

App Store complaint report

Perplexity - AI Search & Chat · Perplexity AI, Inc. · current version 26.41.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-05-16 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.14
Reviews with a complaint	133 (44%)
Storefronts	CA 100, US 100, GB 100
All-time App Store rating (US)	4.82 from 517,746 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	80	2.6	26.19.0 (17), 26.20.0 (7), 26.40.1 (6)
Pricing / subscription	77	2.4	26.41.0 (9), 26.21.0 (8), 26.40.1 (7)
Feature requests	40	2.2	26.32.0 (5), 26.40.0 (4), 26.37.0 (4)
Performance	31	2.7	26.19.0 (12), 26.20.0 (5), 26.41.0 (3)
Crashes / freezes	24	2.9	26.19.0 (13), 26.20.0 (5), 26.41.0 (3)
UX / design	24	2.3	26.37.0 (3), 26.41.0 (3), 26.40.0 (2)
Ads	2	2.8	26.32.0 (1), 26.21.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
26.41.0	44	3.8	27%
26.40.1	28	3.6	32%
26.40.0	20	3.0	40%
26.39.0	20	3.6	30%
26.38.0	4	4.0	25%
26.37.0	15	2.5	67%
26.36.1	4	4.0	0%
26.36.0	5	3.4	40%

Representative quotes

Bugs

“Don’t download if you won’t subscribe – Free version is unusable with iOS app. Infinite subscription page glitch persists for months and doesn’t get fixed - so you cannot start any new dialogue. Plex itself says it seems to have malicious intent :-) And the bu” (1★, v26.21.0, GB, 2026-06-01)

“Totally Unresponsive – On my iPad, Perplexity has become a zombie. No reaction to tapping anywhere. Uninstalled, restarted the iPad, installed again and that makes no difference. No VPN involved. Seeing as there was an update two days ago, I suspect that is t” (1★, v26.19.0, CA, 2026-05-17)

Pricing / subscription

"This one waste of money – If you spend time on this app you will find out just before task is finish the credit will run out to finish the task. You need to add credit. This is a robbery. It happened to me multiple time I ended up paying Near much more than th" (1★, v26.37.0, GB, 2026-09-20)

"RIP off – I pay £200 for an annual subscription and have made limited use as I have CHAT GPT. I am now told I need to pay for additional credits for further usage. I have now cancelled my subscription and suggest others do the same." (1★, v26.40.1, GB, 2026-10-14)

Feature requests

"No longer iPad supported? – Perplexity AI is useful for select tasks - mainly research. The iPad app itself tho is v frustrating UX-wise: v easy to accidentally swipe off the text input box which then erases all written text. Re Perplexity mor widely, other b" (2★, v26.20.0, GB, 2026-05-23)

"horrible – This is an horrible app whenever I delete my message, or edit my message it sticks to that same old message and not turning into random new answers that I needed and i hate it. It is so disappointing for that to keep having that same thing to rememb" (1★, v26.40.0, GB, 2026-10-09)

Performance

"Very low work quota – I don't know how this app got this much stars perplexity is running on credits and very low quotas if you wanna do something often enough, you need to put a lot of money in credits not worth it ChatGPT gives me 50 times more quotas for lo" (1★, v26.36.0, CA, 2026-09-13)

"Massive downgrade since March 26 – The answers are often wrong now. Also customer service has gone to 5 days. I wanted to cancel so they charged me \$20, told be I wasn't subscribed, then after 5 days told me I need to pay for the \$20 they were slow cancelling." (1★, v26.29.0, GB, 2026-07-31)

Crashes / freezes

"Exhausting glitching junk. – This app is infuriatingly bad. It gets stuck in loops. It ignores what you say. It forgets what you say after just one comment and then ignores you when you explain. It provides incorrect info and then lies and says it's correct. D" (1★, v26.23.1, GB, 2026-06-19)

"New version broken – This new version freezes up as soon as I open it." (4★, v26.19.0, CA, 2026-05-16)

UX / design

"Poor interface perpetually upselling to paid version – I was recommended the app by a friend but find it impossible to use the app. Trying to scroll text just highlights. Adjusting text from an autocorrect error in a prompt doesn't allow editing, just opens th" (1★, v26.21.0, GB, 2026-05-30)

"Hate the app – This app really sucks. It doesn't save things you want it to. Constantly changes UI. Its a mess" (1★, v26.40.0, CA, 2026-10-09)

Ads

"Too intrusive advertisement – I've been a Pro subscriber for over a year now, and the product feels like it's been going downhill ever since. They removed DeepSeek and Grok models, then introduced a "Pro Pro" tier - fine, whatever. But the way they're pushing " (1★, v26.32.0, GB, 2026-08-18)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 47 reviews · avg severity 2.4/3 · versions 26.41.0, 26.40.0]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Used to be good – I've seen quite a bit of deterioration in the pro subscription benefits, and it feels like paying for it is no longer worth it. Therefore, I'm not going to be staying with this subscription after it's done which is unfortu" (3★, CA)

2. Rethink usage limits [Pricing / subscription · 47 reviews · avg severity 2.4/3 · versions 26.41.0, 26.40.1]
Users read hard limits as a cash grab; consider softer limits or earning more through use.

"RIP OFF – So \$25 a month or \$200 ☹ that's deliberate so you pay more after running out from th \$25 which gives you 4k credits a month? Thats it ? Very easy to go through that quickly like Claude. Huge rip off. Lots of others to choose f" (1★, CA)

3. Improve content quality [Feature requests · 39 reviews · avg severity 2.3/3 · versions 26.41.0, 26.40.1]
Review the content areas users name; add a "report a problem" button on content.

"Perplexity is Dangerously and Consistently Deceptive – I tried using perplexity for about a month and a half. I found Perplexity to be overwhelmingly incorrect and inaccurate on virtually all topics.

To put this another way, Perplexity almo" (1★, CA)

4. Ease paywall pressure [Pricing / subscription · 32 reviews · avg severity 2.4/3 · versions 26.41.0, 26.21.0]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.
"Paid \$200 subscription was locked out two weeks later. – I was working on a civil case against my county concerning my property. I liked what the app had helped me do so far. Then two weeks into it i was locked out because i was out of c" (2★, US)

5. Soften the redesign backlash [UX / design · 31 reviews · avg severity 2.3/3 · versions 26.32.0, 26.41.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.
"Horrible font – Just now the in app font has changed. It's dysphoric and unusable. Only on desktop can I access Answer font and the correct one is still selected there." (1★, US)

6. Answer support requests [Bugs · 17 reviews · avg severity 2.5/3 · versions 26.41.0, 26.40.0]

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

"Awful Customer Service - Avoid Perplexity AI – I was a Perplexity Pro subscriber for months with Pro Support, yet after reporting a serious bug on 28 April (the app constantly failed to upload images), nothing was ever fixed. I contacted pr" (1★, GB)

7. Make trials and renewals transparent [Pricing / subscription · 15 reviews · avg severity 2.4/3 · versions 26.40.0, 26.40.1]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"Keeps charging me! – Do not like the facet that I get charged \$20 for an app I canceled!!!" (1★, US)

8. Fix in-use crashes and freezes [Crashes / freezes · 11 reviews · avg severity 2.8/3 · versions 26.20.0, 26.19.0]

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

"iPad app freezes – The app no longer works for me on iPad. It hangs on open. I looked at Reddit and see there that I'm not the only one encountering this issue" (1★, CA)

9. Stop data / progress loss [Bugs · 11 reviews · avg severity 2.4/3 · versions 26.22.0, 26.39.0]

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

"Rubbish – Doesn't save anything. Have lost the whole chat" (1★, GB)

10. Speed up loading [Performance · 9 reviews · avg severity 2.5/3 · versions 26.41.0, 26.27.0]

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

"Bugs bunnies all round – Update: The app now lags heavily, the text box doesn't open and freezes, it's just so bad. How can something so simple be so badly implemented. It's just a UI. Typing out a prompt is so difficult with all the silly" (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.