



# IDTA 02002-1-0-1

## Submodel for Contact Information

November 2025

### SPECIFICATION

Submodel Template of the  
Asset Administration Shell

# Imprint

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2022-05-24	1 <sup>st</sup> Version	Release of the Submodel template
2025-11-03	1.0.1	Release of the bug fix version of the Submodel template published by IDTA

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## Foreword

We would like to thank Univ.-Prof. Dr.-Ing. Alexander Fay, Alaettin Dogan and Yuanheng Zhang of the department Mechanical and Civil Engineering at the Helmut Schmidt University / University of the Federal Armed Forces Hamburg and the working group “Contact Information” for their contribution to the document as well as the successful leading of discussions throughout the project.

# 1 General

## 1.1 About this document

This document is a part of a specification series. Each part specifies the contents of a Submodel template for the Asset Administration Shell (AAS). The AAS is described in [1], [2], [3] and [6]. First exemplary Submodel contents were described in [4], while the actual format of this document was derived by the "Administration Shell in Practice" [5]. The format aims to be very concise, giving only minimal necessary information for applying a Submodel template, while leaving deeper descriptions and specification of concepts, structures and mapping to the respective documents [1] to [6].

The target group of the specification are developers and editors of technical documentation and manufacturer information, which are describing assets in smart manufacturing by means of the Asset Administration Shell (AAS) and therefore need to create a Submodel instance with a hierarchy of SubmodelElements. This document especially details on the question, which SubmodelElements with which semantic identification shall be used for this purpose.

## 1.2 Scope of the Submodel

This Submodel template aims at interoperable provision of contact information in regard to the asset of the respective Asset Administration Shell. Central element is the provision of properties [7], ideally interoperable by the means of dictionaries such as ECLASS and IEC CDD (Common Data Dictionary). The purpose of this document is to make selected specifications of Submodels in such manner that information about assets can be exchanged in a meaningful way between partners in a value creation network. It targets equipment for process industry and factory automation by defining standardized meta data.

The intended use-case is the provision of a standardized property structure for contact information, which can effectively accelerate the preparation for asset maintenance.

This concept can serve as a basis for standardizing the respective Submodel. The conception is based on studies of common practices at enterprises.

Beside standardized Submodel this template also introduces standardized SubmodelElementCollections (SMC) in order to improve the interoperability while modelling aspects of contact information within other Submodels.

## 1.3 Relevant standards and sources of concepts for the Submodel template

According to [3], interoperable properties might be defined by standards, consortium specifications or manufacturer specifications. Useful standards providing sources of concepts are:

**Table 1 List of exemplary standards defining interoperable properties**

IEC 62890:2020-07 — Industrial-process measurement, control and automation - Life-cycle-management for systems and components	Describes basic concepts of product types and instances and the concepts of a life-cycle mode
VDMA 24903 — Obsolescence management – Exchange of information regarding change and discontinuance of products and items	Describes important event in the life-cycle of a product type and identifies important information elements to be conveyed

So called property dictionaries are used identify information elements (see Terms and Definitions of [6]).  
Such property dictionaries include:

- ECLASS, see: <https://www.eclasscontent.com/>
- IEC CDD, see: <https://cdd.iec.ch/cdd/iec61987/iec61987.nsf> and  
<https://cdd.iec.ch/cdd/iec62683/cdddev.nsf>

In this document, properties are aimed to be described by ECLASS.



## 2 Information set for Submodel Contact Information

While defining Submodels the following three aspects must be considered as suggested in [5]:

### **Use and economic relevance**

The Submodel Contact Information is designed for service issues, e.g. maintenance or malfunction. The Submodel should show the available communication channels to reach the correct service provider without ambiguity. Beside manufacturers authorised partners may serve as service provider and contact for spare parts orders as well. In this way inquiries for repair services or spare parts can reach the right service contact directly and efficiently.

### **Possible functions and interactions**

When a service issue occurs, customer can contact the responsible department of the manufacturer or an authorized service provider by using the communication channels specified in the Submodel. The properties for physical address and language availability can enable a rapid filtering of the wide range of all provided contacts. Furthermore, the specification of the time availability in contact channels like telephone or online communication helps customers to locate the right service contacts depending on the time when the issue occurs.

In regard to required property cardinalities, i.e. which property is mandatory or optional, this specification has been conceived to provide interoperable contact information via diverse channels. Therefore all properties within the SMC "ContactInformation" are defined as optional. If due to a specific use case further regulations or stipulations apply for providing contact information, the property cardinalities are to be adjusted accordingly. This flexibility in constraints also applies for re-usage of SMC "ContactInformation" in other Submodels, also see clause 4 "Usage as SubmodelElementCollection".

### **Property specification**

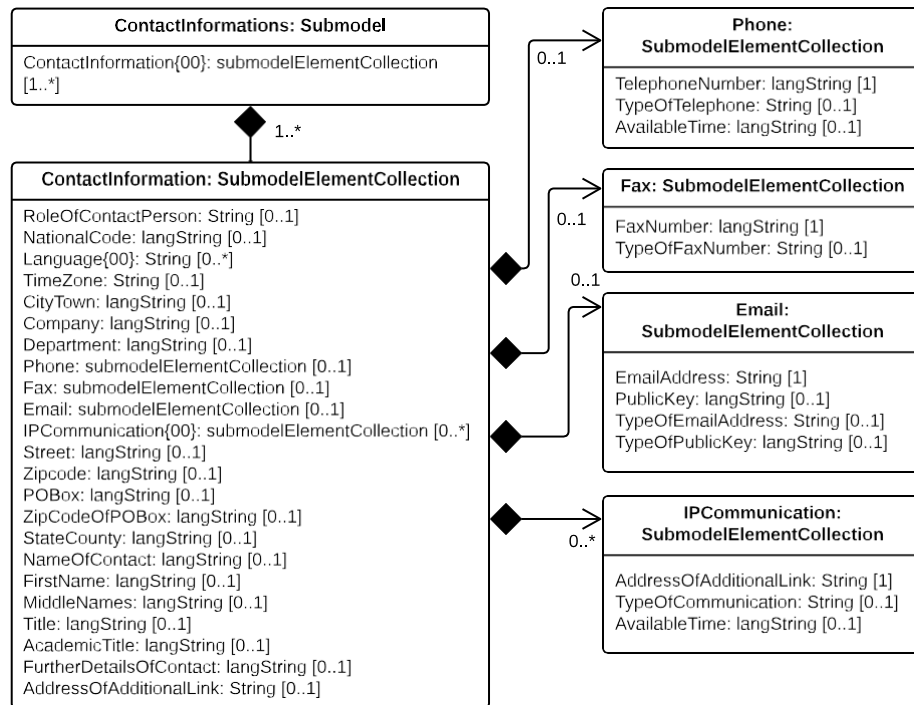
See clause 3 "Submodel and collections".

## 3 Submodel and collections

### 3.1 Properties of the Submodel "ContactInformations"

Figure 1 shows the UML-diagram defining the relevant properties which need to be set. Table 2 describes the details of the Submodel structure combined with examples.

**Figure 1: UML-Diagram for Submodel "ContactInformations"**



**Table 2: Properties of Submodel "ContactInformations"**

<b>idShort:</b>	ContactInformations		
	Note: the above idShort shall always be as stated.		
<b>Class:</b>	Submodel		
<b>semanticId:</b>	[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations</a>		
<b>Parent:</b>	Asset Adminsitration Shell with asset, which is a 3rd party article		
<b>Explanation:</b>	The Submodel "ContactInformations" is the collection for various contact information.		
<b>[SME type]</b>	<b>semanticId = [idType]value</b>	<b>[valueType]</b>	<b>card.</b>
<b>idShort</b>	<b>Description@en</b>	<b>example</b>	
[SubmodelElementCollection] ContactInformation	<p>[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation</a></p> <p>The SMC "ContactInformation" contains information on how to contact the manufacturer or an authorised service provider, e.g. when a maintenance service is required</p>	n/a	[1..*]

## 3.2 Properties of the SMC “ContactInformation”

Figure 1 shows the UML-diagram defining the relevant properties which need to be set. Table 3 describes the details of the SMC structure combined with examples.

**Table 3: Properties of SMC "ContactInformation"**

<b>idShort:</b>	ContactInformation Note: the above idShort shall always be as stated.		
<b>Class:</b>	SubmodelElementCollection		
<b>semanticId:</b>	[IRI] https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation		
<b>isCaseOf</b>	[IRDI] 0173-1#02-AAQ837#005		
<b>AllowDuplicat es</b>	True		
<b>Parent:</b>	Submodel “ContactInformations”		
<b>Explanation:</b>	The SMC “ContactInformation” contains information on how to contact the manufacturer or an authorised service provider, e.g. when a maintenance service is required		
<b>[SME type]</b>	<b>semanticId = [idType]value</b>	<b>[valueType]</b>	<b>card.</b>
<b>idShort</b>	<b>Description@en</b>	<b>example</b>	
[Property] RoleOfContactP erson	[IRDI] 0173-1#02-AAO204#003  function of a contact person in a process  enumeration: 0173-1#07-AAS927#001 (administrativ contact), 0173-1#07-AAS928#001 (commercial contact), 0173-1#07-AAS929#001 (other contact), 0173-1#07- AAS930#001 (hazardous goods contact), 0173-1#07- AAS931#001 (technical contact)  Note: the above mentioned ECLASS enumeration should be declared as “open” for further addition.	[String]  0173-1#07-AAS931#001  ECLASS enumeration IRDI is preferable. If no IRDI available, custom input as String may also be accepted.	[0..1]
[MLP] <sup>1</sup> NationalCode	[IRDI] 0173-1#02-AAO134#002  code of a country  Note: country codes defined accord. to ISO 3166-1	[langString] <sup>1</sup>  DE@de	[0..1]

<sup>1</sup> Recommendation: property declaration as MLP is required by its semantic definition. As the property value is language independent, users are recommended to provide maximal 1 string in any language of the user's choice.

[Property] Language	<p>[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/Language">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/Language</a></p> <p>isCaseOf: [IRDI] 0173-1#02-AAO895#003</p> <p>Available language</p> <p>Note: language codes defined accord. to ISO 639-1</p> <p>Note: as per ECLASS definition, Expression and representation of thoughts, information, feelings, ideas through characters</p>	[String] de	[0..*]
[Property] TimeZone	<p>[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/TimeZone">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/TimeZone</a></p> <p>offsets from Coordinated Universal Time (UTC)</p> <p>Note: notation accord. to ISO 8601</p> <p>Note: for time in UTC the zone designator "Z" is to be used</p>	[String] Z -12:00 +14:00	[0..1]
[MLP] CityTown	<p>[IRDI] 0173-1#02-AAO132#002</p> <p>town or city</p> <p>Note: mandatory property according to EU Machine Directive 2006/42/EC.</p>	[langString] Musterstadt@de	[0..1]
[MLP] Company	<p>[IRDI] 0173-1#02-AAW001#001</p> <p>name of the company</p>	[langString] ABC Company@en	[0..1]
[MLP] Department	<p>[IRDI] 0173-1#02-AAO127#003</p> <p>administrative section within an organisation where a business partner is located</p>	[langString] Vertrieb@de	[0..1]
[SubmodelElementCollection] Phone	<p>[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/Phone">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/Phone</a></p> <p>Phone number including type</p> <p>See separate clause</p>	n/a	[0..1]
[SubmodelElementCollection] Fax	<p>[IRDI] 0173-1#02-AAQ834#005</p> <p>Fax number including type</p> <p>See separate clause</p>	n/a	[0..1]
[SubmodelElementCollection] Email	<p>[IRDI] 0173-1#02-AAQ836#005</p> <p>E-mail address and encryption method</p> <p>See separate clause</p>	n/a	[0..1]
[SubmodelElementCollection] IPCommunication_00_	<p>[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/IPCommunication">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/IPCommunication</a></p> <p>IP-based communication channels, e.g. chat or video call</p> <p>See separate clause</p>	n/a	[0..*]

[MLP] Street	[IRDI] 0173-1#02-AAO128#002 street name and house number	[langString] Musterstraße 1@de	[0..1]
[MLP] <sup>1</sup> Zipcode	[IRDI] 0173-1#02-AAO129#002 ZIP code of address	[langString] <sup>1</sup> 12345@de	[0..1]
[MLP] POBox	[IRDI] 0173-1#02-AAO130#002 P.O. box number	[langString] PF 1234@de	[0..1]
[MLP] <sup>1</sup> ZipCodeOfPOBox	[IRDI] 0173-1#02-AAO131#002 ZIP code of P.O. box address	[langString] <sup>1</sup> 12345@de	[0..1]
[MLP] StateCounty	[IRDI] 0173-1#02-AAO133#002 federal state a part of a state	[langString] Muster-Bundesland@de	[0..1]
[MLP] NameOfContact	[IRDI] 0173-1#02-AAO205#002 surname of a contact person	[langString]	[0..1]
[MLP] FirstName	[IRDI] 0173-1#02-AAO206#002 first name of a contact person	[langString]	[0..1]
[MLP] MiddleNames	[IRDI] 0173-1#02-AAO207#002 middle names of contact person	[langString]	[0..1]
[MLP] Title	[IRDI] 0173-1#02-AAO208#003 common, formal, religious, or other title preceding a contact person's name	[langString]	[0..1]
[MLP] AcademicTitle	[IRDI] 0173-1#02-AAO209#003 academic title preceding a contact person's name	[langString]	[0..1]
[MLP] FurtherDetailsOfContact	[IRDI] 0173-1#02-AAO210#002 additional information of the contact person	[langString]	[0..1]
[Property] AddressOfAdditionalLink	[IRDI] 0173-1#02-AAQ326#002 web site address where information about the product or contact is given	[String]	[0..1]

### 3.3 Properties of the SMC "Phone"

Figure 1 shows the UML-diagram defining the relevant properties which need to be set. Table 4 describes the details of the SMC structure combined with examples.

**Table 4: Properties of SMC "Phone"**

<b>idShort:</b>	Phone		
<b>Class:</b>	SubmodelElementCollection		
<b>semanticId:</b>	[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/Phone">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/Phone</a>		
<b>isCaseOf</b>	[IRDI] 0173-1#02-AAQ833#005		
<b>Parent:</b>	SMC "ContactInformation"		
<b>Explanation:</b>	Phone number including type		
<b>[SME type]</b>	<b>semanticId = [idType]value</b>	<b>[valueType]</b>	<b>card.</b>
<b>idShort</b>	<b>Description@en</b>	<b>example</b>	
[MLP] <sup>1</sup> TelephoneNumber	[IRDI] 0173-1#02-AAO136#002  complete telephone number to be called to reach a business partner	[langString] <sup>1</sup>  +491234567890@de	[1]
[Property] TypeOfTelephone	[IRDI] 0173-1#02-AAO137#003  characterization of a telephone according to its location or usage  enumeration: 0173-1#07-AAS754#001 (office), 0173-1#07-AAS755#001 (office mobile), 0173-1#07-AAS756#001 (secretary), 0173-1#07-AAS757#001 (substitute), 0173-1#07-AAS758#001 (home), 0173-1#07-AAS759#001 (private mobile)	[String]  0173-1#07-AAS754#001	[0..1]
[MLP] AvailableTime	[IRI] <a href="https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/AvailableTime/">https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/AvailableTime/</a>  Specification of the available time window	[langString]  Montag – Freitag 08:00 bis 16:00@de	[0..1]

### 3.4 Properties of the SMC "Fax"

Figure 1 shows the UML-diagram defining the relevant properties which need to be set. Table 5 describes the details of the SMC structure combined with examples.

**Table 5: Properties of SMC "Fax"**

<b>idShort:</b>	Fax		
<b>Class:</b>	SubmodelElementCollection		
<b>semanticId:</b>	[IRDI] 0173-1#02-AAQ834#005		
<b>Parent:</b>	SMC "ContactInformation"		
<b>Explanation:</b>	Fax number including type		
<b>[SME type]</b>	<b>semanticId = [idType]value</b>	<b>[valueType]</b>	<b>card.</b>
<b>idShort</b>	<b>Description@en</b>	<b>example</b>	
[MLP] <sup>1</sup> FaxNumber	[IRDI] 0173-1#02-AAO195#002 complete telephone number to be called to reach a business partner's fax machine	[langString] <sup>1</sup> +491234567890@de	[1]
[Property] TypeOfFaxNumber	[IRDI] 0173-1#02-AAO196#003 characterization of the fax according its location or usage enumeration: 0173-1#07-AAS754#001 (office), 0173-1#07-AAS756#001 (secretary), 0173-1#07-AAS758#001 (home)	[String] 1	[0..1]

### 3.5 Properties of the SMC "Email"

Figure 1 shows the UML-diagram defining the relevant properties which need to be set. Table 6 describes the details of the SMC structure combined with examples.

**Table 6: Properties of SMC "Email"**

<b>idShort:</b>	Email		
<b>Class:</b>	SubmodelElementCollection		
<b>semanticId:</b>	[IRDI] 0173-1#02-AAQ836#005		
<b>Parent:</b>	SMC "ContactInformation"		
<b>Explanation:</b>	E-mail address and encryption method		
<b>[SME type]</b>	<b>semanticId = [idType]value</b>	<b>[valueType]</b>	<b>card.</b>
<b>idShort</b>	<b>Description@en</b>	<b>example</b>	
[Property] EmailAddress	[IRDI] 0173-1#02-AAO198#002 electronic mail address of a business partner	[String] email@muster-ag.de	[1]
[MLP] <sup>1</sup> PublicKey	[IRDI] 0173-1#02-AAO200#002 public part of an unsymmetrical key pair to sign or encrypt text or messages	[langString] <sup>1</sup>	[0..1]
[Property] TypeOfEmailAddress	[IRDI] 0173-1#02-AAO199#003 characterization of an e-mail address according to its location or usage enumeration: 0173-1#07-AAS754#001 (office), 0173-1#07-AAS756#001 (secretary), 0173-1#07-AAS757#001 (substitute), 0173-1#07-AAS758#001 (home)	[String] 0173-1#07-AAS754#001	[0..1]
[MLP] TypeOfPublicKey	[IRDI] 0173-1#02-AAO201#002 characterization of a public key according to its encryption process	[langString]	[0..1]



### 3.6 Properties of the SMC “IPCommunication”

Figure 1 shows the UML-diagram defining the relevant properties which need to be set. Table 7 describes the details of the SMC structure combined with examples.

**Table 7: Properties of SMC "IPCommunication"**

<b>idShort:</b>	IPCommunication__00__		
<b>Class:</b>	SubmodelElementCollection		
<b>semanticId:</b>	[IRI] https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/IPCommunication/		
<b>Parent:</b>	SMC “ContactInformation”		
<b>Explanation:</b>	IP-based communication channels, e.g. chat or video call		
<b>[SME type]</b>	<b>semanticId = [idType]value</b>	<b>[valueType]</b>	<b>card.</b>
<b>idShort</b>	<b>Description@en</b>	<b>example</b>	
[Property] AddressOfAdditionalLink	[IRDI] 0173-1#02-AAQ326#002 web site address where information about the product or contact is given	[String]	[1]
[Property] TypeOfCommunication	[IRI] https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/IPCommunication/TypeOfCommunication characterization of an IP-based communication channel	[String] Chat Video call	[0..1]
[MLP] AvailableTime	[IRI] https://admin-shell.io/zvei/nameplate/1/0/ContactInformations/ContactInformation/AvailableTime/ Specification of the available time window	[langString] Montag – Freitag 08:00 bis 16:00@de	[0..1]

## 4 Usage as SubmodelElementCollection

Due to the fact that contact information can be re-used in various contexts beside service issues, the specified SMC “ContactInformation” in section 3 can be used within other Submodels. In this way the parent Submodel can utilize standardized means of providing contact information, while the specific context of contact information remains identifiable through the parent Submodel.

## Annex A. Explanations on used table formats

### 1. General

The used tables in this document try to outline information as concise as possible. They do not convey all information on Submodels and SubmodelElements. For this purpose, the definitive definitions are given by a separate file in form of an AASX file of the Submodel template and its elements.

### 2. Tables on Submodels and SubmodelElements

For clarity and brevity, a set of rules is used for the tables for describing Submodels and SubmodelElements.

- The tables follow in principle the same conventions as in [5].
- The table heads abbreviate 'cardinality' with 'card'.
- The tables often place two informations in different rows of the same table cell. In this case, the first information is marked out by sharp brackets [] from the second information. A special case are the semanticIds, which are marked out by the format: (type)(local)[idType]value.
- The types of SubmodelElements are abbreviated:

SME type	SubmodelElement type
Property	Property
MLP	MultiLanguageProperty
Range	Range
File	File
Blob	Blob
Ref	ReferenceElement
Rel	RelationshipElement
SMC	SubmodelElementCollection

- If an idShort ends with '{00}', this indicates a suffix of the respective length (here: 2) of decimal digits, in order to make the idShort unique. A different idShort might be chosen, as long as it is unique in the parent's context.
- The Keys of semanticId in the main section feature only idType and value, such as: [IRI]https://admin-shell.io/vdi/2770/1/0/DocumentId/Id. The attributes "type" and "local" (typically "ConceptDescription" and "(local)" or "GlobalReference" and "(no-local)") need to be set accordingly; see [6].
- If a table does not contain a column with "parent" heading, all represented attributes share the same parent. This parent is denoted in the head of the table.
- Multi-language strings are represented by the text value, followed by '@'-character and the ISO 639 language code: example@de.
- The [valueType] is only given for Properties.

## Annex C. Changes to the Submodel template

## Changes Version 1.2 to Version 2.0

This version addresses the following GitHub issues:

- **Issue #188** – [IDTA-02002-1-0 Contact Information] semanticId in template files for SMC "IPCommunication" does not match specification Corrected the semanticId in template files for SMC "IPCommunication" to match the specification document.
- **Issue #98** – 02002 Contact Information – Specification does not match the template Aligned the specification document with the template files to ensure consistency between documentation and implementation.
- **Issue #97** – 02002 Contact Information – Misleading note for idShort of ContactInformation Corrected misleading note for idShort of ContactInformation in the specification document.

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