

App Store complaint report

Signal - Private Messenger · Signal Messenger, LLC · current version 8.34

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2025-12-18 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.77
Reviews with a complaint	74 (25%)
Storefronts	GB 150, CA 100, US 50
All-time App Store rating (US)	4.73 from 1,102,933 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	52	2.2	8.32 (6), 8.17 (4), 8.14 (4)
Feature requests	27	1.8	8.8 (3), 8.32 (2), 8.19.1 (2)
Performance	14	2.2	8.19.1 (2), 8.14 (2), 8.5 (2)
UX / design	13	1.8	8.17 (2), 7.90 (2), 8.25 (1)
Crashes / freezes	6	2.8	8.25 (1), 8.14 (1), 7.96 (1)
Pricing / subscription	4	2.1	8.32 (1), 8.20.1 (1), 8.6 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.34	5	4.6	20%
8.33	10	4.2	10%
8.32	49	3.8	16%
8.31	9	4.9	0%
8.30	8	4.4	12%
8.29	12	4.3	17%
8.28	2	5.0	0%
8.27	10	3.1	20%

Representative quotes

Bugs

“What Happens When Signal Stops Working? Locked Out For Over A Month – If you're reading reviews before deciding whether to trust Signal with your communications, here's something I wish I had known: For over a month, I have been completely unable to access Si” (1★, v8.13, CA, 2026-05-29)

“Registering error – I can’t login or sign in on signal with my iOS 17pro and it sucks, but I can access it on my android device why is that so? Please fix this bug and it has been happening to me from day one I started using Signal everytime even now (SOMETHIN” (2★, v8.1, GB, 2026-03-08)

Feature requests

“Bug: Reply option is gone from notifications – The reply options (Reply & Thumbs up emoji) have completely disappeared in recent updates. Please fix it.” (2★, v8.17, CA, 2026-06-27)

"iPad windows – Please add ability to have multiple windows open" (1★, v8.8, CA, 2026-04-28)

Performance

"App is slow – Video quality is bad and the app is slow!" (1★, v8.5, GB, 2026-04-07)

"It works sometimes – I have to rely on this app due to ongoing encroaching surveillance however, the app lags no matter my connection. It can take upwards of a half an hour to send a message." (3★, v8.32, US, 2026-10-15)

UX / design

"Very disappointed by the complete inexistent costumer support and unclear instructions on security – I have now being using Signal for over 5 years and abandoned WhatsApp completely (I cannot stand Meta group) with no regrets whatsoever. The app is great, safe" (1★, v8.25, GB, 2026-08-23)

"Garbage – I bought a new iPhone Air replacing an iPhone 12. It will not transfer the information from old phone into the new. Then you have this stupid blue bubble on the home screen saying some of your contacts are already on signal - no kidding Sherlock, and" (1★, v8.6, CA, 2026-04-09)

Crashes / freezes

"Recent update – Terrible update, as soon as I open the app it freezes and crashes making it unusable why break the app" (1★, v7.93, CA, 2026-02-01)

"June update left the app unusable on iPad – For both my husband and myself, app screens on iPad are now almost permanently frozen. If you are lucky you can tap to read one chat, but can't open images or reply, move on to another item etc. If you swipe the app " (1★, v8.14, GB, 2026-06-12)

Pricing / subscription

"Scammers – They try scam u for your money" (1★, v8.20.1, GB, 2026-07-20)

"Number encryption – I'm being told that there is a way to prevent spam messages etc. by having the personal number encrypted, is the true or another for of spam, malware virus? Or does going premium take care of this alleged issue????" (3★, v8.6, GB, 2026-04-10)

The 10 most important fixes

1. Fix login / account access [Bugs · 16 reviews · avg severity 2.4/3 · versions 8.32, 8.1]

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

"Login issue – From Bangladesh faced immense issue to login signal, even for device change or taking it in desktop ." (1★, GB)

2. Ship the most requested feature [Feature requests · 14 reviews · avg severity 1.6/3 · versions 8.8, 8.32]

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

"Please get this sorted – I have signal but it's completely unusable I've been added to 300+ groups by randoms -I can't turn this off- and also I tried leaving groups but my phone was bugging out from the amount of texts from All the groups" (3★, GB)

3. Speed up loading [Performance · 7 reviews · avg severity 2.2/3 · versions 8.5, 8.14]

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

"Secure but slow – Noticeable 2-5s lag when taking photos that other 3rd party messaging apps don't have on 15 pro max, video is soft and blocky compared to other apps, cannot make calls from CarPlay... lots of annoyances after using it for a " (2★, GB)

4. Soften the redesign backlash [UX / design · 8 reviews · avg severity 1.8/3 · versions 8.17, 8.19.1]

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

"Supporting the cause – Quit telling people to switch to a number, you own the app, you design it, you decide how it functions. You made this app for the people listen to the people when they say they don't want to be announced for what they" (4★, CA)

5. Stop data / progress loss [Bugs · 6 reviews · avg severity 2.5/3 · versions 8.0, 8.17]

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

"Transfer to new phone does not work – The only option left is to pay for a backup for up to a month old data. Ridiculous." (1★, CA)

6. Fix notifications [Bugs · 7 reviews · avg severity 1.9/3 · versions 8.17, 8.19.1]

Check notification delivery and let users control frequency in settings.

“Turn on notifications – Stop asking me. Stop ‘reminding me later’. When I click no on a reminder, you still say ‘We’ll remind you later’. Pls stop it. I have turned them off, chosen to turn them off, physically had to toggle notifications o” (1★, CA)

7. Answer support requests [Bugs · 5 reviews · avg severity 2.7/3 · versions 8.32, 8.7]

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

“Back up service – Back up service has a few of \$1.99 a month and hasn’t worked in months. I sent several notices to the support email without a single reply.” (1★, US)

8. Fix features broken by the latest update [Bugs · 4 reviews · avg severity 2.1/3 · versions 8.29, 8.26]

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

“cannot call – recently updated to the latest version, but cannot make a call. After tapped the phone icon, it shows call failed immediately” (1★, GB)

9. Fix crash on launch [Crashes / freezes · 3 reviews · avg severity 2.8/3 · versions 8.7, 7.93]

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

“CSBG – Will not open” (5★, CA)

10. Simplify navigation [UX / design · 3 reviews · avg severity 1.8/3 · versions 8.16, 8.27]

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

“Poor for longer voice messages – So hard to fast forward/rewind within longer voice messages. I wouldn’t mind but it’s possible just extremely hard to grab hold of the cursor to move it. Would prefer it if it was straight up impossible rath” (3★, 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.