

# App Store complaint report

**Twitch: Live Streaming** · Twitch Interactive, Inc. · current version 31.7

Generated 2026-10-24 from the 300 most recent public App Store reviews across 14 storefronts (2026-10-11 to 2026-10-22).

| Metric                         | Value                                                  |
|--------------------------------|--------------------------------------------------------|
| Reviews analysed               | 300 (300 classified by AI)                             |
| Average stars (these reviews)  | 2.36                                                   |
| Reviews with a complaint       | 201 (67%)                                              |
| Storefronts                    | US 164, JP 23, CA 19, DE 17, GB 16, FR 16, BR 11, IT 7 |
| All-time App Store rating (US) | 4.72 from 2,819,599 ratings                            |

## Complaint categories

| Category               | Reviews | Avg severity (0-3) | Most affected versions             |
|------------------------|---------|--------------------|------------------------------------|
| Bugs                   | 142     | 2.3                | 31.6.2 (61), 31.7 (41), 31.5 (20)  |
| Performance            | 76      | 2.4                | 31.6.2 (36), 31.7 (19), 31.5 (12)  |
| UX / design            | 59      | 2.2                | 31.6.2 (25), 31.7 (12), 31.5 (11)  |
| Crashes / freezes      | 48      | 2.6                | 31.6.2 (23), 31.7 (10), 31.5 (8)   |
| Ads                    | 47      | 2.1                | 31.7 (20), 31.6.2 (19), 31.6.1 (3) |
| Feature requests       | 44      | 2.1                | 31.6.2 (19), 31.7 (10), 31.5 (8)   |
| Pricing / subscription | 8       | 2.4                | 31.6.2 (4), 31.7 (3), 31.6 (1)     |

## Trend by version (newest first)

| Version | Reviews | Avg stars | Complaint share |
|---------|---------|-----------|-----------------|
| 31.7    | 97      | 2.6       | 61%             |
| 31.6.2  | 130     | 2.5       | 66%             |
| 31.6.1  | 16      | 1.6       | 81%             |
| 31.6    | 19      | 1.6       | 84%             |
| 31.5    | 38      | 1.9       | 71%             |

## Representative quotes

### Bugs

“completely broken on ipad – worked before now unusable” (1★, v31.6.2, US, 2026-10-15)

“What kind of moron updated this? – The mobile app is now completely nonfunctional. Let me just list a few things that are completely broken: -Emotes sometimes don't appear -Chat messages sometimes don't appear -Pinned messages dissappear when opening chat -Repl” (1★, v31.5, US, 2026-10-12)

### Performance

“Garbage update recently – Everything barely works or loads go back don’t even fix this trash update and stick to what works. I can’t even like all stories. Also stop putting the damn app first on the live section because it’s too broken and laggy. Leave it to ” (1★, v31.5, US, 2026-10-12)

“...everything feels so out of place, the buttons being bigger is nice and all but I can barely use my emotes because they either don’t load at all in or take to long and the moment is lost. Plus Still ridden with lag over all which is insanely frustrating cause ” (1★, v31.6.2, US, 2026-10-17)

## UX / design

"Go back to older layout or give option – New layout is terrible for navigation . To be honest, I get frustrated the new UI layout and just close the app completely and head over to YouTube. Pretty much the opposite of what a good UI is supposed to do . By the " (1★, v31.5, US, 2026-10-12)

"...cache. also replying to a chat is worse, double tapping the screen to hide or show chat is wayyy worse now, dont even get me started on the UI, i know other people hate it too. twitch is awful now, i recommend you guys at twitch to Fire the guy responsible fo" (1★, v31.7, CA, 2026-10-19)

## Crashes / freezes

"New Update is so Bugged the App is Basically Unusable – I've tried emailing support and just get generic responses back with no actual response to my complaints. Chat disappears, the app randomly freezes, I have to force close the app several times within the " (1★, v31.5, US, 2026-10-13)

"Latest Update is GARBAGE – Since the last update chat constantly disappears or is missing messages. Streams freeze at randoms times. I constantly have to close the app and reopen for things to somewhat function. Even then a lot of the times when closing the ap" (1★, v31.5, US, 2026-10-13)

## Ads

"Deleted – Not gonna sit through 5 minutes of ads to watch a stream, bye" (1★, v31.6.2, SE, 2026-10-19)

"Ads, Ads, Ads – Compared to Kick, the ads on Twitch is just out of hand at this point which is why i moved to Kick." (2★, v31.5, US, 2026-10-12)

## Feature requests

"The most inconsistent, annoying app to use – Why are we adding random features nobody wants ? Like why is there an option to have all that clutter on a stream ?? Who uses that ? Yea no, I don't enjoy seeing the stream I'm watching instead I wanna see chat, sub" (1★, v31.6.2, US, 2026-10-17)

"...better in terms of how the video player works. Being able to rewind and watch vods is easier on both kick and YouTube. Twitch not adding playback as a normal feature is mind boggling" (3★, v31.7, US, 2026-10-20)

## Pricing / subscription

"10/19/2026 Update – Paying for subscriptions to channels is a waste of money if you're on mobile with this new update. The emotes are stuck buffering and the chat completely disappears. 1 star isn't enough to express my disappointment. It has never been this b" (1★, v31.7, US, 2026-10-19)

"Can't even give us emotes – The way that we pay for subscriptions and twitch still says that we can't use the emotes we pay for is insane." (1★, v31.7, US, 2026-10-21)

## The 10 most important fixes

### 1. Soften the redesign backlash [UX / design · 78 reviews · avg severity 2.3/3 · versions 31.6.2, 31.5]

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

"NEW UPDATE DYSFUNCTIONAL – The new update Twitch released this past week changing the Ui in streams and the entire layout almost has been completely buggy. Chats are blacked out, cannot see certain emotes, cannot see my own chats after send" (1★, US)

### 2. Fix features broken by the latest update [Bugs · 45 reviews · avg severity 2.2/3 · versions 31.6.2, 31.5]

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

"Stopped working well after last update – Ever since the most recent update, I can no longer use AirPlay with this app. I used to be able to open a stream, AirPlay it on my tv and minimize the app and use my phone as needed. Now it struggles" (3★, US)

### 3. Reduce ad frequency and length [Ads · 44 reviews · avg severity 2.1/3 · versions 31.6.2, 31.7]

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

"Ads when finding streams to watch – What an embarrassment this app has become.

Advertisements so often and in so many places it makes you want to stop lol your subscriptions and switch to YouTube." (1★, US)

### 4. Speed up loading [Performance · 37 reviews · avg severity 2.3/3 · versions 31.6.2, 31.7]

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

"doing their best – but it could be better. this most recent update has been a bit wonktastic. nothing

loading, no emotes, sometimes not even chat but its mostly functional.” (3★, US)

**5. Fix in-use crashes and freezes** [Crashes / freezes · 26 reviews · avg severity 2.5/3 · versions 31.6.2, 31.7]  
Match quoted actions to crash reports; ship a hotfix for the top stack trace.  
“freeze – depuis 2 semaines l’application freeze au lancement plus moyen d’y accéder malgré les mise a jour le problème persiste” (1★, FR)

**6. Simplify navigation** [UX / design · 20 reviews · avg severity 2.3/3 · versions 31.6.2, 31.5]  
Run a quick usability test on the screens users mention; remove extra taps and pop-ups.  
“...progress bar shows that and I’ve even tried re-watching a few to see if that resolved it but no joy. It looks messy and confusing when trying to navigate to ones I do want/need to watch.” (1★, GB)

**7. Ship the most requested feature** [Feature requests · 21 reviews · avg severity 2.1/3 · versions 31.6.2, 31.5]  
Read the quotes below for the exact request; consider a public roadmap.  
“...making me have to force close it. It’s super annoying. Also took away the ability to see stream streaks on following page. Please bring those back, that was a great upgrade.” (1★, US)

**8. Fix login / account access** [Bugs · 9 reviews · avg severity 2.6/3 · versions 31.7, 31.6.2]  
Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.  
“Trash making it impossible to long in – This app is rubbish been trying to log in for past 10 years doing all this weird passwords reset trying to different ways to get into my account nothing is working” (1★, GB)

**9. Stop data / progress loss** [Bugs · 7 reviews · avg severity 2.3/3 · versions 31.6.2, 31.7]  
Reproduce sync and restore paths; add server-side backup and a visible "restore" option.  
“Cant sub – Since the latest update, I am getting an error every time I try to resub, losing sub streaks to my favorite streamers that I have maintained for years.” (1★, US)

**10. Fix crash on launch** [Crashes / freezes · 5 reviews · avg severity 3.0/3 · versions 31.6.2, 31.5]  
Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.  
“app needs fixing – IT WONT LOAD FIX IT NOW PLEASE. IVE TRIED EVERYTHING SO I KNOW ITS A PROBLEM ON THE APP’S SIDE.” (1★, 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.