

App Store complaint report

Spotify: Music and Podcasts · Spotify · current version 9.1.92

Generated 2026-10-20 from the 500 most recent public App Store reviews across 3 storefronts (2026-10-14 to 2026-10-19).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	4.12
Reviews with a complaint	116 (23%)
Storefronts	GB 250, US 200, CA 50
All-time App Store rating (US)	4.77 from 42,668,141 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	61	1.9	9.1.90 (61)
Feature requests	44	1.8	9.1.90 (44)
Ads	43	1.9	9.1.90 (43)
Bugs	41	2.0	9.1.90 (41)
Performance	7	2.3	9.1.90 (7)
UX / design	5	2.0	9.1.90 (5)
Crashes / freezes	4	2.3	9.1.90 (4)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
9.1.90	500	4.1	23%

Representative quotes

Pricing / subscription

“Won’t open – Just got a new phone. Never had an issue before now. Now that I have it installed on my new phone, I get hit with “something went wrong, check your connection” over and over. Tried multiple times wifi networks, using data, uninstalling and reinsta” (1★, v9.1.90, CA, 2026-10-18)

“Literally unusable now. – Ngl this app used to be amazing before it got too money-hungry and added all these horrible updates so that the app is unbearable to use. For example; we can’t even rewind or go to a certain part of a song if we don’t pay for premium,” (1★, v9.1.90, GB, 2026-10-16)

Feature requests

“Limited functions if you’re a free user – Only get Spotify if you want premium for 13 dollars a month. There are such limited functions on Spotify as a free user, you cant change whether you want shuffle, you cant control what songs you want to listen to after” (1★, v9.1.90, US, 2026-10-19)

“not a big fan but it’s okay I guess – It’s really annoying that it adds songs to my playlist that I may not even like and it only gives me 6 skips? Also, I can’t just play a single song without having to waste all my skips. And what do you mean i have to pay t” (1★, v9.1.90, US, 2026-10-19)

Ads

“Good but only works if you have premium, not good if you don't wanna waste your money just to listen – I've been using spotify for over five years now and it has genuinely been deteriorating over time, there are ads every one to two songs and before it played ” (2★, v9.1.90, US, 2026-10-18)

“ads – 2 many ads and no f2p features” (1★, v9.1.90, US, 2026-10-19)

Bugs

“Not happy at all – My music keeps pausing after the new update and I cannot fix this issue at all, I cannot listen to my music for even 30 seconds without it pausing on me I have tried everything and the same problem keeps happening please fix this” (1★, v9.1.90, GB, 2026-10-15)

“MY SPOTIFY PREMIUM PLAN – Spotify, i don’t know what is the problem with your app but my phone is really fine, everytime I get added to a plan of more than 1 person maybe from 2 people to 6 people family plan , I get invited and it shows that im on that plan a” (1★, v9.1.90, GB, 2026-10-17)

Performance

“Loading... Loading... – EVERY TIME I USE THIS APP ILL BE AT LIKE 50% BATTERY AND WHEN IT FINALLY STOPS LOADING IT WILL BE AT LIKE 12% AND IT WASTES ALL MY TIME JUST LOADING, LOADING, LOADING” (1★, v9.1.90, CA, 2026-10-18)

“Overcharged – I was charged for a free-trial of audiobooks on my family account. The customer support is extremely slow and unable to rectify the issue despite a screenshot from mg Spotify account showing the payment was not on the schedule of payments. I’ve h” (1★, v9.1.90, GB, 2026-10-15)

UX / design

“Terrible User interface – Like 2010s, so outdated” (1★, v9.1.90, US, 2026-10-19)

“App going downhill – It seems over the past year spotify is testing our patience with a new bug every week or update that removes or alters features that i liked. The latest one being when i make a queue of songs it just decides to forget the queue and make it” (1★, v9.1.90, GB, 2026-10-19)

Crashes / freezes

“Freezing – The app always freezes and plays the same songs on dj mode” (1★, v9.1.90, US, 2026-10-19)

“Spotify – The app will randomly stop playing my music and I have to get rid of the App then reopen it and it works again” (3★, v9.1.90, GB, 2026-10-16)

The 10 most important fixes

1. Reduce ad frequency and length [Ads · 41 reviews · avg severity 1.9/3 · versions 9.1.90]

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

“Ads-commercials – Beyond disappointed that I’m paying for something and their advertisements were commercials, interrupting this fluid stream that I’m listening to. I will be canceling because of this. It’s terrible.” (1★, US)

2. Ease payroll pressure [Pricing / subscription · 35 reviews · avg severity 1.9/3 · versions 9.1.90]

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

“bad – horrendous not paying for free music” (1★, US)

3. Justify or adjust the price [Pricing / subscription · 29 reviews · avg severity 1.7/3 · versions 9.1.90]

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

“Expensive – Decent app but way too expensive and the price increases have been comical” (1★, GB)

4. Improve content quality [Feature requests · 22 reviews · avg severity 1.8/3 · versions 9.1.90]

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

“Too much – Too much AI too much video content. Just stick to real music. And stop asking for a review” (1★, US)

5. Soften the redesign backlash [UX / design · 14 reviews · avg severity 2.1/3 · versions 9.1.90]

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

“Put it back pls – Why are my queue settings messed up now... the cosmetics look great but the reason I use Spotify instead of Apple Music is because it’s easy and simple to use but it’s getting more and more messed up and I use music as an es” (4★, CA)

6. Fix features broken by the latest update [Bugs · 7 reviews · avg severity 2.4/3 · versions 9.1.90]

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

“latest update breaks app – latest software update leaves me unable to add songs to my playlist,the most basic feature of spotify gone, there is a thread on reddit of others with the same issue” (1★, GB)

7. Rethink usage limits [Pricing / subscription · 5 reviews · avg severity 2.5/3 · versions 9.1.90]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

“Premium Pushing My Temper – Spotify was good for the first month, I could fully enjoy my playlists, choose the songs I wanted to play, few ads, it was great. After a month though, it asked if I wanted a Spotify Premium free trial for 1 mont” (1★, US)

8. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.5/3 · versions 9.1.90]

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

“spotify – I’ve been using Spotify for as long as I can remember and I love it but the new features are just irritating for example I’m really picky and I love listening to my playlist in alphabetical order but I can’t anymore also the “6 sk” (3★, GB)

9. Stop data / progress loss [Bugs · 5 reviews · avg severity 2.2/3 · versions 9.1.90]

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

“Wow, just wow – So grateful to have this app changed my life amazing ☺-before at least now this is messed up I have worked really hard to have a really good Spotify wrapped with all of my music and my dad created a managed account and lied ” (1★, US)

10. Answer support requests [Bugs · 4 reviews · avg severity 1.9/3 · versions 9.1.90]

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

“Horrible customer service – Not happy!” (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.