

App Store complaint report

Flighty - Live Flight Tracker · Flighty LLC · current version 4.11.1

Generated 2026-10-19 from the 500 most recent public App Store reviews across 5 storefronts (2024-10-19 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	4.02
Reviews with a complaint	143 (29%)
Storefronts	US 100, GB 100, CA 100, AU 100, DE 100
All-time App Store rating (US)	4.85 from 157,745 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	83	2.2	4.11.1 (22), 4.9.2 (15), 4.10.1 (10)
Pricing / subscription	80	2.1	4.11.1 (16), 4.9.2 (16), 4.7.3 (10)
Feature requests	57	2.0	4.11.1 (11), 4.5.1 (8), 4.9.2 (7)
Performance	15	2.3	4.11.1 (7), 4.10.1 (2), 4.9.2 (2)
UX / design	9	2.1	4.11.1 (4), 4.10.1 (2), 4.11.0 (1)
Crashes / freezes	7	2.3	4.11.1 (5), 4.9.2 (1), 4.8.0 (1)
Ads	4	1.9	4.11.1 (1), 4.9.2 (1), 4.5.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.11.1	129	4.0	26%
4.11.0	17	3.9	24%
4.10.1	64	4.1	27%
4.10.0	12	4.1	25%
4.9.2	83	4.0	29%
4.9.1	25	4.6	16%
4.9.0	2	4.5	0%
4.8.0	8	3.8	38%

Representative quotes

Bugs

“Bug test – Man this app is just one giant bug, adding friends failed multiple times, adding flights failed. Close the app reopen then some things work. Calendar starts in 2022 for reason. Uninstalled.” (1★, v4.11.1, AU, 2026-10-06)

“Doesn’t work – Tried multiple times, but keep getting no internet connection problem in the app.” (1★, v4.5.0, CA, 2025-04-05)

Pricing / subscription

“Can’t be trusted - too many errors – Currently tracking a flight that says the plane is still on the tarmac yet I’m tracking it on flight radar and it’s at 5000 feet! Full of errors so you can’t trust any of

the information. At Christmas it got the connecting" (2★, v4.9.2, GB, 2026-07-07)

"Great app, sad to see price increase - Used flighty for years and LOVE it for flight tracking. Sadly with the new \$20 annual increase in membership, I have to cancel. Life is getting a tad too expensive." (2★, v4.7.0, CA, 2025-11-04)

Feature requests

"Block you for adding flights - Trying to add manual flights due to being a tour manager for a band so some flights are private Kept crashing next thing you know you're using it too much on the free option when the error lies with the app I'm not paying your" (1★, v4.9.2, GB, 2026-06-15)

"Longtime users opinion - I am a longtime user of flighty. Have switched from App in the Air. The app is beautifully designed and has some great features. But their bad data quality makes it rather a gadget than an app I am trusting. Not showing delays, incorre" (3★, v4.9.2, DE, 2026-05-31)

Performance

"Can't connect - Doesn't connect on slow connections, like airport internet, making the app useless" (1★, v4.9.2, GB, 2026-07-01)

"Beautiful all but.... - I love this app's design. It's really nice and I love the notification screen. The stats of my history are great. However, I'm having some problems as it slows down my phone a lot even with nothing else open and my search function often s" (3★, v4.7.3, AU, 2026-03-07)

UX / design

"Screen blocked - What a terrible design of an app on the iPad. Considering the size of the display on the iPad, this app decides to fill up half the screen in portrait mode and a third in landscape with an information panel. No way to minimise it. It just sits" (1★, v4.9.2, GB, 2026-05-14)

"Good but deceitful - This app uses deceptive design practices to push users toward its most expensive subscription plans. First, the flexible monthly tier is completely hidden within the app; it can only be found by digging into Apple's native subscription set" (3★, v4.10.1, DE, 2026-07-21)

Crashes / freezes

"It crashes All the times - Sorry this App is becoming annoying to use due to it freezing or taking forever to launch every time I try to use it and sometimes it takes 4 trials for the app to launch. I did try every technique out there and it doesn't help." (1★, v4.11.1, US, 2026-10-05)

"I'll just google where the flight is - App crashed within 2 minutes and won't re open" (1★, v4.11.1, AU, 2026-10-05)

Ads

"A great app marred by ads (Mac version) - Let me start by saying, I really like the fundamentals of this app. At its core, it's well designed, looking both great and satisfying its core use. But if you don't sign up for Pro, it just spams you with ads especia" (2★, v4.5.1, AU, 2025-04-23)

"Great app, ruined by nonstop Pro popups - Flighty is genuinely well designed, but the constant popups pushing the Pro subscription make it a chore to use. I can't check a flight without being nagged to upgrade. The bigger problem is the pricing model. A year!" (3★, v4.11.1, US, 2026-10-06)

The 10 most important fixes

1. Improve content quality [Feature requests · 61 reviews · avg severity 2.2/3 · versions 4.11.1, 4.9.2]

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

"Useless when it's wrong - Our flight was originally planned for a particular aircraft reg but changed the night before - Flighty however still kept saying it was the wrong reg and the departure info, times and notifications were stuck to th" (2★, GB)

2. Justify or adjust the price [Pricing / subscription · 57 reviews · avg severity 2.1/3 · versions 4.9.2, 4.11.1]

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

"Subscription too expensive! - I have cancelled my subscription as they hiked the price up significantly." (2★, CA)

3. Fix notifications [Bugs · 30 reviews · avg severity 2.1/3 · versions 4.11.1, 4.9.2]

Check notification delivery and let users control frequency in settings.

"Broken. Flood of worthless notifications. - Delays are not showing. My last four flights have not shown correct delay data. Isn't that the whole point of the app? Let me turn off gate change

notifications until an hour before the flight. " (1★, US)

4. Ease paywall pressure [Pricing / subscription · 20 reviews · avg severity 2.1/3 · versions 4.9.2, 4.5.1]

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

"Paywalled Live Activity – Live Activity works well but should not be paid" (2★, CA)

5. Ship the most requested feature [Feature requests · 16 reviews · avg severity 1.8/3 · versions 4.11.1, 4.11.0]

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

"Difficult to add flight – Love the app but really should be able to use AI to find flights on the Mac. I want to be able to say show me flights from Nashville to Boston this morning on JetBlue and it could not even figure it out." (2★, US)

6. Stop data / progress loss [Bugs · 12 reviews · avg severity 2.2/3 · versions 4.11.1, 4.2.1]

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

"Removal of track friends flights – Deleted friends data no warning. Replaced with an upsell message to send to your friends. Don't trust companies that delete data without your permission. Consider alternatives." (1★, AU)

7. Soften the redesign backlash [UX / design · 10 reviews · avg severity 2.1/3 · versions 4.11.0, 4.11.1]

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

"Good app, recent update made it less good. – Recent update changed presented data regarding plane information and age. This is valuable and helpful information that needs to remain visible." (3★, AU)

8. Answer support requests [Bugs · 7 reviews · avg severity 2.1/3 · versions 4.9.2, 4.5.2]

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

"Inaccurate Data / Lack of Customer Support – Although a generally nice UI, this app is too expensive for casual users and for frequent fliers the data is inaccurate enough to become frustrating. After reaching out to correct issues multiple" (1★, CA)

9. Simplify navigation [UX / design · 5 reviews · avg severity 2.2/3 · versions 4.11.1, 4.9.2]

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

"Good app but confusing to get information – Good app with lots of information but I just find it to be really confusing on how to get information" (3★, GB)

10. Speed up loading [Performance · 4 reviews · avg severity 2.2/3 · versions 4.10.1, 4.7.3]

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

"It's horrible on the Mac – 1. It's using 2GB of RAM for a map - why? 2. It doesn't seem to cache map tiles so switching zoom levels causes black tiles to appear while it downloads them again. Either that or it's very slow to reload them fro" (1★, GB)

Method: Apple's public customer-reviews RSS feeds (most recent reviews, spread across up to 15 storefronts) and 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.