

App Store complaint report

Pandora: Personalized Music · Pandora Media, LLC · current version 2610.2

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-07 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.09
Reviews with a complaint	75 (25%)
Storefronts	US 300
All-time App Store rating (US)	4.80 from 11,341,734 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	34	2.1	2610.1 (25), 2610.2 (8), 2203.1 (1)
Pricing / subscription	30	2.1	2610.1 (22), 2610.2 (7), 2405.1 (1)
Feature requests	25	1.7	2610.1 (18), 2610.2 (7)
Ads	23	1.8	2610.1 (18), 2610.2 (5)
Performance	11	2.2	2610.1 (8), 2610.2 (2), 2203.1 (1)
UX / design	6	2.1	2610.1 (4), 2610.2 (2)
Crashes / freezes	2	3.0	2610.1 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2610.2	65	4.2	26%
2610.1	233	4.1	24%
2405.1	1	1.0	100%
2203.1	1	4.0	100%

Representative quotes

Bugs

“Doesn’t work – The Pandora didn’t work, glitching out, not even wanting me to open it and play any of the music:” (1★, v2610.1, US, 2026-10-14)

“Don’t buy premium – I’ve used pandora for over 10 yrs not prolly closer to 15 never had a problem i recently got a job with no signal in the shop so I paid for premium so I could download the playlists It stops and buffers every song eventually glitching ou” (1★, v2610.1, US, 2026-10-14)

Pricing / subscription

“...than YouTube music, and that isn’t even primarily for music! No meaningful updates, it’s still impossible to make a playlist without paying, the adds are much longer and more often than other services. You have way less skips than others, and the algorithm is” (1★, v2610.1, US, 2026-10-09)

“Premium on Apple TV – I have been a subscriber for over 20 years. Tried to upgrade to Premium. Worked okay on PC but failed to work on Apple TV. Very disappointed in Pandora. I thought they were different, but they’re more of the same greedy companies trying t” (1★, v2610.1, US, 2026-10-14)

Feature requests

"Declining Quality – I have used Pandora for music streaming for a very long time. I used to be impressed but recently find its quality and reliability wanting. It has not kept up with adding liner notes and lyrics. It does not switch from online to offline r" (3★, v2610.1, US, 2026-10-09)

"Not following – I can't follow my favorite to stay updated on there wish the Pandora owner added a follow button so I can follow my favorite music artist thank you" (1★, v2610.1, US, 2026-10-16)

Ads

"Ads – I get yaw need ads. But there is way too many of them. I understand you offer ad free for money. Why not offer less ads period. No ads would make pandora the number 1 music app" (1★, v2610.1, US, 2026-10-09)

"Ads – Too many ads" (1★, v2610.1, US, 2026-10-13)

Performance

"Draining battery fast – **Update: I uninstalled /reinstalled the app and that seems to have fixed the issue. Pandora suggested I do the same. Thanks for reaching out. ** Today, I noticed my 18 Pro Max battery draining fast and the phone felt warm to the tou" (5★, v2610.2, US, 2026-10-20)

"logging in again – When I have to log in to listen to music or a podcast, it takes around an hour or more. Turing my phone off sometimes help. It is still annoying slow. Once I have reception again it's great." (4★, v2610.1, US, 2026-10-10)

UX / design

"After 12 years, I'm done – Title says it all. I have hundreds of playlists and I stuck around for the last price hike just to keep my beloved stations going. Through many UI issues I have dealt with just to have the issues unresolved for YEARS. This recent new" (3★, v2610.2, US, 2026-10-21)

"Long time user! – Lyrics interface is absolutely garbage compared to other platforms - AND you're gonna raise the price!? What nerve" (2★, v2610.2, US, 2026-10-20)

Crashes / freezes

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 21 reviews · avg severity 2.1/3 · versions 2610.1, 2610.2]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Raising prices for what?! – For someone using a paid subscription for as long as I have should be "grandfathered" in at the original base price —ANOTHER price hike is unjust and soon your greed may lose a longtime paying customer!" (3★, US)

2. Reduce ad frequency and length [Ads · 19 reviews · avg severity 1.7/3 · versions 2610.1, 2610.2]
Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.
"ADS HAVE TAKEN OVER – Every two songs, two ads. Every 6 skips, 3 ads. I get having ads but sheesh!" (1★, US)

3. Improve content quality [Feature requests · 16 reviews · avg severity 1.8/3 · versions 2610.1, 2610.2]
Review the content areas users name; add a "report a problem" button on content.
"Too expensive now – \$5.99 was pushing it, now \$6.99 which is simply too much for a streaming platform that buffers constantly and replays the same content over and over again." (1★, US)

4. Soften the redesign backlash [UX / design · 9 reviews · avg severity 2.1/3 · versions 2610.1, 2610.2]
Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
"Remastered hell – It seems like every song is the remastered version which never sounds like the song I initially fell in love with as well as extremely clinical and lifeless. After purchasing the subscription, it took me about 30 minutes b" (1★, US)

5. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.7/3 · versions 2610.1, 2610.2]

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

"Background color needs to change! – The main blue light color is very irritating to the brain. It's well known by now that blue light is very straining on the eyes and overstimulating, especially for young children. I really wish Pandora wo" (2★, US)

6. Ease paywall pressure [Pricing / subscription · 4 reviews · avg severity 2.2/3 · versions 2610.1]
Keep core features usable for free users or explain clearly what is paid; show the paywall less often.
"I have a problem – So I love pandora the music and stuff but it's so annoying and frustrating

because it will not let you listen to music if you don't have premium and I just loved in to it and it's showing nothing so I'm sry but please do " (4★, US)

7. Rethink usage limits [Pricing / subscription · 5 reviews · avg severity 1.6/3 · versions 2610.1, 2610.2]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

"Temporary limit issue – Please take the damn temporary music limit off" (1★, US)

8. Stop data / progress loss [Bugs · 2 reviews · avg severity 2.0/3 · versions 2610.1, 2610.2]

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

"Stream issues – Use to be able to click on any song I wanted to listen to. Now only plays if I select a station. Also deleted all my saved songs. Uninstalled and still didn't fix issue" (2★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple's public customer-reviews feed (a third-party scraper as backup), 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.