking and searching, especially slow and lagging when u finally g" (1★, v5.19.0, US, 2026-10-15)

UX / design

"Horrible UX Netflix copy – App moved to large preview of selected content. Copy paste UX from Netflix's stupidity. Disney design is an embarrassment to UX design. Cancel your subscription if you have one or don't create one as they're now actively trying to mak" (1★, v5.17.0, CA, 2026-09-11)

"Worst Streaming App – Never stays logged in. Interface sucks." (1★, v5.19.0, US, 2026-10-14)

Crashes / freezes

"The app keeps freezing – I'm getting really irritated with this app. I'm getting to the point where I want to get rid of it because I can hardly use it. We can't watch an entire movie without it buffering at least 5 times. I'm picking other apps like peacock, " (1★, v5.19.0, US, 2026-10-21)

"Terrible App Performance – This app is extremely buggy and frustrating to use. If I skip the intro, the screen freezes and stays that way until I completely close and reopen the app. After watching advertisements, the app often crashes, and I have to clear the" (2★, v5.19.0, CA, 2026-10-15)

The 10 most important fixes

1. Fix login / account access [Bugs · 90 reviews · avg severity 2.5/3 · versions 5.19.0, 5.18.0]

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

"So many problems with logins on this app – I can sign in on my TV, but I can't sign in on my ipad? On a different account I could do this without any problems. Also the codes dont go through to my email whatsoever. There isnt an option to t" (1★, GB)

2. Justify or adjust the price [Pricing / subscription · 47 reviews · avg severity 2.5/3 · versions 5.19.0, 5.18.0]

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

"greedy – first we had the plan with no ads, now the plan has increased in price and includes ads. now i can't even download stuff to watch offline without paying even more. just disappointing and money hungry." (1★, US)

3. Reduce ad frequency and length [Ads · 48 reviews · avg severity 2.2/3 · versions 5.19.0, 5.18.0]

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

“Way Too Many Ads. This Is Ridiculous – What the hell is going on with Disney+? I’m already paying for a subscription, and somehow I’m still getting ads every few minutes. I was watching The Mandalorian, and I got FOUR ad breaks in a single” (1★, US)

4. Fix in-use crashes and freezes [Crashes / freezes · 24 reviews · avg severity 2.6/3 · versions 5.19.0, 5.17.0]

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

“Stuck after ads – Screen goes black after ads, will be cancelling” (1★, US)

5. Soften the redesign backlash [UX / design · 23 reviews · avg severity 2.2/3 · versions 5.19.0, 5.17.1]

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

“Absolute Trash Watchlist Design – It is embarrassing that a multi billion dollar company built an app this poorly designed. The Watchlist has a lazy visual cap that cuts off after 50 titles. If you save more than that, your older saved show” (1★, US)

6. Speed up loading [Performance · 20 reviews · avg severity 2.4/3 · versions 5.19.0, 5.17.0]

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

“App is slow – By far the worst app I have used, don’t get me wrong bunch of good movies. This is the most slowest and laggiest app I have used, there’s consistent pauses out of nowhere and takes forever for the loading screen to load. And i” (1★, CA)

7. Improve content quality [Feature requests · 19 reviews · avg severity 2.1/3 · versions 5.19.0, 5.16.2]

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

“Too much political advertisement – I’m sorry but I’m on Disney to watch kid shows with my family, my kids should not be subjective to political ads especially with misinformation that are factually incorrect.” (1★, US)

8. Stop data / progress loss [Bugs · 17 reviews · avg severity 2.4/3 · versions 5.19.0, 5.15.0]

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

“Downloaded content disappears arbitrarily – The app is ok sometimes, however, the shows and movies you download to view offline (you may not want to waste your data or you may sometimes lose service during your commute) can randomly disappe” (1★, US)

9. Ship the most requested feature [Feature requests · 21 reviews · avg severity 1.7/3 · versions 5.19.0, 5.18.0]

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

“iPhone app great, fire tv app sucks! – This app is great but the fire TV stick app sucks in that it fast forwards or rewind painfully slowly on the first click then at warp speed on another click so can never get to the part you want. Pleas” (4★, GB)

10. Answer support requests [Bugs · 13 reviews · avg severity 2.6/3 · versions 5.19.0, 5.14.0]

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

“Great content,absurd download “policy”? – Every time I download content in my home over Wi-Fi, to view on my lunch break at work, when I get to work the content is gone. I called their help number with this info and the customer service jus” (2★, US)

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.