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FOR IMMEDIATE RELEASE

TELEDIRECT CONTINUES CABLE INDUSTRY FOCUS WITH IMPLEMENTATION AT CHARTER COMMUNICATIONS, NATION'S FOURTH LARGEST CABLE MSO

Liberation 6000 Product Increases Efficiency of Charter's Sales and Service Reps

Scottsdale, Ariz, Nov. 12, 2002 – TeleDirect International, a leading provider of customer campaign management (CCM) and predictive dialing software, today announced that Charter Communications, (Nasdaq: CHTR), the nation's fourth largest cable multiple systems operator (MSO), has chosen TeleDirect's Liberation® 6000 software to implement in their regional service centers.

The new technology enables Charter sales and service representatives to be more effective in their customer communication and interaction and ultimately improve customer relationships. Intuitive 'dialog guides' in Liberation 6000 prompt Charter's customer representatives with information about the customer, their preferences, and any promotions or offers that might be of interest to them. This quick and easy-to-access prompting ensures that Charter customers receive personalized attention and remain informed regarding Charter's new service enhancements and offers. The software also contains powerful Dialog Wizards and intuitive Campaign Management software to enable Charter's marketing managers to easily create, launch, and manage successful campaigns, with little IT involvement and minimal operational expense.

"We are pleased to partner with a provider who specializes in our industry and provides appropriate, cost-effective 'out of the box' solutions," said David Baumstark, Charter's corporate customer care telephony manager. "We expect this relationship to have a positive impact on our outbound customer satisfaction experience while improving agent efficiency."

Liberation 6000 Used Extensively in Cable Industry

The Liberation 6000 software automates all the activities a call center needs to develop, implement and manage successful sales campaigns to increase revenues. It enables marketing and teleservices managers to leverage the customer and prospect information stored in their data warehouses to create, launch and monitor marketing campaigns in their customer contact centers. Its special **CableCall™** suite has been designed exclusively for MSOs with input from managers, agents and IT professionals in the industry. The suite includes DialogGuide templates that can be easily customized without IT intervention, as well as customized reports on campaign, agent and sales performance for analysis by managers to ensure the campaigns are meeting their target objectives.

The software is currently installed at several cable companies nationwide, including three of the top four MSOs.

“We are continuing to target the needs of the cable multiple system operators by enhancing our software with suites like CableCall to ensure that partners such as Charter have the most effective solutions for promoting and selling their digital services while retaining their customers,” noted TeleDirect CEO and President, Kathleen Kelly.

About Charter Communications

Charter Communications, Inc., A Wired World Company™, is among the nation's largest broadband communications companies, currently serving some 6.8 million customers in 40 states. Charter provides a full range of advanced broadband services to the home, including cable television on an advanced digital video programming platform marketed under the Charter Digital Cable® brand and high-speed Internet access via Charter Pipeline®. Commercial high-speed data, video and Internet solutions are provided under the Charter Business Networks™ brand. Advertising sales and production services are sold under Charter Media.

A Fortune 500 and NASDAQ 100 Company, Charter was the 2001 recipient of the Outstanding Corporate Growth Award from the Association for Corporate Growth, the 2001 R.E. "Ted" Turner Innovator of the Year Award from the Southern Cable Telecommunications Association, and the 2001 Fast 50 Award for Growth from the St. Louis Regional Chamber and Growth Association.

More information about Charter can be found at www.charter.com.

About TeleDirect

Founded in 1983, TeleDirect International Inc. provides software and services for customer campaign management (CCM) and enterprise automated marketing. Leading companies in the communication services, travel and leisure, publishing and financial services industries have chosen TeleDirect's technology to help improve their business-to-consumer relationships and increase revenues. TeleDirect is headquartered in Scottsdale, Arizona and is privately held. For more information, visit the website at www.tdirect.com or call 1-800-531-6440.

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