

App Store complaint report

Telegram Messenger · Telegram FZ-LLC · current version 13.1.1

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2026-06-03 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.38
Reviews with a complaint	174 (58%)
Storefronts	US 100, CA 100, GB 100
All-time App Store rating (US)	4.00 from 284,013 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	131	2.3	13.0 (45), 12.9.4 (23), 12.9.2 (23)
Pricing / subscription	62	2.2	13.0 (22), 12.9.4 (15), 12.9.2 (12)
Feature requests	43	2.2	13.0 (15), 12.9.2 (11), 13.1 (6)
Crashes / freezes	24	2.4	13.0 (9), 12.9.4 (6), 13.1 (4)
Performance	23	2.3	13.0 (8), 12.9.4 (5), 13.1 (4)
UX / design	17	2.1	12.9.2 (5), 13.0 (4), 13.1 (3)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
13.1	36	2.8	64%
13.0	92	2.1	64%
12.9.4	54	2.1	59%
12.9.3	29	2.4	55%
12.9.2	61	2.7	48%
12.9.1	5	1.8	80%
12.8.1	10	2.6	60%
12.8	7	3.3	43%

Representative quotes

Bugs

“New Update is Trash!! – I absolutely despise the latest update of Tg. Nothing basically works, and worst of all you can’t even swipe a message to quickly respond??? When you want to send a picture and draw on it beforehand you can’t no matter how hard you pres” (1★, v12.9.2, GB, 2026-08-13)

“When will voiceover work correctly? – So many issues using this app with voiceover. Inability to scroll, inability to browse the settings screen, many unlabeled buttons and switches, not able to go back from a message to the main message list. When are yall go” (1★, v12.9.2, CA, 2026-07-21)

Pricing / subscription

“Premium scam! – This app is randomly asking me to buy Premium to log in! Im buying it for a week and it randomly cuts premium of after 2-3 days, contacted support through app but never got any answer! Scamming for money at any random time, have to buy weekly p” (1★, v12.9.4, GB, 2026-09-17)

"Used to be decent now is garbage – Cant login to old account now because you need an email account and if it got set incorrectly you have to wait a week or pay premium??" (1★, v12.9.2, CA, 2026-08-16)

Feature requests

"Unable to access account – I don't have sms , use wifi only. So I can't get into my telegram account My home contents stolen all passwords etc. I need another option When telephone dies and use new one Ridiculous ——— Feb 2024 I'm locked out of my account I hav" (1★, v13.0, CA, 2026-10-16)

"Please, fix the brick wall with sms for \$1 – I reinstall telegram from time to time to clear my memory and I can't login any more, because of the brick wall... I have telegram on another device and on this device when I login there's no option to enter the code " (1★, v13.0, US, 2026-10-18)

Crashes / freezes

"crashing nothing works – can't open any chats, can't press any buttons, nothing responds or works, very frustrating where i have live chats and need to reply" (1★, v13.1, GB, 2026-10-22)

"Fix the glitching stickers – I thought it was just me but some of my friended experience this as well. When you go to choose a sticker it will randomly glitch and then you can choose any sticker or gifs at all, then you have to force close the app and reopen. " (1★, v13.1, US, 2026-10-21)

Performance

"Malfunctions – It just keeps tweaking Videos don't load when you try watch them" (1★, v12.9.4, GB, 2026-09-12)

"Video is really bad – Video messages are really bad after they updated their video player. I have a premium subscription, I have to wait while the video is downloaded and then during playback it is lagging and continues downloading parts of the video. So they " (2★, v12.8.1, CA, 2026-06-30)

UX / design

"Stupid design – This is a very bad app with a very bad account mechanism. Excellent apps such as x, Instagram, YouTube, quora, reddit, etc. can be registered, logged in and saved directly by email, while telegram is very stupid to require users to bind a mobil" (1★, v13.1, US, 2026-10-22)

"App is horrible now – Why do i have to pay to access the app now. Im getting a sms code and its still telling me to pay to log in. I dont know why you guys even added that feature when the app is literally meant to be free" (1★, v13.0, GB, 2026-10-11)

The 10 most important fixes

1. Fix login / account access [Bugs · 69 reviews · avg severity 2.5/3 · versions 13.0, 12.9.4]

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

"Can't log in – I tried logging in but the login in process has stalled won't even send verification code to my phone.... Makes no sense" (1★, US)

2. Ease payroll pressure [Pricing / subscription · 37 reviews · avg severity 2.3/3 · versions 12.9.2, 13.0]

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

"Stop Forcing Premium on Users – I've been using Telegram for years, but I'm really disappointed with how many basic features are now locked behind Premium. It feels like you're constantly being pushed to subscribe just to enjoy the app prop" (1★, CA)

3. Answer support requests [Bugs · 30 reviews · avg severity 2.5/3 · versions 13.0, 12.9.2]

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

"Never received Stars purchased and no support at all – nice app. but over two weeks ago i purchased some telegram stars in app. i was charged, but never received them. i've been trying to contact telegram support for the last two weeks in a" (1★, US)

4. Justify or adjust the price [Pricing / subscription · 33 reviews · avg severity 2.1/3 · versions 12.9.4, 13.0]

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

"SMS fees and money glitch's – Why do we have to pay? This is not cool at all and my school group is there and I'll be in huge trouble" (1★, US)

5. Soften the redesign backlash [UX / design · 29 reviews · avg severity 2.2/3 · versions 13.0, 12.9.2]

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

“Request for changes to the appearance and user interface of the Telegram application – This version is terrible, and I regret updating. The previous version was excellent in every respect. Please revert the page design and user interface to” (1★, US)

6. Fix in-use crashes and freezes [Crashes / freezes · 15 reviews · avg severity 2.3/3 · versions 13.0, 12.9.4]
Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Telegram – The app keeps freezing and crashing and when it starts to work it just freezes like you can't swipe up or down or anything you can't type anything just keep on freezing” (4★, GB)

7. Fix features broken by the latest update [Bugs · 16 reviews · avg severity 2.1/3 · versions 12.9.2, 13.0]
Add regression tests for the features users name in these reviews before the next release.

“Each update breaks more thing, and fixes none – A ton of visual bugs, I would love to report it but your "Volunteer Support" doesn't respond. Can't open stickers while the keyboard is open; can't put links or make text hidden when it's in ” (3★, GB)

8. Fix notifications [Bugs · 14 reviews · avg severity 2.1/3 · versions 12.9.4, 12.9.3]

Check notification delivery and let users control frequency in settings.

“Watch os consequent notifications blocked by first – Devices: iOS 26 iPhone 13 mini (latest but doesn't matter as it is a problem lasting months) + apple Watch 11 with latest watch os 26 (but also doesn't matter as this bug was from the ver” (4★, GB)

9. Improve content quality [Feature requests · 11 reviews · avg severity 2.0/3 · versions 12.9.2, 13.0]

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

“Good and means you can communicate without sharing your number – Pros: Great for communication without sharing your number. Great for finding chats and connecting to people all over the world. Loads of fun bots and add ins. Great tran” (3★, GB)

10. Fix crash on launch [Crashes / freezes · 9 reviews · avg severity 2.6/3 · versions 13.0, 12.9.3]

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

“BREAKS your ipad △ – CONS: Telegram crashes constantly on IOS. It won't load most of the time. Worse still, it fills your storage will file junk, corrupting everything. There was no way to delete the cache/data that telegram created, and w” (1★, CA)

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.