

App Store complaint report

Tubi: Movies & Live TV · Tubi, Inc · current version 10.42.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-04-10 to 2026-10-22).

Metric	Value
Reviews analysed	300 (299 classified by AI)
Average stars (these reviews)	3.71
Reviews with a complaint	86 (29%)
Storefronts	CA 100, US 100, GB 100
All-time App Store rating (US)	4.78 from 1,280,737 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	46	2.4	10.41.0 (5), 10.26.0 (3), 10.17.0 (3)
Ads	34	2.0	10.41.0 (10), 10.40.0 (7), 10.22.2 (2)
Feature requests	27	1.8	10.41.0 (5), 10.26.0 (2), 10.22.2 (2)
Crashes / freezes	18	2.5	10.17.0 (3), 10.31.0 (2), 10.41.0 (2)
Performance	16	2.3	10.41.0 (2), 10.17.0 (2), 10.40.0 (2)
UX / design	4	2.6	10.22.0 (1), 10.11.1 (1), 9.13.0 (1)
Pricing / subscription	3	2.2	10.26.0 (1), 10.17.0 (1), 10.9.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
10.42.0	15	4.6	7%
10.41.0	71	3.7	24%
10.40.0	21	3.6	38%
10.39.0	4	3.0	25%
10.38.0	2	3.0	50%
10.37.0	1	5.0	0%
10.36.0	3	5.0	0%
10.35.0	6	4.0	33%

Representative quotes

Bugs

“Please make Tubi available to Channel Island viewers. – I’ve recently downloaded Tubi on holiday and found it works great, but I have found now that I’ve returned home to the Channel Islands the app doesn’t work and you just get an error message. Please can yo” (4★, v10.41.0, GB, 2026-10-14)

“Unwatchable – Never works anymore and when it does it will repeat inappropriate commercials all day. Majority of content is inappropriate for kids and they make money off it. Used to be great a couple years ago but they ruined it for some reason. You can’t eve” (1★, v10.40.0, US, 2026-10-12)

Ads

“Dam these ads – Ads are what makes me leave this app” (1★, v10.40.0, US, 2026-10-12)

"2 minutes of ads every 11 minutes for a movie?? – Watching a 1hr 40min movie. EVERY 11 minutes there are 2nd a worth of ads. Are you SERIOUS??? And you wonder why people pirate movies. How much money do you make from 20 MINUTES worth of ad revenue? What a j" (1★, v10.41.0, US, 2026-10-17)

Feature requests

"Help – Please do some update or something.... I used to watch this every day(more than 1year)...now it's sad tubi is not available in my area anymore ☹️(uk)if it's letting me in I can't watch anything,everything is Unavailable.☹️" (3★, v9.19.0, GB, 2025-06-08)

"Spam emails – Since I signed up I've been really badly spammed. When I checked the advertising options there's a load of 3rd parties that are able to spam you and it's set to "always on" with no option to turn it off. For the content available the level of spa" (1★, v9.43.3, GB, 2025-11-05)

Crashes / freezes

"Ads freeze constantly – Ads freeze constantly" (1★, v10.17.0, GB, 2026-04-29)

"Who's In Charge Of Updates? – Truly excellent updates! Nothing on the Home Screen at all and nothing will play. Really, pay rises all around for the coders and testers ☹️" (1★, v9.13.0, GB, 2025-04-15)

Performance

"Slow – Steam is always slow loading" (1★, v10.12.0, CA, 2026-03-31)

"Restarts movie randomly – i'm just tryna watch my move bruh and the app keeps restarting the movie from the beginning then when i try to skip to where i was in the movie the app is SOOO laggy so it wastes like 20 mins total" (1★, v9.50.0, GB, 2026-01-01)

UX / design

"Random sign-out and repeatitive advertising – The Apple TV app requires a new sign in almost daily. The ad displays are clunky and repeatitive. The programs are generally older and vary in techical and production quality. Painful interface to streaming TV to u" (1★, v10.11.1, CA, 2026-03-22)

"Go back to Square video screens and preserve iOS 16 – I used to really like watching Tubi but now that they introduced an update that turns iPhone video screen of the video into bubble style with the corner not fitting the whole screen and being curved cutting" (2★, v10.41.0, US, 2026-10-15)

Pricing / subscription

"Waste of time – If you like to watch 1 hour and 15 minutes of a 90 minute film, this is the app for you. Absolutely useless. Doesn't remember where I am. Will now on either iPad or iPhone over WiFi or 5g play the last 10 minutes of the film I've just been watc" (1★, v10.26.0, GB, 2026-07-02)

"Hi – An awesome app doesn't let you down at all like Netflix does I had a subscription with Netflix you watch half a film an suddenly you get stupid messages or the worst one was were having difficulty showing this an turns the app off this went on for months " (5★, v10.17.0, GB, 2026-05-05)

The 10 most important fixes

1. Improve content quality [Feature requests · 32 reviews · avg severity 1.9/3 · versions 10.41.0, 10.40.0]

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

"It was good at first – It was good at first but then I stopped being able to watch anything it just says content unavailable on everything I have tried everything such as deleting the app and reinstalling and completely turning off my devic" (1★, GB)

2. Reduce ad frequency and length [Ads · 30 reviews · avg severity 2.0/3 · versions 10.41.0, 10.40.0]

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

"Great selections, lots of ads. – Love this app, have used it for a while now.. but the adverts are getting annoying regardless of the device I use. A 20 minute show will have 5 commercial breaks ranging from 1-5 individual adverts, meanwhi" (3★, CA)

3. Fix in-use crashes and freezes [Crashes / freezes · 9 reviews · avg severity 2.4/3 · versions 10.17.0, 9.26.0]

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

"Ads freezing the movie – I have been trying to watch a movie for more then 3 hours and I have to keep resetting it because the ads play and then it freezes and I need to start all over again and get to the spot in the movie I actually was. " (1★, CA)

4. Soften the redesign backlash [UX / design · 9 reviews · avg severity 2.3/3 · versions 10.41.0, 10.26.0]

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

“Stopped working : it requires 16 iso or more now – I was halfway through watching a movie when it cut out and Now it just says (Error code : Can’t fetch content , this really sucks I love Tubi it’s usually great but the new update just rui” (1★, CA)

5. Speed up loading [Performance · 6 reviews · avg severity 2.2/3 · versions 10.40.0, 10.30.0]

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

“Bugged out, slow loading time. – Won’t play any video I decide to watch.” (2★, CA)

6. Fix login / account access [Bugs · 5 reviews · avg severity 2.6/3 · versions 10.25.0, 10.32.1]

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

“Hi – Like it suddenly told me I can’t use the app anymore cus I was trying to sign in im a teenager mid teenager already” (1★, GB)

7. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.7/3 · versions 10.41.0, 10.35.0]

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

“Pretty good – It’s pretty good! Has a good library of movies and shows for me to watch Just add Cow and Chicken back. Please.” (3★, GB)

8. Fix features broken by the latest update [Bugs · 2 reviews · avg severity 2.3/3 · versions 9.26.0, 9.45.0]

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

“It’s broken!!! – It’s used to play the next episode automatically but now it just freezes at the end of the episode! Why don’t they test these things before releasing updates???” (1★, 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.