

App Store complaint report

NYTimes: US and World News · The New York Times Company · current version 11.97.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2024-02-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	3.33
Reviews with a complaint	103 (34%)
Storefronts	CA 100, GB 100, US 100
All-time App Store rating (US)	4.79 from 801,893 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	62	2.3	11.95.0 (17), 11.93.0 (6), 11.97.0 (5)
Pricing / subscription	40	2.3	11.93.0 (7), 11.95.0 (4), 10.41.0 (4)
UX / design	33	2.0	11.97.0 (6), 11.95.0 (5), 11.93.0 (5)
Feature requests	30	1.9	11.95.0 (7), 11.93.0 (4), 11.97.0 (3)
Ads	21	2.1	11.93.0 (7), 11.95.0 (2), 11.92.0 (1)
Performance	21	2.3	11.95.0 (7), 11.93.0 (4), 11.97.0 (2)
Crashes / freezes	15	2.4	11.95.0 (3), 11.47.0 (2), 11.96.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
11.97.0	15	3.1	60%
11.96.0	15	3.1	33%
11.95.0	37	2.8	51%
11.94.0	6	4.0	17%
11.93.0	32	2.8	53%
11.92.0	4	2.0	50%
11.91.0	3	3.7	33%
11.90.0	6	4.8	0%

Representative quotes

Bugs

“Terrible app ant won’t load – The app keeps having several bugs, the most annoying one is not loading after tapping into the app and just showing blank for ages. You can’t log out, there’s nothing to be done. And the developer has yet to fix this issue! Is th” (1★, v11.47.0, GB, 2025-11-14)

“Charged twice, support refused full refund – I was charged twice every month for my NYTimes subscription through both Apple App Store and its website to a system glitch, even though I used a single email account. Customer support acknowledged the problem but r” (1★, v11.47.0, CA, 2025-11-10)

Pricing / subscription

"Horrible awful app and support – I GIVE UP and am canceling my subscription. So sick and tired of you trying to force me to pay for a FAMILY subscription. Cannot get any help and can't even read a damn article because it keeps saying I am using multiple devi" (1★, v11.95.0, US, 2026-10-10)

"...iPhone 7 that cannot upgraded to 16.0, thus preventing me from seeing the content anymore - yet I still have 6 months left on my yearly subscription. I want my money back!" (1★, v10.41.0, GB, 2024-05-03)

UX / design

"Worse and worse broken UI – Interface degrades every update. Looks terrible, photos cover text, formatting out of whack, black on black, dark in dark, white on light... completely unreadable on this older iPhone iOS 17.x Disappointed to the max." (1★, v11.33.0, US, 2026-10-07)

"Bad App – I find the app difficult to navigate and a drain on my phone's battery. The layout and use is much easier on the bowser." (1★, v11.93.0, US, 2026-10-01)

Feature requests

"...interesting articles vanish before i've had the chance to click them. There was a setting that disabled automatic refresh, but the option was removed from the app. It took roughly 6 years for the app to incorporate basic features of contemporary apps: dark m" (1★, v11.95.0, US, 2026-10-14)

"...and the same section on the iPhone app stopped working today. I've submitted three tickets directly to the NYT so far to no avail. Please look into this - this section was in large part what made the digital reading experience so enjoyable. Top 10 articles fo" (2★, v11.97.0, US, 2026-10-22)

Ads

"Great publication, ad-riddled app – The overall NYTimes experience is excellent, especially factoring in access to the wonder NYT Cooking and Games apps. The news app is unfortunately so bloated with distracting ads that I just can't use it. Have to read my ne" (3★, v11.93.0, CA, 2026-09-24)

"...others, do not have a family. The only answe is to delete the app. Read NYT online using Brave browser with 'scripts' toggled off. No advertising, no hurtful nagging about family subscriptions NYT journalism is as good as ever. The app is good too. So w" (1★, v11.56.0, GB, 2025-12-27)

Performance

"Content - 5 stars. App experience - 0 stars – I am a long-time NYT app user on an iPad. NYT content is great, no doubt about it. The app experience is, however, frustrating at best. Content takes a long time to load. NYT does not seem to be bothered that an" (1★, v11.95.0, US, 2026-10-09)

"Slow to load; takes up too much space – I have used the app for many years, but it is getting increasingly slow to load. The app also takes up a HUGE amount of space on my phone." (3★, v11.86.0, CA, 2026-08-07)

Crashes / freezes

"Two latest updates have app unusable – Hi Disappointed user The app crashes every 30 seconds on both iOS 17 and iOS 18, Articles reload several times in the middle of reading, App slow In the games section, the top headline in the mini crossword is unre" (1★, v11.23.0, GB, 2025-04-29)

"App freezes frequently – Read NYT on Ipad. Frequently it freezes and msg please reload page- but it won't reload" (3★, v11.95.0, US, 2026-10-09)

The 10 most important fixes

1. Improve content quality [Feature requests · 39 reviews · avg severity 1.9/3 · versions 11.93.0, 11.95.0]

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

"The app functions but – Has anyone seen any journalism in the content? After 14 years I've had enough. This once giant standard setter or journalism has now turned bottom feeding rage bait with see fact-checking and lots of pandering to ext" (1★, US)

2. Soften the redesign backlash [UX / design · 29 reviews · avg severity 2.0/3 · versions 11.95.0, 10.41.0]

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

"Liquid Glass Redesign & Ads – The new Liquid Glass redesign with its lack of customisation is a bit flawed. This biggest annoyance is the fact the back button has been moved from the bottom of the screen to the top, making the ergonomics fr" (4★, GB)

3. Reduce ad frequency and length [Ads · 19 reviews · avg severity 2.2/3 · versions 11.93.0, 11.40.0]

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

“Ads persist with subscription – Hello, I am paying for a subscription yet I still see advertisements in the articles. Why is this? Because I’m paying should I not be exempt from receiving advertisements in the app? I believe paid tier shou” (2★, CA)

4. Simplify navigation [UX / design · 18 reviews · avg severity 2.1/3 · versions 11.97.0, 11.93.0]

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

“fill in all blanks – stories from your daily video are hard to find for deeper understanding” (3★, US)

5. Justify or adjust the price [Pricing / subscription · 13 reviews · avg severity 2.3/3 · versions 11.93.0, 11.60.0]

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

“Not pleased – App now frequently will not allow movement from an article. Very annoying considering subscription price is very high.” (2★, CA)

6. Speed up loading [Performance · 13 reviews · avg severity 2.3/3 · versions 11.95.0, 11.97.0]

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

“App is slow – Performance of the app has degraded severely over the past few months to the point that i can no longer use it on my iPhone 15 pro. Loading the front page takes several minutes when the webpage only takes a few seconds on the ” (2★, US)

7. Ship the most requested feature [Feature requests · 14 reviews · avg severity 1.7/3 · versions 11.95.0, 11.93.0]

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

“Why no e-paper – I looked in vain for an e-paper (facsimile) option. This would be a game changer and I wish I knew why NYT doesn’t provided. You would have to take out a pressreader sub which ain’t happening, for me anyway. If the London T” (3★, GB)

8. Fix features broken by the latest update [Bugs · 9 reviews · avg severity 2.4/3 · versions 11.97.0, 11.95.0]

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

“Used to be a great App. Mot anymore – The NY Times App used to work perfectly on my iPad, but with the last few updates with “bug fixes”, it no longer works. When I open the app on my iPad, I only get a small square of the app in the upper ” (1★, US)

9. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.2/3 · versions 11.95.0, 11.47.0]

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

“Crashing when opening stories – Trying to open stories and the app crashes. Been happening for months as a paid subscriber.” (5★, CA)

10. Fix login / account access [Bugs · 8 reviews · avg severity 2.2/3 · versions 11.95.0, 11.97.0]

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

“Quit Promoting Family All Access – Please quit promoting your “All Access Family” option to those of us who do not want it. You require us to get an access code since we are not subscribed to “All Access Family”. To quote your website: “To ” (3★, 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.