

# 'Historic' Disney+ streaming launch marred by glitches

12 November 2019, by Andrew Marszal



The launch of the Disney+ streaming service aimed at countering on-demand services like Netflix was marred by connection glitches

Disney flung open its vast archive with the arrival of its much-hyped new television streaming service Tuesday, but the big launch was marred by glitches which prevented many customers accessing titles from Mickey Mouse cartoons to Star Wars.

The introduction of Disney+ marks a huge bet by the media-entertainment giant, pitching it into direct conflict with on-demand services such as Netflix and Amazon Prime which have disrupted the Hollywood media landscape.

It went live overnight on televisions, tablets and smartphones across the US and Canada, featuring thousands of movies and TV episodes from Disney, Pixar, Marvel, Lucasfilm and National Geographic.

Disney chief Bob Iger called the launch "a historic moment for our company that marks a new era of innovation and creativity."

But after a series of posts on social media from users unable to watch, Disney acknowledged problems with the rollout, saying it was due to strong demand.

"The consumer demand for Disney+ has exceeded our high expectations," the company said in a statement. "We are pleased by this incredible response and are working to quickly resolve the current user issue. We appreciate your patience."

The real-time web monitoring service Downtidetector reported at least 8,000 problems accessing Disney+ by 1400 GMT.



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Dozens of Twitter users posted messages about the glitches, some using images of the Disney film "Ralph Breaks the Internet," or the hashtag #DisneyPlusFail.

Others complained of long wait times trying to contact technical support.

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In early reviews, the Los Angeles Times called the first episode "safe-but-entertaining," describing it as "long on impressive special effects and alien shootouts, and short on a fresh story line."

Vanity Fair praised the pilot's action sequences but found the show "lacking the achingly human element of the 'Star Wars' universe."

New episodes will be released each Friday.

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