Crypto wallet is frozen and can't initiate transfers

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It is technically impossible for a cryptocurrency wallet to be frozen. If you are getting an error message along these lines, or you are being told by someone that your wallet is 'frozen', it is quite likely that

a) 'Your' wallet either isn't technically wallet of yours at all and it is likely controlled and/or owned by a third party

b) You are being scammed.

The cryptocurrency wallet is only yours if you have the private key(s) and/or seed phrase to the wallet. If you do not have this, then the wallet isn't technically yours, at least as far as who controls it.

Any legitimate cryptocurrency wallet software does not have the ability to freeze your wallet. The owner of the private key(s) of the wallet has sole control over the wallet by virtue of having these necessary cryptographic credentials to move funds from the wallet. In the case the wallet software has some type of technical or connection issues, users always have the ability to import their wallet into different wallet software and continue using the wallet from that new installation.

If you don't have the private keys to the wallet, then the wallet isn't yours, and it isn't frozen -- the individual(s) who control it simply aren't processing your request.