

App Store complaint report

X · X Corp. · current version 12.36

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

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	2.96
Reviews with a complaint	68 (23%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.58 from 11,129,344 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	48	2.2	12.36 (14), 12.35 (13), 12.33 (10)
Feature requests	26	2.0	12.36 (10), 12.33 (7), 12.35 (5)
UX / design	23	1.9	12.36 (12), 12.33 (4), 12.35 (4)
Performance	8	2.6	12.36 (4), 12.33 (2), 12.35 (1)
Pricing / subscription	6	2.3	12.35 (3), 12.36 (1), 12.33 (1)
Crashes / freezes	5	2.7	12.36 (3), 12.33 (1), 12.32 (1)
Ads	5	2.0	12.36 (2), 12.33 (2), 12.31.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
12.36	93	3.3	27%
12.35	70	2.8	21%
12.33	75	2.9	19%
12.32.1	11	3.2	18%
12.32	11	2.7	36%
12.31.2	21	2.8	5%
12.31.1	19	2.3	37%

Representative quotes

Bugs

“Worthless, borderline unusable. – The amount of bugs and glitches constantly affecting the user experience is genuinely insane. If the content being put in front of you doesn’t make you want to end your own existence, the absolutely incompetent design of the a” (1★, v12.32, CA, 2026-10-07)

“It doesn't work in the latest version. – I don't know what the problem is; the app keeps crashing and I haven't been able to open it for two days.” (1★, v12.36, US, 2026-10-22)

Feature requests

“10-Year Account Blocked by Bot Glitch – Help Center is Broken – I have had my personal, human-managed account for over 10 years and was suddenly hit with a false-positive suspension for "inauthentic behavior." This is clearly a massive automated system bug swe” (1★, v12.33, CA, 2026-10-10)

"iPad App Gets Even Worse – As of October 20 the iPad App has gotten even worse. They have now made the app even worse. It is just the phone app on a bigger screen with less features. A full 10-year regression in app development. I don't need or want 2.5" o" (1★, v12.36, US, 2026-10-21)

UX / design

"iPad UI - What? – Why would you remove the optimized iPad version of the app just to replace it with a terrible, blown up iPhone version? Just bad, another Twitter fall off, didn't know that was possible." (1★, v12.36, US, 2026-10-21)

"Forced App Use – I have the X app for when it's convenient. This should not stop me from opening links in Safari, as it is doing bow. Both Reddit and X are doing this, making them completely unusable on an iPhone. I use tabs on a browser. Now this basic fu" (1★, v12.36, CA, 2026-10-22)

Performance

"I hate this app – I don't like it nothing loads properly it glitches all the time and honestly it's dead now go to Instagram" (1★, v12.32, CA, 2026-10-06)

"Doesn't work – Videos don't work & stop working after a few seconds. It shows its playing but there is no visuals or audio" (1★, v12.33, GB, 2026-10-09)

Pricing / subscription

"Media upload has been ruined. – Previously, X.com would only show the photos *selected* by the user in the popup screen where photo/video can be selected for upload. Now, the applications shows *all* the photos on my camera roll indiscriminately, which has ru" (1★, v12.33, CA, 2026-10-15)

"Premium+ comes with a free "eat your old subscription" feature – Upgraded to Premium+. My existing Premium just... vanished. Not converted, not refunded—eaten. Subscription page acts like it never existed. Support says everything is "normal." Normal for X appare" (1★, v12.35, US, 2026-10-21)

Crashes / freezes

"Delays – What is the issue with this app? Every reshare and every post means a delay, the whole app freezes and you wait until the post is reshared or posted. Fix this garbage." (1★, v12.33, CA, 2026-10-09)

"Overheats my phone – Crash" (3★, v12.36, US, 2026-10-21)

Ads

"Propaganda app filled with AI Ads – Just a propaganda tool by and for a guy who likes to spread lies and anti democracy propaganda. Steer clear of this." (1★, v12.36, US, 2026-10-21)

"Too many – Too many inappropriate ads. No one sees friends photos as you're forcing us to pay" (1★, v12.36, GB, 2026-10-21)

The 10 most important fixes

1. Improve content quality [Feature requests · 58 reviews · avg severity 2.1/3 · versions 12.33, 12.35]

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

"Bad – Its a terrible app. Theres gore, sexual content, and all the bad things u can think abt. Do NOT lead into the horrendous app. Its disgusting." (1★, CA)

2. Fix login / account access [Bugs · 26 reviews · avg severity 2.5/3 · versions 12.36, 12.35]

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

"Locked out of my account and impossible to get back in – Says my account is locked and wont let me reset my password. All I did was get the new iphone and now impossible to log in on my new phone. Please fix this. There seems to be some sor" (1★, GB)

3. Soften the redesign backlash [UX / design · 25 reviews · avg severity 2.1/3 · versions 12.36, 12.35]

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

"Hate this new update .. – What the hell X I use an iPad not A PHone and you changed it into the most pathetic UI update for users across the board ..like me and those of us who use a tablet Please get a fix ASAP" (1★, US)

4. Answer support requests [Bugs · 19 reviews · avg severity 2.5/3 · versions 12.35, 12.33]

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

“Worse customer service – A scam game gen you play and win they cancel everything” (1★, US)

5. Ship the most requested feature [Feature requests · 9 reviews · avg severity 1.8/3 · versions 12.36, 12.31.1]
Read the quotes below for the exact request; consider a public roadmap.

“Ads with audio hijacking sound ? – Are you for real? I can’t be in the app now while I listen to something else because your stupid low quality ads play over whatever I have currently playing. And stop messing with the app! Bring back the ” (1★, GB)

6. Fix features broken by the latest update [Bugs · 7 reviews · avg severity 2.0/3 · versions 12.35, 12.31.1]
Add regression tests for the features users name in these reviews before the next release.

“Update messed up scrolling – The last update messed up scrolling with a Magic Keyboard when I try to scroll down it drill my tabs at the top was working perfectly fine before the last update” (2★, US)

7. Justify or adjust the price [Pricing / subscription · 4 reviews · avg severity 2.3/3 · versions 12.35, 12.36]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“Toxic – I have twice paid for X premium accounts. They have made little or no difference to my tweets and my tweets don’t get promoted in any way. It’s also a pretty toxic environment and it is hard (near impossible) to overcome their tox” (1★, GB)

8. Speed up loading [Performance · 3 reviews · avg severity 2.8/3 · versions 12.36, 12.32]
Profile cold start and the slowest screens on older devices; cache content.

“Still bugs... everywhere, and this app EATS my iPhone battery, even in the BG. – There are a lot of times lately where the app will just be stuck loading and loading forever; sometimes when I would actually try to POST things, vs just a repos” (1★, US)

9. Stop data / progress loss [Bugs · 4 reviews · avg severity 1.9/3 · versions 12.36, 12.33]
Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

“Not working – My account had all its followers and following reset, i cant post or send messages. I didnt get any warnings or messages about violations or suspension so it could be a technical issue. No idea either way, and there doesn’t se” (1★, CA)

10. Cut battery / storage use [Performance · 3 reviews · avg severity 2.5/3 · versions 12.36, 12.35]
Check background activity, location use and cache size.

“I miss Twitter – October 2026: can’t receive dm from anyone Feb 2026: battery drain. The 3-dot menu to manage advertising tweets is too small to access without a very small finger or stylus.” (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.