

App Store complaint report

Paramount+ · CBS Interactive · current version 15.28.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-05 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.73
Reviews with a complaint	181 (60%)
Storefronts	US 300
All-time App Store rating (US)	4.63 from 934,417 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	135	2.5	15.27.0 (108), 15.28.0 (21), 15.0.48 (2)
Performance	77	2.5	15.27.0 (60), 15.28.0 (14), 15.18.0 (1)
Crashes / freezes	58	2.6	15.27.0 (49), 15.28.0 (7), 15.18.0 (1)
Pricing / subscription	53	2.5	15.27.0 (40), 15.28.0 (11), 15.18.0 (1)
Feature requests	44	2.2	15.27.0 (33), 15.28.0 (9), 15.15.1 (1)
Ads	41	2.2	15.27.0 (33), 15.28.0 (6), 15.26.0 (2)
UX / design	23	2.3	15.27.0 (17), 15.28.0 (4), 15.0.48 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
15.28.0	50	2.6	58%
15.27.0	241	2.8	61%
15.26.0	5	3.6	40%
15.18.0	1	1.0	100%
15.15.1	1	2.0	100%
15.0.48	2	1.0	100%

Representative quotes

Bugs

“Error code. Started tech support ticket and tracking doesn’t work. Bad app – Netflix Hulu and YouTube all working perfectly, paramount plus tells me there’s an “internet connection issue”. Not true, just a bad app. Followed tech supports instruction to restart” (1★, v15.27.0, US, 2026-10-17)

“Buggy AF – It never works. Livestreams never work. Casting never works. Updating my account never works. I’ve tried everything—updating, restarting, uninstalling. It’s a terrible app.” (1★, v15.27.0, US, 2026-10-10)

Performance

“Constant issues - avoid – Of all the streaming apps we have, paramount is the only one with constant issues. On top of it being the only app to freeze on our TVs, it stopped loading on our iPad even after the update. This will be my last month with paramount+.” (1★, v15.27.0, US, 2026-10-18)

"Never works – Half the time I have tried to use this app for the past few months nothing loads. I pay extra for live TV to watch college football, and only my computer works. None of my apple devices loads live TV at all. Now I can't even log into their website" (1★, v15.27.0, US, 2026-10-16)

Crashes / freezes

"Unusable App Blocking Good Shows – I have never in my life used a streaming app this bad. If you manage to even get it running it is constantly buffering, lagging, or restarting. It is not a connection issue because it's the same regardless of where I'm using " (1★, v15.27.0, US, 2026-10-13)

"Horrible- app crashes – This App is horrible and constantly crashes/freezes. We've are debating canceling our subscription because of this." (1★, v15.27.0, US, 2026-10-11)

Pricing / subscription

"Use to be my go to – I use to watch this app all the time because it has all my shows I love to binge watch but for the past three to four months I'm constantly getting that there is a license issue to everything I want to watch. I put tickets in and I receive" (2★, v15.27.0, US, 2026-10-14)

"Needs work – Some great shows available but app has some flaws. Pause and come back ... here please watch 5 ads. Skip back 2 minutes, here are 5 more ads. App crashes, skip back to where I was in the show and... you guessed it 5 more ads! I'm happy to be serv" (2★, v15.27.0, US, 2026-10-07)

Feature requests

"App too busy – You would think with all the money Skydance has, it could build a better app. Pop ups and constant promos make this app junk. No options to disable all the junk they throw at you. Makes viewing an unpleasant task. Junk this horrible app and st" (1★, v15.27.0, US, 2026-10-09)

"Worst streaming app in history!!! – Shows and movies are never available to watch at the time stated. Marshals says the new season is available for streaming "now" and the new episode isn't loaded on pc and phone. It's a glitchy and overall BAD program. The" (1★, v15.26.0, US, 2026-10-05)

Ads

"Ads are ridiculous – 20 minutes of ads for 45 minute episodes. It's crazy, just going to unsubscribe." (1★, v15.27.0, US, 2026-10-06)

"This app is ruining The new Avatar show – Constantly replays ads every time we try to scrub through the episode or turn on/off captions. If I open the app at all while casting it freezes and plays an ad. It's so infuriating and busted." (1★, v15.27.0, US, 2026-10-17)

UX / design

"Extremely Difficult to Cancel.... – I only got paramount subscription for a month to watch the Avatar movie because I wanted to support the creators - but after it was nearly impossible to cancel. There's no information on what Google play account it was linked " (1★, v15.28.0, US, 2026-10-20)

"App doesn't work – The app will kick you off and then refused to let you sign in again, and then a day later magically let you sign in. Also the app is horrible to navigate, slow and buggy. This happens on all of my devices even up-to-date new devices." (1★, v15.0.48, US, 2026-10-17)

The 10 most important fixes

1. Speed up loading [Performance · 49 reviews · avg severity 2.5/3 · versions 15.27.0, 15.28.0]

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

"Slowest Streaming app – Every single streaming app I use during work loads just fine. Whenever I use Paramount though it lags with WiFi or cellular data" (1★, US)

2. Fix in-use crashes and freezes [Crashes / freezes · 40 reviews · avg severity 2.5/3 · versions 15.27.0, 15.28.0]

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

"Poorly Supported – One gig fiber internet hardwired into my TV and the game constantly freezes and app closes. No problem with any other streaming service, just this garbage app." (1★, US)

3. Reduce ad frequency and length [Ads · 38 reviews · avg severity 2.2/3 · versions 15.27.0, 15.28.0]

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

"Advertisements with paid subscription is ridiculous – Advertisements before watching programs when paying for a subscription is annoying. But now on Apple TV, it shows an advertisement when a show is paused. Often, I pause to try to see som" (2★, US)

4. Improve content quality [Feature requests · 25 reviews · avg severity 2.2/3 · versions 15.27.0, 15.28.0]

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

"CIA messy – Season 2 starts 05Oct2026 but does not play. Stupid app!!! Season 1 of CIA (the Dick Wolf CBS procedural starring Tom Ellis and Nick Gehlfuss) should still be fully available to stream on Paramount+, along with the newly premi" (1★, US)

5. Fix login / account access [Bugs · 18 reviews · avg severity 2.7/3 · versions 15.27.0, 15.28.0]

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

"iPhone app not usable – I've tried logging into the mobile app over a dozen times, and it won't log me in after providing my correct username and password. Additionally, when I attempt to login on the browser, it brings me to a screen that " (1★, US)

6. Justify or adjust the price [Pricing / subscription · 16 reviews · avg severity 2.5/3 · versions 15.27.0, 15.28.0]

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

"Worthless App – This is HANDS DOWN the WORST streaming service app out there. It rarely works on the firetv. I always have to force close it and hope it works after that, or uninstall and reinstall it. I also clear caches too and rarely doe" (1★, US)

7. Fix crash on launch [Crashes / freezes · 13 reviews · avg severity 2.8/3 · versions 15.27.0, 15.18.0]

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

"CRASHES EVERY TIME – I'm on an iPad and the app crashed every single time I start playing anything at all. Waste of money janky trash!" (1★, US)

8. Answer support requests [Bugs · 10 reviews · avg severity 2.7/3 · versions 15.27.0, 15.28.0]

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

"Fire TV – Seems that only certain shows can play on the tv after doing everything that is recommended for 6000 errors. No help from customer service!" (2★, US)

9. Simplify navigation [UX / design · 10 reviews · avg severity 2.5/3 · versions 15.27.0, 15.28.0]

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

"Worst UI on Streaming Market – Their user interface is the absolute worst of any of the streaming services I have used. They believe that people prefer to watch TV shows from end to beginning; you have to scroll past the most recent episode" (1★, US)

10. Stop data / progress loss [Bugs · 10 reviews · avg severity 2.2/3 · versions 15.27.0, 15.26.0]

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

"POS APP – Shows ads on pause, doesn't resume progress, owners are on the take" (2★, 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.