**S1.** Table Category of the effective messages.

| **Primary Category** | **Secondary Category** | **Number of complaints** | **Percentage** |
| --- | --- | --- | --- |
| communication | cellular network registration | 20 | 0.33% |
| Wi-Fi connection | 127 | 2.12% |
| positioning | 35 | 0.58% |
| Bluetooth connection | 39 | 0.65% |
| etc. | 26 | 0.43% |
| hardware | fingerprint identification | 140 | 2.33% |
| physical key | 79 | 1.32% |
| etc. | 23 | 0.38% |
| system | power on | 89 | 1.48% |
| power off | 6 | 0.10% |
| system update | 293 | 4.89% |
| system halt | 184 | 3.07% |
| slackening | 64 | 1.07% |
| etc. | 161 | 2.68% |
| SMS | browsing | 6 | 0.10% |
| editing | 31 | 0.52% |
| sending | 13 | 0.22% |
| etc. | 40 | 0.67% |
| voice | loading dialer | 311 | ***5.19%*** |
| calling | 27 | 0.45% |
| answering a call | 53 | 0.88% |
| etc. | 30 | 0.50% |
| browser | opening browser | 35 | 0.58% |
| browsing | 47 | 0.78% |
| etc. | 61 | 1.02% |
| camera | loading | 62 | 1.03% |
| focalization | 320 | ***5.34%*** |
| Storing | 21 | 0.35% |
| etc. | 283 | 4.72% |
| app | switchover | 16 | 0.27% |
| logout | 14 | 0.23% |
| uninstall | 4 | 0.07% |
| initialization (specify the name) | 428 | ***7.14%*** |
| operation (specify the name) | 181 | 3.02% |
| installation | 17 | 0.28% |
| crash | 251 | 4.19% |
| etc. | 45 | 0.75% |
| screen | switchover | 17 | 0.28% |
| unlock | 118 | 1.97% |
| rotation | 5 | 0.08% |
| pull and drag | 66 | 1.10% |
| sliding | 27 | 0.45% |
| etc. | 289 | 4.82% |
| video | playing | 132 | 2.20% |
| loading | 15 | 0.25% |
| etc. | 21 | 0.35% |
| audio | playing | 69 | 1.15% |
| loading | 2 | 0.03% |
| etc. | 13 | 0.22% |
| image | opening album | 71 | 1.18% |
| browsing | 39 | 0.65% |
| etc. | 45 | 0.75% |
| game | loading (specify the name) | 33 | 0.55% |
| playing (specify the name) | 239 | 3.99% |
| etc | 134 | 2.23% |
| uncategorized | input method | 123 | 2.05% |
| others | 299 | 4.99% |
| **Total** | | **5339** | **100.00%** |