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MERGER OR SHARE EXCHANGE

INSTITUTE FOR INTERNATIONAL RESEARCH, INC.

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Merger
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ARTICLES OF MERGER

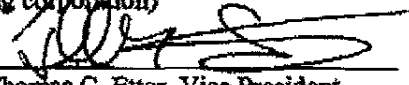
The following articles of merger are being submitted in accordance with section 607.1105 Florida Business Corporation Act.

FIRST: The attached Plan of Merger is attached hereto as Exhibit A.

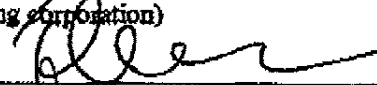
SECOND: The merger shall become effective as of the date the Articles of Merger are filed with Florida Department of State.

THIRD: The attached Plan of Merger was approved and adopted by the shareholders of each party to the merger in accordance with the respective laws of all applicable jurisdictions on January 25, 2005.

INSTITUTE FOR INTERNATIONAL RESEARCH, INC.
(surviving corporation)

By 
Thomas C. Etter, Vice President

BLUE PARROT ENTERPRISES, INC.
(Non-surviving corporation)

By 
Thomas C. Etter, Vice President

ECUSTOMERSERVICEWORLD.COM, INC.
(Non-surviving corporation)

By 
Thomas C. Etter, Vice President

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Exhibit A**PLAN OF MERGER**

The following plan of merger is being submitted in accordance with section 607.1101 of the Florida Business Corporation Act and section 907 of the New York Business Corporation Law.

FIRST: The exact name and jurisdiction of each merging party are as follows:

<u>Name</u>	<u>Jurisdiction</u>
Blue Parrot Enterprises, Inc.	Florida
eCustomerServiceWorld.com, Inc.	Florida
Institute for International Research, Inc.	New York

SECOND: The exact name and jurisdiction of the surviving party are as follows:

<u>Name</u>	<u>Jurisdiction</u>
Institute for International Research, Inc.	New York

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THIRD: The terms and conditions of the merger are as follows:

Blue Parrot Enterprises, Inc. ("Blue Parrot"), a subsidiary of Institute for International Research, Inc. and eCustomerServiceWorld.com, Inc. ("eCSW"), a subsidiary of Blue Parrot, shall be merged with and into Institute for International Research, Inc., with Institute for International Research, Inc. surviving the merger (the "Surviving Corporation") and continuing its separate existence as a New York corporation. At the time the Certificate of Merger (the "Certificate") is filed with the New York Department of State and the Articles of Merger (together with the "Certificate", the "Articles") are filed with the Florida Department of State, the separate existences of Blue Parrot and eCSW shall cease. All of the rights and obligations of Blue Parrot and eCSW under any contracts to which Blue Parrot or eCSW are a party, and as otherwise required by law, will be assumed by the Surviving Corporation.

FOURTH:

There are 1,000 shares of Blue Parrot common stock outstanding, all of which is owned by the Surviving Corporation, and all of which are entitled to vote as a class. The common stock of Blue Parrot outstanding immediately prior to the time the Articles are filed with the Florida and New York Departments of State shall, by virtue of the merger and at the time the Articles are filed, cease to exist.

There are 1,000 shares of eCSW common stock outstanding, all of which is owned by Blue Parrot, and all of which are entitled to vote as a class. The common stock of eCSW outstanding immediately prior to the time the Articles are filed with the Florida and New York Departments of State shall, by virtue of the merger and at the time the Articles are filed, cease to exist.

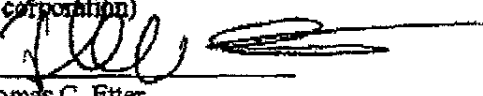
There are 10 shares of Surviving Corporation common stock outstanding, all of which is entitled to vote as a class. The common stock of the Surviving Corporation outstanding immediately prior to the

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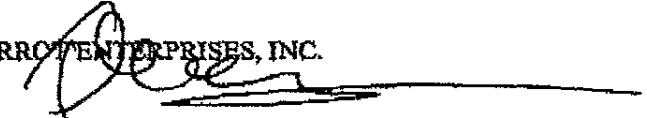
time the Articles are filed with the Florida and New York Departments of State shall continue unchanged as issued and outstanding shares of common stock of the Surviving Corporation.

INSTITUTE FOR INTERNATIONAL RESEARCH, INC.
(surviving corporation)

By 
Thomas C. Etter

Its Vice President

BLUE PARROT ENTERPRISES, INC.

By 
Thomas C. Etter

Its Vice President

ECUSTOMERSERVICEWORLD.COM, INC.

By 
Thomas C. Etter

Its Vice President

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