

App Store complaint report

Peacock TV: Stream TV & Movies · Peacock TV LLC · current version 7.10.24

Generated 2026-10-23 from the 300 most recent public App Store reviews across 1 storefronts (2026-10-04 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	2.69
Reviews with a complaint	188 (63%)
Storefronts	US 300
All-time App Store rating (US)	4.66 from 3,733,180 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	89	2.2	7.10.22 (35), 7.10.12 (30), 7.10.24 (24)
Ads	84	2.1	7.10.22 (33), 7.10.12 (28), 7.10.24 (23)
Bugs	82	2.3	7.10.12 (37), 7.10.22 (31), 7.10.24 (14)
Performance	46	2.4	7.10.12 (24), 7.10.22 (13), 7.10.24 (9)
Feature requests	37	2.1	7.10.12 (15), 7.10.22 (13), 7.10.24 (9)
Crashes / freezes	32	2.5	7.10.12 (17), 7.10.22 (10), 7.10.24 (5)
UX / design	15	2.0	7.10.22 (8), 7.10.12 (5), 7.10.24 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.10.24	62	2.5	71%
7.10.22	106	2.7	64%
7.10.12	131	2.8	58%
7.4.13	1	5.0	0%

Representative quotes

Pricing / subscription

“WAY TO EXPENSIVE - I look and see that I have been charged \$20. I'm so confused because I know I have the service with ads. Not only that but I didn't pay last month and didn't have access to the streaming service. Why am I getting charged double the amount wh” (1★, v7.10.22, US, 2026-10-15)

“Misleading subscriptions - Peacock basic doesn't give you live sports, peacock premium says they do but apparently nfl games aren't live sports. You have to get peacock premium plus. And when you make the upgrade 30 seconds later because you picked the wrong p” (1★, v7.10.12, US, 2026-10-05)

Ads

“Doesn't work - Nothing but glitches Won't play on my Vizio os tv When I try to airplay it just keeps repeating the ads I'm about to cancel my subscription” (1★, v7.10.12, US, 2026-10-09)

“The amount of ads on the ad tier is outrageous. Won't be continuing on with peacock - I wanted to give them a chance. I wanted to give you a chance. You didn't reward my trust that it would be within reason. 2 minutes for ads, 5-8 minutes for actual content. F” (1★, v7.10.12, US, 2026-10-10)

Bugs

"Glitchy app – The app is unbearable on smart TVs. It freezes every 2 to 3 seconds. Prime, Netflix, YouTube TV, Disney+, HiDive, Crunchyroll, etc. all play without issue. The commercial breaks force you to watch each and every commercial in entirety even if you" (1★, v7.10.24, US, 2026-10-21)

"Bug – Yall need to fix the bug problem on the app every time I go to watch my show on my tv or phone it pauses for to long or pauses then goes out of the app completely I don't know what yall need to do but please fix it because it's really irritating me" (2★, v7.10.12, US, 2026-10-09)

Performance

"Horrible – Service is slow and sometimes doesn't load and takes forever to download a movie" (1★, v7.10.22, US, 2026-10-14)

"Slow – Lags too much" (1★, v7.10.12, US, 2026-10-12)

Feature requests

"No in app account settings – I downloaded the app to not have to use the website... turns out I'll be just using the mobile website anyways to do anything... not even an option to redeem a free subscription I got and it's genuinely such a bad UI that I don't even " (1★, v7.10.24, US, 2026-10-20)

"Jeopardy full episodes – I cannot access any full episodes - unless I want a different subscription. I already have a subscription. What is going on? And why is it so VERY DIFFICULT to access Jeopardy full episodes? HELP, PLEASE. Thank you." (1★, v7.10.22, US, 2026-10-18)

Crashes / freezes

"Horrible app, barely functions – I can't tell you how many times I've tried to start a movie and it'll get to the end of the 3-minute ads only to conveniently "freeze", forcing me to close and reopen to watch another 3 minutes of ads. Horrible customer service" (1★, v7.10.22, US, 2026-10-18)

"Glitchy app – It's really hard to watch multiple episodes in a row without the app crashing or the PIP getting stuck." (2★, v7.10.12, US, 2026-10-12)

UX / design

"Regretting my subscription... – The interface is not user friendly. I was having issues picking up where I left off when on tv only. Now I switch between iPhone app and tv and they never match, I spend so much time finding where I left off. I'd like to be able " (1★, v7.10.24, US, 2026-10-20)

"Despicable – Worst streaming designed by some despicable beings. When you watch live sports and pause, you are not allowed to FF through commercials later. They only allow you to FF through actual game time. No other platform does this! Absolutely shameless" (1★, v7.10.22, US, 2026-10-19)

The 10 most important fixes

1. Reduce ad frequency and length [Ads · 80 reviews · avg severity 2.1/3 · versions 7.10.22, 7.10.12]

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

"Ads are killing my Data Plan – New subscriber trying to enjoy content. Ads are part of my plan, it's what I can afford! Only viewing two shows. The Ads are long and you can't skip forward like youtube for example. Literally eating up my Da" (3★, US)

2. Justify or adjust the price [Pricing / subscription · 68 reviews · avg severity 2.2/3 · versions 7.10.22, 7.10.12]

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

"Payment – It's ludicrous how much this company has raised its prices. Wasn't that one of their biggest advertising campaigns? Will have to cancel my subscription next price increase. Can't afford to pay much longer" (2★, US)

3. Ease paywall pressure [Pricing / subscription · 23 reviews · avg severity 2.2/3 · versions 7.10.22, 7.10.24]

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

"The add capital of streaming – Bro when you throw 8 40 second adds in one episode and call the tier premium is just a scam I would understand if it would be 2 add an episode fine whatever but 8. I honestly just don't see me recommending thi" (1★, US)

4. Improve content quality [Feature requests · 24 reviews · avg severity 2.0/3 · versions 7.10.12, 7.10.22]

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

"Some Decent Content – Not enough content that I want to normally watch." (2★, US)

5. Speed up loading [Performance · 20 reviews · avg severity 2.3/3 · versions 7.10.12, 7.10.22]

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

“Terrible connection – This App is always cutting off, loads extremely slow. I have to exit the app and open it again for it to work” (1★, US)

6. Fix in-use crashes and freezes [Crashes / freezes · 19 reviews · avg severity 2.5/3 · versions 7.10.12, 7.10.22]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Terrible consistency and reliability – Every single time I stream from my phone, laptop or television the app buffers, freezes or crashes multiple times. The ads always play just fine, even replay over and over when the app restarts. I once” (2★, US)

7. Soften the redesign backlash [UX / design · 13 reviews · avg severity 1.9/3 · versions 7.10.22, 7.10.12]
Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
“Not testing latest app very well – Can’t get to archives of PFT, Dan Patrick show, Chris’s Simms. ALL Links and search links to episodes gone only link to live. New PFT on live channel and all 3 shows point to PFT no place can I find links” (1★, US)

8. Stop data / progress loss [Bugs · 10 reviews · avg severity 1.9/3 · versions 7.10.22, 7.10.12]
Reproduce sync and restore paths; add server-side backup and a visible "restore" option.
“If I write a review will I stop being promoted to rate the app?! – Peacock is the least user friendly of all the streaming apps, loses my places in shows all the time, devices don’t sync, shows disappear from my list, ad breaks replays if I” (1★, US)

9. Make trials and renewals transparent [Pricing / subscription · 8 reviews · avg severity 2.4/3 · versions 7.10.12, 7.10.22]
Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.
“Charging me twice after ending subscription two months ago. – I was charged twice after canceling my subscription two months ago and the website support is a useless bot that won't refund me my money.” (1★, US)

10. Fix crash on launch [Crashes / freezes · 6 reviews · avg severity 2.8/3 · versions 7.10.12, 7.10.22]
Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.
“Bad – Yall need to fix this shltly app it keeps crashing out and wont open” (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.