Press release
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Orange launches two “Orange” and “Sosh” super apps, open to all, featuring a new AI service

- Orange is launching its two super-apps “Orange” and “Sosh” in France, replacing “Orange et moi” and “MySosh” from 19 November.
- For greater simplicity, Orange and Sosh customers can access their main services in one place: plan management, bills, usage and devices, as well as email, TV, news and cybersecurity services.
- For openly accessible AI, Orange is launching “Orange IAs”, a free service, available to everyone, providing access to leading AI models, alongside a premium “Orange IAs Plus” version for Orange and Sosh customers with advanced functions.
- For richer everyday experiences, the new apps also feature partner services, exclusive offers and simpler access to everyday services.

Orange IAs: several AI models brought together in a single app

At the heart of this new experience, “Orange IAs Découverte” provides unique access to several artificial intelligence models within a single app. These incude Anthropic’s Claude, Google’s Gemini, Mistral and OpenAI’s GPT[1]. Available free of charge to all individual users, whether they are Orange customers or customers of another operator, the service enables users to select the model they wish to use, be guided towards the one best suited to their needs, or compare several responses. A single account and shared conversation history make it easy to move from one model to another. Ready-to-use assistants help users discover practical applications, such as summarizing a document, writing a letter or planning a trip[2].

Available exclusively to Orange and Sosh customers for 10 euros per month (including tax), with no commitment, “Orange IAs Plus” provides access to more advanced models, higher-quality image generation, document analysis for files of up to 20 MB[2], and telephone support from Orange IAs specialists. Customers can monitor their usage in real time through a dedicated gauge, view an estimate of the carbon impact of their usage, and activate Eco mode, which automatically selects the AI model with the lowest CO_2 emissions.

[1] The catalogue of AI models may evolve over time.
[2] Subject to the daily usage limit set out in the Orange IAs terms and conditions.

Easily accessible AI with in-person support

Orange IAs has been designed to make artificial intelligence accessible within a trusted environment. Orange does not share users' identities with AI model providers, and their conversations are not used to train those models. To help people discover these tools and adopt them at their own pace, Orange will offer digital workshops in its stores.

All Orange services brought together in one place

The new Orange and Sosh apps bring together Orange's main services in one place. Customers can manage their plans and devices, view their bills and usage, and access Orange email, TV and news services. With a single account, they can more easily access the full Orange experience.

The assistant built into the search bar helps users navigate the app and complete their requests. They can ask questions about their plan, equipment or bills, and be directed to the right service or receive a quick answer.

Cybersecurity at the heart of the experience

The app also provides, free of charge, an AI-powered cybersecurity assistant that helps users analyze suspicious SMS, MMS, QR codes, phone numbers or web links, along with an unwanted-call identification service. Users can also access articles, awareness content, digital workshops and quizzes on cybersecurity to help them adopt the right habits and better protect themselves every day.

Customers with the Orange Cybersecure[3] option can also access their cybersecurity services directly from the app. For example, they can activate protection against threats such as malicious links in SMS messages, emails and web browsing, viruses and spyware, and data theft, across up to 10 family devices. They also benefit from support from cyber specialists, available seven days a week.

New services to enhance everyday life

Beyond Orange services, the app supports users in other moments of their daily lives: shopping, staying informed or enjoying entertainment. Orange Marketplace offers a selection of new and refurbished high-tech products from Orange and partner sellers, while the "News" section brings together current affairs in social media-style formats.

The app also gives users access to five services offered by partners, including "AlloCiné Mini" to preview films currently in cinemas, "Deezer Hits" to listen to the latest tracks, "Playzer Originals" to watch ad-free videos, "Quizz de Génie" to test general knowledge, and "ViaMichelin" to plan a route and estimate its cost. This selection will gradually be expanded.

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[3] Orange Cybersecure is available for 7 euros per month, without any commitment

In addition, Orange customers benefit from a dedicated space called “Orange Merci”. Throughout the year, this section will reward loyal customers with gifts, benefits and special offers from Orange and its partners.

Super-apps open to everyone

All general-public users, regardless of their host mobile operator and completely free of charge, can access Orange IAs Découverte, the cybersecurity assistant, the unwanted-call identification service, cybersecurity-related content (awareness-raising information, workshops and quizzes), Orange Marketplace, “News” as well as the full range of partner services.

“*With the new Orange and Sosh super-apps, we are creating far more than a gateway to our services. These next-generation apps, open to all individual users, bring together the essentials of digital life and enable people to discover multiple artificial intelligence models. Our ambition is to ensure that everyone can easily find the service or AI that is right for them, and make it their own at their own pace, with Orange’s support,*” said Jérôme Hénique, Executive Director and CEO of Orange France.

The new “Orange” and “Sosh” apps will be available from November 19 on the App Store and Google Play. Customers who have enabled automatic updates will receive the new version without needing to take any action.

About Orange

Orange is one of the world’s leading telecommunications operators. The Group aims to be the trusted partner for everyday digital life by providing individuals, businesses and communities with reliable connectivity and innovative services. As of the end of 2025, Orange connects 340 million customers (including MasOrange) across 26 countries and generated 40.4 billion euros in revenues.

As a trusted player, Orange leverages the excellence of its very high-speed broadband networks to deploy digital infrastructure in Europe, Africa and the Middle East. The Group is a European leader in fiber, with 100 million connectable households, and convergent offers. In France, Orange connects 34 million customers and was ranked No. 1 by the regulator Arcep for the quality of its mobile network for the 15th consecutive year. In Africa and the Middle East, the Group’s growth engine, Orange serves nearly 180 million customers and promotes digital and financial inclusion through its connected solutions.

Under the Orange Business brand, the Group supports companies in transforming their networks as well as in AI, trusted cloud and cybersecurity. Orange is also a major player in the wholesale market, where it has a leading global telecom infrastructure and significant capabilities for deploying and operating submarine cables. A committed innovator, Orange relies on 700 researchers and holds a portfolio of 11,000 patents.

Orange is listed on Euronext Paris (symbol ORA). More information: www.orange.com.

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