

App Store complaint report

HBO Max: Stream Movies & TV · WarnerMedia Global Digital Services, LLC · current version 7.14.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-07-06 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.59
Reviews with a complaint	108 (36%)
Storefronts	US 100, GB 100, AU 100
All-time App Store rating (US)	4.87 from 5,811,649 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	60	2.2	7.14.0 (12), 7.8.0 (11), 7.13.0 (9)
Feature requests	45	1.9	7.13.0 (11), 7.14.0 (9), 7.11.0 (5)
Ads	41	2.0	7.9.0 (8), 7.11.0 (7), 7.13.0 (6)
Pricing / subscription	38	2.3	7.13.0 (9), 7.9.0 (7), 7.8.0 (7)
Performance	20	2.3	7.8.0 (5), 7.14.0 (4), 7.13.0 (4)
UX / design	19	2.1	7.13.0 (6), 7.8.0 (3), 7.14.0 (2)
Crashes / freezes	11	2.5	7.14.0 (4), 7.8.0 (3), 7.10.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.14.0	46	4.1	30%
7.13.0	82	3.8	28%
7.12.0	24	3.8	25%
7.11.0	31	3.3	42%
7.10.1	18	3.6	33%
7.10.0	13	2.8	62%
7.9.0	28	3.3	43%
7.8.0	23	2.8	70%

Representative quotes

Bugs

“Glitchy – This app is so buggy. I cast to my tv using chrome cast. Every other streaming app is use works fine, but HBO Max glitches. It buffers constantly and the only way to get it to work is to download the app fresh each time I want to watch something. Ugh” (1★, v7.8.0, GB, 2026-08-05)

“Multiple issues – I think you should rebuild this app from the ground up. If you listen to an episode until it finishes with the screen off. The app crashes and has to restart. Then you have to go find the tv series and the episode you were playing. For ” (1★, v7.14.0, US, 2026-10-19)

Feature requests

"Astonishingly poor quality app – Great number of sports covered, all sessions available to watch... er, until the app dumps some or all of the sessions you've added to your feed. Sometimes there are ways to find the missed sessions, but not all are to be found. " (1★, v7.10.0, GB, 2026-08-28)

"The best TV, terrible app – I've long been an HBO evangelist and so pleased it's finally in the UK rather than via the very poor user experience of Sky. Unfortunately this app is terrible. The downloads process is a nightmare. If you're in and out of connectio" (2★, v7.12.0, GB, 2026-09-28)

Ads

"Too many adverts – Unusable advert after advert app is pointless uninstalled" (1★, v7.10.0, GB, 2026-08-24)

"Worst app by a mile – The cost to watch the champions league is astronomical over £400 per year is utterly barbaric and just treating people as cash cows. AND then you have to watch 3 mins of terrible ads before you get to watch anything ... and if you select th" (1★, v7.9.0, GB, 2026-08-23)

Pricing / subscription

"Abysmally disorganised – I signed up for this specifically to watch the athletics in the Commonwealth Games. This must be the most disorganised app I've ever had (and I've had many). When I typed in search terms like "Commonwealth Games" I only got highlights" (1★, v7.9.0, GB, 2026-08-14)

"TdF2026 – Terrible ux, expensive, poorly archived TdF footage, overly populated with awful repetitive adverts, despite the hefty monthly subscriptions of over GBP30PCM. Please don't cover TdF next year." (1★, v7.8.0, GB, 2026-08-06)

Performance

"Very good but- – It wont open on my phone, its just loading" (4★, v7.8.0, AU, 2026-08-09)

"Very slow – The app is very slow when stealing on the tv" (1★, v7.13.0, AU, 2026-10-16)

UX / design

"Poor QOL – I can't say much about the selection of media they have. I really only use it for dc shows. But the ui is fairly outdated and feels sluggish when trying to forward something. And there's no 'next episode' button to end episodes early either. It's in" (3★, v7.13.0, US, 2026-10-18)

"NEEDS FIXING!! – App doesn't work properly. Cant even access the side menu for me to get to TNT sports which is the only thing I use it for" (2★, v7.11.0, GB, 2026-09-10)

Crashes / freezes

"Has ads and crashes – Paid to not have ads, but still has ads for other shows every time I try and watch something, and if I try to skip then this junk app crashes and I need to quit and reboot. Developer response thinks my playback is the issue, but the issue" (1★, v7.8.0, AU, 2026-07-31)

"TV App Randomly Stops Working – Great shows, and the app is great when it works. Unfortunately, sometimes it just says it can't connect and gets completely stuck. It doesn't seem to matter what I try, nothing fixes it, and then it will randomly start working a" (2★, v7.8.0, GB, 2026-08-07)

The 10 most important fixes

1. Reduce ad frequency and length [Ads · 37 reviews · avg severity 2.0/3 · versions 7.9.0, 7.13.0]

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

"Ads are awful – The cheap version with ads is awful. Just in case any potential advertisers are reading this, I turn the sound off and ignore them. When I do see them, I try to remind myself never to buy anything from the company who interr" (1★, AU)

2. Improve content quality [Feature requests · 23 reviews · avg severity 1.9/3 · versions 7.13.0, 7.8.0]

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

"Not working – For the last few weeks, the first tab of the app is completely blank and that's where I'm meant to have access to the Champions League games. You can search for things but no live content which is all I need it for. Bit of a s" (1★, GB)

3. Justify or adjust the price [Pricing / subscription · 16 reviews · avg severity 2.4/3 · versions 7.13.0, 7.9.0]

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

"Is \$\$ worth it – I'm starting to believe that the amount of money HBO is charging on a monthly basis isn't worth it. Not only are there adds for the cheapest plan, but you have to pay a higher

premium per month to avoid adds. They also don't" (1★, US)

4. Fix in-use crashes and freezes [Crashes / freezes · 12 reviews · avg severity 2.4/3 · versions 7.14.0, 7.8.0]

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

"Worst streaming app – The app constantly crashes between episodes and doesn't save where I left off in a series" (1★, US)

5. Fix login / account access [Bugs · 9 reviews · avg severity 2.4/3 · versions 7.8.0, 7.9.0]

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

"Shocking & frustrating app – Don't even get me started... I have been trying to log into my account via this app for two months. They keep taking my money, but can't watch anything!! Just keeps taking me to the welcome page despite update" (1★, AU)

6. Speed up loading [Performance · 8 reviews · avg severity 2.3/3 · versions 7.13.0, 7.8.0]

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

"Garbage app – Actually horrific quality and it's so laggy even when your internet is good, it's a shame good shows got moved to this garbage thing" (1★, AU)

7. Answer support requests [Bugs · 7 reviews · avg severity 2.5/3 · versions 7.14.0, 7.13.0]

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

"Glitchy, never works. – I pay \$20 a month for this streaming service and it's CONSTANTLY wiggling out. Yes, I have internet. I get the same error code thrown back at me each time. "Couldn't play video. Please contact support" and of course I" (1★, US)

8. Simplify navigation [UX / design · 6 reviews · avg severity 2.1/3 · versions 7.13.0, 7.9.0]

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

"Please fix these bugs! I left a review twice before, but it never got fixed! – Picture-in-Picture behavior needs improvement in the HBO Max app. When a video is playing in Picture-in-Picture and I reopen HBO Max, the screen stays completely" (1★, US)

9. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.7/3 · versions 7.9.0, 7.14.0]

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

"Downloading movies – I wish you could have the option to download movies like on Netflix or Mubi. It's very useful for flights. Until then the app only gets 2 stars soz" (2★, GB)

10. Ease payroll pressure [Pricing / subscription · 5 reviews · avg severity 2.4/3 · versions 7.9.0, 7.13.0]

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

"Exhausted – literally the worst streaming service of them all, having the "i'm traveling" option be limited is completely unfair, i travel consistently, have paid for this service for YEARS, even before the new "no sharing" rule was created" (1★, 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.