

App Store complaint report

SoundCloud: Discover New Music · SoundCloud Global Limited & Co KG · current version 8.83.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 15 storefronts (2026-10-17 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.87
Reviews with a complaint	101 (34%)
Storefronts	US 146, GB 33, BR 18, FR 16, DE 13, CA 11, MX 10, IT 9
All-time App Store rating (US)	4.84 from 2,054,498 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	75	2.8	8.83.0 (71), 8.82.0 (3), 7.67.0 (1)
Crashes / freezes	63	2.9	8.83.0 (63)
Performance	34	2.8	8.83.0 (34)
Ads	20	1.8	8.83.0 (17), 8.82.0 (3)
Feature requests	12	1.8	8.83.0 (9), 8.82.0 (3)
Pricing / subscription	10	2.4	8.83.0 (9), 8.82.0 (1)
UX / design	7	2.2	8.83.0 (5), 8.82.0 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
8.83.0	224	3.6	41%
8.82.0	75	4.7	11%
7.67.0	1	1.0	100%

Representative quotes

Bugs

“App is broken – Crashes instant I open it, no usual fix works.” (1★, v8.83.0, US, 2026-10-21)

“Great music app – This is a great app for listening to music. My only problem is that now I can’t even open the app and when I can it just kicks me out immediately. I’m hoping it’s a fixable issue” (5★, v8.83.0, US, 2026-10-22)

Crashes / freezes

“Literal garbage – Legitimately the worst music app of all time. Terrible interface, excessive ads every song. Now it’s crashing and won’t even load. Just shut down the entire app - it’s useless garbage.” (1★, v8.83.0, US, 2026-10-22)

“Since version 8.82, app crashes on boot or before song play – I may be using a 2023 phone, but it seems I’m not the only one dealing with these crashes on bootup every single time, making the app unusable” (1★, v8.83.0, US, 2026-10-22)

Performance

“Broken app – So I just downloaded the most recent update for the SoundCloud app and now it barely will even stay open before crashing. anytime I try to play music it will crash. It feels like if I

breathe on the app in an odd way, it will simply crash. This di" (1★, v8.83.0, US, 2026-10-21)

"app crashing – i'm on an iphone x and the app crashes everytime i open the app, and if it doesn't it crashes as soon as i press play on something. i've tried offloading the app, restarting my phone, and clearing cashe. i'll be switching to spotify i guess" (3★, v8.83.0, US, 2026-10-22)

Ads

"Used to be good, now sucks – I used to love this app when I lived in Europe. Now that I'm in the US, there's an ad every song. You touch your phone by accident? Ad. Or 3 ads for that matter. At the same time, the app usability hasn't really increased. Time to" (1★, v8.83.0, US, 2026-10-20)

"Ads – ads here ads everywhere, TONS of porn accounts and scam accounts, and randomly blasts music on full volume. not looking too good... ☹" (1★, v8.82.0, US, 2026-10-17)

Feature requests

"Stop pls – Stop updating. Please. App was perfect, why I dont have straight access to my feed now, this is so stupid, that's the main feature..." (4★, v8.82.0, US, 2026-10-18)

"DO NOT DOWNLOAD – I bought the go subscription and I don't have any of my songs because I have to pay 14.99 for Go plus and all of my songs suddenly turned to terrible rave remixes" (1★, v8.83.0, GB, 2026-10-20)

Pricing / subscription

"Latest update causes crashing – I just updated, now I can't open the app I pay for" (1★, v8.83.0, US, 2026-10-21)

"New update – New update makes your app fully crash out and now I can't cancel my subscription please fix this soundcloud" (2★, v8.83.0, GB, 2026-10-22)

UX / design

"updates – not only flooded by commercials, but your latest updates to the UI are going from bad to worse. now I can't even switch back to the classic feed. instead I need to waste time and get see one track full screen damn it." (1★, v8.83.0, NL, 2026-10-19)

"Favourite Music App, UI kinda buns – Heads up, downloading your playlists WILL be a pain. Downloads will occasionally stop working despite having the green downloaded symbol– and organizing playlists isn't a thing. I can't custom sort. WHYYYY ☹☹☹" (4★, v8.83.0, CA, 2026-10-19)

The 10 most important fixes

1. Fix crash on launch [Crashes / freezes · 51 reviews · avg severity 2.9/3 · versions 8.83.0]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.
"Crashing – App is keep crashing every time I try to open it Since the latest version . On iPhone 15 Pro Max" (1★, CA)

2. Fix in-use crashes and freezes [Crashes / freezes · 41 reviews · avg severity 2.9/3 · versions 8.83.0]

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

"It's crashing before I even play a song – I don't know how else to explain this specially, since I woke up just an hour ago, but the app is crashing. When ever I try to play a song and I've done absolutely everything I could to fix it sides" (5★, US)

3. Reduce ad frequency and length [Ads · 18 reviews · avg severity 1.9/3 · versions 8.83.0, 8.82.0]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.
"Ad – 3 ads should be skippable" (1★, US)

4. Soften the redesign backlash [UX / design · 13 reviews · avg severity 2.4/3 · versions 8.83.0, 8.82.0]

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

"Obsolescence – Bonjour, En changeant de téléphone, mon appli s'est mise a jour... et la nouvelle version semble bien trop lourde à gérer pour mon téléphone. Est-il possible de revenir à une version antérieure ? Merci" (2★, FR)

5. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.5/3 · versions 8.83.0, 8.82.0]

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

"not working – was a good app..... Pandora works. Apple Music works. Soundcloud DOES NOT WORK since last update.I have an iphone X. 16.7.16 os. Removed & reinstalled the app. STILL doesn't work." (1★, US)

6. Fix login / account access [Bugs · 7 reviews · avg severity 2.5/3 · versions 8.83.0, 7.67.0]

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

"Worst Software I've Ever Used. – I truthfully have never had a harder time ever logging back in to an app that I already have an account with. I'm constantly being told that I'm blocked from being able to login into my account and keep in m" (1★, US)

7. Ease payroll pressure [Pricing / subscription · 6 reviews · avg severity 2.3/3 · versions 8.83.0, 8.82.0]

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

"Anuncios – Ahora te aparece un anuncio tras cada canción. Es una vergüenza. Antes por lo menos podías escuchar unas cuantas antes de que te saliera algún anuncio, ahora es imposible escuchar música desde q salió la versión premium" (1★, ES)

8. Ship the most requested feature [Feature requests · 6 reviews · avg severity 1.8/3 · versions 8.83.0, 8.82.0]

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

"...seemingly won't save it. Not even when restarting the app or the phone itself. Edit 28.04.2025 OK so the devs have brought back the 'Remove from playlist' option and added in the option to add to multiple playlist at once. A feature sadly " (4★, GB)

9. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.1/3 · versions 8.83.0]

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

"...hope yall will be improving bc struggling artist shouldn't have to chose between uploading this month or not bc it's too expensive. Along with everything else in the world" (2★, US)

10. Answer support requests [Bugs · 2 reviews · avg severity 2.6/3 · versions 8.83.0]

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

"...uninstalling and reinstalling the app, restarting my phone, and tried reaching out to SoundCloud on X but have not gotten a response/update on this matter. The app is very solid for finding songs and navigation is pretty easy but little bu" (3★, US)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple's public customer-reviews feed (a third-party scraper as backup), 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.