

App Store complaint report

Microsoft Teams · Microsoft Corporation · current version 8.19.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-12-29 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.17
Reviews with a complaint	211 (70%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.80 from 3,381,155 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	174	2.3	8.16.3 (14), 8.16.0 (100772026162301) (12), 8.17.1 (10)
UX / design	65	2.2	8.17.0 (6), 8.16.0 (100772026162301) (6), 8.8.1 (6)
Feature requests	52	2.1	8.16.0 (100772026162301) (5), 8.18.1 (4), 8.11.1 (4)
Performance	51	2.3	8.16.2 (6), 8.16.1 (5), 8.17.1 (4)
Crashes / freezes	28	2.6	8.16.2 (4), 8.17.1 (3), 8.16.1 (2)
Pricing / subscription	3	2.5	8.15.0 (1), 8.14 (1), 8.16.0 (100772026162301) (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.19.0	1	1.0	0%
8.18.2	14	1.9	71%
8.18.1	9	1.9	78%
8.18.0	18	2.8	56%
8.17.1	19	1.7	79%
8.17.0	17	2.2	65%
8.16.3	21	2.2	71%
8.16.2	20	3.0	50%

Representative quotes

Bugs

“Buggy App – When I open the app its not working, blank page for many hours, it’s not asking sign up or login.” (1★, v8.10.3, GB, 2026-06-19)

“So buggy on mobile – never works for me. doesn’t allow me to sign in, constant bugs. Half my messages don’t sent or show up.” (1★, v8.16.0 (100772026162301), US, 2026-09-04)

UX / design

"A buggy, bloated mess – This is one of the worst engineered pieces of software I have ever been compelled to use. It is extremely buggy, consumes enormous resources, and is also a UX catastrophe with UI elements and features crammed into the interface in a ver" (1★, v8.7.0, CA, 2026-04-27)

"Good but needs work. – It's a good resource for getting homework and communicating with teacher, but altogether the sign in process is confusing and teams sometimes glitches as well as the layout of the activity page being quite tricky to figure out." (3★, v8.18.0, GB, 2026-10-11)

Feature requests

"Major Issues with BYOD – I have a personal account and a work account. Everything on the personal side for MS is tied to Authenticator. My company doesn't allow Authenticator, and requires a specific enterprise browser to be used for logins. Whenever I try to " (1★, v8.16.0 (100772026162301), US, 2026-09-07)

"Going from bad to worse – Copying content from Excel /Word messes up the formatting. Strange since both are Microsoft products. How is someone not testing this integration? Sending code in the chat is still a nightmare. Wish they can just copy the functionali" (1★, v8.18.2, US, 2026-10-19)

Performance

"Utter garbage – Every time time I try use it it says "THIS LOGIN PAGE DOES NOT WORK" and completely shuts me out of it. This is incredibly frustrating as I have to do it online instead which incredibly slow and crashes and sometimes the assignment page doesn't" (5★, v8.16.2, GB, 2026-09-13)

"Wont load – It is taking over 2 hours to load do not download it" (1★, v8.16.1, GB, 2026-09-10)

Crashes / freezes

"App crashes – Won't open since update, just crashes when loading" (1★, v8.15.0, GB, 2026-09-01)

"Unable to access without intune SDK 20.8.0 – Quite concerned that I am getting warning messages saying this app requires intune sdk 20.8.0 in order to be able to access it and I must update to the latest version. I've tried to update this app but I am unable t" (1★, v8.11.0, GB, 2026-06-25)

Pricing / subscription

"absolutely horrible – Can't connect any of my family and friends to teams. This is the worse thing ever. Can't call can't text or talk. Microsoft is the biggest problem on my phone 12 . They just take my money for nothing. I don't believe that. Horrible horri" (1★, v8.14, CA, 2026-08-09)

"Awful!!! – Trying to use up my Skype credit that was purchased before Skype closed. Very disappointedly I'm now unable to make international calls as it always shows 'unable to connect'! Now money wasted" (1★, v8.15.0, GB, 2026-08-31)

The 10 most important fixes

1. Fix login / account access [Bugs · 46 reviews · avg severity 2.6/3 · versions 8.8.1, 8.16.0 (100772026162301)]
Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Sign in Issues – I get the password right, i get the code it's sent on my email and it still won't let me log in?? My wifi is alright and no I don't use VPN I just don't know what to do" (1★, GB)

2. Soften the redesign backlash [UX / design · 28 reviews · avg severity 2.1/3 · versions 8.7.0, 8.16.0 (100772026162301)]

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

"Garbage app – Don't recommend this app for usage absolute garbage! First reason it's not optimised for example frontend design it's stuck in 2020 apps. Secondary it's just a second Skype being modified in new fancy app call Teams. Thirdly r" (1★, GB)

3. Simplify navigation [UX / design · 27 reviews · avg severity 2.2/3 · versions 8.16.3, 8.18.0]

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

"Worst communication app – The UI sucks. cannot organize chats properly and it's hard to find the previous chats" (1★, US)

4. Fix notifications [Bugs · 26 reviews · avg severity 2.0/3 · versions 8.18.0, 8.17.1]

Check notification delivery and let users control frequency in settings.

"Serious spam problem – Impossible to use because of the volume of spam message requests coming in. There doesn't appear to be a specific way to disable notifications for these while keeping

notifications for other messages. I've had to dele" (2★, GB)

5. Fix in-use crashes and freezes [Crashes / freezes · 19 reviews · avg severity 2.5/3 · versions 8.16.2, 8.16.1]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.

"Teams apps getting stuck while opening in iPhone15 – I m having trouble opening the app in an iPhone15. The app tries to open but then freezes at the first step. I tried all troubleshooting suggestions that are available online without luck" (1★, US)

6. Speed up loading [Performance · 20 reviews · avg severity 2.2/3 · versions 8.16.1, 8.18.2]

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

"Poor Performance – It has lazy loading but its almost always lazy lol" (3★, CA)

7. Fix features broken by the latest update [Bugs · 20 reviews · avg severity 2.2/3 · versions 8.16.1, 8.16.0 (100772026162301)]

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

"Broken List View - Latest 8.16.0 [UPDATED 8.17.0 fixed it!] – [UPDATE 8.17.0 fixed the broken List View, hooray!!] The latest 8.16.0 Teams app has broken List View. Now three rows of buttons at top are showing: Catch up, Recent, Unread, M" (4★, US)

8. Stop data / progress loss [Bugs · 18 reviews · avg severity 2.3/3 · versions 8.16.0 (100772026162301), 8.17.1]

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

"Bug – Long pressed on a chat, confirmed that it's the right chat before deleting, but in the end Teams deleted another chat instead of the one I have confirmed. Lost chat history because of this" (1★, CA)

9. Ship the most requested feature [Feature requests · 20 reviews · avg severity 1.9/3 · versions 8.14.1, 8.18.0]

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

"Older device support: non-existent, yet Skype did it. What went wrong? – The Teams app really lacks support for older iOS devices compared with what Skype offered. For people who simply want to make audio and video calls, Skype was straigh" (1★, GB)

10. Fix crash on launch [Crashes / freezes · 11 reviews · avg severity 3.0/3 · versions 8.17.1, 8.15.0]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"Truthful review – This app is so bad it crashes every time I try to open it and when it finally opens it takes like ten times opening and closing it to even get anything to load a new low from Microsoft I expected too much worst app out the" (1★, 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.