

App Store complaint report

Pluto TV: Watch Free Movies/TV · Pluto.tv · current version 15.28.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-04-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.2
Reviews with a complaint	149 (50%)
Storefronts	GB 100, CA 100, US 100
All-time App Store rating (US)	4.78 from 1,626,447 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	99	2.4	15.26.1 (31), 15.28.0 (11), 15.26.0 (10)
Feature requests	58	2.1	15.26.1 (11), 15.25.0 (7), 15.26.0 (6)
UX / design	47	2.2	15.26.1 (16), 15.26.0 (7), 15.25.0 (6)
Performance	42	2.6	15.26.1 (19), 15.28.0 (6), 15.26.0 (4)
Ads	38	2.2	15.26.1 (20), 5.75.1 (3), 5.75.3 (3)
Crashes / freezes	36	2.7	15.26.1 (17), 15.28.0 (6), 15.26.0 (3)
Pricing / subscription	6	2.5	15.26.1 (4), 5.75.1 (1), 5.72 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
15.28.1	3	3.0	67%
15.28.0	22	2.7	64%
15.26.1	87	3.1	56%
15.26.0	20	3.2	55%
15.25.0	15	2.3	73%
15.23.1	2	2.5	50%
15.23.0	3	3.3	67%
5.75.3	30	3.6	33%

Representative quotes

Bugs

“The new version is not working anymore – Starting October 20, 2026 the app is no longer playing live shows. When I press on the live tab on my iPhone it sends me to my status bar on the top where my time and where my battery line is showing and it gets stuck t” (1★, v15.28.0, US, 2026-10-21)

“App won’t actually open. Just spins and spins. (Same on Android btw). – Used to work just fine. Update your stupidity instead of your app perhaps. Useless now. ** Update: received a generic developer response asking what I was watching when I had a problem. A” (1★, v15.26.1, US, 2026-10-11)

Feature requests

“Unusable on Mobile now - Disaster – This new interface is completely broken for mobile users. Taking away the traditional channel guide and horizontal scrolling makes it way too difficult to find anything to watch. The app is clunky, slow, and ignores what the” (1★, v15.26.0, GB, 2026-10-02)

“Chrome cast on iPhone still not working on new updates – Very frustrating that this option is gone. I have no reason to use it anymore until they add chrome casting back in.” (1★, v15.28.0, US, 2026-10-19)

UX / design

“New update is terrible – The new layout is painful to navigate and incredibly buggy. Every time I leave and come back I get the Oops! screen and have to re-start by closing the app in appletv and reopening it. Channels are constantly freezing. I have to change” (1★, v15.26.1, US, 2026-10-17)

“Poor design – No facility to pause video stream. Unusable.” (1★, v5.73.1, GB, 2026-03-18)

Performance

“Mr – Used to be a great free app, now I constantly receive ‘trouble playing this title’ except it has no problem loading adverts. I’ve deleted, downloaded, refreshed and still the performance has perpetually declined. A real shame, I liked this app” (1★, v5.68, GB, 2025-06-10)

“3 out of 5 ☺ – So I’ve had Roku for the past five maybe six years now since it came out and ever since then I’ve had Pluto TV now I love the app because of course it’s free and I don’t have to purchase for anything but back then everything on the app was easie” (3★, v15.28.0, US, 2026-10-20)

Ads

“I would give it zero if I possibly could – The insane amount of long ads makes this platform completely useless I would rather not watch the shows that are on here than be forced to sit through ads as you can’t even pay to remove them. Overall i wouldn’t recom” (1★, v15.26.1, US, 2026-10-14)

“Too many ads – There is too many short ads, every 5/8 mins. I wouldn’t mind ads every 30mins/1 hour. I can’t get into any program. also, I use my iPhone to mirror onto my smart tv, every ad, it cuts out. No option to pay for no ads now I know why. it’s just ev” (2★, v5.75.1, GB, 2026-06-12)

Crashes / freezes

“Constantly crashing! – The number of times I have to close the app because it says my internet isn’t working is ridiculous (my internet is fine!). All I’m trying to do is what my show and I have to restart the app then fast forward because it never saves my lo” (1★, v15.26.1, US, 2026-10-13)

“Was good – Was good till update where menu changed. Now it just crashes and freezes. Apple TV worst.” (3★, v15.26.0, CA, 2026-10-06)

Pricing / subscription

“The app is completely broken – Please educate yourself. This 4.8 rating is false. They pad it. Right now I'm trying to watch something and I repeatedly have to hit pause and play to get it to move forward leaving me to watch one split second at a time. It's li” (1★, v15.26.1, US, 2026-10-17)

“TV Licence – Looked forward to watching some classic tv until I found out that, despite all the shows being pre recorded from many years ago, the fact they are being broadcast live requires you to have a tv licence. Deleted straight away.” (1★, v5.72, GB, 2026-01-24)

The 10 most important fixes

1. Soften the redesign backlash [UX / design · 41 reviews · avg severity 2.3/3 · versions 15.26.1, 15.26.0]

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

“New version is AWFUL! – A new version of the app not only doesn’t work on some older systems, but it keeps having glitches and fails on newer systems. And the interface is terrible. The guide doesn’t show you what’s coming up even in the ne” (1★, US)

2. Reduce ad frequency and length [Ads · 35 reviews · avg severity 2.2/3 · versions 15.26.1, 5.75.1]

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

“5 sets of ads in 30 minutes? Seriously? – This used to be a great experience. I can bear one set of ads every hour, or even 2 sets of smaller ads every 30 minutes, but interrupting a 30 minute show with 5 separate ad breaks completely ruin” (1★, GB)

3. Fix features broken by the latest update [Bugs · 29 reviews · avg severity 2.2/3 · versions 15.26.1, 15.25.0]

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

“casting – just noticed the casting ain't working anymore.. I was happy when it started working.. since the last update.. all gone... very disappointing.. hope this can be fixed soon!!!” (2★, CA)

4. Fix in-use crashes and freezes [Crashes / freezes · 24 reviews · avg severity 2.7/3 · versions 15.26.1, 15.28.0]

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

“Just keeps getting WORSE – Constant crashes; terrible live menu!! It’s almost like they consistently make it worse on purpose!! A month later and it’s still “uh oh something went wrong” FIX THE THING!!! And reboot the piece of garbage again” (1★, US)

5. Simplify navigation [UX / design · 21 reviews · avg severity 2.2/3 · versions 15.26.1, 15.28.0]

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

“Using whilst on holiday – App is all in Spanish and cannot find how to change to English in settings” (1★, GB)

6. Speed up loading [Performance · 18 reviews · avg severity 2.6/3 · versions 15.26.1, 15.28.0]

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

“horrible app design, great service – really really terrible user experience. either lagging or not loading at all. subtitles take multiple tries to load and then just don’t work. i mean did you guys even test the app?” (1★, US)

7. Ship the most requested feature [Feature requests · 23 reviews · avg severity 1.8/3 · versions 15.26.1, 15.26.0]

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

“Improvements – The country I am going to watch from is the Uk. The shows I would want to watch is NCIS and the king of queens. This app needs a new layout. There must be an option to watch any show and movie from the beginning. That option ” (1★, GB)

8. Fix crash on launch [Crashes / freezes · 11 reviews · avg severity 3.0/3 · versions 15.26.1, 15.26.0]

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

“Won’t open – Redownload the app a week ago and since then the app has never opened just kept spinning on the loading screen no matter what I do quite frustrating.” (1★, CA)

9. Answer support requests [Bugs · 8 reviews · avg severity 2.6/3 · versions 15.26.1, 15.28.0]

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

“Worst of All Streaming Services – Terrible interface Constantly locking up on playback Ads to content is 2 to 1, actually timed it Mostly pharmacy ads with deadly side effects Edit: Since the latest update your show doesn’t resume where ” (1★, US)

10. Fix login / account access [Bugs · 6 reviews · avg severity 2.5/3 · versions 5.66, 5.70.1]

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

“Can’t login – After updating app it logged me out, then said ‘your email is already in use in another region’ when I tried to log in my account again. Annoying if I have to use a different email login each time I update the app!! Pros - ” (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.