Howdy!

I'm the systems engineer here at Rackspace responsible for the operation of the Cloud DNS API.

I'm terribly sorry you ran into a defect in our product that prevented you from getting stuff done. Included in this box is a gift as thanks for "shining a little light" on the bugs in our system.

And also thanks for your patience as we banished the bugs! If you run into another one or need assistance with anything else just let me know.

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