Table D. Examples of user feedback in three areas (original spelling).

Facet	Sample Reviews
software problems e.g. bugs, app crashes	"(…) since the latest update, I don't know whether it is the update or my phone though I rebooted my phone repeatedly, everytime I press on my notification feed (the one beside the profile, heart symbol), I will lag and it will bring me to my homescreen. I also tried uninstalling and reinstalling it again. Please do fix the bug. I want to check on my notifications, and the bug is now preventing me from checking it. Everytime I press it, the app will say that it isn't responding."
	"App crashes every time i try to film on stories and now it keeps autoplaying sound on videos in my feed!"
	"Not sure what is going on with this app - before I used the iOS version with no issue - but there is a bug with the queued posts. If I don't upload draft posts within a couple of hours they get greyed out and/or disappear altogether."
	"HUGE BUG: The dimensions are not supported for the Samsung Galaxy A7 (2018) screen, and other Samsung phones with a bigger screen. People's stories are cropped on the edges, so you can't see the full image. It's zoomed in a weird way and that's very very annoying."
	"Hello Instagram, you are the best social network and i love to post pictures. i see there are some bugs in the updated version. It is very difficult to delete the photos when uploading it please fix it asap."
extension ideas e.g. feature requests	"(…) after I updated the app, I can't see the viewers of my ig story after 24 hours. It's really frustrating and I really hope you put that feature back."
	"Would be very nice if you add option to switch on and off automatic video playback on mobile data. It cost me a lot of data when videos play by itself."
	"translate feature gone ?? where the eff did it go ? no one asked for it to be removed. this is app not even deserving of 1 star"
ideas for improvements	"Wow you really messed this app up. The new update deletes all my drafts when I switch accounts and post on another account. I return to my first account and all drafts are gone. This keeps happening and cost me so much time. How hard is it NOT to delete my work? Sort out your bugged app."
	"I can't say anything about the app. Perfect. But pls guys do something with the fake accounts. Last days i received more than 15 requests from fake accounts."
	"It kept on requesting me for security code when I tried to log into my own account. There's none of the codes sent to my email or phone. It's so stupid that it kept requesting but nothing is given through the email or phone. Please solve this problem Instagram."
	"According to me this app is better than Facebook. But still this app needs some faults to be fixed. Even people are offline or they've just gone offline before a minute only they are shown online. This can create many misunderstandings between people. So please I request you to do something about this."