

App Store complaint report

Surfshark VPN: Fast & Private · SURFSHARK LTD · current version 5.1.0

Generated 2026-10-23 from the 300 most recent public App Store reviews across 2 storefronts (2026-08-31 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.3
Reviews with a complaint	138 (46%)
Storefronts	US 150, GB 150
All-time App Store rating (US)	4.70 from 132,844 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	110	2.5	4.9.1 (42), 4.8.0 (17), 4.6.1 (11)
Performance	51	2.6	4.9.1 (20), 4.8.0 (9), 4.6.1 (6)
Pricing / subscription	48	2.6	4.9.1 (16), 4.8.0 (7), 4.6.1 (7)
Feature requests	26	2.1	4.9.1 (10), 5.0.1 (5), 4.7.2 (3)
Crashes / freezes	14	2.8	4.9.1 (5), 4.6.1 (3), 4.7.2 (2)
UX / design	10	2.0	5.0.1 (2), 4.8.0 (2), 4.7.2 (2)
Ads	2	2.0	5.0.1 (1), 4.7.2 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
5.0.1	20	2.8	50%
5.0.0	10	2.2	80%
4.9.1	113	3.4	45%
4.9.0	6	3.0	50%
4.8.1	18	3.1	61%
4.8.0	61	3.7	33%
4.7.3	6	2.8	50%
4.7.2	19	3.1	63%

Representative quotes

Bugs

“Unusable VPN – This vpn is unusable and makes the iPad and desktop unusable. Many websites and apps are blocked without any notification. Apps cannot even be designated within the Bypasser function to correct the problem on the iPad. Why not? Users must di” (1★, v4.9.1, US, 2026-10-05)

“BROKE BOTH MY COMPUTERS – I am absolutely done with Surfshark after this. I've now had the exact same catastrophic failure on two separate machines, and the infuriating part is it's not even tied to uninstalling the thing. It happens completely out of nowhere ” (1★, v4.9.1, US, 2026-10-02)

Performance

“Major performance issues on iOS 26.5.2 – The latest update has made the app almost unusable on iOS 26.5.2. It constantly lags, especially when connected to Wi-Fi. On top of that, the buttons frequently freeze and stop responding, and the app causes the phone t” (1★, v4.9.1, US, 2026-10-05)

“Still but performance has degraded – I use to love this VPN and still do but the performance is consistently degrading. Slower connection, wif keeps disconnecting. Certain websites can’t be reached” (4★, v5.0.0, US, 2026-10-14)

Pricing / subscription

“From 5 stars to 1 star. Trash – Purchased a three year subscription for WWE events, as SurfShark was advertising on WWE themed podcasts that users can login and watch these events on Netflix without any added subscriptions. Worked fine initially. Now, Netflix” (1★, v5.0.0, US, 2026-10-13)

“You can't connect to the Internet after paying the subscription fee. – It's too bad. I can only connect to the international network during the free trial period, and when I pay the subscription fe” (1★, v4.6.1, US, 2026-09-01)

Feature requests

“Don’t work with Apple anymore – Used to work great last month, but now it doesn’t work at all on iPhone. I’ve tried everything. If you’re using Surfshark on Apple devices and don’t want to go through age verification every time, forget it — it just doesn’t wor” (1★, v4.9.1, GB, 2026-09-26)

“Rotating IP is not available – The app just randomly stopped rotating IP. I tried every troubleshooting option but nothing worked. Their own customer support couldn’t solve the issue. Why promote this feature if it actually doesn’t work? Now I’m basically unab” (1★, v4.9.1, GB, 2026-10-05)

Crashes / freezes

“Problem with Amazon Fire – Works well on iPhone and PC but not with my Amazon Fire tablet. On that it is difficult to get a connection established, sessions time out during connection process and then tablet crashes.” (1★, v4.6.1, GB, 2026-09-10)

“ужас – не работал совсем” (1★, v4.7.2, US, 2026-09-06)

UX / design

“AI Slop – Latest release is full of AI generated UX. Half the main screen is now taken up by a massive title which is a complete waste of space and could be filled with useful controls (as was previously). Learn some UX principals, don’t hand it all off to AI ” (1★, v5.0.1, GB, 2026-10-21)

“Generally Good – Works well on phone, TV and laptop but not the most straightforward or intuitive interface. Cannot get it to work on an Android TV steaming box. Surfshark support was poor and didn’t have a solution which is disappointing for a premium produc” (4★, v4.8.0, GB, 2026-09-26)

Ads

“Awful connectivity – I got charged \$13.99. I was never able to connect even after the charge I kept getting ads popping up to have me sign up for other plans. I attempted to reach out to customer service but it’s an automated AI bot that would not help me. W” (1★, v4.7.2, US, 2026-09-05)

“Annoying – Having to turn this off to allow gaming apps access to their ads for rewards. A setting would be useful” (3★, v5.0.1, GB, 2026-10-17)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 22 reviews · avg severity 2.6/3 · versions 4.9.1, 5.0.0]

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

“Probably the worst decision I made was purchasing 1 year subscription – This VPN barely works 2 days a week. Singapore is practically the only server location that connects reliably, while the long list of other countries is completely usel” (1★, US)

2. Speed up loading [Performance · 17 reviews · avg severity 2.5/3 · versions 4.9.1, 4.8.0]

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

“Very Disappointed – I have recently changed from Nord VPN to Surfshark. I wish you use it on my Mac, iPad and iPhone. It seems to be ok on Mac. But on iOS it is not good. After a few days, I could not use my safari browser at all, unless I” (3★, GB)

3. Answer support requests [Bugs · 16 reviews · avg severity 2.6/3 · versions 4.9.1, 4.8.0]

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

“Great, at first.. – I'm a UK user, i have to use a vpn to access some content. Last year, i bought a 1 year SurfShark subscription — everything went perfectly at first, fast connections, no issues with the app on either of my devices, I was” (2★, GB)

4. Fix login / account access [Bugs · 9 reviews · avg severity 2.4/3 · versions 4.9.1, 4.8.0]

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

“I’m on day 5 of trying to get this set up – I’m tired of going in circles. I’m tired of getting codes emailed only to have another code needing to be emailed only to be told i can’t log in to my vpn because I’ve tried too many times. Everyt” (2★, US)

5. Soften the redesign backlash [UX / design · 8 reviews · avg severity 2.2/3 · versions 4.9.1, 5.0.1]

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

“Android better interface – Not liking this iOS update lost a star poor layout and lost another as android device has the old layout iOS had. Don’t fix what isn’t broken only update the bugs.” (3★, GB)

6. Fix in-use crashes and freezes [Crashes / freezes · 6 reviews · avg severity 2.9/3 · versions 4.9.1, 4.6.1]

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

“Awful Useless – I signed up for Surfshark and Incogni on the package offer several months ago. Surfshark has not functioned properly even once. The connection gets to 97% then hangs up. Even after an hour, it still hasn’t connected. During ” (1★, US)

7. Fix features broken by the latest update [Bugs · 6 reviews · avg severity 2.6/3 · versions 4.7.2, 4.9.1]

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

“It’s pretty good – Its a good vpn but ever since I updated it recently it just stopped working. It always says it’s connected but doesn’t actually work, this only happens when the vpn only has a disconnect button but not a pause button can ” (4★, GB)

8. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.6/3 · versions 4.7.2, 4.8.0]

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

“Add some POPULAR Caribbean countries – PROS: Very easy to use! Introductory price is excellent. unlimited devices a PLUS! CONS: Need to add caribbean (e.g. Trinidad, Guyana, Jamaica, Barbados) countries given proximity to US mainland and t” (4★, US)

9. Make trials and renewals transparent [Pricing / subscription · 5 reviews · avg severity 2.2/3 · versions 4.9.1, 4.8.0]

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

“DO NOT BUY!!! – Surfshark will Continue to Charge You After You Cancel!! Stay away from their shady business practices.” (1★, US)

10. Ease paywall pressure [Pricing / subscription · 4 reviews · avg severity 2.5/3 · versions 4.9.1, 4.6.1]

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

“Terrible vpn – This vpn sucks and constantly stops my internet. They have the ability to make it better but they put the features customers want behind a pay wall. Constant issues and problems with internet when using this trashy cheap VPN.” (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.