

Media Contact:

Will Wiquist, 202-418-0509
will.wiquist@fcc.gov

For Immediate Release

CONSUMER BUREAU CHIEF APPOINTS NEXT OMBUDSPERSON

WASHINGTON, October 16, 2015 – Consumer and Governmental Affairs Bureau Chief Alison Kutler today appointed Michael A. Janson to serve as the next Open Internet ombudsperson, the public’s primary point of contact within the agency for formal and informal questions and complaints related to the Open Internet rules.

“We are grateful to have someone as skilled and consumer-focused as Michael to carry forward this important public engagement position,” said Ms. Kutler, who also praised Parul P. Desai for her work establishing the ombudsperson office as an effective resource for consumers and other stakeholders. “Parul’s work leaves the agency in a great position to continue the vital work of the ombudsperson. We greatly appreciate her diligence and intelligence.”

The Open Internet rules established “an ombudsperson to assist consumers, businesses, and organizations with open Internet complaints and questions by ensuring these parties have effective access to the Commission’s processes that protect their interests.” The establishment of the ombudsperson position came as a result of suggestions from a wide array of commenters during the Open Internet proceedings. The FCC’s ombudsperson helps ensure that small and often unrepresented groups reach the appropriate bureaus and offices to address specific issues of concern.

Mr. Janson will work within the Consumer and Governmental Affairs Bureau and continue his current position in the FCC’s Wireless Telecommunications Bureau. He has a demonstrated expertise in Open Internet policy in helping lead the bureau’s work related to the Open Internet Order. He received his bachelor’s degree from the University of Michigan, his law degree from the University of Pennsylvania Law School, and a Ph.D. in political science from the University of Pennsylvania.

Ms. Desai will return to her previous position as an attorney advisor within the FCC’s Audio Division in the Media Bureau, where she will lead outreach efforts. During her tenure as the agency’s first ombudsperson, Ms. Desai helped establish protocols and systems for managing incoming questions and for helping move concerns toward resolution.

The ombudsperson can be reached at: ombudsperson@fcc.gov or 202-418-1155. To file a complaint online, go to consumercomplaints.fcc.gov, click “File a Complaint” in the Internet icon, and select “Open Internet” as the issue area. Complaints can also be submitted by phone at 1-888-CALL-FCC (1-888-225-5322), TTY: 1-888-TELL-FCC (1-888-835-5322), and ASL Videophone: 1-844-432-2275 or by mail.

To learn more about the FCC's Open Internet Rules, visit www.fcc.gov/openinternet. The text of the Open Internet Report and Order is available here: <http://go.usa.gov/3NjnB>

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Office of Media Relations: 202.418.0500

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).